

Limited English Proficiency (LEP)

VBCMH Training – FY25

Objective

- This training is designed to make you familiar with accommodating persons with Limited English Proficiency.
- Limited English Proficiency (LEP) is **defined as** the inability to speak, read, write, or understand English at a level that permits *effective* interaction with healthcare providers. This includes those with hearing and visual impairments.

Remember:

- Treat all customers equally, **regardless** of his/her ability to speak English or their limitations.
- We **cannot** require that customers conduct business in English.
- We must respond appropriately to all language assistance needs.
- Discrimination need not be **intentional**. Agencies have a clear legal obligation to avoid any type of discrimination.

Our Intent

- **Our intent** is to be both willing and prepared to help those for whom language may be a barrier to obtaining necessary treatment and support.

Legal Basis

- **There is NO LEP law.** It is the combination of several existing laws.
- **The Civil Rights Act of 1964** provides that no person shall be subjected to discrimination on the basis of race, color or national origin.
- ***The courts have determined that discriminating against a person based on language is the same as discriminating against them based on nationality.***
- **Section 1557 of the Affordable Care Act** which passed on May 18, 2016, builds upon the longstanding nondiscrimination laws, by prohibiting discrimination on the basis of race, color, national origin, sex, age, or disability in certain health programs and activities.

Who is covered?

- The law says “persons” – which means **everyone and** includes immigrants who are in this country legally or illegally.
- **Remember:** We do not determine who “should” be able to communicate with us in English. That is not our role as mental health care providers.

Basic Requirements

- Our procedures cannot restrict meaningful participation by LEP persons.
- In order to assist those with visual impairments, all written documents are now required to greater than 12 point font.
- All written materials need to be written in a “manner and format that is easily understood” which is determined to be 6.9 grade reading level.
- We need to examine our procedures to assure that they do not create unintended language barriers.

Language Assistance

- We are required to provide competent language assistance to LEP persons at NO cost to them.
- Language assistance standards **include** additional assistance required due to poor hearing or limited sight.
- Interpreters must be competent in both the language spoken by the customer and English.

Interpreters

- The interpreter must be knowledgeable of, and committed to, confidentiality requirements.
- Staff must clearly document any instance in which they believe circumstances warranted use of an interpreter whose qualifications they are not familiar with.

Interpreters

- Staff will encourage customers *not* to use friends, family members or minors as interpreters due to conflict of interest. If the customer persists in that choice, staff must clearly document the use of such interpreters.
- Minors may only be used as interpreters in the most urgent or emergency situations and never on an ongoing or routine basis.
- Staff will *not* permit other customers to act as interpreters – even for setting appointments.

LEP Posters at All Sites



Van Buren Community Mental Health Authority complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Van Buren Community Mental Health Authority does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Van Buren Community Mental Health Authority:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact Sandy Thompson, Clinical Services Coordinator.

If you believe that Van Buren Community Mental Health Authority has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

Sandy Thompson, LLP, LBSW
Clinical Services Coordinator
801 Hazen Street, Suite C
Paw Paw, MI 49079
P: 269-657-5574
TTY: 711
F: 269-657-3474
sthompson@vbcmh.com

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Sandy Thompson is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue SW., Room 509F, HHH Building
Washington, D.C., 20201
1-800-368-1019, 1-800-537-7697 (TDD).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.



"ATTENTION: If you speak _____, language assistance services, free of charge, are available to you. Please notify any staff person or call 1-800-890-3712 (TTY: 711)."

SPANISH: "ATENCIÓN: Si usted dice el español, los servicios de ayuda de lengua, gratuitamente, están disponibles a usted. Por favor notifique a cualquier persona de personal o llame 1-800-890-3712 (TTY: 711)."

ARABIC: "الرجاء، لك أن توفر مجاناً، اللغة العربية، المساعدة خدمات العربية، اللغة تحدث كنت إذا: الله تمام" 1-800-890-3712 (TTY: 711)."

GERMAN: "Achtung: Wenn Sie Deutsch sprechen, Sprache-Assistance-Leistungen, unentgeltlich, stehen Ihnen zur Verfügung. Bitte benachrichtigen Sie alle Mitarbeiter oder rufen Sie 1-800-890-3712 (TTY: 711)."

CHINESE: "注意：如果你會說中國話，語言援助服務，免費的是可供您使用。請通知任何人員或者撥打電話 1-800-890-3712 (TTY: 711)."

CROATIAN: "POZOR: Ako govorite hrvatski, usluge jezične pomoć, besplatno su dostupne za vas. Molimo obavijestiti bilo koju osobu osoblje ili nazovite 1-800-890-3712 (TTY: 711)."

POLISH: "UWAGA: Jeśli w języku polskim, usługi assistance językowych, bezpłatnie, są dostępne dla Ciebie. Proszę powiadomić każdą osobę personelu lub zadzwoń 1-800-890-3712 (TTY: 711)."

ALBANIAN: "KUJDES: Nëse ju flasin shqip, shërbimet e asistencës gjuha, pa pagesë, janë në dispozicion për ty. Ju lutemi të njoftojtë çdo person të stafit ose telefononi 1-800-890-3712 (TTY: 711)."

ITALIAN: "ATTENZIONE: Se si parla italiano, servizi di assistenza linguistica, gratuitamente, sono a vostra disposizione. Si prega di comunicare qualsiasi persona personale o chiamare 1-800-890-3712 (TTY: 711)."

TAGALOG: "Pansin: Kung magsalita ka Tagalog, wika serbisyo ng tulong, nang walang bayad, ay magagamit sa iyo. Mangyaring ipagbigay-alam sa anumang mga kawani na tao o tumawag 1-800-890-3712 (TTY: 711)."

HINDI: "ध्यान: अगर आप हिन्दी बोलते, भाषा सहायता सेवाओं, नि: शुल्क, आप के लिए उपलब्ध हैं। कृपया किसी भी स्टाफ व्यक्ति को सूचित करें या कॉल 1-800-890-3712 (TTY: 711)."

KOREAN: "주의: 만약 당신이 한국어를 말하는, 언어 지원 서비스, 무료로, 당신에 게 사용할 수 있습니다. 제발 어떤 직원 사람 또는 1-800-890-3712 전화 (TTY: 711)."

VIETNAMESE: "Chú ý: nếu bạn nói tiếng Việt, Dịch vụ hỗ trợ ngôn ngữ, miễn phí, có sẵn cho bạn. Xin vui lòng thông báo cho bất kỳ người nhân viên hoặc gọi 1-800-890-3712 (TTY: 711)."

BENGALI: "দৃষ্টি আকর্ষণ করছি: আপনি বাংলা, ভাষা সহায়তা সেবা, নিখরচা কথা বলতে পারেন, আপনার জন্য উপলব্ধ। কোনো কর্মী ব্যক্তি বিজ্ঞাপিত বা 1-800-890-3712 (TTY: 711) কল করুন।"

JAPANESE: "注意：言語アシスタンス サービス、無料で、あなたに利用可能な日本語を話す場合。何人ものスタッフに通知または 1-800-890-3712 ご連絡ください (TTY: 711)."

RUSSIAN: "ВНИМАНИЕ: Если вы говорят по-русски, языковых служб помощи, бесплатно, доступны для вас. Пожалуйста сообщите любой сотрудник или позвоните 1-800-890-3712 (TTY: 711)."

SWMBH LEP Posters at All Sites



Customer Services

Customer Services designed to help you to:

- Access community mental health and substance abuse services
- Understand the service array available to you
- Choose a provider to help you meet your personal goals
- Understand all of your rights as a service recipient
- Answer your questions
- Help you file a grievance if you are not happy with how your services are provided
- Help you to file an appeal if you are not receiving the services you need.

To contact your local Customer Services Office, please contact:

Sandy Thompson
Customer Services Representative
Van Buren Community Mental Health Authority
801 Hazen Street
Paw Paw, MI 49079
269-657-5574 or 1-800-922-1418

The Southwest Michigan Behavioral Health (SWMBH) regional Customer Services office provides support and oversight to all the customer services activities and can provide assistance to any customer of the region. The SWMBH office can connect your call to any of our local CMH Customer Services office or any network provider agency to assist you as necessary. In addition, the SWMBH office will be working with you if you are a Medicaid Beneficiary and request an Administrative Fair Hearing.

To Contact the SWMBH Customer Services office, please contact:

Heather Woods
Member Services Specialist
Southwest Michigan Behavioral Health
5250 Lovers Lane, Suite 200
Portage, MI 49002
Toll Free at (800) 890-3712

All deaf or hard-of-hearing persons, please contact us using the Michigan Relay Center (MRC).

Dial 7-1-1 and give (tell) MRC the number you are trying to reach.



Servicio al Cliente

Servicios al cliente diseñados para ayudarle a

- Servicios de salud mental y abuso de sustancias comunidad Acceso
- Comprender la variedad de servicios disponibles para usted
- Elegir un proveedor que le ayudarán a alcanzar tus metas personales
- Entender todos sus derechos como beneficiario del servicio
- Responder a sus preguntas
- Ayudarlo a presentar una queja si no está satisfecho con cómo se prestan los servicios
- Ayudarlo a presentar una apelación si no está recibiendo los servicios que necesita.

Para ponerse en contacto con su oficina local de Servicios al Cliente, por favor póngase en contacto con:

Sandy Thompson
Customer Services Representative
Van Buren Community Mental Health
801 Hazen Street, Suite C
Paw Paw, MI 49079
269-657-5574 or 1-800-922-1418

La oficina de servicios al cliente regionales Southwest Michigan Behavioral Health (SWMBH) proporciona apoyo y supervisión de todas las actividades de servicios al cliente y le puede ayudar a cualquier cliente de la región. La oficina SWMBH puede conectar su llamada a cualquiera de nuestras oficinas de servicios al cliente local de CMH o cualquier agencia de proveedor de red para ayudarlo en caso necesario. Además, la oficina SWMBH va a trabajar con usted si usted es un beneficiario de Medicaid y solicitar una audiencia administrativa.

Para ponerse en contacto con su oficina SWMBH de Servicios al Cliente, por favor póngase en contacto con:

Heather Woods
Member Services Specialist
Southwest Michigan Behavioral Health
5250 Lovers Lane, Suite 200
Portage, MI 49002
Toll Free at (800) 890-3712

Todo sordos o con dificultades auditivas personas, por favor póngase en contacto con nosotros a través del Centro de Relevos de Michigan (MRC).

Marque 7-1-1 y dar (decir) MRC el número al que está tratando de alcanzar.

LEP Materials

- The interpretation poster will be available at all agency sites in the front lobby.
- The poster can be used to identify the language spoken by someone who cannot tell you in English what language they speak.
- I Speak Cards are available at the Paw Paw and South Haven Front Desks as another method to identify which language a person needs a translator.

Final Thoughts

- We are committed to providing services in a manner that recognizes the possible language limitations our customers may have.
- By following LEP requirements, Van Buren Community Mental Health will be able to provide all customers with needed services regardless of their primary language spoken or language impairments.