DEPARTMENT OF MENTAL HEALTH
POLICY/PROCEDURE

SUBJECT **HEARING IMPAIRED MENTAL HEALTH ACCESS**	POLICY NO. **202.17**	EFFECTIVE DATE **4/7/10**	PAGE **1 of 3**
APPROVED BY: Director	SUPERSEDES **202.17** **2/15/06**	ORIGINAL ISSUE DATE **9/01/93**	DISTRIBUTION LEVEL(S) **2**

PURPOSE

1.1 To update the Los Angeles County Department of Mental Health (LAC-DMH) policy regarding access by the hearing impaired to all mental health services regardless of the County Department providing services.

POLICY

2.1 In accordance with applicable Federal, State, and County policies and agreements, DMH shall provide equal access to services for clients with mental illness and hearing impairment at all LAC-DMH directly operated and contracted clinic programs.

2.2 Interpretation services coordinated by DMH are available at no cost to clients with hearing impairment.

2.3 Access to interpretation services is managed by contacting LAC-DMH, ACCESS Center.

2.4 Sign language interpretation/translation services are available 24 hours a day, seven days a week, via the DMH agreement with Accommodating Ideas, Interpreter Unlimited, and LifeSigns.

PROCEDURE

3.1 Non-Emergency Sign Language Interpreter Service

3.1.1 DMH American Sign Language (ASL) Liaison shall coordinate all requests for sign language interpreter services.

3.1.1.1 DMH directly operated and contracted clinics must contact DMH ASL Liaison at 800-854-7771.

3.1.1.2 Live telephone contact is available 24 hours per day, 7 days per week.

3.1.2 DMH requires four (4) business days prior to date of service to schedule an ASL appointment for non-emergency services.

3.2 Emergency Sign Language Interpreter Services

3.2.1 Emergency interpretation/translation services are available and must be coordinated by contacting the DMH ASL Liaison at 800-854-7771.

3.2.1.1 Live telephone contact is available 24 hours per day, 7 days per week.

3.2.1.2 Emergency interpreter requests will be dispatched within 45 to 60 minutes of the request. (Travel time will vary depending on distance and time of day).

3.3 Cancellation of Requests

3.3.1 DMH directly operated and contracted clinic programs are required to provide notice of cancellation per the following schedule:

3.3.1.1 For assignments lasting two hours or less, cancel at least 24 hours in advance.

3.3.1.2 For assignments lasting more than two hours, cancel at least 48 hours in advance.

3.3.1.3 Note that interpreters will arrive on schedule if assignments are not cancelled and DMH will be billed for the full service.

3.4 Hearing Impaired Access to DMH and Contractor Sites

3.4.1 The hearing impaired public can access DMH services information via a Teletype/Telecommunications Device for the Deaf (TTY/TDD) using telephone number 562-651-2549, staffed by the ACCESS Center Emergency Outreach Bureau, 24/7.

3.5 DMH and contractor staff can make calls to and take calls from any client with hearing impairment in Los Angeles County with the assistance of the California Relay Service (CRS). This Statewide service of the telephone company, free to all users, facilitates communication via centrally located telephone interpreter. Calls from standard DMH and contractor office telephones to clients with hearing impairments and who possess TTY/TDD can be accessed by linking via the CRS at 800-735-2922. Similarly clients with hearing impairment using personal TTY/TDD may call mental health offices via this CRS linking service.

3.6 Signs in English and other languages, denoting the TTY/TDD telephone numbers for the DMH 24-hour ACCESS Center and for the CRS shall be posted in each directly operated and contract service site.

AUTHORITY

Voluntary Compliance Agreement OCR 09-89-3143/US
Department of Health and Human Services, Office of Civil Rights

REVIEW DATE

This policy shall be reviewed at the same time that the contracts in Section 2.4 are renewed or replaced.

RESPONSIBLE PARTY

DMH ACCESS Center