

LANGUAGE ACCESS PLAN FOR LIMITED ENGLISH PROFICIENT INDIVIDUALS

State Agency: Office of Mental Health

Effective Date of Plan: August 1, 2021

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This document is our agency’s **Language Access Plan**.

A **Language Access Plan** explains how we provide services to people who have limited English proficiency.

This **Language Access Plan** includes information about:






	<p>The Limited English Proficient (“LEP”) population in our service area.</p>
	<p>How we notify the public about language access services.</p>
	<p>Our resources and methods for providing language access services.</p>
	<p>How we train our staff to provide language access services to the public.</p>
	<p>How we monitor language access services and respond to complaints.</p>

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PART 1 – Our Agency’s Services

We prepared this Language Access Plan (“Plan”) to comply with Executive Order No. 26, as amended by Executive Order No. 26.1, which established New York’s [Statewide Language Access Policy](#).¹ This Plan explains how we make sure that Limited English Proficient (“LEP”) individuals have meaningful access to agency services, programs, and activities.

In this Plan, LEP individuals are understood as people who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English.

Our agency’s services to the public include:

New York State has a large, multi-faceted mental health system that serves more than 700,000 individuals each year. OMH’s mission is to promote the mental health of all New Yorkers, with a particular focus on providing hope and recovery for adults with serious mental illness and children with serious emotional disturbances. The Office of Mental Health (OMH) operates 22 psychiatric centers across the State. OMH also regulates, certifies, and oversees more than 4,500 programs, operated by local governments and nonprofit agencies.



PART 2 – The Limited English Proficient Population in Our Service Area

Our agency uses U.S. Census data (including data from the American Community Survey) to determine the top ten languages most commonly spoken by LEP individuals in New York State.

The estimated total number of LEP individuals in our service area is: Approximately 2.5 million LEP individuals in New York State.

The top ten languages spoken by LEP individuals in New York State are:

#	Language	Estimated Number of LEP Speakers
1	Spanish	1,201,322
2	Chinese	379,745
3	Russian	119,380
4	Yiddish	64,070

¹ For additional information about our agency’s obligations to provide language access services, please visit: <https://www.ny.gov/language-access-policy>

5	Bengali	64,020
6	Korean	55,506
7	Haitian Creole	54,746
8	Italian	46,431
9	Arabic	40,781
10	Polish	34,840

Our agency will reassess the public’s language needs at least every two years after the effective date of this Plan.

Our agency tracks encounters with LEP individuals in the following ways:

Upon admission to an OMH facility or program, client needs are assessed. The assessment process includes identifying if the individual has language access needs (i.e. Limited English Proficient, Deaf/ASL). Language access services are provided through the use of outside interpreters, both in person and phone/video as well as by multilingual staff.

Since 2011, OMH has designated Language Access Coordinators (LACs) at all 22 OMH psychiatric facilities as well as OMH’s two research centers to ensure patient’s language access needs were met. OMH’s Statewide Language Access Coordinator meets quarterly via conference call with the facility LACs to discuss training, language access concerns, quality, compliance monitoring, signage, postings and all other matters related to ensuring the provision of high-quality language access services.



PART 3 – Public Outreach About the Availability of Language Access Services

Our agency informs LEP individuals about their right to free language assistance services in the following ways, using at least the top ten languages shown in Part 2 of this Plan:

- LEP individuals are directly informed by our staff

In which ways? Individuals/families are made aware of their right to receive interpreter/translation services at no cost to them during admission/intake and through the posting of language access rights signage. Staff is also trained to inform recipients and their families about their right to interpreter/translation services at no cost. "I Speak" language identification cards and posters are used to help individuals and family members/surrogates, and OMH staff identify the language that is spoken. Signage with each facility’s Language Access Coordinator’s contact information is posted prominently in high traffic areas.

- Signs posted about language assistance services
 - In areas operated by the agency and open to the public

Other (describe)

Information is published on our agency’s website in at least the top ten languages spoken by LEP individuals in New York State

Outreach and presentations at schools, faith-based groups, and other community organizations

What are the LEP populations targeted? OMH strives to target all populations in New York State. When engaging in outreach activities, OMH ensures materials are available and distributed in top languages spoken by OMH consumers and staff and additionally provide on-sight interpretation services by qualified bilingual or multi-lingual staff members or contract interpretation vendors. OMH has specific outreach materials and resources translated to the top common languages spoken by OMH consumers and staff.

Local, non-English language media directed at LEP individuals in their languages

What are the LEP populations targeted? OMH ensures that consumers are offered media (i.e. newsletters, printed newspapers, cable television channels) in the preferred language of the consumer.

Social media posts directed at LEP individuals in their languages

What are the LEP populations targeted? OMH creates social media posts that provide important information about OMH services, activities and relevant topics. These posts are made available in top common languages spoken by OMH consumers and staff.

Telephonic voice menu providing information in non-English languages

In which languages? Currently, the OMH voice menu system is provided in Spanish and English. In addition, OMH is currently in process of implementing a statewide telephonic voice menu system in the top ten most common non-English languages spoken in NYS as well as Urdu, French and Japanese.

Other (describe)



PART 4 – Provision of Language Access Services

A. Determining the Need for Services

During *in person* encounters, our agency uses the following tools to determine whether an individual is LEP, and what their primary language is:

“I Speak” posters or visual aids that provide information about free interpreting services in multiple languages

Reception staff make those determinations based on training and experience

- Bilingual staff members, where available, assist in identifying LEP individual's language
- Other (describe) Referrals from other mental health providers, patient's self-reporting and Previous medical records.

On telephone calls, our agency uses the following tools to find out if an individual is LEP, and what their primary language is:

- Reception staff make those determinations based on training and experience
- Bilingual staff members, where available, assist in identifying an LEP individual's language
- Telephonic interpreting service
- Other (describe)

Our agency's protocols for assessing whether an individual needs oral interpreting services in different service situations is as follows:

- During office in-person encounters:** Staff utilizes the various resources available, including the 725 Admission Form, "I Speak" cards/posters, bilingual staff, and telephonic/video interpreting services.
- At initial contact in the field:** Staff utilizes the various resources available, including the 725 Admission Form, "I Speak" cards/posters, bilingual staff, and telephonic interpreting services of an OGS vendor at each facility and research center.
- When speaking on the telephone:** Staff utilizes the various resources available, including bilingual staff, and telephonic interpreting services of an OGS approved vendor at each facility and research center.
- For pre-planned appointments with LEP individuals:** For pre-planned appointments with LEP individuals (i.e., treatment planning, discharge, questions about services provided, and/or medication reviews), face-to-face or telephone interpreter service is provided by OMH staff to meet the language needs of the recipient and family members. The need for interpreter services is identified prior to the scheduled appointments, either through the referral process or during the intake process. Qualified bilingual staff are also used when available.

Other (describe):

Our agency records and maintains documentation of each LEP individual's language assistance needs as follows:

OMH utilizes the 725 MHARS (Mental Health Automated Recording System) Admission Form and clinical records to record and maintain documentation of an LEP individual's language needs.

B. Oral Interpreting Services

Our agency has made the following resources available for oral interpreting requests:

Bilingual staff members who work directly with LEP individuals

Number of staff and languages spoken: Please see below chart of qualified bilingual parenthetic staff members as of August 1, 2021.

OMH Parenthetic Staff List 2021

OMH Facility	Title	Language	# of Staff in 2021
50020 - Kingsboro PC	Intensive Case Mgr	Spanish Language	1
	Treatmnt Team LD M H	Spanish Language	1
50080 - Manhattan PC	Lic Mstr Soc Wrkr 2	Spanish Language	1
	Mental Hlth Th Aide	Spanish Language	4
	Mental Hlth Th Aide	Spanish Language	2
50150 - Creedmoor PC	Comty Mntl Hlth Nr	Spanish Language	1
	Intensive Case Mgr	Spanish Language	1
	Intensive Case Mgr	Chinese Language	3
	Intensive Case Mgr	Korean Language	1
	Lic Mstr Soc Wrkr 2	Spanish Language	1
	Lic Mstr Soc Wrkr 2	Chinese Language	1
	Lic Mstr Soc Wrkr 2	Korean Language	2
	Mental Hlth Th Aide	Chinese Language	9
	Mental Hlth Th Aide	Korean Language	4
	Mental Hlth Th Aide	Spanish Language	7
	Psychiatrist 2	Chinese Language	1
	Rehab Cnslr 2	Chinese Language	1
	Rehab Cnslr 2	Spanish Language	1
	Social Work Assnt 2	Chinese Language	1
	Social Worker 1	Chinese Language	1
	Safety & Scrty Offr 1	Spanish Language	1
	Safety & Scrty Offr Tr	Spanish Language	2
	Social Work Supvr 1 LCSW	Chinese Language	1
	Social Work Supvr 1 LCSW	Korean Language	1
	Social Work Supvr 1 LCSW	Spanish Language	1
Treatmnt Team LD M H	Spanish Language	2	
50170 - Rockland PC	Lic Mstr Soc Wrkr 2	Spanish Language Manual	1
	Lic Mstr Soc Wrkr 2	Communications	1
	Safety & Scrty Offr 1	Spanish Language	1
50180 - NYS Psychiatric Institute	Mental Hlth Th Aide	Spanish Language	7

50200 - Pilgrim PC	Lic Mstr Soc Wrkr 2	Spanish Language	3
	Treatmnt Team LD M H	Spanish Language	1
50310 - Bronx PC	Intensive Case Mgr	Spanish Language	2
	Lic Mstr Soc Wrkr 2	Spanish Language	1
	Mental Hlth Th Aide	Spanish Language	11
	Office Assnt 2		
	Keyboarding	Spanish Language	1
	Office Assnt 2	Spanish Language	2
	Rehab Cnslr 2	Spanish Language	1
	Safety & Scrty Offr 1	Spanish Language	2
50350 - Kirby Forensic PC	Lic Mstr Soc Wrkr 2	Chinese Language	1
	Safety & Scrty Offr 1	Spanish Language	1
	Security Hsp Trt Assnt	Spanish Language	8
	Senr Recreatn Ther	Spanish Language	1
	Treatmnt Team LD M H	Spanish Language	1
50390 - Central New York PC	Intensive Case Mgr	Spanish Language	1
	Social Work Supvr 1		
	LCSW	Spanish Language	1
50440 - Mid-Hudson Forensic PC	Security Hsp Trt Assnt	Spanish Language	5
50510 - Washington Heights Unit	Lic Mstr Soc Wrkr 1	Spanish Language	1
	Lic Mstr Soc Wrkr 2	Spanish Language	11
	Mental Hlth Th Aide	Spanish Language	10
	Office Assnt 2		
	Keyboarding	Spanish Language	1
	Office Assnt 2	Spanish Language	1
	Psychiatrist 2	Spanish Language	6
	Social Work Supvr 1		
	LCSW	Spanish Language	2
50980 - Capital District PC	Lic Mstr Soc Wrkr 2	Spanish Language	1
50790 - South Beach PC	Lic Mstr Soc Wrkr 1	Chinese Language	1
	Lic Mstr Soc Wrkr 2	Chinese Language	2
	Lic Mstr Soc Wrkr 2	Spanish Language	4
	Mental Hlth Th Aide	Chinese Language	2
	Mental Hlth Th Aide	Spanish Language	2
	Intensive Case Mgr	Chinese Language	1
50080 - Manhattan PC	Lic Mstr Soc Wrkr 2	Spanish Language	1
50800 - NYC Childrens Center	Intensive Case Mgr	Spanish Language	5
	Lic Mstr Soc Wrkr 2	Spanish Language	7
	Social Worker 1	Spanish Language	1
	Mental Hlth Th Aide Tr	Korean Language	1
	Mental Hlth Th Aide Tr	Spanish Language	2
	Trtmnt Tm LD C&Y		
	Srvs	Spanish Language	2
50850 - Sagamore C&Y	Mental Hlth Th Aide	Spanish Language	1

	Lic Mstr Soc Wrkr 2	Spanish Language	2
50860 - Rockland C&Y	Mental Hlth Th Aide	Spanish Language	1
Total # Staff			173

Bilingual staff members who provide oral interpreting services on a volunteer basis

Number of staff and languages spoken:

Telephonic interpreting service

Name of vendors: OMH contracts with OGS approved telephonic interpretation vendors to provide this service.

Contracts or other arrangements with school and community organizations

Number of staff and languages spoken:

Other (Describe)

Our agency protocols for informing LEP individuals that free interpreting services will be provided and that they do not need to provide their own interpreters is as follows:

During office in-person encounters: Staff members are trained to inform recipients and their families about their right to interpreter/translation services at no cost. Individuals/family members/surrogates are made aware of interpretation/translation services during the intake/assessment process. "I Speak" cards/posters are displayed in consumer "common areas" as well. All patients are provided with the Inpatient and/or Outpatient Rights Handbook, which indicate their rights to free interpreter/translation services.

At initial contact in the field: Staff utilizes the various resources available, including the 725 Admission Form, "I Speak" cards/posters, bilingual staff, and telephonic/video interpreting services of an OGS vendor at each facility and research center.

When speaking on the telephone: Staff members are trained to inform recipients and their families about their right to interpreter/translation services at no cost. Family members/surrogates are verbally made aware of interpretation/translation services utilizing qualified bilingual staff or the interpreting service of an OGS vendor at each facility and research center.

For pre-planned appointments with LEP individuals: Staff members are trained to inform recipients and their families about their right to interpreter/translation services at no cost. Individuals/family members/surrogates are made aware of interpretation/translation service during the intake/assessment process. All patients are provided with Inpatient and/or Outpatient Rights Handbook, which indicate their rights to free interpreter/translation services

Other (describe): OMH also utilizes Video Remote Interpreting (VRI) in its facilities. Due to COVID-19 and the use of in-person interpretation being reduced, VRI was utilized more

frequently this year and staff received refresher trainings on how to utilize, engage, and inform individuals/family members/surrogates about interpretation and translation services through use of VRI.

Our agency's protocols for obtaining interpreting services in a timely manner is as follows:

The Admission Screening note will identify a potential need for interpretation services. When it is determined that an interpreter is needed, OMH:

- Uses approved OGS regional interpreter and translation services authorized by OMH in a prompt fashion;
- Schedules interpreter services for pre-planned appointments; and
- Utilizes on demand Video Remote Interpretation Services for on demand interpretation needs.

If an LEP individual insists on using a family member, friend, or other person as an interpreter, our protocols for deciding whether to accept or decline such an arrangement is as follows:

LEP individuals that come into contact with our agency will be informed of the availability of free interpreting services. Generally, an LEP individual may not use a family member, friend, or minor as an interpreter. However, **during emergencies** an LEP individual will be permitted to use a minor, a family member or friend as an interpreter. Upon request, an LEP individual may also be permitted to use a minor, a family member or friend as an interpreter for routine matters, such as asking the location of the office, hours of operation or rescheduling an appointment. Where the interaction with the LEP individual occurs at the agency's office, and an individual is permitted to use an interpreter of his or her choosing, he or she must fill out a written consent/waiver form.

However, where an LEP individual is engaged in official business with our agency, including filling out applications, interviews, and/or when any legal or official matters are involved, an LEP individual will not be permitted to use an interpreter of their own choosing, as discussed above. Instead, OMH will provide an independent interpreter.

Our agency provides information to all staff members who have contact with the public about how to obtain oral interpreting services. Our protocol in this regard is as follows:

- Training
 - o New Employee Orientation
 - o Annually/ongoing as part of certification requirement
 - o Ongoing webinars and recorded videos
 - o Staff Orientation
- OMH and Facility Language Access Plans
- Signage and postings
- Policy/Procedure Manual
- OMH's internal and external websites and listserv

The agency’s Language Access Coordinator (“LAC”) maintains a list of oral interpreting resources that are available to staff. This resource list includes:

- Names and contact information for all resources
- Names and locations of staff members who are available to act as interpreters or provide services directly in an LEP individual’s primary language
- Languages in which each interpreter or service is qualified
- Procedures for accessing each interpreter or service

Our agency records and maintains documentation of oral interpreting services provided to LEP individuals at each encounter. Our protocol in this regard is as follows:

OMH utilizes the 725 MHARS Admission Form (Mental Health Automated Recording System), clinical records, and progress notes in the patient's chart to maintain documentation of an individual's language preference. When telephone interpretation services approved by OMH are used, the vendor provides data on usage per OMH request. Additionally, with the implementation of VRI, OMH is able to monitor the language access needs of clients when utilizing this service to determine the specific languages utilized as well as frequency.

Cultural Competence and Confidentiality

Our agency makes sure interpreters are culturally competent² in the following ways:

When OMH utilizes independent interpreting and translation services, that vendor implements quality assurance standards to guarantee that interpreters are trained and are linguistically and culturally competent. Language parenthetic staff members are tested through Civil Service for spoken-language proficiency. OMH provides web-based training and resources on how to use interpreter and translation services, and training on culture's influence within languages.

Our agency makes sure interpreters follow state and federal confidentiality protocols in the following ways:

All OMH employees receive training on the Health Insurance Portability and Accountability Act (HIPAA) and confidentiality compliance. Furthermore, independent interpreters will enforce standards of confidentiality in accordance with NYS and Federal laws.

C. Translations of Documents

² Cultural Competence is defined as *a set of congruent behaviors, attitudes, and policies that come together in a system or agency or among professionals that enables effective interactions in a cross-cultural framework*. U.S. Department of Health and Human Services, Office of Minority Health. 2000. Assuring Cultural Competence in Health Care: Recommendations for National Standards and an Outcomes-Focused Research Agenda. Extracted from: https://minorityhealth.hhs.gov/Assets/pdf/checked/Assuring_Cultural_Competence_in_Health_Care-1999.pdf

At least every two years after the effective date of this Plan, our agency determines and reassesses vital documents (including website content) that must be translated. This process is accomplished in the following ways:

OMH's internal committee, Vital Documents Translation Review Committee (VDTRC), will continue to review and identify vital documents for translation pursuant to E026.1. Any documents in need of translation and approved by VDTRC will be promptly sent to our contracted language service vendors.

OMH's Office of Diversity and Inclusion works with Counsel to update and maintain legal documents in the top languages spoken by OMH consumers. The documents determined to be vital are those that require patient/family signatures and those that indicate pertinent information related to care. These forms, which are internal to the operation of facilities are posted on the agency's intranet page and available at OMH's print shop for facility programs and licensed agencies.

Public mental health informational brochures are posted on the OMH intranet and public website. These documents are translated into the top ten languages. The public website is updated on an as needed basis.

All translated documents will be reviewed and monitored annually as part of our Statewide Cultural Competence Plan. OMH Vital Documents Translation Review Committee will ensure any future legal and/or vital forms in need of translation will be done in a timely manner.

Our agency's process for making sure documents are written in plain language³ before they are translated into other languages is as follows:

All documents requiring translation are sent to the review committee in English in the format needed with the appropriate OMH templates required. The review committee reviews the documents not only for the essential need for translation (determinizing whether it is a vital document needed to provide quality patient care) but also for ensuring it is written properly (assessing all grammatical and content organization) and in plain English before being sent to the vendor for translation.

Our agency has the following resources available for translation of documents:

Contracts with vendors for translation services

Names of vendors/languages: LinguaLinx, Inc. which is able to translate documents in over 200 languages, and potentially any other vendors under the NYS OGS Statewide Administrative Services Contract.

³ The [Plain Writing Act of 2010](https://www.govinfo.gov/app/details/PLAW-111publ274) defines plain language as writing that is clear, concise, well-organized, and follows other best practices appropriate to the subject or field and intended audience. Extracted from: <https://www.govinfo.gov/app/details/PLAW-111publ274>

Contracts or other arrangements with schools and community organizations

Names of schools/organizations and languages:

Translation of documents by bilingual staff members

Other (describe)

The agency’s Language Access Coordinator (“LAC”) maintains a list of translation resources that are available to staff. This resource list includes:

Names and contact information for all resources

Names and locations of staff members who are available to provide translations of documents

Languages in which each translation service is qualified

Procedures for accessing each translation service

Our agency translates documents that LEP individuals submit in their primary languages in a timely manner. Our protocol in this regard is as follows:

OMH has access to bilingual or multilingual staff who are qualified to interpret non-English documents. If staff is not available, or when OMH cannot accommodate the language, then the contracted vendor can provide a translation over the phone. **The following non-exhaustive list of documents are currently translated by our agency in the languages indicated:**

In compliance with Executive Order 26.1, our agency will complete translations of the below list of documents in the newly added top languages (Arabic, Italian, Polish, and Yiddish) by August 1, 2022.

- *AR: Arabic*
- *BE: Bengali*
- *CH: Chinese*
- *HA: Haitian-Creole*
- *IT: Italian*
- *KO: Korean*
- *PO: Polish*
- *RU: Russian*
- *SP: Spanish*
- *YI: Yiddish*

Form #	Name	Top Ten Languages										Additional Languages
		AR	BE	CH	HA	IT	KO	PO	RU	SP	YI	
11	Consent to Release		✓	✓	✓		✓		✓	✓	✓	
445	Consent for Pt interview		✓	✓	✓		✓		✓	✓	✓	

446	Authorization for Pt video, photo, other		✓	✓	✓		✓		✓	✓	✓	
447	Revoke Authorization		✓	✓	✓		✓		✓	✓	✓	
463	Notice to Patient		✓	✓	✓		✓		✓	✓	✓	
464	Inpatient Rights		✓	✓	✓		✓		✓	✓	✓	
468	Outpatient Rights		✓	✓	✓		✓		✓	✓	✓	
469	Social Security Rep. Payee		✓	✓	✓		✓		✓	✓	✓	
471 sr1	Notification of status & rights involuntary adm.		✓	✓	✓		✓		✓	✓	✓	
472	Voluntary Request for Hospitalization		✓	✓	✓		✓		✓	✓	✓	
472 sr1	Notice of status & rights voluntary adm.		✓	✓	✓		✓		✓	✓	✓	
472 sr2	Conversion to Voluntary Status		✓	✓	✓		✓		✓	✓	✓	
472 sr3	Periodic Notice of Status and Rights Voluntary Admission		✓	✓	✓		✓		✓	✓	✓	
472 sr4	Annual Notice of Status and Rights Voluntary Admission		✓	✓	✓		✓		✓	✓	✓	

473 sr1	Notice of Status and Rights Voluntary Informal Admission		✓	✓	✓		✓		✓	✓	✓	
473 sr2	Notice of Status and Rights Convert to Informal		✓	✓	✓		✓		✓	✓	✓	
473 sr3	Periodic Notice of Status and Rights Informal Admission		✓	✓	✓		✓		✓	✓	✓	
473 sr4	Annual Notice of Status and Rights Informal Admission		✓	✓	✓		✓		✓	✓	✓	
474	Notice of status & Rights emergency admission		✓	✓	✓		✓		✓	✓	✓	
475	Notice of Status & Rights Involuntary Admission		✓	✓	✓		✓		✓	✓	✓	
476 sr	Notice of Status and Rights Comprehensive Psychiatric Emergency Program (CPEP)		✓	✓	✓		✓		✓	✓	✓	
498	Consent for Release for Video Taping or Filming		✓	✓	✓		✓		✓	✓	✓	

	Children and Family TSS Brochure	✓		✓	✓	✓	✓		✓	✓		Urdu, French
	Hospital-issued Notice of Non-coverage for Tricare Beneficiaries		✓	✓	✓				✓	✓		
FP 609	Health Care Proxy		✓	✓				✓	✓	✓		
	Visitor Screening Form	✓	✓	✓	✓	✓			✓	✓		French, Somali
	Detailed Notice of Discharge		✓	✓	✓		✓		✓	✓	✓	
	Important Message from Medicare		✓	✓	✓		✓		✓	✓	✓	
	Important Message from Tricare		✓	✓	✓		✓		✓	✓	✓	
	Outpatient Telemental Health Consent Form		✓	✓	✓		✓		✓	✓	✓	
	Professional Misconduct Poster		✓	✓	✓		✓		✓	✓	✓	

New documents identified for translation after the signing of this Plan and before the 2-year reassessment will be translated in a timely manner.

The process for ensuring that translations are accurate and incorporate commonly used words is as follows:

OMH, through its vendor, will ensure that proofing/editing for correctness and cultural sensitivity are a component of the translation services provided by any vendor under contract as part of the

publication process. OMH will also ensure that plain language is used in materials produced before translation to ensure information is accessible to a range of literacy levels.



PART 5 – Staff Training

The person in the agency who is responsible for training staff in language access services is: OMH’s Office of Diversity and Inclusion is responsible for the development and implementation of Cultural and Linguistic Training. The OMH Bureau of Education Workforce and Development (BEWD) is responsible for facilitating and monitoring the Governor's Office of Employee Relation's EO26.1 annual training for OMH. The Office of Diversity and Inclusion will continue to provide technical support and additional training resources for BEWD and continue to work with designated facility LACs to ensure annual training and dissemination of training materials and resources are updated and/or completed annually.

The staff training includes the following components:

- The agency’s legal obligations to provide language access services
- The agency’s resources for providing language access services
- How to access and work with interpreters
- Cultural competence and cultural sensitivity
- How to obtain translation services
- Maintaining records of language access services provided to LEP individuals

The methods and frequency of training are as follows:

Employee orientation soon after hire:

- GOER language access training (mandated training);
- Staff development training;
- Refresher courses when needed; and
- Continuous access to videos and webinars on OMH internal and external websites.



PART 6 – Monitoring the Plan and Responding to Complaints

A. Monitoring

Our agency’s Language Access Coordinator (“LAC”) will monitor implementation of the Plan to make sure we are in compliance. Our protocols in this regard are as follows:

OMH’s Office of Diversity and Inclusion (ODI) holds quarterly conference call meetings with the designated facility LACs to ensure compliance to E026.1 and OMH's LAP. The facility LACs can contact the ODI at any time to discuss concerns. ODI informs the facility LACs of any new mandates/requirements prior to our scheduled quarterly meetings.

B. Complaints

We provide information to the public in at least the top ten most commonly spoken non-English languages in the state, advising members of the public of their right to file a complaint if they feel that they have not been provided adequate language access services or have been denied access to services because of their limited English proficiency. We do not retaliate or take other adverse action because an individual has filed a language access complaint.

We display information on the right to file a complaint, and the procedures for filing a complaint, in the following manner:

OMH utilizes a complaint process that provides individuals receiving mental health services the opportunity to document any challenges faced when receiving care. This complaint process allows for OMH to hold the mental health system accountable for providing quality mental health services to all individuals, regardless of their preferred language. The standardized complaint forms, along with the procedures for filing a complaint, are available in all ten languages in our public offices upon request. The complaint forms are also available for download or online submission through our website. Additionally, information on the right to file a complaint is posted in the top ten languages on our website and in our offices in areas where it can be easily seen by the public.

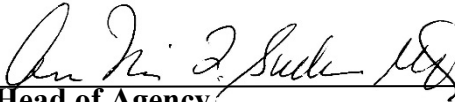
We handle complaints made to the agency regarding the provision of language assistance services in the following manner:


OMH ensures that all inpatient and outpatient recipients of service and family members/surrogates are informed of their right to free language access services and right to file a language access complaint. OMH has an established process for addressing patient and family members complaints that is utilized in inpatient, outpatient, and residential settings. In the event there is a complaint about language access issues, then the Language Access Complaint form should be completed and submitted to the facility Quality Assurance as well. All Language Access Complaints are forwarded to the Office of Diversity and Inclusion for investigation. All complaints are responded to within three business days or less depending on the nature of the complaint. The Office of Diversity and Inclusion interviews all parties involved and performs site visits, when necessary. A written report is provided with recommendations for corrective actions to be taken (if needed). The Office of Diversity and Inclusion works with the facility leads and provides additional technical support and training, and ensures corrective action was taken.

All complaints must be timely forwarded to the Statewide Language Access Coordinator.

PART 7 – Signatures




Commissioner 8/2/2021
Head of Agency Title Date


Language Access Coordinator 8/2/2021
Agency LAC Title Date


Deputy Secretary for Civil Rights 8/2/2021
Date