

LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH



Policy Title: Interpreter Services for the Deaf and Hard of Hearing Community

Policy Number: 200.02

PROCEDURES

A. Deaf and Hard of Hearing Access to DMH Directly-Operated (DO) and Contractor Sites

1. Clients from the Deaf and Hard of Hearing community 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 and Triage Division 24 hours a day, seven (7) days a week.

B. DMH DO and contracted providers can make calls to and take calls from any client who is deaf and hard of hearing in Los Angeles County with assistance from the free California Relay Service (CRS) at (888) 877-5379.

C. Scheduling Sign Language Interpreter Services

1. DO and contracted provider sites must contact the Los Angeles County Department of Mental Health (DMH) ACCESS Center Sign Language Liaison at (800) 854-7771 to schedule appointments. Live telephone contact is available 24 hours per day, seven (7) days per week to schedule sign language interpreter services for the Deaf and Hard of Hearing community seeking mental health services at all DO and Contracted Provider sites

a. Emergency Sign Language Interpreter Services

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

b. Non-Emergency Sign Language Interpreter Services

DMH requires four (4) business days prior to date of service to schedule non-emergency sign language appointments.

D. Cancellation of Sign Language Interpreter Service Requests

- a. DMH DO and contracted provider sites are required to provide notice of cancellation to the Sign Language Liaison at the ACCESS Center per the following schedule:

- i. For assignments lasting two hours or less, cancel at least 24 hours in advance.
- ii. For assignments lasting more than two hours, cancel at least 48 hours in advance.
- iii. Note that interpreters will arrive on schedule if assignments are not cancelled and DMH will be billed for the full service.

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- E. For all Patients' Rights related matters, the TDD telephone number, (800) 952-8349, shall be posted on the Mental Health Plan Posters in all threshold languages at each DO and contracted provider site.