

LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH
CULTURAL COMPETENCY UNIT

CULTURAL COMPETENCE POLICIES & PROCEDURES AT A GLANCE

P & P 200.02 - Interpreter Services for the Deaf and Hard of Hearing Community

- To schedule Sign Language Interpreter Services, Directly Operated (DO) and Contracted Provider sites must contact the LACDMH ACCESS Center Sign Language Liaison at (800) 854-7771.
 - Emergency Sign Language Interpreter Services: Emergency sign language service requests will be dispatched within 45 to 60 minutes of the request (travel time will vary depending on distance and time of day).
 - Non-Emergency Sign Language Interpreter Services: DMH requires four (4) business days prior to date of service to schedule appointments.
- For cancellation, 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:
 - For assignments lasting two hours or less: cancel at least 24 hours in advance.
 - For assignments lasting more than two hours: cancel at least 48 hours in advance.
 - Note that interpreters will arrive on schedule if assignments are not canceled and the requesting provider site will be billed for the full service.

P & P 200.03 - Language Translation and Interpreter Services

- **Language Translation Services from Vendors**
Translated materials shall be written at a 6th grade reading level and go through a review mechanism for ensuring accuracy and cultural competency of the translation (e.g., back translation and field testing – please refer to the policy for details).

Procedures for DO Programs/Providers

- a) Find a local language translation vendor (please refer to back side for vendor options).
- b) Contact the contracted language translation vendor and obtain a quote for the cost of the translation services needed.
- c) Follow procedures consistent with LA County Internal Services Department (ISD) Purchasing Policy A-0300.

Procedures for Contracted Providers

- a) Find a local language translation vendor (please refer to back side for vendor options).
- b) Contact the selected vendor to confirm language translation services are provided in the desired target language(s) and obtain information on the cost of services.
- c) Schedule language translation services with the vendor.
- d) Requesting provider is directly responsible for the entire cost of the language translation service provided by the vendor.

- **Face-to-Face Language Interpreter Services**

Procedures for DO Programs/Providers

- a) Find a local language interpreter services vendor (please refer to back side for vendor options).
- b) Confirm that the desired target language(s) for interpreter services is included in the vendor agreement.
- c) Contact the contracted language interpreter services vendor and obtain a quote for the cost of the services needed.
- d) Follow procedures consistent with ISD Policy A-0300.
- e) Ensure the unit price of the quote obtained is consistent with pricing in the vendor agreement prior to submitting the Special Request (SR) to Procurement for processing.
- f) The SR form shall specify the date, time, and location of the meeting (e.g., address, floor, and room number); the number of hours of language interpreter services needed; the target language(s) being requested; and the number of participants expected to attend for each of the requested target languages.
- g) SR forms completed for multiple meetings shall specify the location for each, when different locations are involved.

Procedures for Contracted Providers

- a) Find a local language interpreter services vendor (please refer to back side for vendor options).
- b) Contact the selected vendor to confirm language interpreter services are provided in the desired target language(s) and obtain information on the cost of services.
- c) Schedule language interpreter services with the vendor.
- d) Requesting provider shall provide the date, time, and location of the meeting (e.g., address, floor, and room number); the number of hours of language interpreter services needed; the target language(s) being requested; and the number of participants expected to attend for each of the requested target languages.
- e) Requesting provider is directly responsible for the entire cost of the language interpreter service provided by the vendor.

P & P 200.09 - Culturally and Linguistically Inclusive Services

- This policy establishes guidelines for participation, implementation, and compliance with Federal and State regulations regarding cultural and linguistic competence. It fosters a collective sense of shared responsibility for the implementation of culturally and linguistically responsive interventions that address health inequities among the staff from Directly Operated, Contracted, and Administrative programs. The policy framework is based on the Federal National Standards for Culturally and Linguistically Appropriate Services (CLAS) and the State's Cultural Competence Plan Requirements (CCPR).

Please refer to each policy for further details

Translation and Interpretation Services

(Interpreter Services - Directly Operated Programs: process through the Cultural Competency Unit)
(Translations - Directly Operated Programs: process through the ASB-Procurement Unit)

<p>Asian Youth Center 100 W Clary Avenue San Gabriel, CA 91776 Michelle Freridge (626) 646-4588 exec@asianyouthcenter.org Vendor ID: 505703</p>	<p>Barbier International 10260 SW Greenburg Rd Ste. 400 Portland, OR 97223 Melissa L. Meyer (844) 824-0477 accounting@barbierintl.com Vendor ID: 172276</p>	<p>Focus Language International P.O Box 634 Orange, CA 92856 Karina Duarte (800) 374-5444 x703 kduarte@focusinterpreting.com Vendor ID: 169076</p>	<p>Korean American Family (KFAM) 3727 W 6th St. Ste. 320 Los Angeles, CA 90020 Alice Lee / Connie Chung (213) 389-6755 x105 / x102 alicelee@kfamla.org cchungjoe@kfamla.org Vendor ID: 506230</p>
<p>Translations 4 All, Inc. P.O. Box 2367 Bell Gardens, CA 90202 Alex Rivero (562) 806-9773 alex@translations4all.com Vendor ID: 127993</p>	<p>Transperfect Translations, Inc. 2049 Century Park East Ste 940 Los Angeles, CA 90067 Richard Marshall (310) 286-2600 rmarshall@transperfect.com Vendor ID: 101947</p> <p>(ASL and telephonic)</p>	<p>Translating Services, Inc. DBA - Lazar & Associates 1516 S. Bundy Dr., Ste. 311, Los Angeles, CA 90025-2681 Mel Menéndez (310) 453-3302 languages@lazar.com Vendor ID: 100446</p>	<p>Translate Xpress, Inc 703 Pier B-262 Hermosa Beach, CA Frank Sarkis (310) 937-7379 fsarkis@translateexpress.com Vendor ID: 184696</p>

American Sign Language (Directly Operated Programs: Process through ASB-Procurement Unit)

<p>LIFESIGNS (LSBE) 2222 Laverna Ave. Los Angeles, CA 90041 Patricia Hughes (323) 550-4266 jranger@gladinc.org www.lifesignsinc.org/ Vendor ID: 509763</p>	<p>The Sing Language Company 13351-D Riverside Drive, Unit 410 Sherman Oaks, CA 91423 Ann Apple (818) 728-4241 Ext 102 ann@signlanguageco.com Vendor ID: 1627001</p>	<p>Sign Language Factory 292 N Wilshire Ave., Ste 101 Anaheim Ca 92801 Bonnie Rennie (714) 776-2551 slfwow@sbcglobal.net Vendor ID: 151677</p>	<p>Accommodating Ideas, INC. 3632 Smith Ave, Unit 698 Acton, CA 93510 Sandra Essert (800) 257-1783 accounting@ai-ada.com Vendor ID: 518216</p>
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Closed Captioning Services (Directly Operated Programs: Process through ASB-Procurement Unit)

<p>Total Recall Captioning, Inc. 29629 Canwood Street, Agoura Hills, CA 91301-4213 Sandy Eisenberg (818) 991-2413 info@yourcaptioner.com Vendor ID: 155018</p>	<p>No Replay Captioning 101 Donna Circle Highland Village TX 75077 Joann Jaimes (310) 8663712 info@noreplaycaptioning.com Vendor ID: 181283</p>	<p>Sign Language Services Inc. - Caption Now 11693 San Vicente Blvd., #559 Los Angeles, CA 90049-5105 Leah Ilan (310) 473-3006 leahsls@aol.com Vendor ID: 185229</p>	<p>Quick Caption 4927 Arlington Ave. Riverside CA 92504 Antha A Ward (951) 779-0787 award@quickcaption.com Vendor ID: 111347</p>
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Translation Services Only (Directly Operated Programs: Process through ASB-Procurement Unit)

<p>Green Translations 6907 Rubio Ave Lake Balboa CA 91406-4621 Jordi Quesada (323) 940-4200 contact@green-translations.com Vendor ID: 156188</p>	<p>1-Stop Translation USA, LCC 3700 Wilshire Blvd., Ste. 630 Los Angeles, CA 90010-2867 Pricilla Niode (213) 480-0011 Ext: 1300 gsa@1stoptr.com Vendor ID: 123099</p>	<p>Atlas Translation Service 336 North Central Avenue, Suite 6 Glendale, CA 91203 Ted A. Ziafathy (818) 242-2400 (800) 545-5599 support@atlaspsvs.com Vendor ID: 140820</p>
<p>Transperfect Translations, Inc. 2049 Century Park East Ste 940 Los Angeles, CA 90067 Richard Marshall (310) 286-2600 rmarshall@transperfect.com Vendor ID: 101947</p>	<p>High Sierra Translations 4317 Cahuenga Blvd. Toluca Lake, CA 91602-2701 Cameron B. Hubiak (805) 212-0259 chubiak@yahoo.com Vendor ID: 154781</p>	<p>Inline Translations Services, INC. 100 W. Broadway, Ste. 520 Glendale, CA 91210-1221 Richard S Paegelow (818) 547-4995 Richard@inlinela.com Vendor ID: 107002</p>

For additional vendors visit: <https://camisvr.co.la.ca.us/webven/>

to search for specific services, type a "keyword": e.g. interpreter, translation, sign language

You may call vendor to request quotes or confirm if the type of services they deliver is what you need.

Please refer to each policy for further details

Last revised: Dec. 02. 2020