



CITY OF PHILADELPHIA

Department of Behavioral Health and Intellectual disAbility Services
Promoting Recovery, Resilience & Self Determination

Jill Bowen, Ph.D.
Commissioner

Roland Lamb
Deputy Commissioner

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Chief Medical Officer

FOR INTERNAL AND EXTERNAL USE ONLY

EFFECTIVE DATE: April 1, 2021

REVISION DATE: March 24, 2021

MEMO/PROCEDURE NAME: Language Access obligations under the Home Rule Charter, Chapter 6, Rule 8-600

SCOPE:

This memo is to reiterate the language access requirements for providers (contractors and/or grantees) when providing services to individuals who have limited English proficiency (LEP) and/or who are Deaf or Hard of Hearing (DFHH).

PROCEDURE STATEMENT (PURPOSE/INTENT):

The City of Philadelphia has an obligation to ensure that individuals with Limited English Proficiency (LEP) can meaningfully access all City services, programs, and activities, including services provided by contractors and grantees on behalf of the City of Philadelphia, in accordance with the [City's Language Access Policy and Plans](#).

The Department of Behavioral Health and Intellectual disAbility Services (DBHIDS) is committed to providing access to services for all Philadelphians regardless of their ability to speak, understand, read and/or write English. All providers under contract with DBHIDS/Community Behavioral Health (CBH) are required to provide language access services, complete an annual report with a service delivery plan, and are encouraged to take language access training on a regular basis.

PROCEDURE AND APPROPRIATE USE:

1. Providers are required to provide language access services to all individuals who have LEP and/or are DFHH.
2. Providers are to track, monitor and provide an Annual Language Access Report to DBHIDS.
3. Providers are encouraged to include a service delivery plan as reflected in their contract.
4. All providers, especially frontline/direct service staff, are encouraged to take Language Access Training regularly.

For CBH members:

To make a request for interpretation (verbal communication) services for CBH members (Medicaid recipients), for CBH funded services, please contact the CBH Member Services Department at 888-545-2600 at any time (24 hours a day, 7 days a week). A list of CBH services can be accessed [here](#).

For questions concerning CBH Member Services, please email CBH.Interpretation.Services@phila.gov.

For non-CBH Members:

To make a request for interpretation services for non-CBH members (uninsured, underinsured, unauthorized members), please contact one of the following vendors:

- i. GLOBO Language Solutions LLC (telephonic, in-person, or video remote interpretation) by calling 267-318-4423 and provide the assigned access code # as follows:
 - Intellectual disAbility Services: 1001
 - Behavioral Health Services – Office of Addiction Services and Office of Mental Health: 1002
 - Planning Innovation: 1003
 - Behavioral Health Special Initiative (BHSl): 1004
- ii. Language Line Services Inc. (for telephonic and video remote interpretation), call 866-874-3972 and provide access code #585089.
- iii. To request in-person interpretation, please complete this online request form using DBHIDS as the existing customer at <https://nscphila.org/language-access-services/request-services> at least 5 days in advance of the date that service is needed.
- iv. For American Sign Language interpretation, please complete the Deaf-Hearing Communication Center (DHCC) form online in its entirety using DBHIDS as the existing customer at <https://dhcc.org/request-interpret/> at least 5 days in advance of the date that service is needed. If it is an emergency and an interpreter is needed within 24 hours, call DHCC at: (610) 604-0452.
- v. For document translation or questions about DBHIDS language access services, please email the DBHIDS Language Access Services team at DBHIDS.LanguageAccess@phila.gov.
- vi. For language access questions or concerns not related to DBHIDS or CBH, please email Philadelphia's Office of Immigrant Affairs, at OIA@phila.gov.

DEFINITION(S): *Philadelphia Board of Ethics, Title VI of the Civil Rights Act of 1964, 2C.S. § 561 st seq. (Act 172 of 2006) and the Philadelphia Home Rule Charter § 8-600 and § A-200.

UNIT DIRECTOR APPROVAL:

Pamela D. McClenton

DATE:

3/29/2021

DIVISION DIRECTOR APPROVAL:

Roland Lamb

DATE:

3/25/2021

COMMISSIONER, OR COMMISSIONER DESIGNEE, APPROVAL

Jill Bowen, PhD

DATE:

4/1/2021