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

**SCOPE:** The Department of Behavioral Health and Intellectual disAbility Services (DBHIDS) Language Access Protocol is a tool for DBHIDS staff 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 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.

DBHIDS is committed to providing access to services for all Philadelphians regardless of their ability to speak, understand, read and/or write English. No person shall be denied services based on their primary language and all attempts will be made to connect a LEP and DFHH person to linguistically appropriate interpretation services.

**PROCEDURE AND APPROPRIATE USE:** DBHIDS staff can request interpretation services 24 hours a day, 7 days a week as follows:

**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). The CBH Provider Directory can be accessed [here](mailto:). For questions concerning interpretation, please email CBH.Interpretation.Services@phila.gov.

**For Non-CBH Members (uninsured, underinsured, unauthorized members)**

Effective September 1, 2021, DBHIDS staff can request for interpretation services for non-CBH members using telephonic interpretation 24/7, or scheduled video and in person interpretation at least 4 days in advance of the date that service is needed using one of the following City’s Contracted vendors:

- **GLOBO Language Solutions LLC**, call 267-318-4423 and use the assigned access code # as follows:
  - Intellectual disAbility Services: 1001
  - Behavioral Health Services – Office of Addiction Services and Office of Mental Health: 1002
United Language Group, call one of the two numbers below:
- DBHIDS Spanish: 800-578-0032
- DBHIDS Any Language: 800-414-3357

Nationalities Services Center offers in-person interpretation, and a request can be made by completing their 
Request Form. using DBHIDS as their existing client.

Deaf-Hearing Communication Center (DHCC) provides American Sign Language interpretation. A request can 
be made by completing their Online Form using DBHIDS as their existing client 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.

For document translation or questions about DBHIDS language access services, please email Sarorng Sorn at 
Sarorng.Sorn@Phila.gov and copy Maria Giraldo Gallo, Language Access Program Manager at the Office of 
Immigrant Affairs, City of Philadelphia at maria.giraldo-gallo@phila.gov.

Any 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.