

## **Linguistic and Cultural Competence Plan (LCC Plan)**

**913**

*Reviewed 03/31/17*

**MHCWI is committed to take reasonable steps to ensure meaningful access to our services and programs by Limited English Proficiency (LEP) consumers, and to develop a plan to provide Linguistic and Culturally Competent services to our consumers.**

### **Identifying the LEP consumers who may need assistance.**

MHCWI will use four factors in the analysis to provide an assessment of the needs and required efforts to include the LEP Assessment. The four factors are: 1.) the number and proportion of eligible LEP Customers, 2.) the frequency of contact with LEP Customers, 3.) the importance or impact of the contact upon the lives of the persons(s) served, and 4.) the resources available to the organization.

### **Organizational LCC Plan**

General description of the linguistic and cultural competence plan for the organization: Our goal is to provide services that are culturally and linguistically appropriate for service delivery. This will be accomplished through diverse personnel and LCC training, as well as measures described below in section IV: Language Assistance Measures. Training efforts will be utilized for linguistic and cultural competency through our on-line training program, Relias Learning. There are several courses that our program/clinical staff can enroll in to increase their cultural competencies.

### **Diverse Personnel and LCC Training**

The agency will recruit, retain, and promote at all levels diverse personnel and leadership that are representative of the demographic characteristics of the service area. All clinical positions and department heads (40 employees) will receive ongoing education and training in culturally and linguistically appropriate service delivery through the on-line Relias Learning system courses.

### **Language Assistance Measures**

For persons who are deaf, hard of hearing, deaf-Blind, late-deafened, and anyone (both adults and children) with Hearing Loss with a mental health need, MHCWI will utilize the Statewide Deaf and Hard of Hearing Coordinator, Jessina Williams, MSW, LCSW at 217-786-0023 (Voice) or 217-786-0024 (Fax).

The use of on-site interpreters, telephone interpreters, preferred interpreter or brought own interpreter are possibilities to consider.

The Agency's webpage utilizes Google Translate to translate the majority of our materials on the webpage into more than 90 languages. If a document is not translatable, contact may be made with the Quality Assurance Supervisor, who will get the document translated.

The agency may, on a case-by-case basis use the services of Google Translate to translate specific forms and important documents from English to more than 90 languages. Google Translate offers an option for verbal translation.

For persons who are LEP consumers, MHCWI will make necessary language assistance services such as bilingual personnel and interpreter services available on a case by case basis depending on the specific need. For example, Western Illinois University could be a contact for interpreter services or translation services.

For persons who are Spanish-speaking, we can use services of an interpreter from Beardstown, Illinois to translate for services.

Sign language interpreters are available through: Jacksonville Community Center for the Deaf at 217-245-0429.

### **Providing Notice to the LEP Customers**

A copy of this Plan will be placed on our website for all to have access. Our website can be translated into 90 languages other than English. Clients have a right to receive both verbal and written notices in their preferred language and to receive language assistance or American Sign Language services. There is a provision in Google Translate services to offer an option for verbal translation.

The majority of our materials on the webpage can be translated into more than 90 languages. If a document is not translatable, contact may be made with the Quality Assurance Supervisor, who will get the document translated.

### **Quality Assurance**

The agency will ensure that consumers receive effective, understandable, and respectful services in the consumer's preferred language and in a manner sensitive to cultural beliefs and practices through the on-going Relias Learning on-line training. In addition, the agency conducts annual consumer satisfaction surveys of clients to measure the services provided. An additional guarantee is to monitor the established grievance procedure for any complaints in this regard.