

CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION  
CALIFORNIA CORRECTIONAL HEALTH CARE SERVICES  
Health Care Department Operations Manual

**5.2.8 Bilingual Services**

**(a) Policy**

California Correctional Health Care Services (CCHCS) shall ensure that the public, including those who are non-English speaking or limited-English proficient, is provided equal access to the available services and information of CCHCS pursuant to the provisions of the Dymally-Alatorre Bilingual Services Act (DABSA).

**(b) Purpose**

To maintain a process that CCHCS shall follow to comply with the DABSA to ensure equal access to available services and information.

**(c) Responsibility**

All CCHCS employees are responsible for ensuring that the public is treated with dignity and respect, identifying the language needs, and utilizing available bilingual resources to assist non-English speaking/limited-English proficient members of the public, when needed.

**(d) Procedure**

**(1) Bilingual Language Survey**

CCHCS is mandated to conduct a biennial Bilingual Language Survey and report their results to the California Department of Human Resources (CalHR) by October 1 of every even-numbered year. CCHCS Disability Management and Support Services (DMSS), shall conduct the mandatory biennial Bilingual Language Survey at a specified physical address and geographic location for testing every even-numbered year during any ten days identified by CDCR.

(A) The CCHCS Bilingual Testing Coordinator (BTC) shall assume the duties of the Language Survey Coordinator and coordinate the Language Survey process.

(B) The Assistant Deputy Directors, Regional Personnel Administrator, or designee shall assign the staff to perform the duties of the Language Survey Liaison and coordinate the Language Survey process within their respective institutions/programs.

(C) The Language Survey Coordinator shall:

1. Obtain current survey instructions through CalHR.
2. Coordinate with the CalHR Bilingual Services Program to ensure the survey is conducted in accordance with the instructions issued.
3. Coordinate the biennial Bilingual Language Survey.
4. Conduct training for the Language Survey Liaisons.
5. Conduct monitoring and respond to questions regarding the Language Survey process.
6. Receive all completed survey information, review for accuracy, make corrections, and compile summary data for all units/institutions.
7. Submit the results of the Bilingual Language Survey to CalHR by October 1 of every even-numbered year.

(D) The purpose of the Bilingual Language Survey is to determine:

1. The number of:
  - a. Public contact employees at each location.
  - b. Certified bilingual employees in direct public contact at each location and the languages they speak, other than English.
  - c. Additional qualified bilingual public contact employees needed to reach compliance as determined by CalHR.
  - d. Anticipated vacancies in direct public contact positions.
2. The number and percentage of non-English speaking members of the public served by each location, by native language.
3. The use of alternative options for interpretation services.
4. All required translated materials that have been translated and the language into which they were translated.
5. A list of all translated materials that are required to be accessible to non-English speaking/limited-English proficient members of the public.

**(2) Implementation Plan**

(A) The Implementation Plan is the plan of action of a state agency regarding their bilingual programs, and the progress made in correcting any deficiencies found in the language survey.

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(B) By October 1 of every odd calendar numbered year, the BTC shall submit a bilingual language implementation plan to CalHR.

(C) The implementation plan shall:

1. Gather information related to the services provided to non-English speaking/limited-English proficient members of the public.
2. Address deficiencies in bilingual staffing and/or translated written materials identified in the language survey.

**(3) Performance and Service Standards**

CCHCS shall achieve effective communication with non-English speaking/limited-English proficient members of the public by providing bilingual interpreters, translated written materials, and bilingual services.

(A) Bilingual Interpreters

1. For each non-English speaking group that represents a minimum of five percent of the public served by a CCHCS office, that office shall employ an appropriate number of certified bilingual employees or arrange for suitable alternatives as permitted by the DABSA.
2. To be certified bilingual, a state employee must have passed an oral or written fluency examination in a non-English language and been certified in that language for the purpose of verbal or written communication.

(B) Translated Written Materials

1. The CDCR Office of Personnel Services, Quality Management, shall maintain a list of materials that have been translated, and the languages into which they have been translated, and shall distribute all translated materials to offices statewide so that they are available to the public upon request.
2. Where appropriate, each CCHCS office shall make available translated materials that:
  - a. Solicit or require the furnishing of information from an individual.
  - b. Provide the individual with information.
  - c. Describe information that may affect the individual's rights, duties, or privileges.

(C) Bilingual Services

1. The CCHCS contracts with telephonic or other interpreter services to ensure it has qualified bilingual interpreters for languages which it does not employ certified bilingual staff.
2. All interpreters utilized by CCHCS shall be qualified and certified to perform the services requested for the language(s) in which they are proficient.
3. The BTC shall maintain instructions for utilizing the Language People Interpreting and Translating Service (telephone interpreter) to provide effective telephonic communication between staff and non-English speaking/limited-English proficient members of the public when a CCHCS bilingual interpreter is not available to provide effective face-to-face communication in their native language.

(D) Public Contact Employees shall:

1. Participate in the biennial Bilingual Language Survey and be informed on how to conduct a meaningful language survey.
2. Provide effective telephone and face-to-face communication between staff and non-English speaking/limited-English proficient members of the public.
3. Receive access to guidelines for providing services to non-English speaking/limited-English proficient members of the public.
4. Identify non-English speaking/limited-English proficient people as early as possible during the initial contact.
5. Contact a qualified interpreter as soon as possible to ensure that no significant delay in service takes place.
6. Ensure that translated documents, translation guides and ads are available at all offices that serve non-English speaking/Limited-English proficient members of the public. Where translated documents are not available, a qualified interpreter shall be provided to explain the information in question.

**(4) Questions or Assistance**

CCHCS employees who require assistance with non-English speaking/limited-English proficient members of the public can seek the assistance from any CCHCS certified bilingual employee. Additionally, public contacts or telephone calls with non-English speaking/limited-English proficient members of the public can be handled through telephonic language interpreters.

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**(5) Complaints**

(A) Complaints about interpreter/translation services are to be filed by utilizing the Language Access Complaint Form.

(B) The completed form may be submitted to CCHCS\_EEO@cdcr.ca.gov.

**References**

- Dymally-Alatorre Bilingual Services Act, California Government Code, Title 1,
- Division 7, Chapter 17.5, Sections 7290-7299.8
- California Department of Human Resources, Bilingual Services Program

**Revision History**

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