

Interpreter Competency

“Ensure the competence of individuals providing language assistance...” CLAS STANDARD 7

Recipients or potential recipients of behavioral health services are entitled to receive interpreter services free of charge for all interactions with individuals including, but not limited to:

- Customer service
- Emergency services
- Assisting with grievances and appeals
- When receiving covered services from behavioral health providers

CSHCD SCRBH has established contracts with **Universal Language Services** for In-Person Interpreting (IPI) Services and **Language Link** for Over-the-Phone (OPI) Services.

Please see the following links for provider training information:

For Crisis Providers

http://prezi.com/7ycmqcnf3 lu/?utm_campaign=share&utm_medium=copy&rc=ex0share

For Non-Crisis Providers

http://prezi.com/yybcanwjxtx9/?utm_campaign=share&utm_medium=copy&rc=ex0share