

# Organizational Policy and Procedure: Language Access Through Resource Referrals

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## Policy Statement

NAMI Washington is committed to ensuring equitable access to services for all individuals, regardless of their primary language. To facilitate communication with individuals with Limited English Proficiency (LEP), the organization provides language access through referrals to appropriate resources, including professional interpreters, translation services, and community language resources.

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## Purpose

This policy outlines the procedures for staff to provide language access by connecting LEP individuals with qualified language resources, ensuring effective and meaningful communication.

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## Scope

This policy applies to all employees, volunteers, and contractors who interact with clients, patients, or the public on behalf of NAMI Washington.

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## Definitions

- **Limited English Proficiency (LEP):** Individuals who do not speak English as their primary language and have a limited ability to read, write, speak, or understand English.
  - **Qualified Language Resources:** Professional interpreters, translators, or other recognized language service providers proficient in the required language.
  - **Resource Referral:** The process of connecting individuals to appropriate language assistance services.
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## Responsibilities

### 1. Staff Members

- Identify language needs during initial contact.
- Refer to the **Washington State Mental Health Resource Directory For Linguistic and Cultural Relevancy** to identify and provide language resource referral.
- Document the language service provided in an email communication to the querant and to your supervisor

### 2. Supervisors

- Ensure compliance with this policy.
  - Monitor and address any barriers to implementing language services.
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## Procedures

### 1. Identifying Language Needs

- At the first point of contact, determine the individual's preferred language.

### 2. Referring to Language Resources

- Refer to the organization's **Washington State Mental Health Resource Directory For Linguistic and Cultural Relevancy** for a list of available interpreters, translators, and community-based resources.
- Provide the resource referral to the individual and/or contact the selected provider to arrange services.

### 4. Tracking and Reporting

- Record the type of language assistance provided in an email to supervisor
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## Training and Awareness

- All staff will receive training on identifying LEP individuals, accessing language resources, and adhering to this policy during onboarding and annually.

- Regular updates on available language resources in the **Washington State Mental Health Resource Directory For Linguistic and Cultural Relevancy** guide will be communicated through staff meetings and email updates.
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### **Evaluation**

The effectiveness of this policy will be reviewed annually based on:

- Feedback from staff.
  - Analysis of language service utilization data.
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### **Compliance**

Failure to adhere to this policy may result in disciplinary action, up to and including termination, in accordance with organizational policies.

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### **Contact**

For questions about this policy or accessing language services, contact NAMI Washington's Executive Director.

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**Attachment:**

# Washington State Mental Health Resource Directory For Linguistic and Cultural Relevancy

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## **1. Translation and Interpretation Resources**

- **Language Network (Multilingual)**  
Website: <https://www.languagenetworkusa.com/>

- **Equitable Multilingual Services (Spanish)**

Website: [Emserviceswa.com](http://Emserviceswa.com)

Phone: 360-421-1483

- **Hearing, Speech & Deaf Center (ASL)**

Website: <https://www.hsd.org/services/interpreting-services/>

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## 2. General Mental Health Resources

- **Washington State Department of Health Mental Health Services**

Website: [DOH Mental Health](http://DOH Mental Health)

Phone: 1-800-525-0127

- **Deconstructing Mental Health (DMH)**

Website: [Deconstructing Mental Health](http://Deconstructing Mental Health)

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## 3. Latino/Hispanic Communities

- **Consejo Counseling and Referral Service**

Website: [Consejo Counseling](http://Consejo Counseling)

Phone: (206) 461-4880

- **Sea Mar Community Health Centers**

Website: [Sea Mar](http://Sea Mar)

Phone: (206) 762-3730

- **Latino Community Fund of Washington**

Website: [Latino Community Fund](http://Latino Community Fund)

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## 4. Asian American and Pacific Islander Communities

- **Asian Counseling and Referral Service (ACRS)**

Website: [ACRS](http://ACRS)

Phone: (206) 695-7600

- **Refugee Women's Alliance (ReWA)**

Website: [ReWA](http://ReWA)

Phone: (206) 721-0243

- **Tacoma Buddhist Temple**  
Website: [Tacoma Buddhist Temple](#)
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## 5. Indigenous Communities

- **Seattle Indian Health Board**  
Website: [SIHB](#)  
Phone: (206) 324-9360
  - **Healing Lodge of the Seven Nations**  
Website: [Healing Lodge](#)  
Phone: (509) 533-6910
  - **Northwest Indian College Counseling Services**  
Website: [NW Indian College](#)
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## 6. African American Communities

- **Therapy for Black Girls**  
Website: [Therapy for Black Girls](#)
  - **Black Emotional and Mental Health Collective (BEAM)**  
Website: [BEAM](#)
  - **Urban League of Metropolitan Seattle**  
Website: [Urban League Seattle](#)
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## 7. LGBTQ+ Communities

- **Lambert House**  
Website: [Lambert House](#)  
Phone: (206) 322-2515
  - **Pride Foundation**  
Website: [Pride Foundation](#)
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## 8. Youth and Family Support

- **Navos**  
Website: [Navos](#)
  - **Treehouse for Kids**  
Website: [Treehouse](#)
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## 9. Free and Low-Cost Services

- **Therapy Aid Coalition**  
Website: [Therapy Aid Coalition](#)
  - **King County Crisis Connections**  
Website: [Crisis Connections](#)  
Phone: 1-866-427-4747
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## 10. Multilingual and Refugee Services

- **International Rescue Committee Seattle**  
Website: IRC Seattle
- **Catholic Community Services**  
Website: [CCS](#)  
Phone: (206) 328-5696