

All Contract Language Vendors provide in-person and telephonic interpretation.

**Clinical Appointments:**

Follow the steps below to provide services to a client speaking a language other than English:

Step	Action
1	Contact the supervisor or their designee to use bilingual staff for interpreter services. <i>Use of contract vendors for multiple appointments must be approved by the supervisor.</i>
2	If bilingual staff members are readily available use them. If no bilingual staff members are available go to step 3.
3	Contact a contract vendor to schedule interpretation services. Refer to the front of this card for vendor contact information.
4	Once the contract vendor arrives at the clinic, update your clinic's <a href="#">Language Services Interpreter Log</a> .
5	At the end of the month, the Clinic Supervisor will review and sign the <a href="#">Language Services Interpreter Log</a> . Please forward an electronic copy to the Office of Equity and Inclusion email address: <a href="mailto:cultural_competency@dbh.sbcounty.gov">cultural_competency@dbh.sbcounty.gov</a> by the 10 <sup>th</sup> of each month.
6	Document your efforts and progressive steps to link the client to appropriate services with language of choice in the <i>new</i> client's progress notes and <a href="#">Initial Contact Log Form</a> .
7	If there are concerns or complaints about a contract interpreter's services, or if an interpreter is especially good, please email a complete Interpreter Feedback Form to DBH-Cultural Competency at <a href="mailto:cultural_competency@dbh.sbcounty.gov">cultural_competency@dbh.sbcounty.gov</a> .

**Incoming Calls:**

Follow the steps below when receiving a call from a client speaking a language other than English:

Step	Action
1	Greet the client. (Use phrases on front of this card if appropriate.)
2	Use Conference Hold to place the client on hold.
3	If no bilingual staff members are available, dial contract vendor agency number.
4	Provide contract vendor with pertinent information such as clinic name, required language and cost center.
5	Tell the interpreter the purpose of the call and confidentiality requirements.
6	Add client to the line. (Or call client if this is an outgoing call.)
7	Say "end of call" to the interpreter when the call is completed.
Note:	If placing an outgoing call to a client, begin at step 3.

**Walk-in: Deaf and Hard of Hearing:**

Use the information below for Deaf and Hard of Hearing client walk-ins:

Communication Tips
Communicate with the person in writing until an interpreter is available.
Minimize the number of words.
Ask the "4W" questions (who, what, where and why).
Ask "yes or no" questions wherever appropriate.
Use a second grade level vocabulary; do not use multiple syllable words if possible.
*Use standard procedure (above) for clinical appointments.
<b>To Contact a Deaf or Hard of Hearing Client/Family Member</b>
Utilize the California Relay Service (free of charge) 7-1-1

**For translation services:** Complete the *Translation Request Form* and return to OEI at: [cultural\\_competency@dbh.sbcounty.gov](mailto:cultural_competency@dbh.sbcounty.gov)

*Note: All interpretation/translation policies can be found in the Cultural Competency section of the Behavioral Health Standard Practice Manual (SPM).*

## Language Services Guide for Translation/Interpretation

Vendor	Services	Contact Information	Requirement	Cancellation Policy
<b>FOCUS LANGUAGE INTERNATIONAL, LLC</b> *All Regions	Agency provides in-person, video, and telephonic interpreting.	Request in-person (+ASL) appt.: <a href="mailto:mcedillo@focusinterpreting.com">mcedillo@focusinterpreting.com</a> (Maria) or <a href="mailto:jsantos@focusinterpreting.com">jsantos@focusinterpreting.com</a> (Jolene) Request telephonic appt.: (760) 548-3367 (No request form required) After-hours/weekend request in-person appt.: (800) 374-5444 x708	Cost Center and Telephonic Pin# 1620-3397	One full business day, 24 hours
<b>INTERPRETERS UNLIMITED, INC.</b> *All Regions	Agency provides in-person, video, and telephonic interpreting.	Request in-person appt.: (800) 726-9891 Request telephonic appt.: (888) 810-0171 Email requests: <a href="mailto:info@interpreters.com">info@interpreters.com</a> Fax: (800) 726-9822	Cost Center and Access Code 12817	One full business day, 24 hours
<b>GLOBALREADY, LLC</b> *All Regions	Agency provides in-person, and telephonic interpreting.	Request in-person appt.: <a href="mailto:sbc@globalready.com">sbc@globalready.com</a> (Maryté) Request telephonic appt.: (800) 201-1202 Ext. 2 or <a href="mailto:sbc@globalready.com">sbc@globalready.com</a>	Cost Center *30-minute minimum for telephonic interpretation	One full business day, 24 hours
<b>HANNA INTERPRETING SERVICES, LLC</b> *All Regions	Agency provides in-person, video, and telephonic interpreting.	Request in-person or telephonic appt.: (619) 741-0000 Email requests: <a href="mailto:info@hannais.com">info@hannais.com</a>	Cost Center and Account ID 2968	One full business day, 24 hours
<b>ASIAN AMERICAN RESOURCE CENTER</b> *All Regions	Agency provides in-person, video, and telephonic interpreting.	Request in-person or telephonic appt.: (909) 383-0164 Email requests: <a href="mailto:aarctranslations@gmail.com">aarctranslations@gmail.com</a> (Christina, Daisy, or Stephanie)	Cost Center *20-minute minimum for telephonic interpretation	One full business day, 24 hours
<b>AVANTPAGE, LLC</b> *All Regions	Agency provides, video (BoostLingo), and telephonic interpreting.	Request On-demand telephonic interpreting: (530) 292-7374 Request to schedule an in-person or virtual interpreter: <a href="mailto:montzerrat@avantpage.com">montzerrat@avantpage.com</a> (Montzerrat)	Cost Center and Account Pin# 8244	One full business day, 24 hours

**Incoming Calls:** If someone calls the clinic speaking Spanish or any other language **DO NOT** hang up. These are two sentences you can use with Spanish speaking clients.

- Un momento por favor, voy a conectar su llamada.**  
*Translation: One moment please, I will be connecting your call.*  
Oon- moh mint oh-por fa vor,- voy- ah- cone ekctar- sue- ya mah dah.
- Su llamada es importante, por favor no cuelgue.**  
*Translation: Your call is important please do not hang up.*  
Sue- yah mah dah- es-eem por tahn tay,- Por fah vor- no- quel geh.