


- MEMORANDUM -

DATE: April 17, 2023
TO: All ACBH Staff & CBOs
FROM: Stephanie Montgomery
Health Equity Division Director 
SUBJECT: New County provider for over the phone Multilingual Interpretation Services

Dear Mental Health and Substance Abuse Provider Agencies,

We would like to inform you that beginning May 1st, 2023, GLOBO Language Solutions will be the new County provider for over the phone multilingual interpretation services. This new provider will offer language interpretation services over the phone for individuals who are non-English speaking or limited English proficient.

As mental health and substance abuse providers, we understand how critical it is to communicate effectively with our clients. We believe that language should never be a barrier to receiving the care and support they need. With this new Over the Phone Language Services Provider, we can ensure that our clients have access to language interpretation services when they need it, improving their experience with our agencies.

We will have **three** (3) informational sessions about GLOBO this month and will have a future training and orientation for all CBOs and County staff about all our language, interpretation, and translation services in addition to the services GLOBO will provide. The dates are:

4/24 at 3pm <https://us06web.zoom.us/meeting/register/tZEsdUGhpjlpE9z0HkNVeLRBi4e4p6lqnYok>
4/26 at Noon <https://us06web.zoom.us/meeting/register/tZAlcu6prDguGdTXzlvssoeCnX5Xfvnag1PZ>
4/26 at 1pm <https://us06web.zoom.us/meeting/register/tZ0qdOqtpzMvHdegWoINysjc-GAMd9AW1GXb>

We encourage you to familiarize yourself with this new service and integrate it into your workflow as needed. We will provide you with further information regarding the onboarding process and how to access the service in the coming weeks. **You will receive your pin with this email.**

Thank you for your commitment to providing excellent care to our clients, and we look forward to working with this new provider to enhance our language services. **If you have any questions, feel free to contact Stephanie Montgomery via email at stephanie.montgomery@acgov.org**

