


- MEMORANDUM -

DATE: 11/3/2023
TO: Recipients
FROM: Stephanie Montgomery, Health Equity Division Director ^{DS}
SUBJECT: **Memo for Contractors and SSA's using GLOBO**

Dear Mental Health and Substance Abuse Provider Agencies,

We trust this message finds you well. We want to take a moment to express our sincere appreciation for the commitment you've demonstrated in utilizing GLOBO Language Services to facilitate communication within your institutions/agencies.

Your proactive approach to breaking down language barriers is truly commendable, and we are grateful for the positive impact it has on the individuals seeking mental health and substance abuse contracted services that align with your current contract scope of work with ACBH. Your dedication to ensuring effective communication is a cornerstone of the exceptional care you provide.

As we celebrate the successful integration of GLOBO Language Services, we'd like to offer a friendly reminder to ensure the continued effectiveness and appropriateness of the services. Please note the following:

Important Points:

- The three-digit PIN associated with GLOBO services is specifically designated for mental health and substance abuse contracted staff and services within your institution, aligning with your current contract scope of work with ACBH.
- We kindly request that only authorized personnel directly involved in these contracted services utilize the three-digit PIN. This ensures a targeted and efficient use of the services tailored to the intended purpose.





Questions or Clarifications: Should you have any questions, concerns, or require further clarification regarding the appropriate usage of GLOBO services or the assigned PIN, our dedicated support team is ready to assist. Feel free to reach out to us at languages@acgov.org.

Your ongoing commitment to the highest standards of care is truly appreciated, and we value your collaboration in maintaining the integrity of GLOBO Language Services within the scope of mental health and substance abuse contracted services that align with your current contract scope of work with ACBH.

Thank you.

DocuSigned by:

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Stephanie Montgomery

