



Memo

Date: 7/23/2024

To: Mental Health and Substance Abuse Provider Agencies

From: Stephanie Montgomery, Health Equity Director/Officer

DS
SM

Subject: Addition of Document Translation and Multilingual Interpretation Services

Dear Mental Health and Substance Abuse Provider Agencies,

Alameda County Behavioral Health (ACBH) is pleased to announce the addition of Document Translation Services and In-Person (face-to-face) or remote video Multilingual Interpretation Services for verbal languages, as well as American Sign Language (ASL) and Certified Deaf Interpreters Services.

To ensure proper utilization and access to these services, designated contract providers must attend a training session prior to access. Only a single point of contact or authorized user of our Citrix Gateway Portal will be permitted to request services on behalf of your agency.

ACBH understands the importance of effective communication with our shared clients, and these expanded services will ensure that language differences do not create a barrier to providing critical care and support. We are committed to improving clients' experiences and enhancing our service delivery through these new resources.

Your participation and cooperation are crucial for a seamless transition and optimal utilization of these services. Thank you for your dedication to providing excellent care to our clients. We look forward to working with you to enhance our language services.

The training dates are as follows (select one):

Thursday, August 1

Register: https://us06web.zoom.us/meeting/register/tZ0rc-usrjgiG9Gc7Z83M-5_vPlbvKbtcaa-

Friday, August 2

Register:

<https://us06web.zoom.us/meeting/register/tZUldumqz8tHdTTmlcqrll2JSoupFNvxL2l>

If you have any questions, feel free to email that language team at languages@acgov.org