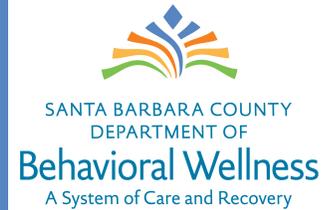


# Staff Update



Santa Barbara County Department of Behavioral Wellness, Alice Gleghorn, Ph.D., Director  
[www.countyofsb.org/behavioral-wellness](http://www.countyofsb.org/behavioral-wellness) • Issue 6, February 1, 2017

## Certified In-Person Interpreters Now Available

The Cultural Competence and Diversity Action Team is excited to announce a new service: certified **in-person interpreters** are now available to all department programs and clinics. In-person interpretation is available in multiple languages, including Spanish, Mixteco and other indigenous Mexican languages, Tagalog and Cantonese. If you need in-person interpretation services, please note the following:

- ✓ **Please use the interpreter request form:** Please use this [Interpreter Request Form](#). It is a one-page fillable PDF form and easy to use. All interpreter requests must be made using this form and submitted to [scheduling@ortizschneider.com](mailto:scheduling@ortizschneider.com). NOTE: **All interpreter requests submitted via email must be encrypted** to protect client information. To encrypt your email, insert [Secure] at the beginning of your email's subject title.
- ✓ **Provide as much advance notice as possible:** Certified interpreters are scarce. Secure an interpreter with as much advance notice as possible. In most cases, a minimum of 24 hours' notice is needed. For some languages (i.e. Mixteco and other indigenous languages), 72 hours' notice is optimal. However, the contractor will do their best to accommodate last minute requests. **For last minute requests, please call 805-689-3707.**
- ✓ **A two-hour minimum is required:** All interpreters are scheduled for a minimum of two hours. Whenever possible, please schedule clients needing interpreter services back-to-back to maximize the interpreter's time.
- ✓ **Please adhere to the cancellation policy:** Cancellations must be made no later than 24 hours prior to the set appointment time. To avoid late cancellations or possible no-shows, please reconfirm the appointment with your client two days before the appointment.
- ✓ **Check with the contractor as to language availability:** Our contractor, Lorena Ortiz Schneider Interpretation and Translation, has access to a large pool of interpreters for a variety of languages. Please contact the contractor directly for availability of interpreters for languages of lesser diffusion.

Scheduling email: [scheduling@ortizschneider.com](mailto:scheduling@ortizschneider.com)  
Scheduling telephone: 805.689.3707

Office telephone: 805.456.2157  
Emergencies: 805-689-4822 (cell)

- ✓ **If you have any questions about the interpretation services:** Yaneris Muñiz, the department's Ethnic Services and Diversity Manager, will serve as the primary contact for any language service needs. Cell: (805) 335-0083; [ymuniz@co.santa-barbara.ca.us](mailto:ymuniz@co.santa-barbara.ca.us).