**Interpretation Services and Guide**

**For Behavioral Wellness Staff**

**HOMELAND LANGUAGE SERVICES**

**Contact Information:**
Telephone: 805-454-9147/805-479-5986
cargote@homelandls.com

Homeland Languages provides the following interpretation services in Spanish and any other languages:
- Face to Face (temp. suspended due to COVID-19)
- Over the Phone; and
- Video Remote
- On-demand services

**SCHEDULING**
Submit requests for interpreting services 24 hours in advance via:
- On demand interpreter request dial: 805-410-9145 and follow instructions
- The Aqua Scheduling System
  https://homelandlanguageservices.scheduling.online/
- Email at cargote@homelandls.com
- Call (805) 454-9147 for website support

**CANCELLATIONS/CHANGES**
Contact Homeland Languages 24 hours in advance to request to change or cancel a scheduled interpretation service.

**MIXTECO/INDIGENA COMMUNITY ORGANIZING PROJECT (MICOP)**

**Contact Information:**
Telephone: 805-483-1166 Cell: 805-270-9483
interpreters@mixteco.org

MICOP provides Mixteco interpretation services in various Mixteco variants.

If MICOP is not available for interpretation services contact the following vendors in this order:
1. Homeland Language Services
2. Ortiz-Schneider Interpretation and Translation
3. Language Line Solutions

**SCHEDULING:**
Appointments should be scheduled at least 24 hours prior to the scheduled appointment by submitting the completed Interpretation Request Form to Javier.garcia@minxteco.org arcenio.lopez@meixteco.org or interpreters@mixteco.org

You can find the form at http://www.countyofsb.org/behavioral-wellness/formsforstaff-providers.sbc

**Cancellations:**
Notify MICOP of cancellations at least 24 hours in advance of the scheduled interpretation services by emailing the Interpreter Coordinator at Javier.garcia@minxteco.org arcenio.lopez@meixteco.org or interpreters@mixteco.org

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**Accessing a Language Line Over-the-Phone Interpreter**

1. DIAL: your assigned toll-free number: (800) 774-4344
2. PROVIDE: Client ID (Behavioral Wellness): 201649
3. Indicate
   1 for Spanish
   2 for all other and clearly state the language
   0 if you don’t know what language you need
4. PROVIDE: Clinic/Program Number: ____________ *

If you are unsure of what clinic/program number to use, please contact your immediate supervisor or Maria Arteaga at marteaga@sbcwell.org

Contact Maria Arteaga at (805) 681-5369 or by email at marteaga@sbcwell.org with any Interpretation/translation issues.
THE INDEPENDENT LIVING RESOURCE CENTER, INC. (ILRC)

Contact Information:
Telephone: 805-963-0595
interp@ilrc-trico.org

The ILRC provides American Sign Language (ASL) interpretation services.

ILRC provides ASL face to face to Behavioral Wellness clients

Scheduling:
Submit requests for interpretation services 72 hours (3 business days) in advance by emailing interp@ilrc-trico.org or calling 805-963-0595 ext. 106 Voice/Txt (TTY).

Cancellations:
Notify ILRC at least 48 hours before the scheduled appointment (2 business days) to cancel or change the appointment.

Department staff must obtain a confirmation number from ILRC for all changes or cancellations.

ORTIZ SCHNEIDER INTERPRETING & TRANSLATION

Contact Information:
Telephone: 805-275-4107
info@ortizschneider.com

Ortiz Schneider Interpreting and Translation, provides professionally trained individuals to provide interpretation in Spanish and any other language to Behavioral Wellness clients.

The following interpretation services are available
- Face to Face (Temp. suspended due to COVID-19)
- Over the Phone

Scheduling:
Submit requests for interpretation services five business days before the scheduled appointment by email at scheduling@ortizschneider.com or call 805-689-3707.

Cancellations:
Notify provider of cancellations at least 24 hours in advance of the scheduled interpretation service.

Darlene Moy Rochkind

Contact Information:
Darlene Moy Rochkind
Telephone: 408-394-9385

Darlene Rochkind is a certified American Sign Language Interpreter for Behavioral Wellness.

Services provided to Behavioral Wellness clients include:
Video remote interpreting through zoom, "minimum" of 1-hour service for clients not placed at an Institute of Mental Decease (IMD) and "minimum" of 2 hours per visits services with max. of 5 visits per month or if need requires above 5 visits per month, it must be authorized by Behavioral Wellness IMD Liaison, for clients located at an IMD facilities.
Accommodates last-min appointments and emergency request as available Mon-Friday from 8AM to 5PM or after hours and Sat. and Sun., and holiday, as needed

Scheduling:
If last min. appointment or emergency request submit requests for interpretation services by calling 408-394-9385.

Cancellations:
Notify prior to scheduled appointment.

Contact Maria Arteaga at (805) 681-5369 or by email at marteaga@sbcwell.org with any Interpretation/translation issues.