

Sonoma County Behavioral Health Interpreter Services


How to Request Interpretation Services with CTS Language Link:

Step 1: Call +1-800-535-7993


Step 2: Provide the Call Center Service Representative with:

- Account Number: (See List of Programs on Next Page)
- Language(s) Needed
- Your Name & Program

Three-way telephone interpretation calls (county staff arranges the call):

Step 1: Press Conference button  on Cisco Phone to put client on hold

Step 2: Place a call to CTS

Step 3: When CTS connects press Conference button again  ;
all 3 parties will be on the line

CTS can accommodate three-way telephone interpretation calls. Tell the call center agent the name and phone number of the third party, and they will arrange the call for you. The interpreter cannot facilitate this for you. You must ask the call center agent at the beginning of the call.

CTS offers 240+ languages and dialects, access 24 hours a day, 7 days a week, 365 days a year.

TIPS on How to Work with a Telephone Interpreter

- Always speak in first person, just as you would in normal conversation. For example, say, “Do you have a fever?” rather than “Ask her if she has a fever, please.”
- Immediately introduce yourself to the limited-English proficient (LEP) client and explain your reason for calling.
- Telephone interpretation is “consecutive” interpretation. That means you will experience pauses when the interpreter repeats each statement in the respective language.
- After you speak one-two sentences or finish a thought, pause to give the interpreter enough time to interpret.
- Be prepared to explain some things in more detail for the telephone interpreter. Some terminology and concepts may not have an equivalent in the target language.
- Control the conversation. The telephone interpreter is only there to interpret. You are responsible for making sure the LEP client receives the same service as an English-speaking client.
- Ask the interpreter and the LEP client questions to ensure they understand what you want to communicate.
- Avoid asking the interpreter for his/her opinion about the situation being interpreted.

Sonoma County Behavioral Health Interpreter Services

County Programs

CTS Account Number	Program Name
19526	Parent Account SCBH
19555	AB109
19527	Access (Adult)
19528	Administration
27166	Adult Med
27167	AST
19529	CAPE
19531	CMHC
19532	CSU
27168	CTRT
19537	FACT
19539	Housing Coordinator
19541	IRT
33565	Juvenile Hall
27163	Juvenile Sex Offender Program
19543	JV 220 Evals
33566	MH Diversion
19544	MST
19546	OAT
19547	Patients Rights
24768	Program Support
19549	Sonoma Works
27170	SUD ATP
27169	SUD Prevention
19533	SUD-DDC
19534	SUD-Drug Court
33561	SUD-Drug Testing
24773	SUD-DUI
19535	SUD-DUI Court
33551	SUD-Outpatient
33559	SUD-Outpatient DRC
19550	SUD-TASC
19552	TAY
33563	Transitional Recovery
19553	VOM
19554	WET
27164	WPC
27165	YFS Access
19536	YFS FASST
19538	YFS Foster Youth Team
27171	YFS Med

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CBO Programs

CTS Account Number	Program Name
33571	AFS FSP
33570	AFS ISFC
33572	AFS Outpatient
33569	Aldea
33580	Buckelew CTRT
33578	Buckelew FACT
33581	Buckelew In-Response
33574	Buckelew SCIL/ISHP
33584	Buckelew SUD
33576	Buckelew TAY/Tamayo
33549	CAPSonoma FSP
33548	CAPSonoma Outpatient/TBS
33586	CSN ASU
33587	CSN Bridges/Opp
33588	DAAC
33583	Felton
33589	Greenacres
33590	Hilltop
33552	Progress CRUs
33550	Progress Parker Hill
33553	Psynergy
33554	Pura Vida
33585	SAFE
33558	Seneca FSP
33557	Seneca Outpatient
33556	Seneca WRAP
33560	Siyon RAIN
33562	Siyon SUD
33555	S RTP
33564	Telecare ACT
33573	TLC FSP
33567	TLC ISFC
33568	TLC Outpatient
33575	Victor
33577	VOM STRTP
33579	WCHC
33582	WRS