

## SOUTHEAST ASIAN ASSISTANCE CENTER

### Appointment Request Procedures for Providers

- ***For both brand new and follow-up appointments of which SAAC has permanent staff on board (Arabic, Cambodian (Khmer), Chinese (Cantonese/Mandarin), Hindi, Hmong, Lao, Mien, Punjabi, Russian, Spanish, and Vietnamese),*** please make the request directly with the permanent SAAC staff who speaks that language of need. Our staff directory with their language capabilities can be found at: <http://saacenter.org/contact-us>. After the appointment has been booked with the permanent SAAC staff, please complete all sections of the “Interpretation Service Request Fax Communication” form and fax it over to SAAC at (916) 421-6731.
- ***For both brand new and follow-up appointments that would require the use of languages which SAAC does not have permanent staff on board (Farsi, Dari, Pashto, and others),*** please follow the four steps process below:

#### Step 1:

Provider sends the request to [apptrequests@saacenter.org](mailto:apptrequests@saacenter.org) with the following information:

- ✓ Language needed
- ✓ Desired date and time of appointment
- ✓ Type of appointment and approximate length

#### Step 2:

- ✓ SAAC Admin determines which permanent staff or on-call contractor will fill the requested appointment.
- ✓ SAAC Admin emails back the provider with information on whom the interpreter will be along with his/her phone number.

#### Step 3:

- ✓ Provider completes all sections of the “Interpretation Service Request Fax Communication” form and faxes it over to SAAC at (916) 421-6731.

#### Step 4:

- ✓ SAAC Admin furnishes the completed “Interpretation Service Request Fax Communication” form to the interpreter.

- ***For follow-up appointments which have been scheduled with a permanent SAAC interpreter while the interpreter is still at the provider’s office,*** please complete all sections of the “Interpretation Service Request Fax Communication” form and fax it over to SAAC at (916) 421-6731.
- ***For follow-up appointments of which an on-call contractor had provided the service and is still present at the provider’s office,*** the provider may check with the on-call contractor to see if the on-call contractor would be available, but the provider is still required to make the appointment request as detailed in the above four steps. SAAC will make the final determination on whether the requested appointment would be filled by the on-call contractor or a permanent SAAC staff member.
- ***To cancel previously scheduled appointments,*** please contact the assigned SAAC staff or the on-call contractor who had been assigned to that particular appointment as early as possible. Also, please fax in the previously completed “Interpretation Service Request Fax Communication” form that had been prepared for that particular appointment with the “Appointment has been canceled. No interpreter needed.” box being checked.



# SOUTHEAST ASIAN ASSISTANCE CENTER

5625 24<sup>th</sup> Street  
Sacramento, CA 95822  
Office: (916) 421-1036 | Fax: (916) 421-6731  
<http://saacenter.org> | [info@saacenter.org](mailto:info@saacenter.org)

## INTERPRETATION SERVICE REQUEST FAX COMMUNICATION

### Appointment Information

Date of Request:	Requesting Agency:	Language Requested:
Name of Person Making This Request:	Phone Number:	
Desired Date and Time of Appointment:	Alternative Dates and Times of Appointment:	
Approximate Length & Type of Appt. (Intake, Follow-up, Home Visit, etc.):		
Location of Appointment (Name and address of agency or the address of where the appointment would be held such as the client's home, etc.):		
Provider's Name & Title (e.g. Dr. John, Clinician Mike, PSC Mary, etc.):		

### Client Information

Client's First and Last Name:	Phone #:	Avatar#:
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### S.A.A.C. Response

<input type="checkbox"/> Accepted Name of interpreter _____ Contact Number _____	<input type="checkbox"/> Unable to Accept Comments: _____ _____ _____
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<input type="checkbox"/> Appointment has been canceled. No interpreter needed.
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Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Please fax completed form to SAAC at (916) 421-6731.



**Southeast Asian Assistance Center**

5625 24th Street  
Sacramento, CA 95822

Phone: (916) 421-1036 | Fax: (916) 421-6731 | <http://saacenter.org>

**ADMINISTRATIVE STAFF:**

Position	Name	ext.	Cell Phone	E-mail
Executive Director	Yang Xiong	305	(916) 490-6929	yang@saacenter.org
Operations Manager	Harinder Sandhu	304	(916) 490-6928	harinder@saacenter.org

**PERMANENT STAFF:**

Languages	Name	Ext.	Cell Phone	E-mail
Arabic	Mohammed Alhaideri	316	TBD	mohammed@saacenter.org
Cambodian (Khmer)	Larry Khon	307	(916) 389-5243	larry@saacenter.org
Chinese (Cantonese/Mandarin)	Debra Poon	301	(916) 248-6795	debra@saacenter.org
Hindi & Punjabi	Harinder Sandhu	304	(916) 490-6928	harinder@saacenter.org
Hmong	Atary Xiong	313	(916) 254-9045	atary@saacenter.org
Hmong	Josie Vue	308	(916) 248-6792	josie@saacenter.org
Lao	Atary Xiong	313	(916) 254-9045	atary@saacenter.org
Lao	Muang Saechao	311	(916) 248-9204	muang@saacenter.org
Mien	Muang Saechao	311	(916) 248-9204	muang@saacenter.org
Russian/Ukrainian	Andrey Ambalov	312	(916) 490-6910	andrey@saacenter.org
Russian/Ukrainian	Marina Pavlov	310	(916) 490-6912	marina@saacenter.org
Spanish	Diana Anaya	306	(916) 266-1609	diana@saacenter.org
Spanish	Alma J Caravarin	315	(916) 254-9800	alma@saacenter.org
Vietnamese	Minh Tran	309	(916) 254-9947	minh@saacenter.org

**ON-CALL CONTRACTORS:**

Languages	Name	Ext.	Cell Phone	E-mail
Arabic	Ali Alhaidary		Please call SAAC Office - (916) 421-1036	
Arabic	Mohamad Ammar Al Nuss		Please call SAAC Office - (916) 421-1036	
Cambodian (Khmer)	Sarah Dip		Please call SAAC Office - (916) 421-1036	
Chinese (Mandarin)	Dan Mao		Please call SAAC Office - (916) 421-1036	
Chinese (Cantonese)	Yvonne Wong-Takechi		Please call SAAC Office - (916) 421-1036	
Farsi, Pashto, Dari, Persian	Habibuddin Shaban		Please call SAAC Office - (916) 421-1036	
Farsi, Pashto, Dari, Persian	Naseer Ahmad		Please call SAAC Office - (916) 421-1036	
Farsi, Pashto, Dari, Persian	Nazir Ahmad Popal		Please call SAAC Office - (916) 421-1036	
Farsi, Pashto, Dari, Persian	Zabihullah Ziaey		Please call SAAC Office - (916) 421-1036	
Fijian	Pastor Sai		Please call SAAC Office - (916) 421-1036	
Hmong	Cha Fang		Please call SAAC Office - (916) 421-1036	
Hmong	Pao Fang		Please call SAAC Office - (916) 421-1036	
Hmong	Tee Her		Please call SAAC Office - (916) 421-1036	
Hmong	Vaming Xiong		Please call SAAC Office - (916) 421-1036	
Hmong	Aaron Vang		Please call SAAC Office - (916) 421-1036	
Mien	Nai Saephan		Please call SAAC Office - (916) 421-1036	
Mien, Lao, Thai, Hmong	Kimberly		Please call SAAC Office - (916) 421-1036	
Punjabi/Hindi	Sukhdev Sandhu		Please call SAAC Office - (916) 421-1036	
Punjabi/Hindi	Gurpreet Singh		Please call SAAC Office - (916) 421-1036	
Romanian, Russian	Maxim Berzan		Please call SAAC Office - (916) 421-1036	
Spanish	Emma Neri-Williams		Please call SAAC Office - (916) 421-1036	
Spanish	Eva Ponce		Please call SAAC Office - (916) 421-1036	
Spanish	Teresa Esparza Ochoa		Please call SAAC Office - (916) 421-1036	
Spanish	Xavier Altimiras Lupon		Please call SAAC Office - (916) 421-1036	
Vietnamese	Dung Truong		Please call SAAC Office - (916) 421-1036	
Vietnamese	Thai Du		Please call SAAC Office - (916) 421-1036	
Vietnamese	Xinh Vo		Please call SAAC Office - (916) 421-1036	