

SOUTHEAST ASIAN ASSISTANCE CENTER
Procedures for Securing Interpretation Service

PERMANENT STAFF

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), make the request directly with the permanent SAAC staff who speaks the language of need. The most current staff directory with their language capabilities can be found at <https://saacenter.org/staffdirectory>. After the appointment has been confirmed with the permanent SAAC staff, complete all appropriate sections of the “Interpretation SERVICE AGREEMENT CONFIRMATION Fax Communication” form and fax it over to SAAC at (916) 421-6731 or encrypt and email it at apptrequests@saacenter.org.

CONTRACT INTERPRETERS

For brand new appointments that would require the use of languages which SAAC does not have permanent staff on board (Farsi, Dari, Pashto, Romanian, Fijian, etc.), please follow the four steps process below:

Step 1:

Provider emails the request to apptrequests@saacenter.org or calls SAAC at (916) 421-1036 with the following information:

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

Step 2:

- ✓ SAAC determines which interpreter will fill the requested appointment.
- ✓ SAAC calls or emails back the provider with information on who would be the assigned interpreter.

Step 3:

- ✓ Provider completes these sections (Appointment Information, Client Information, and Interpreter Information) of the “Interpretation SERVICE AGREEMENT CONFIRMATION Fax Communication” form and faxes it over to SAAC at (916) 421-6731 or encrypts and emails it at apptrequests@saacenter.org.

Step 4:

- ✓ SAAC furnishes the completed “Interpretation SERVICE AGREEMENT CONFIRMATION Fax Communication” form to the interpreter.

For follow-up appointments of which a Contract Interpreter had provided the service, please **DO NOT** schedule the follow-up appointments with the Contract Interpreter. Please follow the four steps process above to schedule the follow-up appointments.

CANCELLATION

As early as possible, please contact the assigned SAAC staff directly or SAAC’s main number (916) 421-1036 if the interpreter assigned to the appointment is a Contract Interpreter. Also, please complete the “Appointment Cancellation” section at the bottom of the previously completed “Interpretation SERVICE AGREEMENT CONFIRMATION Fax Communication” form that was prepared for that particular appointment and fax it over to SAAC at (916) 421-6731 or encrypt and email it to apptrequests@saacenter.org.



SOUTHEAST ASIAN ASSISTANCE CENTER

5625 24th Street

Sacramento, CA 95822

Office: (916) 421-1036 | Fax: (916) 421-6731

<http://saacenter.org> | apptrequests@saacenter.org

Interpretation **SERVICE AGREEMENT CONFIRMATION** Fax Communication

Appointment Information

Date of Request:	Requesting Agency:	Language Requested:
Name of Person Making This Request:	Phone Number:	
Confirmed Date and Time of Appointment:		
Approximate Length & Type of Appt. (Intake, Follow-up Visit, 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 Smith, Clinician Mike Phan, PSC Mary Vue, etc.):		

Client Information

Client's First and Last Name:	Phone #:	Avatar#:
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Interpreter Information

Name of Interpreter _____
Contact Number _____

Appointment Cancellation

Appointment has been canceled on _____ by _____ (name of staff making the cancellation).
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Comments:

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

**SOUTHEAST ASIAN ASSISTANCE CENTER
Procedures for Securing Interpretation Service**

Frequently Asked Questions (FAQ)

Q: How early do you need us to place the request for interpretation service?

A: Ideally, we need two weeks advance notice. We serve all of the providers of the Division of Behavioral Health Services on a first come first serve basis. We are usually booked two to four weeks out.

Q: What is the turnaround time for interpretation service requests?

A: 48 hours of 2 business days. We strive to get back to you within 24 hours, but our staff is out in the field most the time that they are not always able to respond within 24 hours.

Q: What do I do if SAAC staff does not respond within 48 hours?

A: Contact Harinder Sandhu, Operations Manager: phone - (916) 421-1036, mobile - (916) 490-6928, Email: harinder@saacenter.org or if Harinder cannot be reached, contact Yang Xiong, Executive Director: phone - (916) 421-1036, mobile – (916) 490-6929, Email: yang@saacenter.org.

Q: Where can I obtain the Procedures for Securing Interpretation Service?

A: Go to <https://saacenter.org/apptrequests>

Q: Where can I obtain the most recent SAAC staff directory?

A: Go to <https://saacenter.org/staffdirectory>

Q: How would I know if the interpreter is a Permanent SAAC Staff or Contract Interpreter?

A: Review the SAAC Staff Directory to see who is listed under what category. Also, Contract Interpreters should be telling you that they are Contract Interpreters when you attempt to schedule follow-up appointments with them. They may also give you a document with the following statement:

“I am a Contract Interpreter at SAAC. SAAC’s agency policy prohibits me, as a Contract Interpreter, from scheduling appointments directly with all providers. If you need to schedule any appointments for your clients, please contact SAAC at (916) 421-1036 or email at apptrequests@saacenter.org. All interpretation requests are considered *pending* until you’ve received confirmation from SAAC directly.”

Q: Who do I talk to if the interpreter is not providing quality interpretation service?

A: Contact Yang Xiong, Executive Director: phone - (916) 421-1036, mobile – (916) 490-6929, Email: yang@saacenter.org.

Q: Who do I contact if the interpreter is a “no show?”

A: Contact Harinder Sandhu, Operations Manager: phone - (916) 421-1036, mobile - (916) 490-6928, Email: harinder@saacenter.org or if Harinder cannot be reached, contact Yang Xiong, Executive Director: phone - (916) 421-1036, mobile – (916) 490-6929, Email: yang@saacenter.org.



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	(916) 993-0442	mohammed@saacenter.org
Cambodian (Khmer)	Larry Khon	307	(916) 389-5243	larry@saacenter.org
Chinese (Cantonese/Mandarin)	Winnie Kwan	301	(916) 248-6795	winnie@saacenter.org
Chinese (Cantonese/Mandarin)	Yanli (Lily) Xiao	TBD	(916) 588-6440	lily@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	Crystal Santiago	306	(916) 266-1609	crystal@saacenter.org
Spanish	Alma J Caravarin	315	(916) 254-9800	alma@saacenter.org
Vietnamese	Minh Tran	309	(916) 254-9947	minh@saacenter.org

CONTRACTOR INTERPRETERS:

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	
Chinese (Mandarin/Cantonese)	Lijun (Karen) Lin		Please call SAAC Office - (916) 421-1036	
Farsi, Pashto, Dari	Zabihullah Ziaey		Please call SAAC Office - (916) 421-1036	
Farsi, Pashto, Dari	Habibuddin Shaban		Please call SAAC Office - (916) 421-1036	
Farsi, Pashto, Dari	Enayattullah Niazi		Please call SAAC Office - (916) 421-1036	
Farsi, Pashto, Dari	Naseer Ahmad		Please call SAAC Office - (916) 421-1036	
Farsi, Pashto, Dari	Nazir Ahmad Popal		Please call SAAC Office - (916) 421-1036	
Fijian	Pastor Sai		Please call SAAC Office - (916) 421-1036	
Hmong	Wa Yang		Please call SAAC Office - (916) 421-1036	
Hmong	Pao Fang		Please call SAAC Office - (916) 421-1036	
Hmong	Sai Vang		Please call SAAC Office - (916) 421-1036	
Hmong	Chueyeng Thao		Please call SAAC Office - (916) 421-1036	
Hmong	Cha Fang		Please call SAAC Office - (916) 421-1036	

Hmong	May Cha	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
Lao, Thai	Nancy Lakkham-Douangmalak	Please call SAAC Office - (916) 421-1036
Marshalles	Samuel Seremai	Please call SAAC Office - (916) 421-1036
Mien	Nai Saephan	Please call SAAC Office - (916) 421-1036
Mien, Lao, Thai, Hmong	Kimberly Lee	Please call SAAC Office - (916) 421-1036
Punjabi, Hindi	Sukhdev Sandhu	Please call SAAC Office - (916) 421-1036
Punjabi, Hindi, and Urdu	Kiranjit Dhaliwal	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
Russian/Ukranian	Valentina Vishnevskiy	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
Spanish	Alejandra Lichti	Please call SAAC Office - (916) 421-1037
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