

County Language Services

The County is now providing translation and interpretation services in eight threshold languages, per <u>Board Policy A-139</u>, as well as American Sign Language.

Threshold Languages

- Arabic
- Chinese (Mandarin)
- Korean
- Persian (Farsi and Dari)
- Somali
- Spanish
- Filipino (Tagalog)
- Vietnamese





Translations

The County has a Blanket Purchase Agreement with translation and interpretation companies that can provide services in the eight threshold languages and more than 200 others if needed.

Once you set up an account, you'll receive a code to access and pay for services, as well as contact numbers and other information.



Interpretations

(866) 874-3972 (Language Line)

(800) 444-6627 (Lionbridge Technologies)

(888) 362-0614 (United Language Group)

When in-person oral interpretation services are not available, services must be made available to limited English-speaking people by phone, internet or video.

If a resident brings their own interpreter, the person must be at least 18 years of age.



Interpretation Flyer

A flyer indicating that interpretation services are now available has been created. The flyer must be printed and placed on every service counter as soon as possible.

Resources

A language services intranet site has also been created.

It contains easy-to-understand guidance on what to do before, during and after communicating internally and externally as a County government.

Should you have any questions, contact the County Language Services Manager at (619) 964-1526 or jose.alvarez@sdcounty.ca.gov.