

## DONOR CONNECTION



### Interpreter Services Helping Improve Lives

Not speaking English adds a significant challenge for many vulnerable individuals in our community. Imagine not being able to communicate, or get information about services, or be able to navigate the steps to access care.

Many Pittsburgh Mercy programs use a translation service that can interpret almost any language, even ones that are rare in our region. In addition, several Pittsburgh Mercy colleagues are helping to meet the need for translation services, providing personalized support that's dramatically improving clients' lives.

#### Nepali and Spanish: A Growing Need

Recently, our area has seen an increase in the need to translate Nepali and Spanish. We are very fortunate and grateful that two Pittsburgh Mercy staff members have stepped up to volunteer their language skills in support of our Intervention Programs.

**James Johnson**, service coordination supervisor and an immigrant from West Africa, has helped with the Spanish translations. "There is nothing in this world better than finding resources and getting services and expressing yourself in your own language in a foreign land," he said. He describes how the program goes beyond helping a person. "It unites and brings families together; it brings back peace, confidence, affirmation, and stability to the self and the whole family."

**Jagesh Subba**, staff accountant, enjoys helping the Nepali community with the language skills needed to be successful in their new community. "I'm happy to step in whenever I'm needed," he said. "Especially for individuals with underlying issues such as substance use disorders or untreated mental health symptoms, having a resource that speaks your language to provide information and support is life-saving."

#### ASL Services

For those who are Deaf, hard of hearing, or Deaf/blind, Pittsburgh Mercy's Service Coordination program provides access to Specialized Service Coordinators who are Deaf and fluent in American Sign Language (ASL), as well as Certified ASL Interpreters. This support ensures that clients — particularly those managing mental health issues — are able to access information and referrals to treatment. There is also an ASL-fluent therapist

available for outpatient services.

“It’s so critical to offer ASL services to this population,” said **Mary Smith**, who manages Service Coordination for those who are Deaf, hard of hearing, or Deaf/Blind. “Every part of our care – from initial assessment, to ongoing monitoring, to crisis management, even urgent intervention — requires the individual understand what’s happening. You can’t underestimate the impact of being able to communicate.”

## Thank you, ALCOSAN!

On June 27, ALCOSAN presented Pittsburgh Mercy with a check for \$10,500 in support of life-saving programs for those experiencing homelessness in our region. The donation was made possible by the many ALCOSAN colleagues and vendors who chose to support this work. The funding will bolster our ongoing efforts to provide medical care, food, shelter, and essential resources to this at-risk population. ***Thank you, ALCOSAN, for helping to provide a pathway for those experiencing homelessness to regain their dignity and rebuild their lives.***



***Julie Motley-Williams***, ALCOSAN director of administration (second from right), presents a check to Pittsburgh Mercy (Michelle Mooney, Tony Beltran, and Jody Figas) on behalf of the ALCOSAN Family.



## MARK YOUR CALENDAR! ***Critical Needs Day is August 1***

On Tuesday, August 1, your gift to Pittsburgh Mercy’s Operation Safety Net will go even further. During its #ONEDAY drive, The Pittsburgh Foundation will make a prorated match for every donation. With your support, Operation Safety Net can continue to be a lifeline for those experiencing homelessness — meeting basic needs, providing

life-saving health care services, and helping many move into housing and a more stable life. Don’t miss this opportunity to increase your impact!

*Watch for details next month. Any questions, contact [development@pittsburghmercy.org](mailto:development@pittsburghmercy.org).*



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