

## Process for Using Interpretation/ Translation Services

*Updated May 2017 re translation  
Note: all vendors are priced the same.*

### On-site Interpreter, including Sign Language

*Please note: If you need a Sign Language interpreter for 2 hours or more, you will need to request 2 signers.*



#### Passport to Languages

1. Dial **(503) 297-2707** or email [multnomah@passporttolanguages.com](mailto:multnomah@passporttolanguages.com)
2. Provide your name and phone number and say you are calling from DCHS Aging, Disability & Veterans Services; give your agency or branch name.
3. Provide date/time of service needed, location, client name.
4. Provide language needed.
5. Provide your branch number or district center number (“cost code”).



#### International Language Bank (IRCO or ILB)

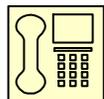
1. Dial **503-234-0068** or email [Interpretation@ircoilb.org](mailto:Interpretation@ircoilb.org)
2. Provide your name and phone number and say you are calling from DCHS Aging, Disability & Veterans Services; give your agency or branch name
3. Provide date/time of service needed, location, client name.
4. Provide language needed.
5. Provide your branch number or district center number (“cost code”).



#### Linguava Interpreters

1. Dial **503-265-8515** or email [scheduling@linguava.com](mailto:scheduling@linguava.com)
2. Provide your name and phone number and say you are calling from DCHS Aging, Disability & Veterans Services; your agency or branch name.
3. Provide date/time of service needed, location, client name.
4. Provide language needed.
5. Provide branch number or district center number (“cost code”)

### Phone Interpreter



#### Passport to Languages

1. Dial **1-866-533-4998**.
2. Provide **Access code:**  
**400577** general  
**403295** medical qualified  
(court qualified TBD)
3. Provide your first name, last name and language needed
4. Say you are calling from DCHS Aging, Disability & Veteran Services; your agency name.
5. LES (limited English Speaker) first and last name.

	<p>6. Provide your branch number or district center number (“cost code”).</p> <p><b>IRCO – International Language Bank</b></p> <ol style="list-style-type: none"> <li>1. Dial <b>503-505-5185</b>.</li> <li>2. Provide Access code: <ul style="list-style-type: none"> <li><b>4720</b> general</li> <li><b>4721</b> for medical qualified</li> <li><b>4722</b> for Court qualified.</li> </ul> </li> <li>3. Provide your first name, last name and language needed</li> <li>4. Say you are calling from DCHS Aging, Disability &amp; Veteran Services; your agency name.</li> <li>5. LES (limited English Speaker) first and last name.</li> <li>6. Provide your branch number or district center number (“cost code”).</li> </ol>
	<p><b>Linguava Interpreters</b></p> <ol style="list-style-type: none"> <li>1. Dial <b>888-393-9606</b></li> <li>2. Provide Access Code: <ul style="list-style-type: none"> <li><b>19089</b> general</li> <li><b>19056</b> medical</li> <li><b>19088</b> court</li> </ul> </li> <li>3. Provide your first name, last name and language needed</li> <li>4. Say you are calling from DCHS Aging, Disability &amp; Veteran Services; your agency name.</li> <li>5. LES (limited English Speaker) first and last name.</li> <li>6. Provide your branch number or district center number (“cost code”).</li> </ol>

<p><b>Written Translation</b></p> <p><i>ADVSD Contractors, please contact your Contract Liaison.</i></p> <p><b>For ADVSD staff, see below.</b></p>	
	<p><b>International Language Bank (IRCO or ILB)</b></p> <ol style="list-style-type: none"> <li>1. Dial <b>(503) 505-5186</b> or email <a href="mailto:translation@ircoilb.org">translation@ircoilb.org</a></li> <li>2. Provide your name and your branch number or district center number (“cost code”).</li> </ol>
	<p><b>Passport to Languages</b></p> <ol style="list-style-type: none"> <li>1. Dial <b>(503) 297-2707</b> or email <a href="mailto:multnomah@passporttolanguages.com">multnomah@passporttolanguages.com</a></li> <li>2. Provide your name and your branch name or district center name.</li> <li>3. Provide your branch number or district center number (“cost code”).</li> </ol>
	<p><b>Linguava Interpreters</b></p> <ol style="list-style-type: none"> <li>1. Dial <b>503-265-8515</b> or email <a href="mailto:translations@linguava.com">translations@linguava.com</a></li> <li>2. Provide your name and your branch name or district center name.</li> <li>3. Provide your branch number or district center number (“cost code”).</li> </ol>

## Oregon Telecommunications Relay Service

This will enable you to make calls to people who are deaf, deaf and blind, hard of hearing or speech disabled. Dial 711 or 800-735-1232. (This service is free of charge.) See link: <http://www.oregonrelay.com/relaynumbers.html>

## Complaints and Concerns about Services

Please report any feedback, concerns and complaints about interpreters by using the County feedback form on the purchasing website:

<https://commons.multco.us/purchasing/contracting/translation-and-language-services>

It's helpful if you can include this information:

1. Date and approx time of call / appointment.
2. Name of client and name of person who requested services (if known).
3. Company and language requested.
4. Name of interpreter if known.
5. Nature of concern.

Thank you for taking the time to share this information. It helps to improve the service.

## Long Term Care Community Nurses

Long Term Care Community Nurses, please contact your local ADS Branch to learn how to use these services and what codes you need to use. Thank you.

## If None of the Above Providers Have Services in the Language Needed

**For ADVSD staff ONLY:** If you can't find the language you need, you may get a supervisor's approval to find another company who may have the needed service.

**For District Centers Only:** Please contact Tina Frost for assistance. [Christina.frost@multco.us](mailto:Christina.frost@multco.us)

This information will also be posted at <https://multco.us/ads/providers-and-program-forms> and on the ADVSD L Drive.