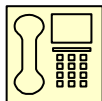


Process for Using Interpretation/ Translation Services:

	On-site Interpreter
1st	Passport to Languages (\$30/hour) <ol style="list-style-type: none"> 1. Dial (503) 297-2707. 2. Provide Acct. # 299 and your branch name or district center name. 3. Provide your branch number or district center number.
2nd	International Language Bank (IRCO or ILB) (\$32.50 / hour) <ol style="list-style-type: none"> 1. Dial (503) 234-0068. 2. Provide your branch number or district center number.
3rd	Columbia (\$34 – 40/ hour depending on the language) <ol style="list-style-type: none"> 1. Dial 1-888-202-3301. 2. Tell operator you are calling from Mult. Co. DCHS. 3. Provide pin # (which is your branch or district center number).

	Phone Interpreter
1st 	Optimal Phone Interpreters (OPI) (\$.94/minute) <ol style="list-style-type: none"> 1. Dial 1-877-746-4674. 2. Tell operator you are calling from Multnomah County Aging and Disability Services. (Please say Aging and Disability – not ADS.) 3. Provide your first name, last name and phone number. 4. Your code (which is your branch or district center number). 5. LES (limited English Speaker) first and last name.
2nd	Passport to Languages (\$1.00/minute. If call lasts for more than ½ hour, you will receive the in-person rate of \$30/hour) <ol style="list-style-type: none"> 1. Dial 503-297-2707. 2. Provide acct. # 299. 3. Provide your branch name or district center name 4. Provide your branch number or district center number. 5. Provide your first name, last name and phone number. 6. LES (limited English Speaker) first and last name.
3rd	Language Line (\$1.15/minute) <ol style="list-style-type: none"> 1. Dial 1-800-874-9426. 2. Provide account # 542044. 3. Provide your branch number or district center number. 4. Provide your first name, last name and phone number. 5. LES (limited English Speaker) first and last name.

	Sign Language Please note: If you need an interpreter for 2 hours or more, you will need to request 2 signers.
1st	SRI Signing Resources (\$68/ hour) If SRI receives a request 24 hours or less before appt., they will charge extra \$25 even if they can't fulfill the request. Don't order late for Medicaid, please. Dial 1-877-512-2246 or e-mail request@signingresources.com . Provide the following information: <ol style="list-style-type: none"> 1. Agency Name _____. 2. First and last name of person making the request. 3. Date of job, start time and end time. 4. Location of job. 5. Nature of job (meeting, medical, counseling, etc). 6. Provide first and last name of client.
	Passport to Languages (\$65/hour) <ol style="list-style-type: none"> 1. Dial (503) 297-2707. 2. Provide Acct. # 299 and your branch name or district center name. 3. Provide your branch number or district center number.
2nd	Columbia (\$66/hour) <ol style="list-style-type: none"> 1. Dial 1-888-202-3301. 2. Tell operator you are calling from Mult. Co. DCHS. 3. Provide pin # (which is your branch or district center number). 4. Provide first and last name of client.
3rd	Telelanguage (503) 241-9756

	Translation
1st	International Language Bank (IRCO or ILB) (rates vary/ language) <ol style="list-style-type: none"> 1. Dial (503) 234-0068. 2. Provide your branch number or district center number.
2nd	Bruce International (rates vary / language) <ol style="list-style-type: none"> 1. Ask your manager for the direction page.

Please email feedback, concerns and complaints about interpreters to steph.spann@multco.us It is most helpful if in your email you include the following information:

- 1. Date and approx time of call / appointment.**
- 2. Name of Client and Name of Person who requested services (if known.)**
- 3. Name of Interpreter if known.**
- 4. Nature of Complaint.**

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

Contracted nurses, please contact your local ADS Branch to learn how to use these services and what codes you need to use. Thank you.