

Ryan Vogt, CAF Field Operations Assistant
Administrator

Authorized Signature

Number: SS-AR-10-009

Issue Date: 04/30/2010

Topic: Other

Due Date: 04/30/2010

Subject: LanguageLink – New Telephonic (over the phone) Interpretation Contractor
Effective 5/1/2010

Applies to (check all that apply):

- | | | | |
|-------------------------------------|-------------------------------|--------------------------|--------------------------------------|
| <input type="checkbox"/> | All DHS employees | <input type="checkbox"/> | County Mental Health Directors |
| <input type="checkbox"/> | Area Agencies on Aging | <input type="checkbox"/> | Health Services |
| <input checked="" type="checkbox"/> | Children, Adults and Families | <input type="checkbox"/> | Seniors and People with Disabilities |
| <input type="checkbox"/> | County DD Program Managers | <input type="checkbox"/> | Other (please specify): |

Action Required: Effective May 1, 2010, begin using LanguageLink for telephonic interpretation needs. This vendor is the new DHS Telephonic Interpretation Contractor. Please discard information relating to the Optimal telephonic interpreter services.

Procedures:

* Call 1-877-764-7888

- The call center representative will prompt you for:

- * Account number: **8606**
- * Your full name
- * Your branch name and location (Examples: Baker Child Welfare, Alberta Self Sufficiency, North Salem Vocational Rehabilitation, Child Welfare Safety and Permanency, etc.)
- * Language needed

Additional Information: Stickers, posters, “I Speak” Cards will be distributed in the near future.

[DHS 8606 – How to Request Interpretation Services](#)
[LanguageLink Tips and Advice](#)

Reason for Action: This transmittal supersedes SS-AR-05-014.

Field/Stakeholder review: Yes No

If yes, reviewed by:

If you have any questions about this action request, contact:

Contact(s):	Leona Gildersleeve		
Phone:	503-945-7000	Fax:	503-373-7492
E-mail:			