



ADVSD Community Partner Process for Using Language Services

Please provide the following information when requesting services

- **Billing Code/“Cost Center”** - This is your 4-digit agency number/code. A list of agency codes is below. If the provider does not ask for the billing code/cost center, please cue them to capture it. This is different from the access code and tells them to bill ADVSD
- **Requester name** - Your full name. Please verify that the provider has spelled it correctly
- **Client’s name** – These are direct services to our clients and covered under privacy protections. Providing a name ensures ADVSD funds are paying for services to our clients.
- **Language needed**
- **Date and time** of requested service
- **Location** (if the service is to be provided in person or onsite)

Cost Centers / Billing Codes (your agency number)	
Friendly House / SAGE	2512
Hollywood Senior Center	2814
IRCO	3512
YWCA	3519
<i>If you need your agency code added to this list, please contact advsd.language.services@multco.us</i>	

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.) Visit www.oregonrelay.com for details.

Onsite, Video or In-Person Interpretation, including Sign Language

Remember to provide your billing code/cost center

*Most providers now offer scheduled **video interpretation**.*

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 to schedule onsite, in-person or sign language service. **Please note:** 72-hours notice is required when requesting sign language interpreters.
2. Provide your name and phone number and say you are calling from DCHS Aging, Disability & Veterans Services; give your agency or branch name. Provide date/time of service needed, location (onsite or virtual), and client name.
3. Provide language needed.
4. Provide your **branch number** or **agency number** (“cost code”).

International Language Bank (IRCO’s ILB)

1. Dial **503.234.0068** or email Interpretation@ircoilb.org to schedule onsite and in- person services.
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 (onsite or virtual), client name.
4. Provide language needed.
5. Provide your **branch number** or **agency number** (“cost code”).

Linguava Interpreters

1. Dial **503.265.8515** or email scheduling@linguava.com to schedule onsite and in- person services. For online scheduling: <https://portal.linguava.com>. To request first time access email clientrelation@linguava.com
2. Provide your name, 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 (onsite, virtual), client name.
4. Provide language needed.
5. Provide your **branch number** or **agency number** (“cost code”).

Phone Interpreter Service

Remember to provide your billing code/cost center

Passport to Languages

1. Dial **1.866.533.4998**
2. Provide Access code:
General - 400577
Court – 404599
Medical 403295
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. Client first and last name.
6. Provide your **branch number** or district center number (“cost code”).

IRCO’s ILB (International Language Bank)

1. Dial **503.505.5185**
2. Provide Access code:
General - 4720
Medical - 4721
Court - 4772
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. Client first and last name.
6. Provide your **branch number** or district center number (“cost code”).

Linguava Interpreters

1. Dial **1.888.393.9606**
2. Provide Access Code:
General - 19089
Medical - 19056
Court - 19088
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. Client first and last name.
6. Provide your **branch number** or **agency number** (“cost code”).

	<p>Telelanguage</p> <ol style="list-style-type: none">1. Dial 1.800.601.40582. Provide your first name, last name and language needed3. Say you are calling from DCHS Aging, Disability & Veteran Services; your agency name4. Client first and last name5. Provide your branch number or agency number (“cost code”).
	<p>United Language Group</p> <ol style="list-style-type: none">1. Dial 1.800.678.15862. Provide your first name, last name and language needed3. Say you are calling from DCHS Aging, Disability & Veteran Services; your agency name4. Client first and last name5. Provide your branch number or agency number (“cost code”).

Written Translation

ADVSD Contractors - please contact your Contract Liaison and include advsd.language.services@multco.us to request written translation services

ADVSD staff – Please contact your supervisor for approval and include advsd.language.services@multco.us, then contact the supplier directly

Stratus Video Remote Interpretation

To request services, continue using the assigned equipment with existing username and log-ins for each department. For account support contact:
1.855-663.1231