



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. A list of agency numbers is below. If the provider does not ask for the billing code or 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
Impact NW	1412
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”).

Telelanguage

1. Dial **1.800.601.4058**
2. Provide your first name, last name and language needed
3. Say you are calling from DCHS Aging, Disability & Veteran Services; your agency name
4. Client first and last name
5. Provide your **branch number** or **agency number** (“cost code”).

United Language Group

1. Dial **1.800.678.1586**
2. Provide your first name, last name and language needed
3. Say you are calling from DCHS Aging, Disability & Veteran Services; your agency name
4. Client first and last name
5. Provide your **branch number** or **agency number** (“cost code”).

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

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