



**ADVSD**

**Process for Using Interpretation & Translation Services**

*Updated August 2020*

**Onsite 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) 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.
3. Provide date/time of service needed, location, and 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) 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, client name.
4. Provide language needed.
5. Provide your branch number or district center number (“cost code”).

**Language Line** *(new)*

1. Dial **1.866.874.3972**
2. Enter Client ID: 522608
3. Enter Access Code – 3 (ADVSD)
4. Enter your 10-digit phone number
5. Provide First and Last name

**Linguava Interpreters**

1. Dial **503.265.8515** or email [scheduling@linguava.com](mailto:scheduling@linguava.com) 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; 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 Service

### 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 – 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”).

### Language Line *(new)*

1. Dial **1.866.874.3972**
2. Enter Client ID: 522608
3. Enter Access Code – 3 (ADVSD)
4. Enter your 10-digit phone number
5. Requestor provide First and Last name

### 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 district center number (“cost code”).

**Telelanguage** *(new)*

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 district center number (“cost code”).

**United Language Group** *(new)*

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 district center (“cost code”).

**Video Remote Interpretation****Stratus Video**

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**

**New Process for Written Translation**

**ADVSD Contractors** - please contact your Contract Liaison to request written translation services

**ADVSD staff** – Please contact Lucas Hoelter, DCHS Procurement

**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](http://www.oregonrelay.com) for details.

### Complaints and Concerns about Services

Please report any feedback, concerns and complaints about interpreters by using the County feedback form - <https://multco.us/purchasing/webform/interpretation-and-translation-services-feedback-form>:

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 ADVSD 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 and/or manager's approval to find another company who may have the needed service.

**For District Centers Only:** Please contact Monika Johnson, [Monika.Johnson@multco.us](mailto:Monika.Johnson@multco.us) for assistance