

DC DEPARTMENT OF HUMAN RESOURCES

Reference Guide: How to Use Language Line Solutions for Telephonic Interpretation

To assist LEP/NEP customers over the phone:

1. Place the caller on hold with conference hold.
2. Dial 1-800-523-1786; press 0 at any time or stay on the line.
3. Enter your 6-digit Client ID: 511377
4. Select a language:
 - Press 1 for Spanish
 - Press 2 for other languages.
5. When prompted, say and confirm the language you need.
6. Enter your Access Code: **Give Code**
7. Record the interpreter's name and ID number. Provide your agency name and brief the interpreter of the nature of the call.
8. Add the caller to the line.
9. Tell the interpreter to end the call when you are done.

***For data collection, record the information on the spreadsheet provided.**

To assist LEP/NEP customers in person:

1. Dial 1-800-523-1786; press 0 at any time or stay on the line.
2. Enter your 6-digit Client ID: 511377
3. Select a language:
 - Press 1 for Spanish
 - Press 2 for other languages.
4. When prompted, say and confirm the language you need.
5. Enter your Access Code: **Give Code**
6. Record the interpreter's name and ID number. Provide your agency name and brief the interpreter of the nature of the call.
7. Tell the interpreter to end the call when you are done.

***For data collection, record the information on the spreadsheet provided.**



Interpretation Services Available



English Translation: Point to your language. An interpreter will be called. The interpreter is provided at no cost to you.

Amharic አማርኛ 🗣️ ቋንቋዎን ያመልክቱ፡ አስተርጓሚን ያጠራል። አስተርጓሚውን በነጻ ያቀርብላቸዋል።	Korean 한국어 🗣️ 귀하께서 사용하는 언어를 지적하시면 해당 언어 통역 서비스를 무료로 제공해 드립니다.
Arabic عربي 🗣️ أشير إلى لغتك. وسوف يتم جلب مترجم فوري لك. سيتم تأمين المترجم الفوري مجاناً.	Mandarin 國語 🗣️ 請指認您的語言， 以便為您提供免費的口譯服務。
Bengali বাংলা 🗣️ আপনার ভাষার দিকে নির্দেশ করুন। একজন দোভাষীকে ডাকা হবে। দোভাষী আপনি নিখরচায় পাবেন।	Pashto پښتو 🗣️ خپل ژبې ته اشاره وکړی. یو ژباړونکي به را و بللي ش تاشو ته ژباړونکي ویریا برابر ولي شي.
Cantonese 廣東話 🗣️ 請指認您的語言， 以便為您提供免費的傳譯服務。	Portuguese Português 🗣️ Indique o seu idioma. Um intérprete será chamado. A interpretação é fornecida sem qualquer custo para você.
Farsi فارسي 🗣️ به زبان موردنظر اشاره کنید. ما برای شما مترجم می آوریم. این کار هیچ هزینه ای برای شما نخواهد داشت.	Russian Русский 🗣️ Укажите язык, на котором вы говорите. Вам вызовут переводчика. Услуги переводчика предоставляются бесплатно.
French Français 🗣️ Pointez vers votre langue et on appellera un interprète qui vous sera fourni gratuitement.	Spanish Español 🗣️ Señale su idioma y llamaremos a un intérprete. El servicio es gratuito.
Haitian Creole Kreyòl 🗣️ Lonje dwèt ou sou lang ou pale a epi n ap rele yon entèprèt pou ou. Nou ba ou sèvis entèprèt la gratis.	Thai ไทย 🗣️ ช่วยชี้ที่ภาษาที่ท่านพูด แล้วเราจะจัดหาสามให้ท่าน การใช้สามไม่ต้องเสียค่าใช้จ่าย
Hindi हिंदी 🗣️ अपनी भाषा पर इंगित करें और एक दुभाषिया बुलाया जाएगा। दुभाषिये का प्रबन्ध आप पर बिना किसी खर्च के किया जाता है।	Tigrinya ትግርኛ 🗣️ ቋንቋዎን አመልክቱ። አተርጓሚ ከጸዋዕ ይኸክል ኢዩ። ንአተርጓሚ ትኸፍልዎ ክፍሊት የለን።
Indonesian Bahasa Indonesia 🗣️ Tunjukkan bahasa Anda. Jurubahasa akan diadakan. Jurubahasa diadakan tanpa Anda dibebani biaya.	Turkish Türkçe 🗣️ Konuştuğunuz dili gösterin. Size bir tercüman çağırıyoruz. Bu tercüman size ücretsiz olarak tedarik edilecektir.
Japanese 日本語 🗣️ あなたの話す言語を指して下さい。 無料で通訳を提供します。	Vietnamese Tiếng Việt 🗣️ Hãy chỉ vào ngôn ngữ của quý vị. Một thông dịch viên sẽ được gọi đến, quý vị sẽ không phải trả tiền cho thông dịch viên.