

How to Access a Language Link or LionBridge Interpreter



When to use?

- A participant asks for an interpreter. *In many cases a participant will call and immediately ask for an interpreter in the language they speak.*
- When interpreter is documented on the Family Demographics screen in Cascades.
- Bilingual staff aren't available.

How to determine language needed?

- When a language other than English is documented in Cascades for the participant.
- When in person use the [I Speak Statement](#) document.
- When the participant indicates they need an interpreter and the language they need.

Note: When clinic staff don't know which language the participant needs, the interpreter company staff are trained to help identify languages.

LANGUAGE LINK and LIONBRIDGE:

- Are available 24 hours, seven days a week.
- Before making the call, have your clinic account number accessible.

Clinic Account Number

Each clinic has an account number for CTS-Language Link and each local agency has a LionBridge account.

Find out your account numbers by:

- Asking your clinic coordinator
- Contacting WIC language access at dohwiclanguageaccess@doh.wa.gov
- Contacting Policy Support – 1-800-841-1410, ext. 3, then 1 or email at wicpolicysupport@doh.wa.gov
- Contacting Cascades Support - 1-800-841-1410, ext. 3, then 2 or email at cascades.support@doh.wa.gov

Steps for Access:

How to Request Interpretation Services with CTS Language Link?

Step 1: Call 877-650-8027

Step 2: Enter your clinic account number, press #

Step 3: Follow prompts

Step 4: Select from language menu.

Select “9” for all other languages or if you don’t know the language.

Step 5: Connect with an interpreter.

How to Request Interpretation Services with Lionbridge?

Step 1: Call Lionbridge: 800-444-6627

Step 2: Enter 8 digit PIN

Step 3: Select language from the menu

Select “0” if you don’t know the language.

Step 4: Connect with an interpreter.

Your role – when using an interpreter:

- Eliminate background noises.
- Speak in first person, talk to the interpreter like you are talking to the participant.
 - *For Example, say, “Can you please spell your last name?” and **not** “Can you ask them how to spell their last name?”.*
- Introduce yourself and explain why you’re calling.
- Speak clearly at a moderate rate of speed. Pause after 1-2 sentences to allow the interpreter to interpret and provide the participants response.
- Don’t leave the interpreter alone. Stay on the line for the duration of the call.

- If staff feel they didn't receive good service or professionalism, contact:
dohwiclanguageaccess@doh.wa.gov

Please share the date and time of the call, the language and the interpreter ID.

The interpreter's role:

- They **will** introduce themselves and share their ID number. Write this number down in case you would like to report to the state office regarding the call.
- They **will** relay the conversation.
- They **will not** have a side conversation with you or the participant.
- They **will not** discuss anything unrelated to the conversation.

Additional Resources

- [I Speak Statements](#) document
- Volume 1, [Chapter 11 - Assessment](#), see Use of Interpreter policy

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To request this document in another format, call 1-800-525-0127. Deaf or hard of hearing customers, please call 711 (Washington Relay) or email WIC@doh.wa.gov.

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