



HOW TO ACCESS A PHONE INTERPRETER

- 1. DIAL TOLL FREE NUMBER:** (866) 874 – 3972
- 2. PROVIDE YOUR AGENCY’S UNIQUE CLIENT ID NUMBER.** If you are unsure of your agency’s client ID number, please email languageaccess@cafth.org.
- 3. INDICATE THE LANGUAGE YOU NEED.**
- 4. DOCUMENT INTERPRETER’S NAME & ID NUMBER FOR REFERENCE.**
- 5. BRIEF THE INTERPRETER AND GIVE ANY SPECIAL INSTRUCTIONS.**

IMPORTANT INFORMATION:

WORKING WITH AN INTERPRETER: At the beginning of the call, interpreters identify themselves by name and ID number. Note this information for reference and input it into client service notes in HMIS. Brief the interpreter on the nature of the call. If completing any documents, tell the interpreter which documents. Speak directly to the client, not to the interpreter, pausing at the end of a complete thought. Ensure you allow enough time for the interaction.

INITIATING/RECEIVING A CALL: Use the conference feature on your phone and follow the instructions provided to connect an interpreter. If client is face-to-face with you, put the call on speaker or pass the device back and forth. If you are initiating the call, get the interpreter on the line first, then call the client. If you are receiving a call, ask the caller to “please hold,” and then conference in the interpreter.