

Instruction Card: Telephone Interpreting Services

200+ Languages
Available 24/7/365
Direct Dial: 503-484-2425

NEED AN INTERPRETER?

1. Dial 1-800-CALL-CLI
(1-800-225-5254)
2. When the operator answers, tell them:
 - If you need a third-party dial-out
 - Your customer code is **467185**
 - You are calling from **Committee for Public Counsel Services (CPCS)**
 - The language you need
 - Your **BBO Number, NAC Number, Docket Number** and your **Last Name**
3. The operator will connect you promptly

Recommendations for Using a Telephone Interpreter

For Outbound Calls:

- If you need to reach a limited English proficient (LEP) individual at home or need a third-party dial-out, please first inform the CLI operator before the interpreter is connected.
- Once the interpreter is connected, you can tell the interpreter who to ask for (the LEP's name).
- At this time, you can also tell the interpreter how to proceed if the call goes to voicemail and what message to leave, if desired.

For Inbound Calls:

- Explain to the LEP individual that all information is confidential and encourage questions.
- Speak clearly.
- Smile and be kind; this helps the LEP individual feel more comfortable.
- If face-to-face and multiple people are in the room, speak one at a time.
- Speak freely; all CLI interpreters are sworn to confidentiality, neutrality, and the Interpreter Code of Professional Ethics.
- Encourage the interpreter to clarify terms with you if necessary.



CERTIFIED LANGUAGES
INTERNATIONAL

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A few critical notes:

1. The panel member **must** supply the customer code indicated above, their BBO number, their Last Name and the NAC number of the case requiring the interpreter service or they will **not** be connected to an interpreter.
2. They should be prepared to provide the relevant Docket Number as well but this is **not** required to be connected to an interpreter. If multiple dockets are being billed to one NAC only one Docket Number is needed.
3. You can provide panel members the attached Instruction Card with your communications about the service.
4. This is a "pilot" program. Therefore, we may survey them about their experiences and we will be monitoring billing.
5. As an obvious reminder, this service is only for members of the panel/private bar.