



Department of Health
and Human Services

Maine People Living
Safe, Healthy and Productive Lives

John E. Baldacci, Governor

Brenda M. Harvey, Commissioner

Office of the Commissioner Language Access Policy

Policy # DHHS-01-03

Issue Date: 05/28/03

Revised Date: 02/29/08

I. SUBJECT

Language Access Policy for Individuals Whose Primary Language is not English and individuals who are deaf or hard of hearing.

This Policy and Procedure Statement is designed to provide equal access to programs, services, and benefits for those individuals who may be limited in speaking, writing and/or understanding English (Limited English Proficient) and those individuals who are deaf or hard of hearing.

Background

Since the passage of the Civil Rights Act of 1964 and the Americans with Disabilities Act of 1990, great strides have been made toward the inclusion of all people in the mainstream of American life. All individuals are guaranteed access to public accommodations regardless of race, color, gender, religion, national origin, or physical or mental disability. In Maine, much work has been done to ensure the provision of qualified interpreters for people who are deaf or hard of hearing. The Department seeks to make every effort to ensure equal access to services to all people served, regardless of communication circumstances.

The application of this policy shall be consistent with the provisions of the Civil Rights Act of 1964 (42 USC §§2000a et seq.); the Americans with Disabilities Act of 1990 (42 USC §§12101 et seq.); the Rehabilitation Act of 1973 (42 USC §§701 et seq.); Federal non-discrimination rules (28 CFR Parts 35 and 42); and Maine statutes regarding services to persons who are deaf or hard of hearing (34B MRSA §1218) and ASL interpretation (32 MRSA §1521(5)).

II. POLICY STATEMENT

The Maine Department of Health and Human Services (DHHS) recognizes its obligation to provide linguistic access to services for individuals whose primary language is not English. Individuals for whom DHHS workers may need interpreter services include applicants, clients, family members, and/or companions. When DHHS staff do not speak the language needed, interpreter services are needed to ensure equal access to programs and services provided by this Department and its contractors. Accordingly, it is the policy of DHHS to provide its staff with interpreter resources to be utilized in providing access to programs and services to LEP persons and to persons who are deaf or hard of hearing. This policy will outline guidelines and procedures for the use of such interpreter services.

All programs, benefits or services provided by DHHS shall be made available to all eligible persons regardless of their abilities to speak, write and/or understand English.

DHHS will provide interpreter services at no cost to individuals applying for or participating in Department programs.

DHHS will mitigate any delay in service delivery due to the need for interpreting services.

DHHS will have policies and procedures combining the use of in-person and telephone interpreter services as well as translated material necessary for effective communication.

DHHS will commit to continued evaluation and improvement of these services and education of staff in resources and procedure

It is a goal of DHHS to employ bilingual/multilingual staff who are able to communicate directly in languages used in our catchment area.

III. RATIONALE

This policy re-issuance and update reaffirms DHHS' commitment to ensure equal access to benefits and services for LEP individuals and persons who are deaf or hard of hearing. The procedures outlined below will ensure that information about services, programs, benefits, consent forms, and rights are communicated in languages that are understood by and are at **no cost**, and with no significant delay to these individuals. Also, this policy re-issuance and update provides for an effective exchange of information between staff and LEP persons, and persons who are deaf or hard of hearing, while services are being provided. The purpose of this policy is to ensure that no person is excluded from or denied equal access to benefits, programs and/or services due to linguistic barriers.

IV. PROCEDURE STATEMENT

A. Access to the Department

1. In the reception areas of all DHHS buildings where client services are provided, DHHS shall post and maintain signs in various languages, informing the public of interpreter services available at no charge to them. Interpreter services include providing in-person interpreters, telephone interpreter services, and making DHHS' employee language bank available.
2. TTY (telephones for the deaf) numbers must be included in any listing of Department telephone numbers. TTY numbers must be listed and clearly identified on all letterhead, business cards, brochures or fliers, facsimile cover pages, posters, web sites, or similar documents or communication tools. Telephone listings and State of Departmental telephone directories must include TTY numbers.

3. TTY telephones must be available and operational in all DHHS office locations, facilities and institutes. Staff must have instruction and demonstrated proficiency in TTY use and access to TTYs sufficient to perform their job tasks. Receptionists and switchboard operators, including those assigned back-up responsibilities, must be capable of receiving and initiating TTY calls. Training and performance standards must include the handling of potential TTY calls ("silent calls"). TTYs must not be set on automatic answer in locations where voice telephones are answered by a staff person in accordance with State policy.

B. Language Assessment and Primary Language Identification

At initial contact, if applicants/clients, family members or companions are non-communicative, exhibit limited English skills (broken English), have a heavy accent or use one-word answers, the DHHS staff member should always consider the possibility that this person may be a LEP individual or deaf or hard of hearing. The DHHS employee should use collateral contacts and referral sources to help determine native or primary language. When in doubt, it is preferable to err on the side of providing appropriate interpreter services to ensure equal access.

Once it has been determined that the applicant/client is LEP, or deaf/hard of hearing, DHHS staff will inform him/her of his/her right to have a language interpreter service at no cost to him/her. In addition, at this time, the applicant/client record MUST reflect that the individual is an LEP person and what is his /her primary language is. A distinctive notation SHALL be placed on the outside of the client's record that reflects that interpreter services will be needed when providing services and programs to this applicant / client. The note shall read "NEEDS INTERPRETER SERVICES" "Language _____" (see attachment #1).

When an individual is LEP or deaf/hard of hearing who declines DHHS' offer of free in-person or telephone interpreter service, DHHS may use other persons as interpreters when it deems the use of such persons is appropriate. The use of such persons is appropriate only when the DHHS staff person reasonably ascertains that the proposed interpreter is willing and able to provide effective communication between the parties. The DHHS staff person will indicate in the applicant's/client's record that an offer of an interpreter was made and declined and also enter the name of the person serving as an interpreter at the applicant's/client's request. It is not recommended that a family member, or friend be utilized unless other interpreter services have been offered and refused and both parties have agreed to the family member, or friend. DHHS staff shall inform the LEP individual who has declined a DHHS-provided interpreter that s/he has the right to change his/her mind and request a DHHS-provided interpreter at any subsequent time. **When DHHS staff have reason to believe that the preferred interpreter of the LEP individual is hampering effective communication between DHHS staff and the LEP/ deaf or hard of hearing individual, DHHS staff shall obtain and provide a new interpreter service. Minors may never be used as interpreters under any circumstance.** If a DHHS staff member concludes that an interpreter is

needed, it is the responsibility of the service provider or DHHS contact person to initiate arrangements for interpreters as follows:

1. Advise supervisor of the need for interpreter or translator services.
2. Upon supervisory approval, contact an in-house interpreter from the language bank (see Attachment #7) if one is available who speaks the needed language. The primary purpose of the in-house language bank is to provide for immediate communication with individuals who are LEP or deaf-hard of hearing. It is not intended for DHHS bilingual or multilingual staff to provide ongoing interpretation. However, if qualified bilingual/multilingual workers are available to provide care directly in the target language, shifting case loads or units would be optimal. After the initial interpretation is provided by an in-house bilingual/multilingual employee and when qualified direct care staff resources do not exist, arrangements must be initiated for a community resource to provide additional ongoing interpreter service. (See Attachment #8).
3. If an interpreter is not available from the list of community interpreters, one of the telephone interpreter services must be contacted. Telephone interpreter services are available 24 hours a day, seven days a week. Attached are procedures to access telephone interpreter services (See Attachment #3)
4. Any division of the Department will not unreasonably deny a request to release an employee who is needed to provide interpretative service. Employees who provide interpretative services are responsible for notifying their supervisor when leaving or returning to their work area.
5. For any clients who are LEP or deaf/hard of hearing scheduled for court proceedings, a request for an interpreter with legal training must be made in writing to the court. Always allow sufficient lead time for the court to secure interpreter services by making the request early.
6. The institution or division providing the service to the participant is responsible for the cost of related interpretation fees. No contract is required.

C. Bilingual Staff Expectations

1. Staff members who are proficient in languages other than English, including ASL, are prohibited from providing interpreter services between their clients and service providers, other DHHS or state agency staff, client family members, or peers. The Department recognizes that the roles assumed by its staff in the provision of services to clients are incompatible with the interpreter role. DHHS staff may act as a resource to interpreters and others in situations involving the client and should maintain their roles of advocates, problem solvers, and resource developers. Staff members who are proficient in languages other than English are encouraged to utilize those languages in communicating directly with a client, if it is the client's choice.

2. Qualified staff interpreters may provide interpretation services at meetings or in other situations involving clients of the Department. Qualified staff interpreters may not interpret at any meeting or situation on behalf of their own clients. They may interpret at meetings involving clients carried on the caseloads of other Department staff.
3. Interpretation in legal or quasi-legal situations by DHHS staff for clients is specifically forbidden. Examples of such situations include landlord/tenant relations, guardianship hearings, involuntary commitment proceedings, child custody matters, and any interaction with law enforcement authorities or courts. DHHS staff are reminded that communication access is a basic right and that advocacy on behalf of their client to secure the services of a qualified interpreter in situations such as those described above is an appropriate task of staff.
4. Emergencies, during which life, health or safety of clients or others may be in immediate jeopardy, are sufficient justification to permit DHHS employees to utilize their best judgment and efforts to facilitate communication until such time as qualified interpreters become available in accordance with 32 MRSA §1525-A(2).
5. Qualified interpreters who are also DHHS staff and function as interpreters outside the scope of their roles in the Department may not accept interpreting assignments or jobs from provider agencies with whom the State contracts, except with written permission of the Bureau of Purchases in order to prevent the existence or appearance of any conflict of interest.

D. Printed Translation of Documents

In addition to the required initial contact sign posted in each reception area of DHHS buildings where clients are served, there may be a need to print certain other documents in various languages. It will be determined on a program by program basis which documents will be printed depending on the program client's/applicant's primary language and the number of clients needing language interpretation and whether the document is considered vital.

It is not required that every document that may need to be translated in the future be identified by title or category now. Audio or video translations, if needed (in lieu of printed material) may be utilized.

In the event no written translation of documents is available, DHHS will ensure that in-person translation or translation by telephone will be provided in a timely manner.

V. TRAINING

A. Training of Staff

Staff members who may be called upon to utilize interpreter services under the requirements of this policy will be trained on the implementation of this policy as well as educated about the following:

- The impact of ethnic and cultural differences and effective communication.
- The crucial need for sensitivity and understanding of ethnic and cultural differences.
- Definition of the role of the Title VI/EEO Coordinators.
- How to use interpreter services effectively.

This training will be incorporated into New Employee Orientation and New Supervisory Training. Periodic review of this policy and identification of ongoing training needs will be developed on an on-going basis by each Bureau.

B. Interpreter training, qualifications and confidentiality

DHHS shall take reasonable steps to screen self-identified bilingual staff members and individuals from the general public that offer to be placed on DHHS' active list of interpreters. They will be screened to determine that they can:

- Fluently and accurately communicate in the languages(s) in which they claim proficiency.
- Interpret effectively to and from other languages and English.
- Interpret exact concepts. Interpreters cannot distort the meaning of the interpretation.
- Understand the obligation to maintain confidentiality.

Any in-person interpreter utilized by DHHS staff shall sign a statement certifying that they can interpret fluently in the language needed and indicate whether they can speak, write and/or understand the language (see Attachment # 4). All in-person interpreters shall sign a Confidentiality Agreement/Code of Ethics before services are rendered (see Attachment #5). A file copy shall be maintained by the division or institution employing the interpreter.

NOTE: When a DHHS staff member has reason to believe that an interpreter from a professional agency, a telephone interpreter service, or a DHHS bilingual staff member acting as an interpreter is not qualified or properly trained to serve as an interpreter or is hampering effective communication between DHHS and an individual who is LEP or deaf/hard of hearing, DHHS shall obtain another interpreter.

The Maine Office of Multicultural Affairs will coordinate training to interpreters regarding the specialized vocabulary and treatment modalities relevant to consumers of DHHS services. Call the Language Access and Deaf Services Coordinator at 287-4240 (Voice) or 866-241-8639 (TTY).

VI. RECORDKEEPING

Client data bases developed by and for DHHS must include the capacity to record and retrieve information about race/ethnicity, primary languages, communication barriers, spoken or sign language preferences, interpreter needs, visual or tactile alerts required, assistive listening devices needed, TTY phone numbers, and other similar information. The purpose of this information is to determine program-by-program what action needs to be taken in order to ensure equal access to programs and services for all applicants/clients.

All client records must reflect the source of interpreter used (i.e., whether the interpreter used is a bilingual staff member, an interpreter from a professional agency, an interpreter from the DHHS list of approved interpreters, an interpreter from telephone interpreter services, or a specified individual interpreter requested by the client (see attachment #1).

If no interpreter was utilized, the applicant's/client's record must show the reason for this decision and document any attempts made to obtain an interpreter (see attachment #1).

VII. CONTRACTS AND SERVICE AGREEMENTS

A. Every contract or service agreement that governs the provision of services to clients must be consistent with Department Rules (see 14-191 CMR Ch45), which must include a statement by the vendor promising compliance with the provisions of all applicable State and Federal laws, including those described in this policy. In negotiating contracts and service agreements with prospective vendors, Department staff may consider and discuss how the vendor proposes to:

- Determine a client's primary language;
- Assure access to qualified interpreters;
- Provide for tactile and/or visual alarms for safety and privacy where needed;
- Provide adaptive equipment where needed;
- Pay for communication access where needed;
- Develop communication policies; and/or
- Train staff.

B. Contract managers and Quality Assurance staff must ensure contractors' compliance with contract provisions and the provision of linguistically accessible culturally appropriate services.

- C. Staff will bill Medicaid for ASL (sign language) and spoken language interpreters and assist contracted provider to do so, when appropriate, under provisions of Chapter 1.06-3, Maine Medical Assistance Manual.

VIII. COMPLAINT RIGHTS AND PROCESS

DHHS will take appropriate corrective action if a complaint or other information indicates a failure by any of its personnel to adhere to the Department of Health and Human Services Language Access Policy.

All complainants **must** be given the complaint procedures and complaint form. (see attachments #6 and #6A). If a client chooses to file a complaint, the Title VI Complaint form shall be completed and forwarded to one the EEO Coordinators.

Translated materials and interpreter assistance will be provided during the complaint process.

The EEO Coordinators, who are the DHHS Title VI Compliance Officers, have been designated to receive and respond to questions or concerns about the adequacy or availability of interpreter services and/or of translated documents at DHHS facilities.

All DHHS staff members who receive complaints from clients must forward them to their immediate supervisors and to the DHHS Title VI Coordinators, 11 State House Station, Augusta, Maine 04333, telephone (207) 287-3488 or (207) 287-4289, TTY: 1-800-606-0215 or 287-2000.

The complaint procedure and complaint form shall be distributed to the LEP individual in the appropriate language (if available); otherwise the complaint procedure will be communicated to the individual who is LEP in their language in another effective manner (attachments #6 and #6A).

The DHHS Title VI Coordinators shall also give any person who wishes to file a complaint a copy of the Office of Civil Rights brochure on "How to File a Complaint with OCR". It shall be provided in the primary language of the LEP; if not available in that language, the Coordinators shall direct the person to contact the Office of Civil Rights at 1-800-368-1019 (voice) or 1-800-537-7697 (TTY) (Deaf or hard of hearing), (attachments #6 and #6A).

IX. PUBLIC COMMUNICATION

- A. Video programs, Non-Commercial Sustaining Announcements and Public Service Announcements produced or used by DHHS on or after the date of this policy must be closed captioned. Labels and promotional material must clearly identify the presence of closed captioning. Material already existing as of the date of this policy need not be modified to include closed captioning.

- B. Notices of conferences or workshops open to the general public with pre-registration must state that sign language and assistive listening devices are available upon request. Notices of events open to the general public without pre-registration must state that sign language interpreters and assistive listening devices will be available.
- C. Printed material for the use of the general public must include the notation that the material is available in alternate formats upon request. Alternate formats may include translation of the material into a specific language other than English, large print, Braille, large print, audio or electronic version, etc.

X. DEFINITIONS

American Sign Language:

A visually expressive language, reported to be the fourth most widely used language in the United States. Complete with a grammar and syntax of its own (and separate from that of English), ASL is non-verbal and has no written form. It was recognized by the Maine Legislature in 1991 as "the official state language of the Deaf Community."

Bicultural:

Consisting of cultural characteristics representative of two ethnic or social groups. Bicultural individuals may acquire the norms, attitudes and behavior patterns of their own and another group.

Bilingual:

Text or language expressed in or a person able to speak two languages.

Blind:

The legal definition established by the Social Security Administration is a visual acuity of 20/200 or less in the better eye OR a field of view of 20 degrees or less in the better eye.

Deaf Culture:

The participation in or association with the Deaf Community, its characteristics and its values. Some, but not all, persons who are audiotically deaf are participants in or associated with the Deaf Community.

Deafblindness:

The combination of vision and hearing loss that affects an individual's ability to function within his/her environment. Being deaf/blind presents unique challenges in learning about the world and affects one's ability to communicate, move about freely, and interact with others. Many people who are deaf/blind have some usable vision and/or hearing.

Deafness:

A degree of hearing loss severe enough to render the perception of human speech ineffective for communication, and/or the association with the Deaf Community, its characteristics and its values. Not all persons who are audiotically deaf are participants in or associated with the Deaf Community.

Hard of Hearing:

A functional hearing deficit. A person who is hard of hearing may use visual communication or assistive devices such as hearing aids or amplification devices.

Interpreting:

The act by a third party of receiving a spoken or signed message in one language and delivering it in another language, between two persons who do not share a common language. Interpreting ASL is "the process when a linguistic intermediary between a deaf or hard-of-hearing person and another person translates the spoken utterances or signs, gestures or writing of either person into a linguistic form other than that which that person uses as a primary and preferred form of communication (32 MRSA §1521 (5))."

Interpreter or transliterator:

A neutral bilingual, bicultural "third party" fluent in both English and the target language, trained to convey communications between two or more parties who do not share a common language. An interpreter should not be confused with a bilingual worker who can perform the job function directly in the target language without the services of an interpreter.

Limited English Proficiency:

The inability or difficulty to speak or understand English beyond basis day-to-day conversation. Usually persons who have limited English proficiency are those for whom English is not a native language.

Multicultural:

Consisting of cultural characteristics representative of two or more ethnic or social groups. Multicultural individuals may acquire the norms, attitudes and behavior patterns of their own and other groups.

Qualified Interpreter:

A person "who is able to interpret effectively, accurately and impartially both receptively and expressively, using any necessary specialized vocabulary." (28 CFR §35.104)

Qualified Staff Interpreter:

A person on DHHS staff who is bilingual in spoken language and has completed a basic course in interpretation techniques and who is, therefore, able to interpret effectively, accurately and impartially both receptively and expressively, using any necessary specialized vocabulary.

Relay Service:

A service of the telephone company that provides for conversation between a hearing person without a TTY and a deaf, hard of hearing, or speech impaired caller who uses a TTY. The Communication Assistant serves as a bridge between the two callers, speaking the typed TTY message to the hearing party and typing the spoken message to the TTY user.

Silent calls:

A received telephone call during which no sound is heard. Silent calls frequently are calls made from a TTY to a telephone not directly linked to a TTY.

TTY, TDD, TT:

A device that allows typed conversations over ordinary phone lines between two parties with compatible equipment or through the Relay Service.

Translation:

The act by a third party of receiving a written message in one language and delivering it in another language, between two persons who do not share a common language. To ensure accuracy, translated documents are back-translated by another translator into the original language, and compared to the original message.

XI. ATTACHMENTS

1. Client Record of Interpreter Services;
2. Employee Guidelines for Utilization of Interpreter Services & Interpreter Resource Guide;
3. Telephone Interpreting Services Procedures (both Pacific Interpreters and Language Line);
4. Interpreter Signature of Agreement (for in-person interpreters, only);
5. Interpreter Confidentiality Agreement (for in-person interpreters, only);
6. Title VI Complaint Procedures; and
- 6A. Title VI Complaint Form
7. In-house Language Bank
8. Interpreter List for Spoken Languages and American Sign Language

XII. DISTRIBUTION

All Staff

February 29, 2008

Revision Date

Brenda M. Harvey
Commissioner

MAINE DEPARTMENT OF HEALTH AND HUMAN SERVICES

CLIENT RECORD OF INTERPRETER SERVICES

Date: _____

Name of Client: _____

Address of Client: _____

Primary Language: _____

Race: _____

National Origin: _____

Did the Client Accept DHHS Interpreter Service?

YES NO

If no, advise the client they can change their mind at any time and request an interpreter.

Give reason for refusal of interpreter services:

If yes, advise the client that they may, at any time, request another interpreter.

Advise the client that if communication with the chosen interpreter is not effective, the DHS employee may, at any time, change the interpreter.

Please indicate below what interpreter services were utilized:

Telephone Interpreter Services Name/number _____

Circle: Pacific Interpreters Certified Languages International CTS Language Link

In-person Interpreter Interpreter Name _____

DHS Employee Language Bank Employee Name _____

Name of other interpreter used _____

Relationship to client _____

Language Interpreted: _____

Purpose for client contact with DHHS:

DHHS employee name and job classification handling client case:

Signed copy of Interpreter's Signature of Agreement form placed in file?

YES NO

Signed copy of Confidentiality Rules for In-Person Interpreter Services placed in file?

YES NO

Name, address and telephone number of interpreter services utilized:

Note to DHHS employee:

You must place the following notation on the outside of the client file to ensure that interpreter services are obtained before doing business with the client:

- I. "NEEDS INTERPRETER SERVICES"

Language _____

Pacific Interpreters Telephonic Interpreting: How To Access A Telephonic Interpreter

Maine Department of Health & Human Services



- **If the client is on the phone:**

1. Use the conference hold feature if the LEP patient is on the phone
2. Dial **1-800-870-1069**
3. PI's customer service associate will prompt you for the following information:
Access Code: **523011**
Caller FULL Name
Region/Bureau/Institution
Bureau Code _____
Language Needed
4. You will be placed on hold briefly, and connected to an interpreter in less than 30 seconds

- **If the client is with you in person:**

1. Dial **1-800-870-1069**
2. When our customer service associate comes on the phone, the associate will prompt you for the following information:
Access Code: **523011**
Caller FULL Name
Region/Bureau/Institution
Bureau Code _____
Language Needed
3. You will be placed on hold briefly, and connected to an interpreter in less than 30 seconds

- **If you need to call a client, or if you need additional parties included in a phone call:**

1. Dial **1-800-870-1069**
2. When our customer service associate comes on the phone, the associate will prompt you for the following information:
Access Code: **523011**
Caller FULL Name
Region/Bureau/Institution
Bureau Code _____
Language Needed
3. The customer service associate will ask if you need to call a non-English speaker (or other parties), and the name(s) and telephone number(s) of the person(s) you like added to the call.
5. You will be placed on hold briefly while PI accesses an interpreter. The customer service associate will add an interpreter on the line and then make the additional call-outs.

*** If the LEP patient's language is unknown, show them the Language Identification Card and let them point to the language they speak.

*** If the LEP patient's language is not listed on the Language Identification Card you may request the assistance of our customer service associates who are skilled in determining target languages.

Certified Languages International

Need an Interpreter?



1. Dial 1.800.CALL CLI **(1.800.225.5254)**
2. When the operator answers, tell them:
 - a. Your customer code is: **523011**
 - b. You are calling from: **Maine Dept. of Health & Human Services**
 - c. The language that you need
 - d. Your name, number, and your billing code
 - e. Please let the operator know if you would like to connect to multiple parties (call a patient/client at home for example)
3. The operator will connect you with an interpreter promptly.

24 hours a day 7 days a week



Guideline for Using a Telephone Interpreter

1 Prior to Phone Call

- Distraction free/private environment
- Adequate equipment

2 Etiquette

- Address the Limited English Proficient person (LEP)-look at the LEP
- A warm smile and courteous words go a long way to help the LEP feel more comfortable.
- Avoid side conversations. It creates isolation, tension and suspicion for LEP and makes it difficult for interpreter to know what to interpret.

3 Dialogue

- Explain to LEP that all information is confidential and encourage them to ask questions.
- Speak clearly
- If multiple people in the room-speak one at a time
- Short sentences are easiest to interpret
- Speak freely-all CLI interpreters are sworn to confidentiality and Interpreting Code of Ethics
- Encourage interpreter to clarify terms with you



How to Request TELEPHONE-BASED INTERPRETATION Services

Please follow the steps below when requesting telephone-based interpretation services:

1. Call +1 888-227-2948
2. Provide the Call Center Service Representative (CSR) with:
 - Your account number/User ID (523011)
 - Your first and last name
 - Your Division
 - Language needed
3. Helpful suggestions:
 - **Remember** that telephonic interpretation is “consecutive” interpretation. This means that there are pauses while the interpreter repeats each statement in the respective language;
 - **Remember** to speak in the “FIRST PERSON” as you would in ‘normal’ conversation (e.g. “Do you have a fever?” instead of, “Ask her if she has a fever, please.”)
 - **Three-way calls** may be arranged by telling the CSR the name and the phone number of the third party.

PLEASE CONTACT OUR CLIENT RELATIONS DEPARTMENT IF YOU HAVE ANY QUESTIONS:

Camilo Angel, Client Relations Manager
360/433-0408 OR +1 866-610-1338 x 781
camilo.angel@ctslanguagelink.com or schedule@ctslanguagelink.com
360/906-6355 or +1 800 513-7273 (FAX)

DHHS Interpreter Billing Codes

For All Interpreter Services, effective August 2008
 Language Line & Pacific Interpreters etc.

<u>REGION</u>	<u>PROGRAM</u>	<u>BUREAU CODES</u>
<u>REGION 1</u>		
PORTLAND SANFORD BIDDEFORD 1	OCFS Regional	10A5300
	OIAS - Eligibility	10A4141
	OIAS - ASPIRE	10A4211
	OIAS - DSER	10A4606
	Elder Services	10A7201
	Public Health Nursing	10A2205
	OMS	10A2205
	OMB Regional	10A1301
	MH Services	14A1101
	OACPD	14A1201
	OCFS	14A1301
<u>REGION 2</u>		
LEWISTON AUGUSTA ROCKLAND BELFAST SKOWHEGAN SOUTH PARIS FARMINGTON 2	OCFS Regional	10A5300
	OIAS - Eligibility	10A4142
	OIAS - ASPIRE	10A4212
	OIAS - DSER	10A4606
	Elder Services	10A7202
	Public Health Nursing	10A2205
	OMS	10A2205
	OMB Regional	10A1302
	MH Svcs	14A1102
	Riverview Psychiatric Center	14B2406
	OACPD	14A1202
OCFS	14A1203	
<u>REGION 3</u>		
BANGOR CALAIS DOVER FOXCROFT ELLSWORTH HOULTON CARIBOU FORT KENT 3	OCFS Regional	10A5300
	OIAS - Eligibility	10A4143
	OIAS - ASPIRE	10A4213
	OIAS - DSER	10A4606
	Elder Services	10A7203
	Public Health Nursing	10A2205
	OMS	10A2205
	OMB Regional	10A1303
	MH Services	14A1103
	Dorothea Dix Psychiatric Center	14C2501
	OACPD	14A1203
Elizabeth Levinson Center	14E2701	
OCFS	14A1303	

DHHS Interpreter Billing Codes

For All Interpreter Services - effective August 2008
Language Line & Pacific Interpreters etc.

DOH		<u>Central Office</u>
	COMMISSIONER'S OFFICE	10A1000
	Civil Rights Coordinators	10A1000
	OCFS Central	10A5000
	Community Service Center	10A8020
	OIAS - Central	10A4900
	OIAS - Central ASPIRE	10A4216
	Elder Services	10A6000
	DDS	10A7300
	OMS	10A2205
	Licensing & Certification	10A3127
	Administrative Hearings	10A1076
	Program Operations	14A1002
	Administration	14A1003
	Human Resources	14A1004
	Forensic Services	14A1013
	Provider Services	14A1015
	Adult Protective	14A1019
	Office Substance Abuse	14G1580
	Consumer Affairs	14A1030
Advocacy Services	14A1034	
Multicultural Services	14A1040	
CDC	Division of Chronic Disease	10A9970
	Division of Infectious Disease	10A2543
	Division of Public Health Systems	10A2543
	Division of Environmental Health	10A2540
	Division of Family Health	10A2205
WIC (CODING WILL CHANGE YEARLY - 2008)		
Donna Kenneson, 1-800-432-7881	Aroostook County Action Program	WC01
Kate Yerxa, 1-800-470-3769	Bangor Dept. of Health & Welfare	WC02
Jean Ouellette, 1-800-221-2221	Midcoast Maine Community Action	WC03
Trudy Lunt, 1-800-492-5550	Down East Health Services	WC04
Kristine Longstaff, 207-621-6202	Health Reach Network	WC06
Jill McPhail, 1-800-698-4959 (PROP)	Peoples Regional Opportunity Program	WC08
Ginny Andrews, 1-877-512-8856	Western Maine Community Action Program	WC10
Jennifer Quimby, 1-800-240-2407	York County Community Action Corp. Broadreach Family and Community Services	WC11
Linda Baker, 1-888-338-8446		WC17

MAINE DEPARTMENT OF HEALTH AND HUMAN SERVICES

INTERPRETER'S SIGNATURE OF AGREEMENT

NOTE: This form is for in-person interpreter services, not telephone interpreters.

Date: _____ Name of Interpreter (Services): _____

Address of Interpreter Services): _____

Telephone #: _____ Language Interpreted: _____ Client

Name: _____ DHHS Employee Name: _____

I certify that I can: (Speak Understand Write) the language I have indicated above.

1. I shall keep all assignment-related information strictly confidential.
2. I shall render the message faithfully, always conveying the content and spirit of the speaker using language most readily understood by the person(s) whom they serve.
3. I shall not counsel, advise or interject personal opinions.
4. I shall accept assignments using discretion with regard to skill, setting, and the consumers involved.
5. I shall request compensation for services in a professional and judicious manner.
6. I shall function in a manner appropriate to the situation.
7. I shall strive to further knowledge and skills through participation in workshops, professional meetings, interaction with professional colleagues, and reading of current literature in the field.
8. I shall strive to maintain high professional standards in compliance with the Code of Ethics.

I have read, understand and agree to abide by the Code of Ethics as stated above.

Signature of interpreter: _____

Please Print Name: _____

MAINE DEPARTMENT OF HEALTH AND HUMAN SERVICES

**CONFIDENTIALITY RULES AND STATEMENT FOR
IN-PERSON INTERPRETER SERVICES**

All interpreters shall respect all confidences received in the course of interpretation. All information gained by the Interpreter in the course of his/her professional duties shall remain strictly confidential. This information shall not be communicated, published or in any way divulged to any organization or person, other than the organization or person engaging the services of the Interpreter.

Interpreters shall be held responsible and understand that breach of confidentiality could result in civil or criminal penalties as set out in law.

Interpreter Signature: _____ Date: _____

Print Name: _____

Address: _____

Telephone Number: _____

DHHS Witness:

Print Name: _____

Reference: 22 MRSA, Sec. 42, Sec. 3474, Sec. 4008, 5328
5 MRSA, Sec. 19203

MAINE DEPARTMENT OF HEALTH AND HUMAN SERVICES

TITLE VI COMPLAINT PROCEDURES

Title VI of the Civil Rights Act of 1964 states, "No person in the United States shall, on the grounds of race, color, or national origin be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any programs or activities receiving Federal financial assistance." The U.S. Department of Health and Human Services, Office of Civil Rights specifically cites lack of interpreters as having an adverse effect on the opportunities of minorities to gain equal access to programs and services.

The following procedures have been defined to assist in the processing of any complaints arising out of possible Title VI violations.

- Step 1. The Title VI complaint form must be completed and returned to the Title VI Coordinators located at the Maine Department of Health and Human Services, 11 State House Station, 221 State Street, Augusta, Maine 04333.
- Step 2. Title VI Coordinators have been designated in order to receive and respond to questions and concerns about the adequacy or availability of interpreter services or translation of documents when providing programs and services at the Maine Department of Health and Human Services.
- Step 3. Title VI Coordinators shall provide any person who wishes to file a complaint regarding such matters a copy of this complaint procedure.
- Step 4. If an individual who is limited in English is literate in any of the languages in which the Maine Department of Health and Human Services has printed these procedures, the Maine Department of Health and Human Services shall give her/him a copy of the procedure in the appropriate language. Otherwise, in-person interpreters from the DHHS Language Bank or Telephone Interpreter Services will be utilized to communicate.
- Step 5. The Title VI Coordinators shall also give any person who wishes to file a complaint a copy of the U.S. Department of Health and Human Services, Office for Civil Rights (OCR) brochure "How to File a Complaint with OCR" in the language in which that person speaks, if a translation is available. If no translation of the OCR brochure is available, the Title VI Coordinators shall direct the person to contact the OCR at 1-800-368-1019 (voice) or 1-800-537-7697 (TDD).

MAINE DEPARTMENT OF HEALTH AND HUMAN SERVICES

APPLICANT/CLIENT COMPLAINT FORM

FOR TITLE VI OF THE CIVIL RIGHTS ACT

Title VI of the Civil Rights Act of 1964 states, "No person in the United States shall, on the grounds of race, color, or national origin be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any programs or activities receiving federal financial assistance." The U.S. Department of Health and Human Services, Office for Civil Rights specifically cites lack of interpreters as having an adverse effect on the opportunities of minorities to gain equal access to programs and services.

The complaint of an applicant/client must be in writing.

Date of Complaint: _____ Name of client: _____

Primary language: _____ Race/color: _____

National origin: _____

Address of client: _____

Telephone number of client: _____

DHHS employee with whom the client had contact:

Nature of client business with DHHS: _____

Describe the facts that lead you to believe discrimination on the bases of race, color, or national origin occurred: _____

NOTE: This form is to be used only for complaints that Title VI has been violated, not for denial of benefits due to ineligibility.

Signature: _____

Please forward this form to: one of the EEO Coordinators, Maine Department of Health and Human Services, 11 State House Station, 221 State Street, Augusta, Maine 04333

DHHS LANGUAGE BANK

Language	Last Name	First Name	Division	Address 1	Address 2	Telephone	Fluency	Availability
Arabic								
	Ammari	Mouna	Reg.Oprtns	161 Marginal	Portland	822-2228	Excellent	M-F/8:00am-4:30pm
ASL								
	Austin-Reitch	Mary Ellen	Licensing/Cer	41 Anthony	Augusta	287-5816	Fair	M-F/7:45am-5:00pm
	Buscanera	Deborah	HlthCareMng	442 CC Dr.	Augusta	287-9345	Excellent	M-F/8:00am-5:00pm
	Chipman	Lorrie	MR	176 Hogan	Bangor	941-4788	Fair	M-F/8:00am-5:00pm
	Davidson	June	DdixPC	Hogan Rd.	Bangor	941-4329	Good	Varies 11pm-7am
	Descoteaux	Michele	MR	169 Lancaster	Portland	822-0355	Fair	M-F/8:00am-4:30pm
	Gilbert	Wendy	Advocacy	176 Hogan	Bangor	941-4360	Good	M-F/8:00am-4:30pm
	Golden	Martin	MR	169 Lancaster	Portland	822-0287	Excellent	M-F/8:00am-4:30pm
	Hall	Bill	MH	114 CornShop	Farmington	778-8462	Good	M-F/8:00am-4:30pm
	Jack	Ken	MR Crisis	169 Lancaster	Portland	822-0310	Good	days vary/hours vary
	McDonnell	Heidi	MR	169 Lancaster	Portland	822-0490	Fair	M-F/8:00am-4:30pm
	Owen	Martha	MR	169 Lancaster	Portland	822-0185	Fair	M-F/8:00am-4:30pm
	Pesek	Ashley	BCFS	17 Eastward L	Ellsworth	667-1600	Good	M-F/8:00am-5:00pm
	Vincent	Michelle	BCFS	161 Marginal	Portland	822-2272	Good	M-F/8:00am-5:00pm
Belorussian								
	Mitchell	Tatsiana	Aspire	Griffin Rd.	Bangor	561-4175	Excellent	M-F/8:00am-5:00pm
Chinese								
	Huang	Jiancheng	Disease	Key Bank	Augusta	287-4068	Excellent	M-F/8:00am-4:30pm
Danish								
	Tyler	Nicole	ICM	200 Main St.	Lewiston	795-4528	Good	M-F/8:00am-5:00pm

French

Ammari	Mouna	Reg Optrns	161 Marginal	Portland	822-2228	Excellent	M-F/8:00am – 4:30 pm
Austin-Reitch	Mary Ellen	Licensing/Cer	41 Anthony	Augusta	287-5816	Fair	M-F/7:45am-5:00
Barrett	Janet	Riverview PC	AMHI Complx	Augusta	624-4692	Good	M-F/8:00am-4:30pm
Clark	Carol	BCFS	200 Main St.	Lewiston	795-4620	Excellent	M-F/8:00am-5:00pm
Collin	Peggy	BFI	200 Main St.	Lewiston	795-4508	Excellent	M-F/8:00am-5:00pm
Corriveau	Brenda	BFI	14 Access	Caribou	493-4110	Excellent	M-F/8:00am-5:00pm
Cote	Kevin	DDPC	Hogan Rd.	Bangor	941-4007	Good	M-F/2:30pm-6:30pm
Cote-Piper	Priscille	MH	Greenlaw	Augusta	287-4235	Good	M-F/7:30am-4:30pm
Daigle	Marilyn	MR	642 Main St.	Presque Isle	554-2120	Excellent	M-F/8:00am-4:30pm
Demers	Normand	MR Crisis	CETA Bldg	Augusta	287-7181	Excellent	Days vary/time varies
Dostie	Pat	Health	161 Capitol	Augusta	882-5349	Good	M-F/8:00am-4:30pm
Dostie-Smith	Jacqueline	BFI/DSEER	200 Main St.	Lewiston	795-4492	Excellent	M-F/7:00am-4:00pm
Driscoll	Michael	MH	15 Prescott	Machias	255-1957	Good	M-F/8:00am-4:30pm
Dube	Lynn	BCFS	137 Market	Ft. Kent	834-7722	Good	M-F/8:00am-4:30pm
Fongemie	Janet	BCFS	221 State St.	Augusta	626-8630	Good	M-F/12pm-8pm
Frigon	Chris	RPC	AMHI Comp.	Augusta	624-4702	Excellent	days vary/3pm-11pm
Gagnon	Peggy	BCFS	14 Access	Caribou	493-4073	Good	M-F/8:00am-5:00pm
Gendron	Monique	BEAS	200 Main St.	Lewiston	795-4456	Good	M-F/8:00am-5:00pm
Griswold	Mark	Bur of Health	Key Bank	Augusta	287-5193	Good	M-F/8:00am-4:30pm
Guerrette	Gloria	Family Ind.	14 Access Hwy	Caribou	493-4077	Excellent	M-F/8:00am-5:00pm
Harvey	Brenda	Programs	22I State St	Augusta	287-4205	Good	M-F/8:00am-4:30pm
Hayes	Doris	MR	165 Lancaster	Portland	822-0275	Good	M-F/8:00am-5:00pm
Lafrance	Manon	BCFS	161 Marginal	Portland	822-2193	Excellent	M-F/8:00am-5:00pm
Lambert	Roger	BCFS	208 Graham	Biddeford	286-2497	Good	M-F/8:00am-5:00pm
Lapointe	Cynthia	BCFS	200 Main St.	Lewiston	795-4691	Fair	M-F/8:00am-5:00pm
Levitz	Julie	QA	208 Greaham	Biddeford	490-5480	Good	M-F/8:00am-5:00pm
Mackechnie	Pamela	BCFS	200 Main St.	Lewiston	795-4647	Fair	M-F/8:00am-5:00pm
Mathieu	Beatrice	BFI	200 Main St.	Lewiston	7954484	Excellent	M-F/8:00am-5:00pm
Nadeau	Lucia	Riverview PC	AMHI complx	Augusta	624-4660	Fair	M-F/8:00am-4:30pm
Nzeyimana	Jean	BFI	161 Marginal	Portland	822-2083	Excellent	M-F/8:00am-5:00pm
Orestis	Doris	Riverview PC	AMHI complx	Augusta	624-4702	Good	M-F/11:00pm-7:00am
Ouellette	Amy	MH	169 Lancaster	Portland	822-0204	Good	M-F/8:00am-5:00pm

	Ouellette	Sandra	DROMBO	137 Market	Ft. Kent	834-7704	Good	M-F/8:00am-5:00pm
	Parsons	Jeannette	DROMBO	14 Access	Caribou	493-4036	Excellent	M-F/8:00am-5:00pm
	Pelletier	Jenny	BCFS	137 Market	Ft. Kent	834-7730	Excellent	M-F/8:00am-5:00pm
	Plourde	Rachel	DDixPC	P.O.Box 926	Bangor	941-4000	Excellent	M-F/8:00am-4:30pm
	Poirier	Rose	MH	176 Hogan	Bangor	941-4161	Excellent	M-F/8:00am-4:30pm
	Reynolds	Anita	Substance	Marquardt	Augusta	287-8901	Good	M-F/8:00am-4:30pm
	Rivard	Ginette	Children's	642 Main St.	Presque Isle	554-2100	Excellent	M-F/8:00am-4:30pm
	Rosenberg	Maria	BCFS	Griffin Rd.	Bangor	591-4206	Fair	M-F/8:00am-5:00pm
	Worthington	Sandra	MH	15 Mollison	Lewiston	795-4513	Good	M-F/8:00am-4:30pm
German								
	Gregory	Scott	MR	169 Lancaster	Portland	822-0284	Good	M-F/8:00am-4:30pm
	Rosenberg	Maria	BCFS	Griffin Rd.	Bangor	591-4206	Good	M-F/8:00am-5:00pm
	Tassinari	Anthony	Reg.Ops	Marginal Way	Portland	822-2221	Fair	M-F/8:00am-5:00pm
Haitian								
	Beckett	Geoff	Bureau of	Key Bank	Augusta	287-2770	Good	M-F/8:00am-4:30pm
Hungarian								
	Dorogi	Louis	BMS	442 Civic Ctr	Augusta	287-9334	Excellent	M-F/8:00am-5:00pm
Italian								
	Levitz	Julie	QA	208 Graham	Biddeford	490-5480	Fair-Good	M-F/8:00am-5:00
Japanese								
	Ramirez	Marius	DDixPC	P.O.Box 926	Bangor	941-4000	Fair	M-F/7:00pm-7:00am
Khmer								
	Meak	Sim	Lab	221 State St.	Augusta	287-1706	Good	M-F/8:00am-4:30pm
Kirundi								
	Nzeyimana	Jean	BFI	161 Marginal	Portland	822-2083	Good	M-F/8:00am-5:00pm
Lingala								
	Nzeyimana	Jean	BFI	161 Marginal	Portland	822-2083	Fair	M-F/8:00am-5:00pm
Pilipino								
	Ramirez	Marius	BMHI	P.O.Box 926	Bangor	941-4000	Excellent	M-F/7:00pm-7:00am
Russian								
	Kladov	Oleg	BFI	161Marginal	Portland	822-2096	Excellent	M-F/8:00am-5:00pm
	Mitchell	Tatsiana	Aspire	Griffin Road	Bangor	5610-4175	Excellent	M-F/8:00am-5:00pm
	Spear	Mark (MD)	DDPC	Hogan Rd.	Bangor	941-4073	Good	M-F/8:00am-5:00pm

Somali

Adam	Ahmed	Dots	442 Civic Ctr	Augusta	287-4539	Excellent	M-F/8:00am-5:00pm
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Spanish

Brown	Amanda	OIAS	Marginal Way	Portland	822-2065	Good	M-F/8:00am-5:00pm
Ciforelli	Esther	Riverview PC	AMHI Complx	Augusta	624-4631	Good	varies/3:00pm-11pm
DiMartini	Lillian	BCFS	208 Graham	Biddeford	286-2508	Excellent	M-F/8:00am-5:00pm
Estabrook	Richard	Advocacy	CETA Bldg.	Augusta	287-2205	Fair	M-F/8:00am-4:30pm
Gerry	Susan	BFI	360 Old	Rockland	596-4304	Excellent	M-F/7:30am-4:00pm
Greenberg	Lorie	Com.Serv.Ctr	221 State St.	Augusta	287-5020	Fair	M-F/8:00am-4:30pm
Lane	Estela	BEAS	11 High St.	Houlton	532-5091	Good	M-F/8:00am-5:00pm
Levitz	Julie	QA	208 Graham	Biddeford	490-5480	Good	M-F/8:00am-5:00pm
Mitchell	Tatsiana	Aspire	Griffin Rd.	Bangor	561-4175	Fair	M-F/8:00am-5:00pm
Libby	Rose	Bur of Health	137 Market	Ft. Kent	834-7731	Excellent	M-F/8:00am-5:00pm
Lowell	Suzanne	DdixPC	Hogan Rd.	Bangor	941-4173	Good	M-F/8:00am-5:00pm
Matusovich	Rebecca	Substance	Marquardt	Augusta	287-6415	Fair-Good	M-F/8:00am-4:30pm
McDonnell	Heidi	MR	169 Lancaster	Portland	822-0490	Fair	M-F/8:00am-4:30pm
Merrill	Jillian	DdixPC	Hogan Rd.	Bangor	941-4329	Fair	varies 7pm-7am

Swahili

Nzeyimana	Jean	BFI	161 Marginal	Portland	822-2083	Excellent	M-F/8:00am-5:00pm
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Tagalog

Carmichael	Ruby	DDPC	Hogan Rd.	Bangor	941-4085	Good	M-F/8:00am-4:30pm
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Thai

Spear	Mark (MD)	DDPC	Hogan Rd.	Bangor	941-4073	Good	M-F/8:00am-5:00pm
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Ukrainian

Mitchell	Tatsiana	Aspire	Griffin Road	Bangor	561-4175	Good	M-F/8:00am-5:00pm
Kladov	Oleg	BFI	161 Marginal	Portland	822-2096	Excellent	M-F/8:00am-5:00pm

Vietnamese

Letourneau	Dao	OIS	Greenlaw	Augusta	287-4248	Good	M-F/8:00am-4:30pm
Tan	Nancy	ICM	Lancaster St.	Portland	822-0270	Excellent	M-F/8:00am-5:00pm

DEPARTMENT OF HEALTH AND HUMAN SERVICES

INTERPRETER LIST

For Spoken Languages and American Sign Language

Revised May 2008

This is by no means an exhaustive list of all those practicing as interpreters in Maine. There are no requirements to call oneself an interpreter for spoken languages. Sign language interpreters must be licensed to practice in Maine. Working through an agency rather than freelance does not necessarily imply a greater level of quality control. To report concerns or problems, please contact the interpreter agency. If not satisfied, please contact Noel Bonam at 287-4272 (V/TTY), 215-6242 (cell), 1-800-606-0215 TTY.

MAINE INTERPRETER REFERRAL SERVICES – Spoken Languages

1. Bangor Interpreting Agency (both ASL and spoken language interpreters)
7 Summer Street
Hampden, ME 04444
24-hour Voice: 207-862-2947
Fax: 207-862-4027
TTY (Weekdays): 207-862-4063
Maine Out-of-State TTY Relay: 1-800-437-1220
Maine In-State TTY Relay: 1-207-955-3323
Website: www.bangorinterpreting.com
E-mail: Bangorinterpreting@verizon.net
2. Maine S.A.F.E (Maine Service Advocates in Foreign Languages and English)
Interpreting, translating and Spanish classes
Email: padoel@colby.edu Mail: 429 Martin Stream Road, Fairfield, ME 04937
Telephone: 634-3321 FAX: 634-5389
3. Maine State Interpreters
Accessible 24 hours a day
Interpreting and translation services in 22 languages
Contact Person: Osman Hersi
Phone Number: 207-450-6035
E-mail: mainestateinterpreters@hotmail.com
4. Multicultural Consulting Group (MCG)
Translation, interpretation, and cultural training services
Contact Person: Margie MacDonald
Phone Number: 207-671-1164
www.multiculturalconsultinggroup.com

5. New England Interpreter Services
Arabic, Azande, Sudanese Arabic, Acholi, and Nuer Languages
Contact Person: Martin Sonki
Phone Number: 207-409-5514
E-mail: newengis@yahoo.com

6. Office of Multilingual & Multicultural Programs
Multilingual & Multicultural Center, Portland Public Schools Interpreting and Translation Services for Portland Public Schools and referrals for other agencies
Contact Person: Jeanna Best
Phone Number: 207-874-8135
E-mail: bestj@portlandschools.org

7. RISinterpret, Catholic Charities Maine
Interpreters available in over 40 languages; requires 48 hours advance notice
250 Anderson Street, Portland, ME. 04101
Contact Person: Malvina Gregory
Telephone 523-2700, Fax: 871-7465

8. Smart Interpreters
Interpreting and translation services for Arabic and Somali
Contact Person: Abdullahi Abdull
Phone Number: 207-783-4744
E-mail: abdull_abdullahi@yahoo.com

9. The Language Exchange, Inc.
Interpreting for business meetings, conferences, etc. in 14 languages
Email: language@maine.rr.com
Web sites: www.translationervices.com; www.immersionprograms.com
Telephone: 772-0405 Fax: 775-7795

10. United Somali Women of Maine
Interpreting and translation services for Arabic, Somali, and Swahili
Contact Person: Fatuma Hussein
Phone Number: 207-753-0061
E-mail: fhussein@uswofmaine.org

MAINE INTERPRETER REFERRAL SERVICES – Sign Language

11. Bangor Interpreting Agency (both ASL and spoken language interpreters)
7 Summer Street
Hampden, ME 04444
24-hour Voice: 207-862-2947
Fax: 207-862-4027
TTY (Weekdays): 207-862-4063
Maine Out-of-State TTY Relay: 1-800-437-1220
Maine In-State TTY Relay: 1-207-955-3323
Website: www.bangorinterpreting.com
E-mail: Bangorinterpreting@verizon.net
12. Certified Interpreting – Sign Language Network
P. O. Box 6808
Portland, Maine 04101
Telephone: 798-7995
Website: www.certifiedinterpreting.com
13. Pine Tree Society – Interpreting Services
Nonesuch River Plaza
51 US Rt. 1, Suite G
Scarborough, Maine 04074
Website: www.pinetreesociety.com
Telephone: 885-0536
ASL and Visual Gestural Communication statewide and through videoconferencing

NATIONAL TELEPHONE INTERPETING SERVICES

1. American Translation Partners 888-443-2376; 617-989-9989 FAX: 617-989-9919
www.americantranslationpartners.com
2. Certified Languages International 1-800-CERTIFIED; 1-800-225-5254
www.certifiedlanguages.com
3. Choice Translating and Interpreting (CTI): 1-888-721-2077 www.choicetranslating.com
4. Inlingua: 1-800-832-0302
5. Language Line 1 (formerly AT&T Language Line): 1-800-752-0093
www.languageline.com
6. Pacific Interpreters 1-800-870-1069 Voice and TTY, www.pacificinterpreters.com
7. Passport To Languages: 1-800-297-2707, www.passporttolanguages.com
8. ANDALEX Language Services Inc., 800-826-3253, andrei@andalexintl.com

**Note: DHHS contracts with Pacific Interpreters and Language Line.
Staff are advised to use one of these services first.**