1. Dial 1-800-CALL-CLI

(1-**800-225-5254**)

1. When the operator answers, tell them:
* If you need a third-party dial-out
* Your customer code is **14670**
* The language you need
* Your **Name** and **Phone Number**
1. 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.

200+ Languages

Available 24/7/365

Direct Dial: 503-484-2425