



## Using the DHS Language Access Line

### Language Line – (866) 874-3972

1. The first step:
  - a. You will hear the same prompt: “Please enter your six-digit Client ID”.
  - b. You will enter the same DHS Client ID number “511053”.
  - c. You will be requested to press #1 for Spanish or #2 for Other Languages (and speak name of other language and follow directions to confirm)
2. The second step:
  - a. You will hear a prompt “Please enter your 3 digit location or program number”.
  - b. You will enter the three-digit number assigned to your program 998
3. The third step:
  - a. You will hear a prompt: “Please enter your DHS Customer ID, omitting any leading zeros”
    - You will enter 999.

### What happens next?

- Introduce yourself to the interpreter as an (your title) from DHS
- Ask the interpreter for his/her ID# and document it in the customer’s file
- Briefly describe the customer’s situation and the help you need
- Tell the interpreter the questions or instructions for the customer
- Inform the interpreter when you and the customer are finished
- Thank the interpreter
- Document use of the Language Line in customer’s case file

If you have any questions about this guidance, or the Language Line in general, please contact:

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