



Using the DHS Language Access Line – **The Community Partnership**

NEW PROCESS

1. Dial the **DHS dedicated number: 844-465-8484**.
2. Clearly say the language you need (e.g., “*Amharic*”). The system will ask you to confirm before connecting you.
3. Once connected:
 - The interpreter will share their **name and Interpreter ID number**. Please **write this information down** for your records.
 - Provide the interpreter with:
Your **3-digit program number: 998**

What happens next?

- 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 the customer’s case file

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

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