

Need an Interpreter?

Dial **1.800.CALL.CLI (1.800.225.5254)**

1. When the operator answers, tell them:
2. Your customer code is **XXXXXX**
3. You are with XXXXXXXX Office for US Trustees
4. The language that you need
5. Your name, city
6. Please let the operator know if you would like to connect to multiple parties (call a patient/client at home for example). The operator will connect you with an interpreter promptly.



24 hours a day, 7 days a week
Direct Dial: 503-484-2425

Recommendations for Effectively Using the Services of an Over-the-Phone Interpreter

For Outbound Calls:

- If you need to call a Limited English Proficient (LEP) party at home or need a third-party dial-out to include an additional party, please *first* inform the CLI Customer Service Representative (CSR) *before* the interpreter is connected.
- Once the interpreter is connected, you may tell the interpreter who to ask for (the LEP's name).
- At this time, you may also tell the interpreter how to proceed if the call goes to an answering machine and what message to leave if desired.

For Inbound Calls:

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



Languages We Speak



COMPREHENSIVE LANGUAGE LIST

Acholi	Danish	Igbo	Mizteco	Soninke
Afghani	Dari	Ilocano	Mongolian	Soranî (Kurdish)
Afrikaans	Dinka	Indonesian	More	Spanish
Akan	Dioula	Italian	Mushunguli	Sudanese (Arabic)
Akateco	Dutch	Japanese	Myanmar (Burmese)	Swahili
Albanian	Estonian	Kannada	Navajo	Swedish
American Sign Language	Ewe	Karen	Nepali	Tagalog (Filipino)
Amharic	Farsi	Karenni	Norwegian	Taiwanese
Anuak	Fijian	Kazakh	Nuer	Tamil
Arabic	Finnish	Khmer (Cambodian)	Oromifa	Telugu
Armenian	Foochow (Fuzhou)	Kinyarwanda	Pampangang	Teochew
Ashanti	French	Kirundi	Pangasinan	Thai
Assyrian	French Canadian	Korean	Pashtu	Tibetan
Azeri	French Creole	Krahn	Polish	Tigrinya
Bahasa (Malaysia)	Fulani	Krio	Ponapean/Pohnpeian	Toisanese
Bambara	Fulde	Kunama	Portuguese (Brazilian)	Tongan
Basque	Fur	Kurdish	Portuguese (European)	Trukese
Bassa	Fuzhou	Lao	Pulaar	Turkish
Belarusian	Ga	Latvian	Punjabi	Twi
Bengali	Garre	Lingala	Q'anjob'al	Ukrainian
Bosnian	Georgian	Lithuanian	Romanian	Urdu
Bulgarian	German	Luganda	Russian	Uzbek
Burmese	Grebo	Luo	Samoan	Vietnamese
Cambodian	Greek	Macedonian	Sara	Visayan
Cameroonian Pidgin	Guak	Malay	Serbian	Welsh
Cape Verde Creole	Guarani	Malayalam	Shanghai	Wenzhouese
Catalan	Gujarati	Maltese	Shona	Wolof
Cebuano	Haitian Creole	Mam	Sichuan	Xhosa
Chaldean	Hakha (Chin)	Mandinka	Sicilian	Xiemen
Chamorro	Hakka (Chinese)	Marathi	Sign	Yiddish
Chin	Hausa	Marshallese	Sindhi	Yoruba
Chinese Cantonese	Hebrew	May-May	Sinhalese	Zande
Chinese Mandarin	Hindi	Mende	Slovak	Zhangye
Chuukese	Hmong	Mien	Slovene	Zomi
Croatian	Hungarian	Mixteco (Alto)	Somali	Zulu
Czech	Icelandic	Mixteco (Bajo)	Somali Bantu	Zuni

“Let me reiterate how pleasant it is working with CLI and your understanding of the relationship we want to build moving forward with our other divisions.

KARINA R., HEAD SOURCING CONSULTANT, NATIONAL INSURANCE PROVIDER