

What You Need to Know about Language Access in Montgomery County

Language access is about providing translation and interpretation assistance to people with limited English proficiency (LEP). It is both federal law (Title VI) and local County policy (Executive Order 046-10).

Montgomery County government employees have access to a variety of language resources for effective communication, outreach and service delivery to people who have difficulty communicating in English. These resources are all listed on the [County's LEP web site](http://www.montgomerycountymd.gov/LEP) (www.montgomerycountymd.gov/LEP):

- **Interpretation (verbal) resources:** If you need someone to help you communicate with a person who needs language assistance, use one of the two following resources:
 - **Certified Bilingual Employees.** There are hundreds of certified bilingual employees in most spoken languages throughout County departments. Any County employee with County network access can use the [certified employee database](#) from the LEP Web site to request interpretation assistance either in-person or over the phone.
 - **Over-the-Phone Interpretation (contracted, instant access).** Telephone interpretation service is provided by **Voiance**, which covers over 100 languages and is accessible 24/7/365. You need to request an account number and a pin number from your [department LEP Liaison](#) first, before you can access this service. Call 866-998-0352 followed by your department account number and pin number to access. The fee is between \$0.90 and \$1.10 a minute depending on the language and technical difficulty of the calls. See the [one-page user guide](#) on the LEP Web site for details.
 - **On-site Interpretation (contracted, prior arrangement required).** The on-site vendor is **Lionbridge Global Solutions II, Inc.** Make sure your department has a purchase order with this company before calling 202-652-4597 to request an interpreter.
- **Translation (written) resources:** For written translation services, you can use either bilingual employees or a contracted translation provider.
 - **Certified Bilingual Employees.** Only those employees who are certified at the advanced level can provide written translation assistance. The best strategy is to use them as proof-readers or editors after you get your draft translation from the contractor.
 - **Schreiber Translations, Inc. (contracted)** at 301-424-7737. Make sure your department has a purchase order with this company before you request its translation service.

Other resources and tools

Language identification board—you can request the language ID board for your front desks and work stations from the Language Access Coordinator at LEP@montgomerycountymd.gov.

- Automated Web content translation in the top five languages on County Web Site.
- Multilingual Public Service Announcement video on LEP (on the LEP Web site).
- Staff training on LEP through the OHR training management and registration system. You can sign up either through OHR Web site or through LEP site.
- Translated documents archive.

To understand the overall work and progress of language access in Montgomery County, read the [LEP annual reports](#) online. If you have questions, please visit [the LEP website](#) for more information, or contact your [department liaisons](#).