

Child and Family Services Agency Language Access Quick Reference Guide Telephone Services



To provide the highest quality of service, CFSA must be sensitive and responsive to individual cultural backgrounds, preferred languages and styles of communication. The Child and Family Services Agency (CFSA) guarantees equal access to language services regardless of one's race, color, gender, religion, national origin, physical, or mental disability. In addition, the CFSA seeks to make sure that those who are deaf or hard of hearing also have equal access to language services regardless of their communications circumstances.

400 6th Street, SW
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Language Access Coordinator

Quick Reference Guide for Telephone Language Line Services

For easy access to language line services, **when receiving** a call:

1. **Press conference hold** button to place the limited English speaker on hold.
2. Dial **1 (866) 874-3972**
3. Enter on your telephone keypad or provide the information to the representative:
 - a. You may press) or stay on the line for assistance.
 - b. Enter the 6-digit Client ID: **511111**.
 - c. Press 1 for Spanish.
 - d. **Press 2 for all other languages** (Speak the name of the language at the prompt). An interpreter will be connected to the call.
 - e. **Please enter: Secured Access Code Note:**
(Each Administration has its own code).
4. **Brief the interpreter.** Summarize what you wish to accomplish and give any special instructions.
5. **Add the Limited or Non-English proficiency client** to the line.

If you need assistance when placing a call to a Limited or Non-English proficiency client, you may **press 0** to transfer to a representative at the beginning of the call.

Note: When **placing a call** to a limited or non-English proficiency client, begin at step 2.

Quick Reference Guide for TTY Services

The text teletype machine (TTY) is a machine to make telephone calls by people who are deaf, hard of hearing, or speech impair. The following instructions are useful for the correct handling of TTY calls:

- If you don't have a TTY, you may call a person who is deaf, hard of hearing or speech-impaired by using the Telecommunications Relay Services (TRS).
- There are only a few people who use TTY's, many deaf and hard of hearing people use the TRS to communicate over the phone. The TRS is provided by the phone company to allow TTY users access to communication with non-TTY users. The procedures for making a relay call are:
 1. Call the TRS with the number in the front pages of the telephone book (Each State has a different number).
 - District of Columbia **800-643- 3768**
 - Maryland **800-735-2258**
 - Virginia **800-828-1120**
 2. You will hear or see a TRS message. The message will say "may I have your number please").
 3. Say or type the number you want to call.
 4. While your number is being relayed, talk or type as though you are speaking directly to the person you called. Your conversation will be relayed.
 5. Each time you finish speaking or typing, say "Go Ahead" or type "GA" to indicate that you are ready for the other person to respond.
 6. When you are done with your call and you would like to make another TTY call, don't hang up. The TTY system will be ready to place your next call.