

What You Need to Know About Language Access in Montgomery County

Language access is about ensuring individuals with limited English Proficiency (LEP) can fully access County Government programs and services. Available resources should include providing translation and interpretation assistance that comply with Federal law (Title VI) and local County policy (Executive Order 046-10).

Montgomery County government employees have access to a variety of language resources to help in providing effective communication, outreach, and service delivery to people with limited English Proficiency.

These resources are listed on the [County's LEP web site \(www.montgomerycountymd.gov/lep/index.html\)](http://www.montgomerycountymd.gov/lep/index.html):

Internal Language Resources

- Internal Language Resources include Language Certified Employees, also known as Certified Multi-Lingual Employees and the Translations Unit. County employees can utilize both of these resources at no cost to request translation and interpretation services.
 - **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 translation or interpretation assistance either in-person or over the phone.
 - **Translations Unit.** The Translations Unit was created as part of the Office of Community Partnerships in fiscal year 2022 to work with County departments to improve language access to government services. The Unit provides written translation services from English into the following languages: Amharic, Chinese (Traditional), French, Korean, Spanish, and Vietnamese. The translation services offered include translating English documents and proofreading previously translated material created by certified bilingual employees or contractors. To request services please email translations@montgomerycountymd.gov.

External Language Resources

- When [internal language resources](#) are not available, County employees can also obtain translation or interpretation services from contractors, at a cost paid by their departments. Montgomery County has contractors that provide services for telephone interpretation, on-site interpretation, and written translation.
- **Telephone Interpretation Services**
 - **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.
- **For "On-Site Interpretation Services" and "Translation Services" for Written Documents**

Montgomery County has two vendors that provide interpretation (oral) and translation (written) services. Our primary vendor is **Schreiber Translations, Inc.** and the secondary vendor is **Andean Consulting Solutions International, LLC.** For interpretation and translation services, contact our primary vendor first. If they cannot fulfill the request, then you may contact the secondary vendor.

 - **Primary Vendor, Schreiber Translations, Inc.**, 51 Monroe Street, Suite 101, Rockville, MD 20850, Tel. 301-424-7737 To request in-person interpretation services please contact them by phone (as provided) or via e-mail at interpreter@schreibernet.com. For document translations use the email: translation@schreibernet.com.
 - **Secondary Vendor, Andean Consulting Solutions International, LLC. (ACSI)**, 1200 18th Street NW, Suite 700, Washington, DC 20036, Tel. 202-599-8456 ext. 0. To request in-person interpretation services, or document translations, please contact them by phone (as provided) or via e-mail at productions@acsitranslations.com

About Sign Language Interpretation: Looking for sign language interpreters? [Visit the website](#) for The Montgomery County Americans with Disabilities Act (ADA) Compliance Program managed by the Department of General Services

If you have questions, please visit [the LEP website](#) for more information, or contact your [department's LEP Liaison](#).