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](https://www.montgomerycountymd.gov/lep/index.html) ([www.montgomerycountymd.gov/lep/index.html](http://www.montgomerycountymd.gov/lep/index.html)):

**Internal Language Resources**

* Internal Language Resources include the Language Certified Employees (also known as Certified Bilingual Employees) and the [Volunteer Language Bank](https://www.montgomerycountymd.gov/partnerships/language-Bank.html). County employees can use these resources for free to provide translations and interpretations.
  + **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](https://ex02.montgomerycountymd.gov/ojn6/ijn7/mclcelsearch/) from the LEP Web site

to request translation or interpretation assistance either in-person or over the phone.

* + [**The Language Bank**](https://www.montgomerycountymd.gov/apps/lang/index.asp) is a searchable online database made up of community volunteers who are on-call to help translate or interpret for County government agencies and non-profit organizations serving residents with limited English proficiency. Volunteers are to be contacted only by County staff or nonprofits who have registered with the Language Bank.  Visit [here](https://apps.montgomerycountymd.gov/LanguageBankPublic/) to register or contact the Language bank via email: [languageBank@montgomerycountymd.gov](mailto:languageBank@montgomerycountymd.gov) with questions about the program or its language services.

**External Language Resources**

* When [internal language resources](https://www.montgomerycountymd.gov/LEP/res_internal.html) 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](https://www.montgomerycountymd.gov/lep/teamlist.html) 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](https://www.montgomerycountymd.gov/lep/Resources/Files/voiance_guide.pdf) 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](mailto:interpreter@schreibernet.com). For document translations use the email: [translation@schreibernet.com](mailto: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](mailto:productions@acsitranslations.com)

If you have questions, please visit [the LEP website](https://www.montgomerycountymd.gov/lep/index.html) for more information, or

contact your [Department Liaisons](https://www.montgomerycountymd.gov/lep/teamlist.html).