

Serving Individuals with Limited English Proficiency (LEP)/English Language Learners (ELL) and Deaf or Hard of Hearing Community

# Language Assistance Services

*For provider agencies contracted with Allegheny County Department of Human Services*

## Individuals in need of services may require:

- In person/on-site interpreting (OSI)
- Telephone interpreting (OPI)
- Video remote interpreting (VRI)
- Written Translation
- American Sign Language (ASL)



## **Service Providers with DHS contracts may now access the same rates offered to DHS for these services.**

As a service provider, you will be solely responsible for all costs of purchasing language services. When setting up an account with one of the companies below, mention that your organization has a contract with DHS to receive the discounted rate.

Title VI of the Civil Rights Act of 1964 prohibits discrimination based on race, color, or national origin, to include individuals who are Limited English Proficiency (LEP), in any program, service, or activity that receives Federal funds or other Federal financial assistance. This prohibition also extends to the agency, department, or other instrumentality of a local government facilitating the program, service, or activity pursuant to the Civil Rights Restoration Act of 1987 (CRRRA).

The Department of Justice (DOJ) defines the term federal financial assistance to include, but is not limited to, grants and loans of federal funds; grants or donations of federal property; training; details of federal personnel; or any agreement, arrangement, or other contract which has as one of its purposes the provision of assistance. Agencies that receive Federal financial assistance cannot distinguish among individuals based on race, color, or national origin to include individuals who are LEP, either directly or indirectly, in the types, quantity, quality, or timeliness of program services, aids or benefits that they provide or the way they provide them.



Title VI requires recipients of Federal financial assistance to take reasonable steps to provide LEP persons meaningful access to an agency's vital information about their programs, services, and activities.

## For In-Person/On-Site interpreting (OSI)

 <b>Translate.One</b> A Trustpoint Company	<b>Translate One (spoken language)</b> <a href="mailto:Emily.Shearer@translate.one">Emily.Shearer@translate.one</a> <b>(412) 261-9032</b>
 global wordsmiths	<b>Global Wordsmiths (spoken language)</b> <a href="mailto:mjm@globalwordsmiths.com">mjm@globalwordsmiths.com</a> <b>(412) 228-0240</b>
 SLIP	<b>Sign Language Interpreting Professionals (SLIP)</b> <b>American Sign Language (ASL)</b> <a href="mailto:danielle@slipasl.com">danielle@slipasl.com</a> <b>(412) 400-2021</b>
 <b>HDS</b> Center for Hearing & Deaf Services, Inc.	<b>HDS (ASL)</b> <a href="mailto:plan@hdscenter.org">plan@hdscenter.org</a> <b>(412) 281-1375</b>








## For Telephone Interpreting (OPI)

 <p><b>Translate.One</b> A Trustpoint Company</p>	<p><b>Translate One</b>  <a href="mailto:Emily.Shearer@translate.one">Emily.Shearer@translate.one</a>  <b>(412) 261-9032</b></p>
 <p><b>global wordsmiths</b></p>	<p><b>Global Wordsmiths</b>  <a href="mailto:mjm@globalwordsmiths.com">mjm@globalwordsmiths.com</a>  <b>(412) 228-0240</b></p>
 <p><b>Lingüistica</b> INTERNATIONAL SUSTAINABLE LANGUAGE SERVICES</p>	<p><b>Linguistica International</b>  <a href="mailto:accounts@linguisticainternational.com">accounts@linguisticainternational.com</a>  <b>(801) 262-4550</b></p>
 <p><b>LanguageLine</b> Solutions®</p>	<p><b>Language Line Solutions</b> (on-demand service)  <a href="mailto:jmathews@languageline.com">jmathews@languageline.com</a>  <b>(831) 648-7170</b></p>



# For Video Remote Interpreting (VRI)

 <b>Translate.One</b> A Trustpoint Company	<b>Translate One (spoken language)</b> <a href="mailto:Emily.Shearer@translate.one">Emily.Shearer@translate.one</a> <b>(412) 261-9032</b>
 global wordsmiths	<b>Global Wordsmiths (spoken language)</b> <a href="mailto:mjm@globalwordsmiths.com">mjm@globalwordsmiths.com</a> <b>(412) 228-0240</b>
 <b>Linguistica</b> INTERNATIONAL <small>SUSTAINABLE LANGUAGE SERVICES</small>	<b>Linguistica International (Spoken Language and ASL)</b> <a href="mailto:accounts@linguisticainternational.com">accounts@linguisticainternational.com</a> <b>(801) 262-4550</b>
 SLIP	<b>Sign Language Interpreting Professionals (SLIP) American Sign Language (ASL)</b> <a href="mailto:danielle@slipasl.com">danielle@slipasl.com</a> <b>(412) 400-2021</b>
 <b>HDS</b> Center for Hearing & Deaf Services, Inc.	<b>HDS (ASL)</b> <a href="mailto:plan@hdscenter.org">plan@hdscenter.org</a> <b>(412) 281-1375</b>



# Written Translation

 <b>Translate.One</b> A Trustpoint Company	<b>Translate One</b> <a href="mailto:Emily.Shearer@translate.one">Emily.Shearer@translate.one</a> <b>(412) 261-9032</b>
 global wordsmiths	<b>Global Wordsmiths</b> <a href="mailto:mjm@globalwordsmiths.com">mjm@globalwordsmiths.com</a> <b>(412) 228-0240</b>
 <b>Idea translations</b>	<b>Idea Language Services</b> <a href="mailto:info@ideatranslations.com">info@ideatranslations.com</a> <b>(877) 409-8460</b>
 <b>UNITED LANGUAGE GROUP</b>	<b>United Language Group</b> <a href="mailto:Savanna.Pena@ulgroup.com">Savanna.Pena@ulgroup.com</a> <b>+1 210-890-3244</b>

**For more information about language assistance, contact the DHS Office of Equity and Engagement or visit:**

[www.alleghenycounty.us/DHS/immigrantresources](http://www.alleghenycounty.us/DHS/immigrantresources)

Or call: 412-320-4659 or Email: [DHS-LanguageServices@AlleghenyCounty.US](mailto:DHS-LanguageServices@AlleghenyCounty.US)

