
Certified Language International, Inc. (Contract # C-36900)

The City's contract with Certified Language, Inc. (CLI) provides live interpreting services via phone. CLI is used for immediate interpretation services. Such as when a non-English person visits a department to ask questions regarding programs or services. Staff can use a language card to identify the language and contact CLI over the phone interpretation.

Note: CLI is not a replacement for live interpreters used for scheduled events such as community engagement forums and City meetings.

Cost: 0.89 cents per minute

Instructions for using CLI phone interpreting services:

- 1. Dial 1-800-225-5254**
- 2. When the operator answers, tell them:**
 - Your customer code: **MPLSCP**
 - You are calling from the City of Minneapolis CPED
 - Language requested for interpretation
 - Please let the operator know if multiple parties need to be connected
- 3. The operator will connect you with an interpreter promptly**

If these vendors do not meet your needs please contact:

Christina Kendrick at 612-673-3952 or Christina.Kendrick@minneapolismn.gov

Recommendations for Effectively Using the Services of an Over-the-Phone Interpreter

For Outbound Calls:

- If you need to call a Limited English Proficient (LEP) party at home or need a third-party dial-out to include an additional party, please *first* inform the CLI Customer Service Representative (CSR) *before* the interpreter is connected.
- Once the interpreter is connected, you may tell the interpreter who to ask for (the LEP's name).
- At this time, you may also tell the interpreter how to proceed if the call goes to an answering machine and what message to leave if desired.

For Inbound Calls:

- Explain to the LEP that all information is confidential, and encourage questions.
- Speak clearly.
- Smile and be kind; this helps the LEP feel more comfortable.
- If face-to-face and multiple people are in the room, speak one at a time.
- Short sentences are easiest to interpret.
- Speak freely; all CLI interpreters are sworn to confidentiality and the Interpreter's Code of Ethics.
- Encourage the interpreter to clarify terms with you if necessary.