

Language Services Guide



This resource is intended to help Project Managers set up an account with a language service provider and in order to help expand the number of participants served through community solar.

The Program Administration team recommends working with a Language Services Organization. The Program does not endorse a specific organization, but has provided a couple of options below.

1. Immigrant & Refugee Community Organization's (IRCO) International Language Bank

www.irco.org

A well-known provider in the Portland metro area with various, high-quality language and interpretation services in over 100 languages. These services include:

- Translation of written documents
- Remote, on-demand telephonic interpretation (available 365 days/year, 24/7)
- Remote, pre-scheduled telephonic interpretation
- Video interpretation services
- On-site interpretation
- American Sign Language

Setting up an Account with International Language Bank:

1. Email interpretation@ircoilb.org detailing your specific needs
2. IRCO will send you a Services Billing Agreement detailing services and rates
3. Sign and return, along with a preferred 4-6 digit code (*only necessary to access their telephonic services*)
4. IRCO will establish an account for you

For telephonic services, follow the instructions included in their provided one-pager. For written translation, email documents to translation@ircoilb.org or call 503-505-5186.

2. LanguageLine Solutions

www.languageline.com

LanguageLine has been providing translation services since 1982. These services include:

- Translation services in 240 languages
- On-demand interpreting services via mobile, video, and phone
- On-site interpretation

Setting up an Account with LanguageLine:
Sign up online [here](#).

Helpful reminders regarding telephonic services:

- Once you are connected with a language interpreter, it is helpful to alert them to any specific vocabulary that is likely to be used during the call to help them prepare.
- Advise your interpreter of what to say in the event that you cannot contact the participant and need to leave a voice message.
- Speak for 2-3 sentences at a time before pausing to allow the interpreter to translate.
- Questions? Ask the operator. They are experts!

If you plan on utilizing language services for low-income participants, please communicate your plans with Community Energy Project, the program's Low-Income Facilitator. This will allow us to prioritize your project(s) when assigning non-English speaking, low-income participants within the program. You can reach Community Energy Project at solar@communityenergyproject.org or 971-544-8718