

Over-the-Phone Interpretation Services

As a reminder, free over-the-phone interpretation is available 24/7 in 350+ languages for all DOE programs to communicate with families who speak languages other than English. Follow these four simple steps, and an interpreter will assist you in communicating with your families:

- Step 1: Dial **1-800-890-6867**
- Step 2: Provide your **4-letter DOE Site ID** Note: If you are unsure of your site ID, the operator can identify the correct ID using your program's zip code and/or program name and address.
- Step 3: **Indicate the language for which you need an interpreter** (or country if you are not sure of their language)
- Step 4: Let the operator know if you need the interpreter to place a call to a family member/caregiver on your behalf.