



#7788291

Department of Housing and Community Development

How Do I Connect With an Interpreter?



When a client calls into your organization and your representative does not speak the language of the caller, simply dial the number below and follow the prompts! Once this is successfully completed an interpreter will join you on the line.

TRI PHONE NUMBER

If calling in from N. America, please dial: 855-886-2901
When calling outside of N. America, please dial: 480-961-5379



Please enter your 7 digit client ID number and PIN:

Client ID: 7788291
PINs: Please refer to your Manager or PIN list



Select the Language

If verbally selecting the language please be clear and or use your mute option to eliminate background noise.
You can also use your telephone keypad to select your language . I.e. Spanish= 772 (SPA), French= 373 (FRE), Italian= 482 (ITA)

customer inquiries or service related issues, please contact our Customer Service Department for support.

Customer Service Department Information:

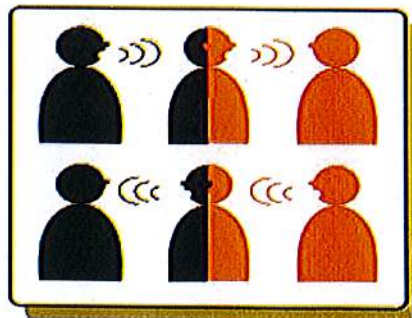
Toll Free: 855-886-2909 | Local: 480-961-5379

Email: tri-customerservice@transperfect.com



Tips for Effectively Using Your TRI Interpreter

- Over the phone interpreting is always consecutive. This means ONE person speaks at a time.
- Once the interpreter comes on the line, introduce yourself and brief the interpreter on what will need to be communicated to the person who has Limited English speaking Proficiency (LEP).
- Consider the interpreter as a human language link, facilitating communication between languages and cultures.
- Be prepared to hear accented English from some interpreters. Feel free to ask the interpreter to repeat a response.
- Allow the interpreter a few moments to introduce themselves to your customer.
- Understand that there may be some delay before the interpreter can elicit the information you need from the non-English speaker due to cultural differences, and/or a need on the part of the non-English speaker to establish trust.
- Be aware of linguistic differences. Different languages often require a different number of words.
- Expect occasional periods of what might appear as idle chatter between the interpreter and the non-English speaker as the communication bridge is built. Please be patient; the interpreter will get back to you but feel free to interrupt if you believe it appropriate.
- Request input from the interpreter as to what extraneous information the non-English speaker is conveying.
- The conversation should flow as if the interpreter isn't even there. Speak **DIRECTLY** to the LEP. Interpreters are required to interpret **EVERYTHING** that is said by you and the LEP. Speaking in the third person could create some confusion.
 - SAY: What is your name?
 - DON'T SAY: Interpreter, can you please ask him his name?
- In order to insure accuracy and retention of your words, please limit what you say to 2-3 sentences. The more you say without stopping, the lower the quality of the interpretation becomes. The interpreter may ask you to pause so they can interpret if you continue to speak for too long.
- Interpreters may need to ask for clarification from you or the LEP, they may also need to repeat things or ask for repetition. The interpreter is there to manage the communication and ensure that everyone understands each other.



TRANSPERFECT REMOTE INTERPRETING

LANGUAGE CODES

Afrikaans: 237	Fujianese: 385	Lithuanian: 548	Shona: 746
Akan: 252	Fula: 385	Luganda : 584	Sichuan: 742
Albanian: 252	Fulani: 385	Luo: 586	Sicilian: 742
Amharic: 264	Fuzhou: 389	Lusoga: 587	Sindhi: 746
Arabic: 272	Ga: 42	Luxembourgeois: 589	Sinhalese: 746
Armenian: 276	Gaelic-Irish: 423	Maay: 622	Slovak: 756
ASL: 275	Gaelic-Scottish: 423	Macedonian: 622	Slovenian: 756
Assyrian: 277	German: 437	Malagasy: 625	Somali: 766
Azerbaijani: 293	Gorani: 467	Malayalam: 625	Soninke: 766
Bahdini: 224	Greek: 473	Maltese: 625	Sorani: 767
Bambara: 226	Gujarati: 485	Mandarin: 626	Spanish: 772
Basque: 227	Haitian Creole: 424	Mandingo: 626	Sudanese Arabic: 783
Belarusian: 235	Hakka: 425	Mandinka: 626	Sundanese: 786
Bengali: 236	Hassaniyya: 427	Marathi: 627	Susu: 787
Bosnian: 267	Hausa: 428	Mien: 643	Swahili: 792
Bravanese: 272	Hebrew: 432	Mirpuri: 647	Swedish: 793
Bulgarian: 285	Hindi: 446	Mixteco: 649	Sylhetti: 795
Burmese: 287	Hmong: 466	Moldavan: 665	Tagalog: 824
Cambodian: 226	Hungarian: 486	Mongolian: 666	Taiwanese: 824
Cantonese: 226	Ibanag: 422	Navajo: 628	Tajik: 825
Catalan: 228	Icelandic: 423	Neapolitan: 632	Tamil: 826
Chaldean: 242	Igbo: 442	Nepali: 637	Telugu: 835
Chamorro: 242	Ilocano: 456	Nigerian Pidgin: 644	Thai: 842
Chaozhou: 242	Indonesian: 463	Norwegian: 667	Tibetan: 842
Chavacano: 242	Inuktitut: 468	Nuer: 683	Tongan: 866
Chin: 244	Italian: 482	Oromo: 676	Tshiluba: 874
Cree: 274	Jakartanese: 525	Pahari: 724	Turkish: 887
Croatian: 276	Japanese: 527	Pampangan: 726	Ukrainian: 857
Czech: 293	Javanese: 528	Pashto: 727	Urdu: 873
Dakota: 325	Kanjobal: 526	Patois: 728	Uzbek: 892
Danish: 326	Karen: 527	Pidgin English: 743	Vietnamese: 843
Dari: 327	Kashmiri: 527	Polish: 765	Visayan: 847
Dinka: 346	Kikuyu: 545	Portuguese: 767	Wolof: 965
Dioula: 346	Kinyarwanda: 546	Portuguese Creole: 767	Yiddish: 943
Dutch: 388	Kirundi: 547	Pothwari: 768	Yoruba: 967
Estonian: 378	Korean: 567	Pulaar: 785	Yupik: 987
Ewe: 393	Kosovan: 567	Punjabi: 786	
Fante: 326	Kotokoli: 568	Putian: 788	
Farsi: 327	Krio: 574	Quechua: 783	
Fijian Hindi: 345	Kurdish: 587	Romanian: 766	
Finnish: 346	Kurmanji: 587	Russian: 787	
Flemish: 353	Lakota: 525	Samoan: 726	
French: 373	Laotian: 526	Sango: 726	
French Canadian: 373	Latvian: 528	Serbian: 737	
French Creole: 373	Lingala: 546	Shanghainese: 742	



TRANSPERFECT
REMOTE INTERPRETING