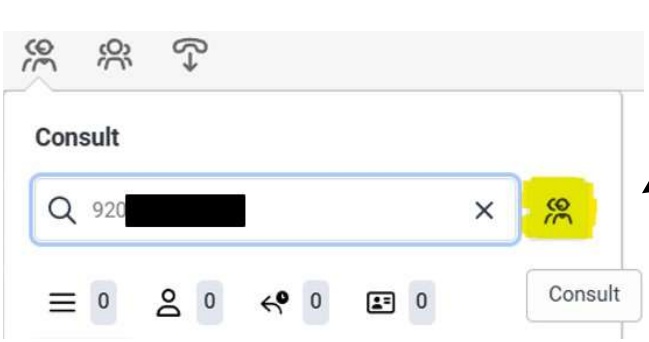
GENESYS CLOUD
Consult/Conference 3rd Parties
Language Line

1. Click **Consult** after connecting with the client in need of language services.

2. Enter your county's designated phone number for language line and **connect** the 3rd party line.



3. The original call will be placed on hold. See pages 2 through 4 for your county-specific instructions for language line numbers and prompts.

4. Once you have an interpreter on the phone, you can connect all parties to the line one of two ways:

    a. Click the **play** button and the client will enter the conversation -or-
    b. Click **Start conference** icon to combine all callers into one conversation.

Notes and Reminders:

- Select "Other" language when collecting telephonic signatures for clients who do not speak English, Hmong, Spanish, or Somali. You will read the entire telephonic signature script as there are no automated prompts.
- Conferencing disables the Consult feature. You will need to start a second interaction in order to consult/call out to the Lead Line once a conference call has started.

COUNTY SPECIFIC NUMBERS/CODES FOR LANGUAGE LINE:

Dane County

Call for language interpreter by using Language Line: 1-877-261-6608. Once connected to the Language Line:

1. Enter 6-digit client ID 531092 when prompted.
2. Press 2 for other language (you will be prompted to speak the name of the language you need).
3. Let the operator know if you would like to connect to multiple parties
4. Dane ERS enter 27500 code (IM).
5. Follow the remaining steps above.

Adam County

Call for language interpreter by using Language Line: 1-866-874-3972. Once connected to the Language Line:

1. Enter your 6 digits client: (See Supervisor)
2. Press 2 for other language (you will be prompted to say the name of the language you need)
3. Let the operator know if you would like to connect to multiple parties
4. Follow the rest of the steps above.

Columbia County

Call for language interpreter by dialing: 1-800-225-5254 Once connected, tell them:

1. Your 9 digits client ID code: (See Supervisor)
2. You are calling from Columbia County Health and Human Services
3. Tell the line what language that you need
4. Your name and Division
5. 5. Let the operator know if you would like to connect to multiple parties (call a patient/client at home for example)
6. Follow the rest of the steps above.

Dodge County

Call for language interpreter by using SWITS: 1-262-740-2590 SWITS (Southern WI Interpreting & Translation Services) at 262.740.2590

1. Let the operator know if you would like to connect to multiple parties
2. Follow the rest of the steps above.

Juneau County

Call for language interpreter by using Language Line at: 1-877-245-0386 Once connected to the Language Line:

1. Enter 6 digits client ID: (See Supervisor)
2. Press 1 for Spanish and 2 for other language (you will be prompted to say the name of the language you need)
3. Let the operator know if you would like to connect to multiple parties
4. Follow remaining steps above.

Richland County

Call for language interpreter by using Language Line at: 1-800-874-9426 Once connected to the Language Line:

1. Enter 6 digits client ID: (See Supervisor)
2. Press 1 for Spanish and 2 for other language (you will be prompted to say the name of the language you need)
3. At some point, you will have to enter a 3 digit Access Code: (See Supervisor)
4. Let the operator know if you would like to connect to multiple parties
5. Follow the remaining steps above.

Sauk County

Call for language interpreter by using Language Line at: 1-866-874-3972 Once connected to the Language Line:

1. Enter 6 digits client ID: (See Supervisor)
2. Press 1 for Spanish and 2 for other language (you will be prompted to say the name of the language you need)

3. Brief the interpreter (Let them know you have the client on the phone, or if you need the interpreter to call them)

4. Follow remaining steps above.

Sheboygan County

Call for language interpreter by using Language Line at: 1-866-874-3972 Once connected to the Language Line:

1. Enter 6 digits client ID: (See Supervisor)

2. Press 1 for Spanish and 2 for other language (you will be prompted to say the name of the language you need)

3. Let the operator know if you would like to connect to multiple parties

4. Follow remaining steps above.