

Serving Individuals with Limited English Proficiency (LEP)

Language Assistance Services

For provider agencies contracted with
Allegheny County Department of Human Services (DHS)

Individuals in need of services or information may require language assistance, including in-person interpretation, telephone interpretation or written translation.

Service Providers with DHS contracts may now access the same rates offered to DHS by three language assistance companies.

Please remember, as a service provider, you are solely responsible for all costs of purchasing language services. When setting up an account with one of the companies below, mention that your organization has a contract with DHS in order to receive the discounted rate.

In-Person Interpretation Services



For TrustPoint/Echo International, Contact Emily Shearer
emily.shearer@trustpoint.one or 412-261-9032

OR



Center for Hearing & Deaf Services, Inc.

For Pittsburgh Language Access Network, Contact Doug Masiroff
dmasiroff@hdscenter.org or 412-281-1375

Written Translation Services



For TrustPoint/Echo International, Contact Emily Shearer
emily.shearer@trustpoint.one or 412-261-9032

Telephone Interpretation Services



For Language Line, Call 1-866-874-3972. Provide your client identification number and program access code. To open an account, contact Joe Matthews (jmatthews@languageline.com or 831-648-7170).

For more information about language assistance, contact the DHS Immigrants & Internationals Initiative or visit
www.alleghenycounty.us/DHS/immigrantresources.

Benedict Killang: 412-320-4681 or Benedict.Killang@AlleghenyCounty.US