



CERTIFIED LANGUAGES
INTERNATIONAL

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INTERPRETER CREDENTIALS

CLI's systematic method of separating merely bilingual speakers from **competent, professional interpreters** ensures that we are not a training ground for bilinguals; we are the standard for professional interpreter excellence. Each interpreter is required to have, at a minimum, **two years of proven experience in interpreting** and **40 hours of interpreter training** prior to working with us. *(Cont'd)*

*CLI is not a training ground for bilinguals; we are **the standard** for professional interpreter excellence.*

GSA Contract #GS-10F-0238W

**CONNECTING PEOPLE
WITH LANGUAGE**

U.S.-BASED & CREDENTIALLED INTERPRETERS

CLI maintains an entire department dedicated to identifying and ultimately contracting with highly qualified foreign language interpreters.

We utilize predominately **U.S.-based interpreters**, with a small number of interpreters working out of Canada to provide services in French Canadian. Using U.S.-based interpreters provides for easier enforcement of HIPAA, information privacy laws, and security regulations; and ensures better protection against identity theft. North American telephone infrastructure is also **vastly more reliable**, meaning we don't experience dropped calls and allowing for **consistent, clear connections** with our interpreters.

Once interpreters have completed CLI's extensive screening, testing, and credentialing process, they go through our orientation, which focuses on ethics, situational cases, and company policies and procedures. Every new interpreter's calls are monitored for **quality assurance** for a minimum of four weeks, and then quarterly following this initial period.

OUR HIRING PROCESS

1. Review of resume, cover letter, and interpreting experience
2. Telephone interview with dedicated recruiter
3. Testing focused on terminology, proficiency, and role-playing
4. Follow-up interview with Lead Interpreter
5. CLI orientation
6. HIPAA training, testing, and certification
7. Continuous evaluation and quality assurance

COMPLIANCE: CLI meets the new Joint Commission Standards; we are fully compliant with HIPAA, HITECH, and DNV Healthcare standards; we are certified for PCI compliance, and we are Safe Harbor certified.

INDEPENDENT CONTRACTOR AGREEMENTS INCLUDE:

- CLI Background Check and Exclusion List Search
- Interpreter Basic Conduct and Procedures
- Code of Professional Ethics
- Confidentiality and Protection of Customer Information
- HIPAA Business Associate Agreement

TESTING CRITERIA



Industry-Specific Terminology

- Government and legal
- Financial
- Utilities
- Travel and hospitality
- Insurance
- Technology
- Medical and healthcare
- Retail/Customer Service

Language Competency

- Fluency in source and target languages
- Standard language
- Common colloquialisms (slang)
- Oral and written proficiency

Interpreter Competency

- Interpreting skills
- Memory retention skills
- Customer service
- Message accuracy

Professional Ethics

- Confidentiality and neutrality
- Professional conduct
- Conflict of interest