

Language Link Interpretive Services WIC Program Guide

Step 1: Call 1-888-338-7394

Step 2: Enter 5-digit Account Number: **29149**

Step 3: Select Language from phone tree:

Select 1 to be connected directly to a **Spanish** interpreter

Select 2 to be connected directly to a **Russian** interpreter

Select 3 to be connected directly to a **Vietnamese** interpreter

Select 4 to be connected directly to a **Somali** interpreter, or

Select 9 for all other languages

If you require a 3rd party call, press 9 to reach a Customer Service Representative. May be needed if a speaker phone is not available or the individual is not in the office. No extra charge for 3rd party calls.

Note: There is no need to confirm what dialect is needed before you call. You can simply state do not know language and customer service rep will determine which language is needed. If you know the dialect you can ask for it.

Step 4: When prompted, provide your division's Program Number (ECFSD – Program number is 25); when prompted for employee ID, provide "WIC 123".

[Attached is a poster you can use for non-English speakers to point to their primary language.](#)