

Community Legal Interpreter Bank (Pro Bono Cases)
Live Interpretation Procedures

For Pro Bono attorneys: Submit all Interpreter Requests & General Inquiries to:
InterpreterBank@ayuda.com

1. Pro Bono attorney submits Interpreter Request Form to Interpreter Bank Staff (Bank Staff)
2. Bank Staff contacts all Interpreters of that language to determine who is available
 - a. Bank Staff emails date, time, location, and type of case to all Interpreters.
 - b. Time permitting; Bank Staff will also call Interpreters.
3. Bank Staff will perform conflict check with first available Interpreter
 - a. Interpreter will be given name and date of birth of Client and Opposing Party.
 - b. Interpreter should disclose if s/he: has previously interpreted for the Client or the Opposing Party in any matter, knows of the Client or Opposing Party, has been personally involved in a similar legal case or has strong opinions about the legal case that would affect impartiality. These potential conflicts should be disclosed as soon as they are recognized to the Bank Staff or Pro Bono attorney for a determination (by the Provider) of whether a conflict exists.
 - c. Any potential conflicts that are disclosed will be explained to the Pro Bono attorney.
 - d. Pro Bono attorney determines if disclosure to, and waiver by, the client is needed and will advise the Bank staff when the potential conflict has been resolved and if a new Interpreter is needed.
4. Confirmation of assignment
 - a. First available Interpreter with no conflict will be given full details of assignment.
 - b. Bank Staff will confirm Interpreter assignment with Pro Bono attorney and Interpreter.
 - c. In the automatic confirmation e-mail, there will be an exchange of contact information of both the interpreter and Pro Bono attorney.
5. Cancellation of assignment
 - a. It is the Pro Bono attorney's responsibility to notify Bank Staff if the assignment has been cancelled and/or rescheduled immediately.
 - b. If the assignment is rescheduled, the provider needs to send Bank Staff an entirely new interpreter request form. Remember to fill the interpreter request thoroughly.
6. Interpreted Session
 - a. Interpreter arrives approximately 15 minutes before scheduled interview to allow for traffic.
 - b. Before the initial session with a Pro Bono attorney, Interpreter should request a pre-session to discuss roles, confidentiality, legal terminology, cultural questions, and to review any documents or materials relevant to the case.
 - c. At the beginning of the first session, the Interpreter should explain her role, confidentiality, and ground rules in both English and the client's language. Interpreter should check that the client understands the Interpreter's language.
 - d. Interpreter discloses any potential conflicts that arise during the session to Pro Bono attorney.
 - e. Interpreter completes Invoice with the Pro Bono attorney's initials. Pro Bono attorney's initials must be in ink.
 - f. If a follow up appointment is scheduled, Pro Bono attorney submits new Interpreter Request Form.
 - i. Pro Bono attorneys can schedule follow up appointments with the interpreter directly, without copying Bank Staff on those correspondences. However, regardless of how a follow up is scheduled, Pro Bono attorney must submit a new Interpreter Request Form for each meeting, letting Bank Staff know that it is a follow up with a particular interpreter.
7. Interpreter submits Invoice weekly to Bank Staff (on a rolling basis).
 - a. Interpreter receives paycheck from Ayuda within 30 days, by mail.