

**Ayuda's Victim Services Interpreter Bank**  
**Instructions for using LanguageLine Solutions**

VRI License: \_\_\_\_\_

**When the Client is in YOUR OFFICE:**

1. **Dial LanguageLine:** 1-844-683-9045
2. **Select the language you need:** *Press (1) for Spanish. Press (2) for all other languages and state the name of the language you need.*
3. **Provide 3 or 4 Digit Access Code:** \_\_\_\_\_  
*This Access Code is unique to every organization. Check binder or ask Bank staff.*

**Q1. Have you provided Ayuda with this client's demographic and victimization data this QUARTER?**

- Yes
- No
- Unknown

**Q2. Is your client a primary or secondary crime victim?**

- Primary
- Secondary
- Unknown

**Q3. What is your client's age and self-identified gender? Please make sure to state the AGE & GENDER.**

- # for age, Male
- # for age, Female
- # for age, Transgender Male
- # for age, Transgender Female
- Unlisted
- Unknown

**Q4. What is your client's stated race or ethnicity?**

- African
- Black /Africa
- American Indian
- Asian
- American
- Caucasian Hispanic/Indian
- Two or More Races
- Native Hawaiian or Pacific Islander
- White Non-Latino
- Other
- Unknown

**Q5. In what DC zip code does your client live?**

- 20001
- 20002
- 20003
- 20004
- 20005
- 20006
- 20007
- 20008
- 20009
- 20010
- 20011
- 20012
- 20013
- 20015
- 20016
- 20017
- 20018
- 20019
- 20020
- 20022
- 20023
- 20024
- 20026
- 20052
- 20057
- 20059
- 20064
- 20330
- 20501
- 20502
- Other (DC)
- No Fixed Address
- Out of the District
- Unknown

**Q6. For the purpose of OVS reporting requirements what crime or crimes was your client the victim of?**

- A. Adult Survivor of Childhood Sexual Assault
- B. Arson
- C. Assault/Attempted Homicide
- D. Bullying
- E. Child Physical Abuse
- F. Child Sexual Abuse
- G. Child Exposed to Violence
- H. DUI/DWI
- I. Elder Abuse
- J. Family Violence or Abuse
- K. Hate/Bias Crime
- L. Homicide
- M. Human Trafficking
- N. Identity Theft/Fraud
- O. Intimate Partner Violence
- P. Kidnapping
- Q. Robbery
- R. Sexual Assault (Adult or Minor)
- S. Stalking
- T. Terrorism
- U. Other

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**Q7. For the purpose of VOCA reporting requirements what crime or crimes was your client the victim of?**

- |   |  |
|---|--|
| A. Adult Physical Assault<br>(Includes Aggravated and Simple Assault) | O. Hate Crime: Gender                                      |
| B. Adult Sexual Assault   | P. Hate Crime: Sexual Orientation                          |
| C. Adult Sexually Abused/Assaulted as Children                        | Q. Hate Crime: Other<br>(if "Other," explanation required) |
| D. Arson  | R. Human Trafficking: Labor                                |
| E. Bullying (Verbal, Cyber, or Physical)                              | S. Human Trafficking: Sex                                  |
| F. Burglary   | T. Identity Theft/Fraud/Financial Crime                    |
| G. Child Physical Abuse or Neglect                                    | U. Kidnapping (Non-custodial)                              |
| H. Child Pornography  | V. Kidnapping (Custodial)                                  |
| I. Child Sexual Abuse/Assault   | W. Mass Violence (Domestic/International)                  |
| J. Domestic and/or Family Violence                                    | X. Other Vehicular Victimization (e.g., Hit and Run)       |
| K. DUI/DWI Incidents  | Y. Robbery   |
| L. Elder Abuse or Neglect   | Z. Stalking/Harassment                                     |
| M. Hate Crime: Racial   | AA. Survivors of Homicide Victims                          |
| N. Hate Crime: Religious  | BB. Teen Dating Victimization                              |
| CC. Terrorism (Domestic/International)                                |  |
| DD. Other (if "Other," explanation required)                          |  |

Once connected to the interpreter follow the ***Working with a Telephonic Interpreter Guidelines*** below

### When **RECEIVING** a Call from a Client:

1. **State:** to the Client "Please Hold"
2. **Press:** The *Conference feature* on your phone, this will place the Client on hold and will give you a dial tone.
3. **Call:** LanguageLine (follow steps 1-4 on the first set of instructions)
  - a. Once connected to the interpreter alert the interpreter that you are going to bring the Client to the line
4. **Press:** The *Conference feature* again to add the Client to the line

### When **MAKING** a Call to a Client:

1. **Call:** LanguageLine (follow steps 1-4 on the first set of instructions)
  - a. Once connected to the interpreter alert the interpreter that you are going to place a call to a Client, to stay on the line
2. **Press:** The *Conference feature* on your phone, this will place the interpreter on hold and will give you a dial tone.
3. **Dial:** the Client's phone number, after the first ring press the *Conference feature* on your phone to add the Interpreter to the line

#### **WORKING WITH A TELEPHONIC INTERPRETER GUIDELINES**

- At the beginning of the call, briefly tell the interpreter the nature of the call.
- Speak directly to the limited English proficient individual, not to the interpreter & pause at the end of a complete thought.
- Please note, to ensure accuracy, your interpreter may sometimes ask for clarification or repetition.
- Make sure to check the Client's understanding by asking the Client to repeat back any critical information
- When using the phone, make sure to put the phone on speaker or use the provided Interpreter Bank handset if the client is in the room with you