



# Ayuda's Community Legal Interpreter Bank

The Community Legal Interpreter Bank provides language access services to all qualified non-profit direct civil legal service providers that serve low-income individuals in the Washington metropolitan area. Your organization is part of our Community Legal Interpreter Bank and has access to the following services at no cost. Please feel free to contact [InterpreterBank@ayuda.com](mailto:InterpreterBank@ayuda.com) for further information and additional questions within your organization!

## What services are available?

- **Live Interpretation:** In-person interpretation services by specially-trained interpreters in a variety of languages
- **Telephonic Interpretation:** Interpretation services over the phone in just about any language. Video relay interpreting is available for ASL clients.
- **Document Translations:** Translation of documents

## Is my client eligible to receive language access services through the Bank?

- Your client must be a DC/Montgomery County resident and/or have a DC case/matter. If you know that your client does not qualify, or if you are unsure whether your client (or potential client) qualifies, please contact Interpreter Bank staff at [InterpreterBank@ayuda.com](mailto:InterpreterBank@ayuda.com) for alternatives. First encounters (before you know anything about the client) are eligible for telephonic interpretation through the Bank in all instances for participating providers.

## Live Interpretation

### *How can I request an interpreter?*

- Login to Salesforce, our interpreter scheduling system, by visiting <https://interpreterbank.force.com/login>

If you do not know the username and password for your organization's Salesforce account, or if you do not know how to request an interpreter using Salesforce, send a quick email to [InterpreterBank@ayuda.com](mailto:InterpreterBank@ayuda.com). Bank staff will be happy to provide you with the name and email address of your organization's point of contact, as well as send you a copy of our [step-by-step Salesforce guide](#).

### *How do I know whether an interpreter has been confirmed for an assignment?*

- You will receive a confirmation email with the interpreter's name and contact information. You are welcome to check in for an update a few days before the assignment's requested date and time.

### *What if I do not receive a confirmation email?*

- Please consider using a telephonic or video relay interpreter. Unfortunately, the Bank cannot guarantee that an interpreter will be available. If you do not receive a confirmation email, please use a telephonic or video relay interpreter.

## Telephonic and Video Relay Interpretation

### *How do I get access to a telephonic interpreter?*

- **Dial 1-866-874-3972** for LanguageLine.
- Provide the operator with the **Client ID 511315** and indicate which language is needed, or press "0" if you are unsure of what language your client is speaking. You will also need to provide your organization's **3 or 4 digit access code**. Refer to the "How-To LanguageLine" document for further instructions.
- **For video relay:** Use the Stratus Application that is installed on a device at your organization.

## Document Translations

### *How do I submit documents for translations?*

- Submit a translation request form along with the Word format of the document to be translated to [InterpreterBank@ayuda.com](mailto:InterpreterBank@ayuda.com) using the translation request form.

For other questions, please contact Interpreter Bank Staff at [InterpreterBank@ayuda.com](mailto:InterpreterBank@ayuda.com).