



VOLUNTEER LAWYERS PROJECT
Donald P. Klekamp Community Law Center Building
215 East Ninth Street, Suite 200
Cincinnati, Ohio 45202

(513) 241-9400
FAX (513) 241-7871
www.vlpcincinnati.org

Affordable Language Services

TELEPHONE INTERPRETER

1. Dial **(513) 880-0027**
2. Select Language
 - The voice prompt will ask you to enter the prompt number for the language you need. If your language isn't listed, **press 8**. For the operator, **press 9**.

Language	Prompt	Language	Prompt
Spanish	1	Arabic	5
Nepali	2	French	6
Uzbek	3	Chinese Mandarin	7
Russian	4	All Other Languages	8
Operator 9			

3. Once on the line, the interpreter will ask you for:
 - **Your first and last name**
 - **The PIKA case number (Ex: V20-00345)**
"PIKA" refers to the VLP database. Find the PIKA number at the top of the Closing/Update Form you received from VLP at the beginning of this case. It starts with "V" and is followed by 7 numbers.
4. Before calling the client, tell the interpreter:
 - you are an attorney calling your client and briefly describe the reason for your call
 - your voicemail message in case the client does not answer
5. You can call the client using 3-way calling or ask the interpreter to initiate the 3-way call.
6. If your client calls you, you can access Affordable Language Services via 3-way calling.

VIDEO INTERPRETER ON A CELL PHONE, TABLET, OR COMPUTER

1. To download for the first time:
 - Visit the App Store or Google Play
 - Search for Propio Client – (**Do not** choose Propio Interpreter)
 - Download and install the App
2. To use once App is on your device:
 - Login
 - Email: opivri3677@affordablelanguages.com
 - Password: vri3677
 - Select: GET SERVICE
 - Select a Language
 - If desired, choose additional options (Gender Preference/Audio Only)
 - Enter:
 - Organization Name ("Legal Aid Society")
 - Your first and last name
 - The PIKA case number

Affordable Language Services

IN-PERSON INTERPRETER

An in-person interpreter is preferable to phone for an extended meeting and can assist you in court. Note, however, that courts must provide interpreters upon request.

1. Call **(513) 745-0888** and follow the menu prompts to reach ALS scheduling staff. You may also email your request: schedulingdepartment@affordablelanguages.com.
2. Be prepared to provide:
 - Date and time you need interpreter
 - Language
 - Estimated length of time you will need interpreter
 - Your contact information
 - Location; if meeting outside your office, provide on-site contact info. (ex: cell phone)
3. Confirmation of scheduling request:
 - You should receive a preliminary email acknowledging your request.
 - You should receive a 2nd email confirming that ALS scheduled an interpreter. **If you don't receive a 2nd email, assume an interpreter was **not** scheduled. Contact ALS again.**

If ALS cannot provide an interpreter → use **Catholic Charities: (513) 672-3825** or scheduling@ccswoh.org

WRITTEN DOCUMENT TRANSLATION

1. Send the request to translations@affordablelanguages.com or **(513) 793-4755 (fax)**
2. Include the following information in your email/fax cover sheet:
 - Language
 - Email address/fax number to receive translated document
 - Whether the translation must be “certified”
 - Turnaround time
 - NOTE:** ALS generally completes document translation within a few days. Turnaround time varies based on language. Always tell ALS your timeframe for the translation.
 - State: “No price quote is necessary.”
 - NOTE:** VLP does not require a pre-translation quote **unless the document is 5+ pages**. If 5+ pages, check with Elizabeth Zak or Rhonda Tucker (contact info. below).

If ALS cannot provide document translation → use **Catholic Charities: (513) 672-3825** or scheduling@ccswoh.org

DEAF OR HEARING-IMPAIRED CLIENT

- Follow the **Video Interpreter** instructions above (pg. 1) and choose **Sign Language**.
- Call **1-800-750-0750** for phone communication via TDD or TTY, and they will call your client and serve as a telephone interpreter.
- To schedule an **in-person sign language interpreter**, call the Hearing, Speech and Deaf Center at **(513) 487-7711** or email coordinator@hearingspeechdeaf.org

QUESTIONS?

Contact the Volunteer Lawyers Project:

Rhonda Tucker, Pro Bono Coordinator, (513) 362-2826 / rtucker@lascinti.org
Elizabeth Zak, Managing Attorney, (513) 362-2871 / ezak@lascinti.org

For technical questions, you may also contact:

Cy Zack, ALS Support Contact, (513) 618-0030 / Cy@affordablelanguages.com