

# **Latinos in Virginia Empowerment Center: Spanish/English Interpreter Bank (SEIB) Application for Victim Services Providers**

The Latinos in Virginia Empowerment Center: Spanish/English Interpreter Bank (SEIB) provides free spoken Spanish and English interpretation services to participating victim services providers (Providers) serving Virginia. Providers must apply to be included. Applications are accepted on a rolling basis.

The Bank is staffed by the Language Access Team at the LIVE Center, a culturally specific nonprofit serving Spanish-speaking victims of violence in Virginia. The Bank is grant-funded, and the funding is limited to organizations that provide free services to victims of violence who reside in Virginia or were the victim of a crime that occurred in Virginia.

## **Providers - Requirements**

Providers of victim services in Virginia are invited to apply for inclusion in the Bank.

To qualify, Providers must:

- 1) Provide at least some services to victims of crime, at no cost to the victim \*
- 2) Be located in Virginia (or demonstrate that victims served by the Provider reside in Virginia, or were the victim of a crime that occurred in Virginia)
- 3) Submit a completed application
- 4) Attend an orientation session
- 5) Designate two points of contact for the Bank and keep the Bank informed of any change in the identity or contact information of the points of contact
- 6) Sign a Memorandum of Understanding (MOU) with the Bank, and comply with its stated requirements

\*Preference will be given to victims service agencies working with clients who are currently experiencing violence or have experienced violence within a year.

*Accepted Providers are required to attend, or to have recently attended, a 2-hour orientation session (“Language Access Provider Training”) and to sign an MOU in order to access Bank services. At least once annually, Providers should send their two points of contact to the training; these individuals will be responsible for ensuring organizational understanding of, and compliance with, the policies and procedures of the Bank. Further training by the Bank on language access and the use of interpreters (provided at no cost) may be offered periodically (through webinars or in-person trainings). Bank staff will contact Providers to alert them whenever there is an upcoming training (whether it be the required annual Language Access Provider Training or an intermediate training).*

## **Fees**

Interpretation services will be provided *at no cost to the Provider*. Services provided are dependent on available funding. The Interpreter Bank at the LIVE Center will communicate regularly with Providers regarding the funding available for services. Providers should request services whenever they are needed. If grant funding is exhausted before The end of the FY, the LIVE Center may be able to obtain additional grant funding in order to continue offering free interpretation services. If not, Providers may continue to have access to interpreters, but will have to pay for the cost of the service. The Bank will make every effort to avoid such a lapse in free services by monitoring and limiting (if necessary) spending throughout the year. LIVE Center reserves the right to decline to fulfill a request for

interpretation services in order to limit spending, as necessary based on grant funding amounts, or if the requested services are not eligible to be fulfilled with grant funding (i.e. if the person who needs interpretation is not a victim of crime). If funding is exhausted, and Providers must then pay for services, Bank staff will provide ample notice of the change and ensure that Providers are aware of the costs for which they will be responsible.

### **Feedback and Information**

Providers are encouraged to recommend changes and improvements at any time to any member of the LIVE Center: Spanish/English Interpreter Bank (SEIB). For immediate concerns, please contact Language Access Coordinator Tomiko Tamashiro at [tomiko@latinosenvirginia.org](mailto:tomiko@latinosenvirginia.org) or LIVE Center CEO Elvira de la Cruz at [Elvira@latinosenvirginia.org](mailto:Elvira@latinosenvirginia.org).

For more information about the LIVE Center please visit our website at:  
<https://www.latinosenvirginia.org/>

**Latinos in Virginia Empowerment Center: Spanish/English Interpreter Bank  
(SEIB)  
Provider Application**

Organization Name			
Organization Address			
Contact Person (1 <sup>st</sup> )		1 <sup>st</sup> Contact's Title	
1 <sup>st</sup> Contact's Phone Number		1 <sup>st</sup> Contact's Fax Number	
1 <sup>st</sup> Contact's Email Address			
Contact Person (2 <sup>nd</sup> )		2 <sup>nd</sup> Contact's Title	
2 <sup>nd</sup> Contact's Phone Number		2 <sup>nd</sup> Contact's Fax Number	
2 <sup>nd</sup> Contact's Email Address			
Is your organization a nonprofit?		<input type="checkbox"/> Yes <input type="checkbox"/> No	
Organization's Legal Status	<input type="checkbox"/> 501(c)3 <input type="checkbox"/> Other:		
Is your organization located in Virginia?		<input type="checkbox"/> Yes <input type="checkbox"/> No	
If no, do you provide free services to victims of violence who reside in Virginia, or were the victims of a crime that occurred in Virginia?		<input type="checkbox"/> Yes <input type="checkbox"/> No	
Do you provide at least some victim services residents in Virginia or individuals who were the victims of crimes that occurred in Virginia?		<input type="checkbox"/> Yes <input type="checkbox"/> No	
Please list the type of services that you provide to victims of violence :			
Approximately how many clients does your organization serve annually?			
Approximately how many Spanish-Speaking clients does your organization serve annually?			
Approximately how many Deaf or Hard of Hearing clients does your organization serve annually, if any?			
What approximate percentage of your clients served are limited-English proficient or non-English Proficient (LEP/NEP)?			

What languages are spoken by your LEP/NEP clients (in order of frequency)?	
If you have bilingual staff members who serve clients/patients in languages other than English, please list the languages they speak, their names, and titles below:  Staff Name: _____ Title: _____ Language: _____	
Does your organization have a Language Access Policy?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Do you currently track client language?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Do you currently track use of an interpreter by client?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Do you anticipate needing interpreters on an emergency basis (for situations that arise without notice) or only for scheduled appointments? <i>(Note: this is for our data purposes only, SEIB services are only available during our office hours M-F 8:45am-4:45pm)</i>  Please explain:	<input type="checkbox"/> Emergency <input type="checkbox"/> Scheduled <input type="checkbox"/> Both
Do you provide non-legal victim services outside of traditional office hours (Monday-Friday; 9AM-5PM) <i>(Note: this is for our data purposes only, SEIB services are only available during our office hours M-F 8:45am-4:45pm)</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, when do you provide non-legal victims services? Weeknights? Weekends? 24 hours per day? Which time periods are most common?	
Do you run an emergency hotline over the phone that assists crime victims?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If no, do you nonetheless receive calls from unknown individuals in crisis?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Is this your first year using the Spanish/English Interpreter Bank (SEIB)?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If you receive language access services from another source, what is the source and how do you determine when and whether to use the Spanish/English Interpreter Bank (SEIB)?	

Authorized Representative Name:
Signature:
Date:
Note: Once annually, the Provider will be required to complete an orientation session in the form of a “Language Access Provider Training” with the LIVE Center Language Access Program staff, and to submit a signed Memorandum of Understanding (MOU), in order to access the services of the Spanish/English Interpreter Bank (SEIB).