



## **HOW TO ACCESS INTERPRETATION AND TRANSLATION SERVICES**


*Please contact Ashley Chupp at 770-387-4792 for help with scheduling interpretation and translation services.*

### **VIDEO REMOTE INTERPRETER (VRI):**

1. Complete the "Interpreter Request Form" and submit.
2. LoPorto will contact the parent to schedule the meeting for the requested day/time.
3. Interpreter will confirm meeting with teacher.
4. On the day/time of scheduled meeting, use a laptop with All ACCESS downloaded to desktop. Locations of laptops are as follows:
  - a. CPS: 1-10 on ESOL Laptop Cart, media center laptop, Technology Specialist
  - b. CES: 1-10 on ESOL Laptop Cart #1, media center laptop, Technology Specialist
  - c. CMS: 28-32 on ESOL Laptop Cart, Technology Specialist
  - d. CHS: Ashley Chupp, Debbie Justus, Technology Specialist

#### **All ACCESS Codes:**

PreK: cpskd323  
CPS: cpsd315  
CES: cesd340  
CMS: cmsd825  
CHS: chsd320  
CO: ccssd15

5. Click on the icon  and select the language requested.
6. Complete the requested information in the pop-up window including the correct code for your school and submit. An interpreter will appear on your screen.

#### **Parent Notifications by Telephone**

Every time that an interpreter is requested LoPorto will:

- Facilitate a courtesy (no cost) call, to confirm parent attendance.
- Once a courtesy call is made and the interpreter is secured, LoPorto will send a confirmatory e-mail with details on the parent call. If parent is confirmed, LoPorto will provide date and time of call.
- If more calls are required to confirm parent's attendance, the calls with incur a charge at telephonic interpretation rates.

#### **Minimums**

- Maintenance fee for VRI is \$25.00 per month, per school, for interpretation services.
- The maintenance fee will be applied to interpretation services for the previous calendar month.
- Late cancellations (less than 24-hours' notice) or "no-shows" will be charged 30-minutes of service.

## Rates for Video Remote Interpretation (VRI)

Language	Rate/Min
<b>Spanish</b>	\$1.00
<b>American Sign Language</b> Pre-scheduled with at least 48 hours' advance	\$2.00
<b>Other Languages – TIER 1</b> Arabic (must dialects), French, German, Italian, Portuguese, Russian.	\$1.60
<b>Other Languages TIER 2</b> Aramaic, Armenian, Bosnian, Burmese, Chin, Chin-Burmese, Cambodian, Cantonese, Catalan, Chinese, Dari, Farsi, Hindi, Hmong, Iraqi, Irish, Japanese, Korean, Mandarin, Nepali, Somali.	\$1.85
<b>Other Languages TIER 3</b> Acholi, Afrikaans, Akaketo, Albanian, Algerian, Amharic, Anahuac, Assyrian, Azeri, Bari, Basque, Belarusian, Bengali, Bulgarian, Cape Verdean, Chaldean, Creole, Croatian, Czech, Danish, Dinka, Dutch, Dzonka, Eastern Armenian, Egyptian, Ethiopian, Falam, Finnish, Flemish, Fon, Funkiness, Galego, Georgian, Greek, Green, Gujarati, Gulf, Haitian Creole, Hakha, Hawaiian, Hebrew, Hegazi, Hindustani, Hungarian, Icelandic, Ilokano, Ilonggo, Indian, Indonesian, Kareem, Khaleeji, Khmer, Kikuyu, Kinyamulengue, Kinyarwanda, Kirundi, Kiswahili, Kokanees, Krahm, Kurdish, Ladino, Lai, Lao, Latin, Latvian, Lebanese, Levantine, Liberian, Lingala, Lithuanian, Libyan, Maay, Macedonian, Malagasy, Malay, Maori, Marathi, Marshallese, Min Nan, Mixteco, Mizo, Moldovan, Mongolian, Montenegrin, Moroccan, Najdi, Neo-Aramic, Norwegian, Nuer, Oromiffa, Oromo, Palestinian, Pashto, Pasthu, Persian, Philippine (Boholano), Philippine (Cebuano), Philippine (Ilonggo), Philippine (Waray), Polish, Popti, Pulaar, Punjabi, Q'anjob'al, Rajasthan, Rumanian, Rwanda, Samoan, Scottish Gaelic, Senthang, Serbian, Sero-Croatian, S'gaw, Shami, Shanghainese, Shona, Sindhi, Sinhalese, Slovak, Slovenian, Swahili, Swedish, Syrian, Tagalog, Thai, Taiwanese, Tamil, Taraumara, Telagu, Tibetan, Tlapacen, Toishanese, Tigrinya, Tunisian, Turkish, Twi, Ukrainian, Urdu, Uzbek, Vietnamese, Welsh, White, Yemeni, Yiddish, Yoruba, Zephier, Zulu, Zuni	\$2.25
Maintenance fee (this fee is waived once services exceed the same amount on service usage)	25.00

## ON-SITE INTERPRETATION:

Complete the "Interpreter Request Form" and email to [info@loportollc.com](mailto:info@loportollc.com) along with your school's Bookkeeper. Please send at least 48hrs in advance.

Language	Rate/Hr (2hr minimum)
<b>Spanish</b>	\$35.00
<b>American Sign Language</b>	\$65.00
<b>Other Languages – TIER 1</b> Arabic (must dialects), French, German, Italian, Portuguese, Russian.	\$65.00
<b>Other Languages TIER 2</b> Aramaic, Armenian, Bosnian, Burmese, Chin, Chin-Burmese, Cambodian, Cantonese, Catalan, Chinese, Dari, Farsi, Hindi, Hmong, Iraqi, Irish, Japanese, Korean, Mandarin, Nepali, Somali.	\$75.00
<b>Other Languages TIER 3</b> Acholi, Afrikaans, Akaketo, Albanian, Algerian, Amharic, Anahuac, Assyrian, Azeri, Bari, Basque, Belarusian, Bengali, Bulgarian, Cape Verdean, Chaldean, Creole, Croatian, Czech, Danish, Dinka, Dutch, Dzonka, Eastern Armenian, Egyptian, Ethiopian, Falam, Finnish, Flemish, Fon, Funkiness, Galego, Georgian, Greek, Green, Gujarati, Gulf, Haitian Creole, Hakha, Hawaiian, Hebrew, Hegazi, Hindustani, Hungarian, Icelandic, Ilokano, Ilonggo, Indian, Indonesian, Kareem, Khaleeji, Khmer, Kikuyu, Kinyamulengue, Kinyarwanda, Kirundi, Kiswahili, Kokanees, Krahm, Kurdish, Ladino, Lai, Lao, Latin, Latvian, Lebanese, Levantine, Liberian, Lingala, Lithuanian, Libyan, Maay, Macedonian, Malagasy, Malay, Maori, Marathi, Marshallese, Min Nan, Mixteco, Mizo, Moldovan, Mongolian, Montenegrin, Moroccan, Najdi, Neo-Aramic, Norwegian, Nuer, Oromiffa, Oromo, Palestinian, Pashto, Pasthu, Persian, Philippine (Boholano), Philippine (Cebuano), Philippine (Ilonggo), Philippine (Waray), Polish, Popti, Pulaar, Punjabi, Q'anjob'al, Rajasthan, Rumanian, Rwanda, Samoan, Scottish Gaelic, Senthang, Serbian, Sero-Croatian, S'gaw, Shami, Shanghainese, Shona, Sindhi, Sinhalese, Slovak, Slovenian, Swahili, Swedish, Syrian, Tagalog, Thai, Taiwanese, Tamil, Taraumara, Telagu, Tibetan, Tlapacen, Toishanese, Tigrinya, Tunisian, Turkish, Twi, Ukrainian, Urdu, Uzbek, Vietnamese, Welsh, White, Yemeni, Yiddish, Yoruba, Zephier, Zulu, Zuni	\$75.00

### Minimums

- All jobs are charged at 2 hours minimum
- LoPorto will not charge mileage if interpreter is driving 20 miles or less, from home to the job location.
- Mileage charged at federal rates of 0.545 per mile if interpreter is driving more than 20 miles to job location.
- Late Cancellations, 24 hours or less are charged at 1 hour of service.
- No-Shows are charged full rates.

### Benefits (NO CHARGE)

- 1 Courtesy call per interpreter request to confirm parent's attendance.
- LoPorto primary uses existing pool of interpreters to cover the interpretation needs of Cartersville City Schools and will only outsource when needed.

## **EMERGENCY CALLS:**

Call the office at 470.294.4101. An interpreter will complete your request depending on availability. If the call is not answered, please leave a message and an interpreter will return your call as soon as possible.

## **DOCUMENT TRANSLATION:**

Complete the "Interpreter Request Form" and email, along with editable documents to be translated, to [info@loportollc.com](mailto:info@loportollc.com) as well as your school's Bookkeeper.

- Spanish translation requests are \$25.00 per page for documents up to 300 words.

All others:

- French - 0.17 per word
- Spanish - 0.10
- Gujarati - 0.22 per word
- Chinese - 0.22 per character
- Hindi - 0.17 per work
- Vietnamese - 0.22 per character
- Other Languages - Quote on a per job basis

Prices provided applied to documents no longer than 3 pages long; longer projects will be quoted on a job to job basis. LoPorto, LLC will advise when a project is long enough for the client to pay less by completing the job as a project instead as per word translation.

## **TELEPHONE INTERPRETATION:**

Complete the "Interpreter Request Form" and email to [info@loportollc.com](mailto:info@loportollc.com) along with your school's Bookkeeper. An interpreter will send you an update on every call requested.

The rates of telephonic interpretation are as follows:

- Spanish: \$1.25 per minute
- Other Language Tier 1: \$1.75
- Other Language Tier 2: \$2.00
- Other Language Tier 3: \$2.50

In order to obtain the services, LoPorto needs a minimum of 24 hours notice in advance if possible. LoPorto will do everything possible to take calls on demand.