

**City of Los Angeles
Office of the City Clerk
Neighborhood Council Funding Program**

Interpretation and Translation Services for your Neighborhood Council

How to Request Services:

- The NC Board must approve and allocate funds in its annual budget (Office/Operational Expenditures Category), authorizing funding for interpretation and/or translation services.
- With funding authorized, the NC may contact any one of the contracted vendors (Vendor) to request the service. Vendor contact list is provided below.
 - The Board should identify the services needed and the Board Member serving as the main point of contact for the interpreter or translator.
- The NC may request that the interpreter or translator have certain experience, i.e., experience in providing interpretation services at NC meetings or at other government or community meetings, etc.
 - To assist the interpreter to prepare for your meeting, you may provide them the meeting agenda, minutes, bylaws, and other documents so they may review in advance.
 - If needed, the NC may request the vendor to provide the equipment for in-person interpretation services. If they are able to provide it, the vendor may charge an additional fee for the equipment.
- The Vendor will coordinate with you to confirm services requested, location of services, and cost.
 - Assign a board member to serve as the point of contact for the Vendor and interpreter/translator.
- After services have been provided, if the NC believes that the quality of the service provided by the Vendor did not meet expectations, then the NC should contact the Vendor to discuss the specific issue(s).
 - The NC may request that the Vendor assign a different interpreter or translator for the next time services are scheduled, or the NC may opt to go to a different listed Vendor.
 - If you are satisfied with your interpreter, you may request to the Vendor if they can assign the same interpreter to your future meetings.

Payment Processing:

- The Vendor will provide an invoice to the NC after the services have been rendered.
- The NC will review the invoice for accuracy and submit the invoice to the City Clerk's NC Funding Program as soon as possible for payment through the NC Funding System portal.
 - Funds shall not be released to the Vendor from the NC account until the Program has verified that the service provided is a contracted service and proper documentation has been provided.

Reimbursements through the Interpretation and Translation Services Special Account:

- Special Account funds are available this Fiscal Year 2023-2024, up to \$60,000, to reimburse NCs for payments made for translation and interpretation services during the same Fiscal Year.
- These services may include simultaneous interpretation at NC meetings or events, as well as written translation for NC documents, i.e., bylaws, standing rules, outreach material, etc.
- Reimbursements will be made by NC Funding Program staff on a periodic basis during the Fiscal Year for those NCs that make payments for applicable services tracked in the Funding portal.
- Your NC does not need to apply for the reimbursement.
 - Reimbursements are made on a first-come, first-serve basis while funds remain in the Special Account.

CONTRACTED VENDORS:

For Interpretation (verbal) & Translation (written) services, please contact:

- **Barbier International, Inc.**
translations@barbierinc.com
interpretations@barbierinc.com
(844) 824-0477
- **Cal Interpreting & Translations**
info@calinterpreting.com
(888)737-9009
- **Interpreters Unlimited, Inc.**
info@iugroup.com
(800) 726-9891
- **Language Solutions**
(800) 752-6096

If you have any questions, please contact NC Funding at:

Clerk.NCFunding@lacity.org

(213)978-1058