



## A Guide to Accessing Multilingual Services

*To reduce costs of language assistance services to the district, please use the resources below in the order they are presented on this document.*

Interpretation	Translation
For oral communication	For written communication

### **Interpretation:**

If you need someone to provide interpretation for parent/guardian call or meeting, please try one of the follow district affiliated Multilingual Family Liaisons **FIRST**.

### **Multilingual Family Liaisons:** (district employees)

Language	Liaison's Name	Phone Number	Email
Arabic	Amina Chiboub	617-529-1094	achiboub@mansd.org
French			
Nepali	Tika Subedi	240-441-6577	tsubedi@mansd.org
Spanish	TBD	603-512-7874	
Spanish	TBD	603-661-4373	
Spanish	Jennylsa Wilson	603-216-7443	jwilson@mansd.org

**Per-Diem Contracted Service Providers:** interpreters/liaisons used on a per diem basis.

Language	Liaison's Name	Phone Number	Email
Portuguese	Andrea Howarth	(603) 770-4295	
Swahili	Chantal Wizeye	(603) 661-8375	

If you were not successful coordinating with one of the above liaisons, please use the following non-affiliated third party services.

### **Instructions for requesting interpreting services with advanced notice:**

Organization	Services	Access Information
To request an interpreter, please use the online account <b>FIRST</b> . <i>Using the online request reduces the cost of this service for the district.</i>		
Pinpoint Translation Services	Interpretation	<b>Online:</b> use link and account log-on (online account info available with building principal) <a href="http://pinpointlanguage.com/">http://pinpointlanguage.com/</a>
		<b>Email:</b> Famoh Toure <a href="mailto:ftoure@pinpointlanguage.com">ftoure@pinpointlanguage.com</a> Include: your name and phone number; language requested; and date, time and location you need interpreter;
		<b>Fax:</b> Pinpoint interpreter request form (see below) to 603-622-0242

Organization	Services	Access Information
Language Bank	Interpretation	<b>Online:</b> use link and account log-on (online account info available with building principal) <a href="https://languagebank.lssne.org/interreq/">https://languagebank.lssne.org/interreq/</a> OR <a href="https://request.thelanguagebank.org/">https://request.thelanguagebank.org/</a>
		<b>Fax:</b> Language Bank interpreter request form (see below) to 603-410-6186
		<b>Call:</b> Language Bank directly 603-657-7412
Multilingual Links	Interpretation	<b>Call:</b> Augustin Ntabaganyimana 1-800-679-9217 OR 603-369-9883
		<b>Email:</b> <a href="mailto:Augustin@MultiLingualLinks.com">Augustin@MultiLingualLinks.com</a>

If you need **immediate access** to an interpreter, please use the service below:

Organization	Services	Contact #
Language Line	Immediate Interpretation	1-866-874-3972
<b>Note:</b> For billing purposes, enter <b>Client I.D. #862206</b> and school code (see attached list). Then identify the language you need and wait for interpreter to connect.		

**Translation (for written documentation):** respectively

Organization	Services	Contact Name	Contact:
Pinpoint Translation Services	Translation of documents into wide range of languages	Famoh Toure	Email: <a href="mailto:ftoure@pinpointlanguage.com">ftoure@pinpointlanguage.com</a>
		Briceida Torres	<a href="mailto:btorres@pinpointlanguage.com">btorres@pinpointlanguage.com</a>
Language Bank		Paul Paro	Email: <a href="mailto:pparo@ascentria.org">pparo@ascentria.org</a>
*Typically need 24-48 hours advanced notice for short written translation requests. For longer documents, please allow additional lead time when possible. Please include targeted languages and deadline information with your initial request. After your request is submitted, the agency will contact you with an estimate before the work begins. Please confirm to approve cost estimate.			