



Requirements Document for Sign Language interpretive Service with HRM

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RA Concurrence:

ER Concurrence:

How to Order Signed Language Interpretive Services

Requirements: Need to submit a request for Signed Language Interpreters at a minimum of 3 days in advance. If services are requested within 48 hours or less, a higher fee rate of \$87/hour will be charged.

Cancellations: All cancellations need to happen as soon as possible. If a cancellation is received within 18 hours or less of the date requested, the Forest Service will still be charged for the services. (see below)

How to order Signed Language Interpretive Services:

1. Signed Language Interpretive Services can be ordered on-line (preferred method) and or by phone from employees, supervisors, or senior staff assistances.
 - a. **Sorenson On-Line:** www.SCIS.com/request - the form will ask for your Customer Account Number and all details of the request.
 - b. **Sorenson Phone Number: 800-659-4783-Voice/ 833-267-7317- VP**
Our preference is to make requests via email or online. We offer 24/7 live support from our staffing office. Requests that require an interpreter with less than 24 hours' notice should be submitted via this number to ensure a timely response.



2. A list of Signed Language Interpreters will be provided to the deaf employee to select service from.
3. This list will be available in your established Sorenson profile and used to fill your request for a Signed Language Interpreter. ***This list of Signed Language Interpreters is for internal use only. This list should not be shared with those outside of the agency.***
4. These preferences, once set, can be changed at any time by contacting Sorenson or by putting the information on the order when you place it.
5. Sorenson will maintain a profile for each deaf employee with preferences and use these profiles to schedule Signed Language Interpreters.
6. Once an order is placed online, the person placing the on-line order will receive a conformation email during normal business hours.
7. If a confirmation email is not received, please contact the following Internal Operations staff members:
 - Josette Chavez – Josette.Chavez@usda.gov
 - Jocelyn Duran – Jocelyn.Duran@usda.gov
8. Questions or assistance can also be provided by Josette or Jocelyn.
9. You will need to use the information below to complete the items in the red boxes on the next page for ordering interpretive services:
 - a. ***Organization:*** USDA Forest Service – Human Resource Management
 - b. ***Organization's ID (for HRM):*** 23839
 - c. ***Are you an approved requestor for your organization?*** Yes
10. New employees should contact Internal Operations to get set up to place orders.



Your organization *

USDA Forest Service - Human Resources Management

Your organization's ID number *

23839

Your phone number *

Your email address *

Are you an approved requestor for your organization? *

Yes

No

Additional Information/Resources

FEES:

CLIN	Service	Regular Hourly Rate	Night and Weekend	Short Notice
001	ASL Sign Language Interpreting	\$67.00	\$87.00	\$87.00
002	Signed Exact English Interpreting	\$67.00	\$87.00	\$87.00
003	Contact Sign Interpreting	\$67.00	\$87.00	\$87.00
004	Close Vision Interpreting	\$67.00	\$87.00	\$87.00
005	Tactile Interpreting	\$67.00	\$87.00	\$87.00
006	Video Remote Interpreting (VRI)	\$67.00	\$87.00	\$87.00


Deaf Consumer Profile -NM Interpre


How to connect to Chime with IE and C


FED VRL link - Q&A Chat.docx



Employee requests participation in the program and will adhere to the applicable guidelines, policies and law.

Agency concurs with employee participation and agrees to adhere to the applicable guidelines, policies, and law.

Employee Responsibility:

1. Responsible for placing and cancelling request for cancelling in a timely manner.
2. Place request for services at least 3 days in advance when possible to avoid being charged the higher hourly rate for the service. All request will incur a minimum of 2-hour charge.
3. Employee will be responsible for cancelling all request for service that they placed not later than 2 days to avoid undo cost to the government.
4. Will provide communication in a written format to their first- or second-line supervisor articulating that the request has been placed and cancelled. This communication should include time notified of need to cancel and when contractor was notified.
5. Communicates any issues in writing with the contract to Internal Operations budget staff (POC) and HRM leadership to have them addressed and corrected as timely as possible.
6. Employees who utilize the services are directed to follow the Statement of Responsibilities and can be held accountable for failure to utilize the service in accordance with the requirements and the Statement of Responsibility.

Supervisors Responsibility:

1. To make sure employee understands the how to order process and the expectations to meet the contract requirements. The requirements are to order at a minimum of 3 days in advance or cancel 2 day (18 business hours) to avoid the higher rate charge.
2. Work with employees to make sure that im-promptu meetings are not called without first reaching out to the contractor and scheduling an interpreter. These meetings are to be charged at the higher rate. This was how the contract was set to make sure services were always available.
3. Will work with employees to make sure that meetings that have to be cancelled are done in a timely manner to help the employee cancel any request for services timely.
4. Communicate with Internal operations any difficulty with the contractor or problems with the service provided.

Assistant Director Responsibility:

1. Have awareness that the employee and supervisors have read and acknowledged this process.

Employee Signature: _____

Supervisor Signature: _____

Assistant Director: _____