

**2002.00 INTERPRETERS FOR THE DEAF – Provider Guidelines**  
(CSPM 470.0.00)

**2002.01 Description of Service**

**Interpreters facilitate communication between persons who are deaf, hard-of-hearing or deaf-blind and persons who are hearing. Interpreting services provide accessibility to various programs and services to ensure effective communication. Interpreters act only in the role of communication facilitator.**

**2002.02 Provider Information**

The Georgia Vocational Rehabilitation Agency, Vocational Rehabilitation Program currently provides interpreters for staff through a referral agency contract and for clients through a service agreement with qualified vendors.

Interpreter requests should be made as soon as the date and time for the assignment are confirmed. Although it may be possible to obtain an interpreter on short notice, it is suggested that requests for interpreter services be made at least two weeks in advance to ensure that a qualified interpreter is available to meet the need.

Video Remote Interpreting Services (VRI) are available in some areas through the use of videophones. Requests for VRI services are also handled through a contract and/or service agreement with the VRI provider. Only certified interpreters are used in this process. It may be possible for interpreter requests to be filled with a remote interpreter with less advanced notice than the two week recommended time for the traditional interpreter requests. Contact your region's counselor for the Deaf or the VR State Coordinator for the Deaf for specifics about arranging for this service.

**2002.03 Provider Qualifications**

The following credentials are required for Interpreters to provide services for VR staff and/or clients.

- **CI (Certificate of Interpretation)** – The administration of the test for this certification is by the Registry of Interpreters for the Deaf, Inc. Holders of this certificate have demonstrated the ability to interpret between American Sign Language (ASL) and spoken English in both sign-to-voice and voice-to-sign. The holder of this certificate may not be appropriate for requests where the consumer prefers a more English-based method of signing. The holder's ability to transliterate is not considered in this certification.

- **CT (Certificate of Transliteration)** – The administration of the test for this certification is by the Registry of Interpreters for the Deaf, Inc. Holders of this certificate have demonstrated the ability to transliterate between English-based sign language and spoken English in both sign-to-voice and voice-to-sign. The Transliterator’s ability to interpret using American Sign Language is not considered in this certification. The holder may not be appropriate for requests where the consumer prefers ASL to communicate.
- **CSC (Comprehensive Skills Certificate)** - Holders of this certificate have demonstrated the ability to interpret between American Sign Language and spoken English and to transliterate between spoken English and an English-based method of signing. Holders of this certification are recommended for a broad range of interpreting and transliterating assignments.
- **RSC (Reverse Skills Certificate)** – Holders of this certificate have demonstrated the ability to interpret between American Sign Language and a more English-based method of signing or transliterate between spoken English and a signed code of English. Holders of this certificate are deaf or hard-of-hearing and interpretation/transliteration is rendered in ASL, spoken English, and a signed code of English or written English. Holders of the RSC are recommended for a broad range of interpreting assignments where the use of an interpreter who is deaf or hard-of-hearing would be beneficial.
- **CDI (Certified Deaf Interpreter)** – This certificate is similar to the RSC certificate (above). The holder of this certificate is Deaf or hard-of-hearing. In addition to proficient communication skill and general interpreter training, the CDI has specialized training and/or experience in the use of gesture, mime, props, drawings and other tools to enhance communication. The CDI has knowledge and understanding of deafness, the Deaf community and Deaf culture. The CDI possess native or near-native fluency in ASL and is often used to communication with deaf and hard-of-hearing consumers with minimal language and/or with Deaf-blind consumers.
- **NAD III (Generalist) - Average Performance** - Holders of this certificate have demonstrated the minimum competence needed to meet generally accepted interpreter standards. Occasional words or phrases may be deleted but the expressed concept is accurate. The holder of this certificate has good control of the grammar of the second language and may be generally accurate and consistent but is not qualified for all situations.
- **NAD IV (Advanced) - Above Average Performance** - Holders of this certificate possess advanced voice-to-sign skills and above average sign-to-voice skills, or vice versa. This interpreter has demonstrated an above average skill in any given area. Performance is consistent and accurate. This person should be able to interpret in most situations.

- **NAD V (Master) - Superior Performance** - The holder of this certificate possesses superior voice-to-sign skills and excellent sign-to-voice skills. This interpreter demonstrates excellent to outstanding ability in any given area. This person demonstrates interpreting skills necessary in most situations.
- **NIC (National Interpreter Certification)** – The NIC exam tests interpreting skills and knowledge in three critical domains:
  1. General knowledge of the field of interpreting (written exam)
  2. Ethical decision making (Interview – Performance)
  3. Interpreting AND transliterating skills (Performance)

Holders of this certificate have scored within the standard range of in these three areas.

Passing the test at the NIC level indicates that the interpreter has demonstrated skills in interpreting that meets a standard professional performance level and should be able to perform the varied functions of interpreting on a daily basis with competence and skill. It also shows that an individual has passed a test with both interpreting and transliterating elements, as opposed to one or the other.

- **NIC ADVANCED (National Interpreter Certification – Advanced)** – The above three areas of the NIC apply here as well. The holders of this certificate have scored within the standard range of a professional interpreter on the Interview portion, and scored within the high range on the Performance portion of the test.
- **NIC MASTER (National Interpreter Certification – Master)** – The same three areas of the NIC also apply here. Holders of this certificate have passed the NIC knowledge written exam and scored within the high range of a professional interpreter in both the Interview portion and the Performance portion of the test.

Individuals holding the NIC Advanced and/or Master level certifications may be expected to perform competently in most routine interpreting assignments as well as in assignments that may be more complex in nature or require interpreting skills above standard levels.

#### **(Partial Certificates)**

- **IC/TC (Interpretation Certificate/Transliteration Certificate)** - Holders of this partial certificate have demonstrated ability to transliterate between English and a signed code for English and the ability to interpret between American Sign Language and spoken English. This individual received scores on the CSC examination which prevented the awarding of full CSC certification. The IC/TC is no longer offered. Holders of this certificate have not demonstrated the ability to perform at a minimum standard related to sign-to-voice interpreting or transliterating.

- **IC (Interpretation Certificate)** - Holders of this partial certificate have demonstrated the ability to interpret between American Sign Language and spoken English. This individual received scores on the CSC examination which prevented the awarding of full CSC certification or partial IC/TC certification. The IC was formerly known as the Expressive Interpreting Certificate (EIC). The IC is no longer offered. Holders of this certificate have not demonstrated the ability to perform at a minimum standard related to sign-to-voice interpreting and may not be appropriate to work with VR staff and/or clients when this function is required.
- **TC (Transliteration Certificate)** - Holders of this partial certificate have demonstrated the ability to transliterate between spoken English and a signed code for English. This individual received scores on the CSC examination which prevented the awarding of full CSC certification or IC/TC certification. The TC was formerly known as the Expressive Transliterating Certificate (ETC). The TC is no longer offered. Holders of this certificate have not demonstrated the ability to perform at a minimum standard related to sign-to-voice transliterating and may not be appropriate to work with VR staff and/or clients when this function is required.

#### **Georgia Quality Assurance SCREENING Levels (Not certification)**

- **QA Level V (Quality Assurance Screening Level V)** – The holder of this screening level reflects a skilled specialist level of performance; recommended for expressive and receptive assignments in a wide variety of settings including highly technical situations.
- **QA Level IV (Quality Assurance Screening Level IV)** - The holder of this screening level has demonstrated an advanced level of performance; may function well expressively and receptively in many technical situations.
- **QA Level III (Quality Assurance Screening Level III)** – The holder of this screening level has demonstrated an intermediate level of performance and may qualify to work in very basic settings with minimum supervision. Not appropriate for work in legal, mental health, platform, nor serious medical or critical situations of any nature. QA Level III holder may not have the voicing skills needed to adequately represent the deaf staff or client’s signed message.

The Georgia Vocational Rehabilitation Agency/Vocational Rehabilitation Program currently offers a screening evaluation for beginner interpreters. Holders of the three QA levels of competency are permitted for some limited work within the VR program. This is especially crucial for deaf client job interviews and deaf staff presentations/meetings.

**Note: Qualifying Documentation - Providers will submit documentation to determine if they meet the standards for potential suppliers.**

**The Provider Relations Specialists is responsible for determining whether providers meet minimum qualifications.**

## **2002.04 Process for Outsourcing**

It is the VRP staff's responsibility to determine when Interpreting Services are required.

The VR Interpreter Request Form should be used when referring clients for deaf interpreting services served through the referral agency contract. This form is not used for referrals through individual service agreements. (See Forms Appendix)

## **2002.05 General and Specific Standards**

### **A. Timeliness**

The standard time to request interpreting services should be as soon as the need and date of services is determined, but no less than 48 hours. The provider shall accept or reject the assignment within 24 hours of receipt.

### **B. Liability**

The provider must present a certificate of insurance as defined in the contract or service agreement as required by the Georgia Vocational Rehabilitation Agency/Vocational Rehabilitation Program.

### **C. Criminal Record Investigation**

Providers will be required to show evidence that a criminal record investigation has been requested in accordance with GVRA/VRP policy on all staff that provides direct services to VRP clients.

### **D. General Requirements**

**Mobility** – Consideration should be given to the client's needs in determining an appropriate location for the meeting. If the client cannot travel to the meeting location, at the discretion of the VRP staff, an alternate setting will be chosen.

### **E. Fee**

Compensation for services will be negotiated and attached to the contract or service agreement.