

## FACT SHEET

# Requesting Sign Language Interpreters and Captioners for Deaf Individuals

The Department of Human Services has a contract with Hawai'i Interpreting Services (HIS) to provide referral services for sign language interpreters and captioners working with deaf, hard of hearing, and deaf/blind individuals. The contract covers all state, city and county and community agencies statewide.

### **What is the role of the referral service?**

Hawai'i Interpreting Services maintains a pool of sign language interpreters/captioners on all islands. When a deaf/hard of hearing or deaf-blind person has a need for services from your division, you are required to request the services of a sign language interpreter or perhaps a real-time captioner. HIS will fill and confirm those requests with qualified interpreters or captioners. The referral service is free. The interpreter/captioner charges an hourly fee for services.

### **When do you need to request an interpreter or captioner?**

You will need to request an interpreter anytime a deaf, hard of hearing or deaf-blind person needs to access information or services provided by your division.

### **What types of situations may require a sign language interpreter or captioner?**

- Application appointments for services
- Meetings
- Public hearings
- Activities sponsored by your division and attended by deaf individuals
- Informational meetings attended by deaf people

### **How do we request an interpreter through Hawai'i Interpreting Services?**

Go to the HIS website: [www.interpretinghawaii.com](http://www.interpretinghawaii.com) and register. You will be issued a username and password. You can then log in, make a request by hitting the "Add New Job" button, and fill in all the fields concerning the job request. When you are done, click "save" to send the request to Hawai'i Interpreting Services.

### **How will you notify us that you have assigned an interpreter for the job?**

As soon as HIS locates a qualified and available interpreter, you will receive email confirmation for the job you requested. The interpreter and the deaf individual will also receive email confirmation of the request with pertinent details.

### **How much do interpreters cost per hour?**

Interpreters receive pay according to their level of certification. The more skilled the interpreter is, the higher the rate. The Disability and Communication Access Board has a suggested pay scale. In addition to the hourly rate, which is generally around \$45/hour, the interpreter will also charge GE tax, mileage and parking. Captioner rates are around \$80-95/hour.

Disability and Communication Access Board link:

<http://www.state.hi.us/health/dcab/communicationaccess/>

### **How will billing be handled?**

The interpreter or captioner invoices you directly for the service and payment is sent to them directly. All fees and conditions are set by them as independent contractors.

### **How do we contact Hawai`i Interpreting Services?**

The most efficient way to contact HIS is via email. You may also call at 808-394-7706

[info@interpretinghawaii.com](mailto:info@interpretinghawaii.com) for general questions

[requests@interpretinghawaii.com](mailto:requests@interpretinghawaii.com) for request information

[judy@interpretinghawaii.com](mailto:judy@interpretinghawaii.com) for Judy Coryell

[sabina@interpretinghawaii.com](mailto:sabina@interpretinghawaii.com) for Sabina Wilford

## **QUESTIONS REGARDING AMERICAN SIGN LANGUAGE INTERPRETERS:**

### **1. *What credentials should an interpreter have?***

A credentialed interpreter will have a current certification awarded by the National Association of the Deaf, the National Registry of Interpreters of the Deaf or a state classification issued by the Disability and Communication Access Board.

### **2. *What if the consumer does not show up?***

If the deaf, hard of hearing or deaf-blind person does not attend, the interpreter will charge the full fee for the time they have scheduled for the assignment.

### **3. *What if the interpreter/captioner does not show up?***

If the interpreter or captioner does not report to the assignment as agreed, no fee should be paid.

### **4. *What if I need to cancel my request?***

Contact Hawaii Interpreting Services to inform them of the cancellation.

### **5. *How do I work with the interpreter/captioner?***

When using an interpreter, continue to maintain eye contact with the deaf, hard of hearing or deaf-blind person. Direct your attention to the client as you normally would and the interpreter/captioner will translate the information. Do not speak too slowly or too quickly. The interpreter will be a few words behind the speaker. Allow enough time for the message to be transmitted so the client has enough time to process the information and ask or respond to questions.

### **6. *What about ethics and confidentiality?***

Interpreters are very aware of professional ethics and their profession has a code of ethics. All information that transpires in meetings and appointments is considered confidential. Do not expect interpreters to comment or respond to questions regarding your client.