

DEAF & HARD OF HEARING SERVICE CENTER, INC.

Interpreting Services of Central California

(Serving Fresno, Kings, Tulare, Madera, Merced, Monterey, Mariposa, and San Benito Counties)

5340 N. Fresno Street

Fresno, CA 93710

Main Office: (559) 225-3323 Voice (559) 225-0415 TTY

Interpreting Services of Central California (ISCC): (559) 225-3382 (V) (559) 334-5001 (TTY)

Fax: (559) 221-8224 Email: interprq@dhhsc.org

Emergency/Immediate Need Numeric Pager: (559) 442-5569

POLICY FOR REQUESTING INTERPRETING SERVICES

REQUESTING AN INTERPRETER:

Requests for interpreting services should be directed to Interpreting Services of Central California one to two weeks prior to the assignment, if possible. Please be prepared to provide the following information.

- Time, date, and location of the assignment
- Names of the persons involved both deaf and hearing
- Name and phone number of a contact person
- Nature of the assignment (legal, medical, interview, etc.)
- Name and address of the agency/person responsible for payment
- PO#, Medical Record #, Cost Center #, or other contract information

TO REQUEST AN INTERPRETER OR TO INQUIRE ABOUT RATES FOR INTERPRETING SERVICES: CONTACT ISCC AT 559-225-3382 or interprq@dhhsc.org

There is a one-hour or two hour minimum rate for interpreting services depending on the location of the assignment. After the minimum is reached, time is billed in half-hour increments. Mileage fees are charged at the rate of \$.34 per mile round trip.

Emergency requests (requests received with less than 24 hour notice) are billed at double the established rate.

For assignments lasting two hours or more, two interpreters may be scheduled depending on the situation. Two interpreters will be assigned for depositions regardless of the projected length of the deposition.

"NO-SHOWS" (appointment changed or cancelled or consumer does not 'show up') are billed as completed assignments unless DHHSC is notified of cancellation/changes 24 hours in advance regardless of who is responsible for payment.

PAYMENT FOR SERVICES:

Pursuant to the Americans with Disabilities Act (ADA) of 1990, all public and private agencies are responsible for the providing effective communication, which includes interpreting services, in order to ensure equal participation for their clients. It is the responsibility of the public or private agency and the consumer/s involved to arrange for payment of interpreting services prior to the assignment date. Billing information should be provided at the time request is made to the interpreter coordinator.

Billing and payment may be managed through the mail, credit card, or electronic fund transfer. Invoices will be mailed on a regular basis and are due and payable on the date received. Please include the invoice number with your payment.

CONTACT PERSONS:

Kathy Yoshida, Director of Interpreting Services
Shannon Simonelli, Interpreter Coordinator
Razonda Munyaradzi, Staff/Community Interpreter
Ann Irwin, Staff/Community Interpreter
Katie Carlson, Staff/Community Interpreter
Kaitlin Rickerd, Staff/Community Interpreter
Catherine Murphy, Billing Clerk

Only NAD and RID certified or qualified pre-certified interpreters will be dispatched to assignments, unless otherwise requested. Our goal is to provide quality interpreting services to the community. DHHSC is an agency which supports the growth of new/intern interpreters. Interns may be present on assignments to observe or work directly with clients.