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FAQ for Sign Language Interpreters and CART Providers

I am a sign language interpreter or CART provider, and would like to receive assignments from ODHHS – how do I do that?

The Accommodations Coordinator welcomes communications from sign language interpreters (hearing ASL interpreters, PTASL interpreters, tactile interpreters, CDIs) and CART providers who would like to be available for assignments. We especially seek interpreters and CART providers from under-served areas of Oregon. Please email request.odhhsp@dhsosha.state.or.us with your resume to introduce yourself.

Once I'm in your system, how do I receive assignments?

The Accommodations Coordinator will send out blasts for any assignments to all providers in your geographic area. The first to respond that they are available will receive the assignment, barring any conflicts. If the requester indicates a preference for you as their provider, then you would be approached first to check your availability.

How do I know if I receive an assignment?

How do I make sure I am paid in a timely way?

When you receive an assignment, you will receive a confirmation by email that contains information about the location, the client, other interpreter(s) if it is a team assignment, a brief description of the situation (e.g., training) and any materials available in advance.

After completing the assignment, email (1) your invoice and (2) a copy of the confirmation to the billing contact given in the confirmation to arrange for your payment as quickly as possible. The agency/unit that requested the accommodations is responsible for payment, not ODHHS (unless ODHHS staff requested the accommodation themselves).

What is your cancellation policy?

If an appointment is scheduled for two hours or less time, at least 24 hours (1 business day) notice is required for cancellation.

If an appointment is scheduled for more than two hours up to six hours long, at least 48 hours (2 business days) is required for cancellation.

For appointments longer than six hours, 72 hours (three business days) notice is required for cancellation.

If cancellation is done with less time than required, the accommodations provider is entitled to bill for all of the scheduled work.

If you have other questions, please contact our Accommodations Coordinator at request.odhhsp@dhsosha.state.or.us

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