

FREQUENTLY ASKED QUESTIONS FOR REQUESTERS AND PROVIDERS OF SERVICES

Frequently Asked Questions for Requesting Accommodations

I have a doctor's appointment coming up and I need an ASL interpreter.

I have lost my hearing and cannot hear workplace meetings any longer, but I don't sign. How can I get real-time captioning services?

I have a business and have been informed that a new client needs an interpreter – can you provide one for me?

For any of the situations above, if the service is needed at a public office or agency (state, county, city, or municipality), Oregon Deaf and Hard of Hearing Services may assist you. Please see “How do I get a sign language interpreter or real-time captioning” section below.

If the interpreter or captioning for any of the situations above is needed at a business or agency that is not a public (state, county, city, or municipal) office, you can find ASL interpreters either through the [Registry of Interpreters for the Deaf](#) or in the Oregon Association of the Deaf's Directory [here](#). You can find CART services in the Oregon Association of the Deaf's Directory [here](#). ODHHS can assist with general information and referral, but cannot recommend any specific agencies or interpreters, nor schedule them for you.

How do I get accommodation services?

Please use the accommodations request form to submit an accommodations request. Please do not submit an accommodations request by sending an email to our staff. If you have general questions about requesting accommodations, please email request.odhhsp@dhsosha.state.or.us.

A worker for a public agency (state, county, city, municipal) in the state of Oregon may arrange for sign language interpretation and/or CART (with approval from management) using our [Accommodations Request form](#).

If you need accommodations with less than two days notice, you may want to arrange for accommodations through the [Registry of Interpreters for the Deaf](#) or in the [Oregon Association of the Deaf's Directory](#). ODHHS usually needs a minimum of two business days to arrange accommodations. **Submitting a request at the earliest date possible in advance of the service date makes it more likely that we can arrange the needed services.**

What kind of service do I request? What is a Certified Deaf Interpreter/Close-Vision Interpreter/ProTactile Interpreter/Real-time captioning and in what situations would I request one?

Please consult first with the person who needs the accommodation about their preferences. But generally:
Sign Language Interpreters are our most common ASL interpreting request, they work in most situations with Deaf participants who use ASL to communicate. ProTactile Interpreters work primarily with Deaf-blind people. Close-Vision Interpreters work mostly with people with low-vision. Certified Deaf Interpreters (CDIs) usually work with an ASL Interpreter as a team in emotional or complicated communication situations where the CDI's native proficiency in ASL can facilitate clear communication more effectively. Real-time captioning (or CART) is relaying of speech-to-text by a person trained in Communication Access Real-time Translation.

Please note: with rare exception, requests for ASL interpreting scheduled for longer than an hour will require a team of two interpreters.

How much does it cost for ASL interpreting or CART services?

ASL interpreting costs \$65.00 hourly. CART services are \$110.00 per hour with a two-hour minimum.

Whose responsibility is it to pay for the accommodations?

ODHHS arranges for the accommodations but is not responsible for paying for them. **The public office or agency that is requesting accommodations is responsible for payment.** If you do not know who the billing contact person is, please try to find out who is it before placing the request, or at least by the date of service.

What happens if we need to cancel the interpreter?

If an appointment is scheduled for two hours or less time, at least 24 hours (1 business day) notice is required for cancellation without full interpreter invoicing.

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 without full interpreter invoicing.

For appointments longer than six hours, 72 hours (three business days) notice is required for cancellation without full interpreter invoicing.

Back to [Communication Services Request Page](#)

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. It would also be helpful to let us know if you are available and fully set up for online (e.g. Zoom or MS Teams) assignments. Please email request.odhhsp@dhsola.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).

Back to [Communication Services Request Page](#)