



Section No.	3.28	Subject:	Interpreter Services
Manual:	IVRS Office Procedures	Revised:	05/14/2021
Signature:	Sandy Ostendorf, Management Analyst	Version:	FINAL

Language Interpretation

IVRS utilizes CTS LanguageLink, as the State has a Master Agreement with this vendor.

How to Use Interactive Voice Response (IVR):

Step 1: Call 1 888-338-7394

Step 2: Enter Account Number **18342**, followed by # sign

Step 3: Select 1 to make a 3rd party call. This is when you need LanguageLink to call the individual and then bridge the call together with the interpreter and us.
Select 2 to continue if a 3rd party call is not needed.

Step 3: Select 1 to be connected directly to your Spanish interpreter, *or*
Select 2 to be connected directly to your Russian Interpreter, *or*
Select 3 to be connected directly to your Vietnamese interpreter, *or*
Select 4 to be connected directly to your Somali interpreter, *or*
Select 5 to be connected directly to a Bosnian interpreter, *or*
Select 6 to be connected directly to a Hmong interpreter, *or*
Select 7 to be connected directly to a Karen interpreter, *or*
Select 8 to be connected directly to a Swahili interpreter, *or*
Select 9 for Customer Service Representative assistance or all other languages

Step 4: Enter Location Code, followed by # sign

Location Codes

2832024	Ames AO & any satellites	2832015	Mason City AO & any satellites
2832011	Burlington AO & any satellites	2832006	Ottumwa AO & any satellites
2832001	Cedar Rapids AO & any satellites	2832007	Sioux City AO & any satellites
2832002	Council Bluffs AO & any satellites	2832008	Waterloo AO & any satellites
2832003	Davenport AO & any satellites	2832100	RSB Management staff
2832026	Des Moines AO & any satellites	2832110	RSB Support staff
2832013	Dubuque AO & any satellites	2832120	RSB Self Employment staff
2832005	Ft Dodge AO & any satellites	2833900	ASB Staff
2832014	Iowa City AO & any satellites	2830714	Independent Living staff

Step 5: Follow additional prompts, if applicable.



Sign Language Interpretation

A sign language interpreter is a professional who assists with communication between individuals who are deaf or hard of hearing and use sign language and individuals who do not use sign language. In the United States, most sign language interpreters use American Sign Language (ASL). However, other types of interpreters such as Certified Deaf Interpreters (CDI), tactile interpreters, or Cued Speech interpreters may be needed in addition to or instead of ASL interpreters depending on the communication needs of the individuals involved.

It is typically the employer's responsibility to hire and pay for interpreter services for work-related communication. To locate an interpreter, contact the Registry of Interpreters for the Deaf (RID) at (703)838-0030 V, (703)838-0459 TTY or use the Registry of Interpreters.

IVRS Process for Securing Interpreters for People Who Are Deaf:

1. Ask the job candidate (JC) who they want to interpret.
2. Check if the person is a licensed interpreter on the [Iowa State Registry of Interpreters for the Deaf \(ISRID\)](#) website. The website has a searchable listing of Iowa licensed interpreters. After navigating to the site, click on 'Interpreter Search.' The site allows users to search for a licensed interpreter within a geographic radius or by last name. Phone numbers are included. The data for this site is based on the public data file provided by the Iowa Board of Sign Language Interpreters and Translators. Staff can also search for a licensee at www.licensediniowa.gov.
3. If the JC does not have a preference, searches can be done on the above website, the IVRS contracts listed on the [Fee Schedule page on the IVRS Staff Site](#), or the [DAS Master Agreement database](#).
4. Making sure whomever interprets is on I/3 (as an approved vendor - see IRSS). If not, the interpreter must sign a W-9.
5. Have the interpreter sign a confidentiality statement if your office requires this.
6. Ask the interpreter to provide your office with an invoice for their services.
7. Pay once the invoice is received by authorizing the amount per unit or hour - however the interpreter bills.

Things To Know About Interpreters:

- Most interpreters request *portal to portal* payment so even if they only interpret 1.5 hours, they may request the time it took them to get to and from your office.
- Some interpreters have a minimum amount of time they will interpret - maybe two hours so they would bill that amount, even if an appointment only took an hour.
- Interpreters vary in the length of time they will interpret – some may request two interpreters depending on the length of a meeting.

How to Use Video Remote Interpreting (VRI):

Video Remote Interpreting is an option that may be scheduled in advance and is particularly useful for virtual appointments, or it can be used for individuals who come to IVRS without an appointment and need immediate



sign language interpreter services to communicate with staff. VRI services are available from any of the [IVRS ASL vendor contracts](#) or a select vendor from [DAS Master Agreement](#).

Paying for Interpreter Services:

If the individual has an open case and the interpreter is for a sign language interpreter, IVRS staff determines the service that is supported by the interpreting service. If the service is anything other than Pre-Employment Transition Services (Pre-ETS), use Service Category: Interpreter and Service Line: Services for Deaf & Hard of Hearing to authorize and bill for the service. If the interpreter is needed for the student to participate in Pre-ETS, use the corresponding Pre-ETS Service Category and Service Line: Services for Deaf & Hard of Hearing to authorize and bill the service.

If the individual has an open case and the interpreter is for language interpretation, IVRS staff use Service Category: Interpreter and Service Line: Language Interpreter/Written Translation to authorize and bill the service.

Regardless of whether the interpreter is for Deaf/HOH services or language interpretation, if there is not an open case, IVRS staff should approve the invoice (by signing and dating), indicate who the service was for and the purpose (to explain why it is not being processed on a case), and then send in to Financial to pay as an operating claim in I/3. Use this same invoice approval process to pay for cancellation fees (when the job candidate does not show for the appointment). Do not create an authorization in IRSS.

Other Resources on Deafness:

<https://askjan.org/disabilities/Deafness.cfm>

[file:///P:/Chrome/Downloads/Accommodation and Compliance Series Employees withDeafness.pdf](file:///P:/Chrome/Downloads/Accommodation_and_Compliance_Series_Employees_withDeafness.pdf)

<https://askjan.org/solutions/Interpreter.cfm?>