

**PERALTA COMMUNITY COLLEGE DISTRICT**  
**Board of Trustees Agenda Report**  
**For the Trustee Meeting Date of October 14, 2008**

ITEM # 10

**ITEM TITLE:** *(Please define the subject; e.g., change order – Berkeley City College)*

Contract increase for Hands On Video Relay Service

**SPECIFIC BOARD ACTION REQUESTED:**

Hands On Video Relay Service provides sign language interpreters to attend classes with our students. Our need this fiscal year for interpreter services has increased from the past years. Berkeley City College is requesting an additional amount of \$150,000 to cover the additional fees for the interpreter services through the end of June 2009. There has been an increase in the number of deaf and hard of hearing students enrolled at Berkeley City College. There is a shortage of qualified interpreters who will work at the District pay rate. Hands On Video Relay Services provides certified sign language interpreters to our students.

**ITEM SUMMARY:** *(PLEASE DISCUSS THIS ITEM)*

The District is required to provide sign language interpreters for our students that require such services through our DSPS department.

**BACKGROUND/ANALYSIS:**

**ALTERNATIVES/OPTIONS:**

None

**EVALUATION AND RECOMMENDED ACTION:**

**SOURCE OF FUNDS (AND FISCAL/BUDGETARY IMPACT):**

Categorical

**OTHER DEPARTMENTS IMPACTED BY THIS ACTION (E.G. INFORMATION TECHNOLOGY):**

YES \_\_\_\_\_ NO  X

**COMMENTS:**

**WHO WILL BE PRESENTING THIS ITEM AT THE BOARD MEETING?**

Dr. Betty Inclan, President

**DID A BOARD STANDING COMMITTEE RECOMMEND THE ITEM?** YES \_\_\_\_\_ NO  X

**IF "YES", PLEASE INCLUDE THAT INFORMATION IN YOUR SUMMARY.**

(\*\*\*\*\*Board contract approval is subject to negotiation and execution by the Chancellor of the District-approved contract.)

**PLEASE ACQUIRE SIGNATURES IN THIS ORDER:**

**DOCUMENT PREPARED BY:**

Prepared by: Catherine D Massey  
Catherine Massey, Staff Assistant DSPS?

Date: 10/6/08

**DOCUMENT PRESENTED BY:**

Prepared by: Betty Inclan  
Betty Inclan, President - Berkeley City College

Date: 10-6-08

**FINANCE DEPARTMENT REVIEW**

Finance review required       Finance review *not* required

If Finance review is required, determination is:       Approved       Not Approved

If not approved, please give reason: \_\_\_\_\_

Signature: Thomas Smith      Date: 10.7.08  
Thomas Smith, Vice Chancellor for Finance and Administration

**GENERAL COUNSEL (Legality and Format/adherence to Education Codes):**

Legal review required       Legal review *not* required

If Legal review is required, determination is:       Approved       Not Approved

Signature: \_\_\_\_\_      Date: \_\_\_\_\_  
Thuy T. Nguyen, General Counsel

**CHANCELLOR'S OFFICE APPROVAL**

Approved, and Place on Agenda       Not Approved, but Place on Agenda

Signature: Elihu Harris      Date: 10/6/08  
Elihu Harris, Chancellor



## COMPANY INFORMATION AND POLICIES

Hands On was founded, as a sole proprietorship in October of 1990, by Ronald and Denise Obray to meet an increasing demand for sign language interpreters. More importantly, because Ronald and Denise share a strong sense of social responsibility, Hands On was founded to ensure that reliable, quality interpreting services is available to the Deaf and Hard of Hearing Community. Hands On was one of the first referral agencies of its kind to provide sign language interpreters 24 hours a day, 7 days a week, 365 days per year. They built trust with their customers by using qualified professional interpreters. Hands On first began providing services to the greater San Francisco Bay Area, and in 1994 expanded to include the Sacramento Valley and all of Northern California; establishing a large network of interpreters working as independent contractors. In January 1996, Hands On increased its capability to service customers throughout the nation, by working with more than 175 interpreting agencies nationwide. Hands On combined its area of expertise with emerging technologies to launch Hands On Video Relay Service in the Fall of 2002.

Our Mission is to break down communication barriers and allow the Deaf and Hard of Hearing community to communicate effectively and naturally with the Hearing world through American Sign Language (ASL).

The following are guidelines for requesting a sign language interpreter. These guidelines are intended to be a resource to provide answers for many common questions. Please use them as steps to follow when making your request for services. We have also included helpful hints to make your sign language interpreting experience as seamless as possible. These guidelines are not intended to be all-inclusive, therefore, do not hesitate to ask a Hands On representative any additional questions you may have.

### I. REQUESTING A SIGN LANGUAGE INTERPRETER

Hands On is a 24-hour interpreter referral service which accepts requests for interpreters with advanced notice or short notice. However, due to the increasing demand for services throughout the nation, we recommend that requests be made at least 5 days in advance. Service is dependent upon interpreter availability and cannot be guaranteed. For your convenience Hands On offers a variety of options for requesting an interpreter.

#### REQUESTING AN INTERPRETER VIA TELEPHONE:

(800) 900-9478 (voice)

(800) 900-9479 (TTY)

VRS: [www.hovrs.com](http://www.hovrs.com)

#### REQUESTING AN INTERPRETER VIA THE WEB:

[www.handsonsvs.com](http://www.handsonsvs.com)

#### REQUESTING AN INTERPRETER VIA FAX:

(888) 900-9477

- Included for your convenience is a "Hands On Sign Language Services Request Sheet". Our scheduling staff will call you to acknowledge receipt of your fax. This courtesy call DOES NOT confirm that an interpreter has been scheduled. It only acknowledges receipt of your request. If you DO NOT receive a courtesy call, please contact our office to make sure your fax was received.

NOTE: Our office hours are:

Monday – Friday (excluding Holidays)  
7:30 a.m. – 5:00 p.m. PST

*There is no one in our office after hours or on weekends to receive your web requests or faxed requests. Please use our toll free number listed above to place a request after hours and our 24 hour answering service will notify us immediately.*

### II. INFORMATION NEEDED WHEN MAKING A REQUEST FOR SERVICE



This Agreement is made between BCC ("Customer") and Hands On Sign Language Services Inc.

#### 1. SERVICES PROVIDED

Hands On Sign Language Services, Inc. (Hands On) provides qualified ASL interpreters for the deaf and hard of hearing in a variety of settings including but not limited to: business meetings, medical appointments, educational settings, job interviews, legal matters, services offered by local and state governments, public and private events. Examples include:

##### Medical Assignments

- Medical Appointments
- Emergency Room
- Surgeries
- Home Health Services
- Physical Therapy
- Hospital / in-and outpatient
- Labor & Delivery

##### Community / Corporate / Educational Assignments

- Conferences / Workshops
- Various Meetings
- Classes
- Parent / Teacher Conferences & I.E.P. meetings
- Community Meetings
- Community Activities
- Psychiatry & Counseling
- Federal/State/Local Government Meetings
- Health Education Classes

##### Legal

- Arbitrations
- Attorney / Client meetings
- Court Appearances
- Hearings
- Mediations
- Social Security hearings
- Insurance hearings
- Motor Vehicle hearings
- Depositions
- Workers' Compensation
- Situations involving law enforcement

##### Entertainment

- Show / Theater Interpreting
- Concerts

##### Other Services Offered

HANDS ON AGREEMENT

## COMPANY INFORMATION AND POLICIES

Please provide the following information when requesting an interpreter:

- Company Name
- Authorized Requestors' Name
- Date of Assignment
- Start time and End time
- Description of Assignment
- Location including address, room number, suite number or building number
- Directions and Cross Streets,
- Name of Deaf Client,
- Name of an On-site Contact & Phone Number,
- Billing Information
- Parking information

### III. CONFIRMATION OF SERVICE

Once we schedule the interpreter(s), we will call you to confirm the assignment and provide you with the interpreter's names.

In the event we are unable to schedule an interpreter we will notify you 48 hours prior to the start time of the assignment, provided the request was made with sufficient notice. At this point, it will be your decision whether or not you would like us to continue our efforts to secure an interpreter or, if you prefer, to reschedule the assignment for a later date.

All requests for services, including last-minute and urgent late night requests will be processed; however, service is dependent upon interpreter availability and cannot be guaranteed. A small number of assignments go unfilled when an interpreter can not be scheduled. On rare occasions, interpreters who are scheduled will give back an assignment at the last minute (e.g., illness, car problems, personal emergencies, traffic issues, etc.) and we are not always able to find a replacement on short notice. We make every effort to provide you with superior customer service regardless of the amount of notice given when the request is made.

Hands On assesses each assignment at the time of the request, considering all aspects of the assignment including but not limited to: date, time, urgency, location, duration, content, potential consequences, language requirements, special requests and interpreter availability. Hands On assesses assignments to determine teaming needs and appropriate placement of interpreters to meet the needs of the assignments. Hands On schedules interpreters according to the following philosophy: Hands On strives to honor a Customer's request for a specific interpreter or interpreters. Requested interpreters are contacted first to check for availability and efforts are made to secure the requested interpreter. In general, priority is given to certified interpreters. Our intent when scheduling, is to provide the most appropriate interpreter for any given assignment while offering non-certified interpreters work according to individual skill level as well as opportunities for development when appropriate.

### IV. TEAM INTERPRETING

As a general practice Hands On does not schedule a team interpreter for assignments scheduled to last less than an hour unless factors require otherwise (i.e. is a Certified Deaf Interpreter (CDI) required for this assignment?). The following protocols outlined in the "Registry of Interpreters for the Deaf (RID) Standard Practice Papers" serve as a good guide:

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Team Interpreting is the utilization of two or more interpreters functioning as equal members of a team, rotating responsibilities at pre-arranged intervals and providing support and feedback to each other. Interpreters rotate at regular intervals, usually 20 to 30 minutes, while providing continuity in the message transmission. They rotate between primary and support roles. Primary roles are directed to the consumers and include tasks such as signing and voicing. Support roles are necessary to enhance the team's performance and include:

- monitoring the overall setting
- assuring appropriate and timely transitions
- (feeding) the primary interpreter

There may be situations in which two interpreters "share" an assignment, meaning they split the assignment time between them (one taking the first half and the other the second half). These situations will be set up in advance through Hands On, and only considered in cases where the Customer, Deaf/Hard of Hearing Consumer, interpreter(s) and agency are all in agreement. Please note: the interpreter who is not staying the full duration of the assignment will be compensated accordingly.

### V. CONTINUOUS INTERPRETING

As mentioned earlier, Hands On does not schedule a team for most assignments expected to last less than an hour. If an independent contractor is interpreting for an assignment and it becomes apparent the assignment will last longer than the appointed time, please contact Hands On immediately to inform us of the situation. We will make every attempt to secure a team as soon as possible. In the interest of quality customer service, the interpreter may be asked to interpret beyond the first hour (dependent upon interpreter's availability and at the interpreter's discretion); however the health and safety of the interpreter is a priority and will not be jeopardized. On the rare occasion this situation does occur: the interpreter will take a 20 minute break, interpret for 20 minutes, and then continue working using this format - 20 minutes on a break; 20 minutes interpreting. In the event that Hands On is unable to locate a team last minute, Hands On will work with the Customer and the interpreter to arrive at the best possible solution. If necessary, the interpreter will be released and the assignment rescheduled.

**TIP:** For medical appointments try to expedite the interpreter and Deaf consumer through your process/system to reduce any waiting time to avoid going over the scheduled interpreting time.

If an assignment continues past the scheduled end time, the Customer will be billed for additional hours accordingly. (e.g., if an assignment is scheduled for 1 hour and the assignment continues for an additional 5 minutes, you will be billed for an additional ½ hour. All additional hours are billed in ½ hour increments, per interpreter). If the assignment continues past one hour and only one interpreter was requested, you may be billed double depending on the actual duration and intensity of the assignment.

### VI. WHEN TO CONTACT THE OFFICE IMMEDIATELY

It is requested that our office be contacted immediately, if:

- An assignment is cancelled upon arrival
- the Deaf Client does not show up or cancels
- the interpreter is released from an assignment early
- interpreter is late for an assignment

There will be times when interpreters cancel last minute due to unavoidable circumstances. If the assignment requires two interpreters (regardless of whether you are providing the team or we are) and the second interpreter doesn't arrive at the assignment, it is at the working interpreters' discretion if they can continue the assignment alone. If they do

## COMPANY INFORMATION AND POLICIES

continue working the assignment alone, and we/you are unable to supply them with a substitute team interpreter, you will be billed double for the hours worked. In turn the interpreter will be paid double for the assignment.

This is not a binding contract but a statement of standard business practices that can and will be changed as needed. Nothing in these guidelines is intended to, nor should be construed to modify or alter our Agreement.

Hands On VRS also has a service for hearing people to contact Deaf/Hard of Hearing:

- When Calling the 'voice to video' (V2V) number – 1.877.467.4877 – you will be connected to a Video Interpreter (VI) who will ask you for the 5 digit extension number or IP address you received from the Deaf/Hard of Hearing individual.
- The VI will then attempt to connect your call.
- Once connected the VI will interpret the call between you and the person you are calling.
- In the event that the D/HH person does not answer, the VI will ask if you would like to leave a Video Mail message. The VI will sign your message and the Deaf/Hard of Hearing person will be alerted via email or pager that they have a Video Mail message.