

Vocational Rehabilitation Services Manual C-300: Communication Services

C-300: Communication Services

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C-305: Interpreter Services

An interpreter conveys messages between individuals without contributing to the dialogue. TWC_Vocational Rehabilitation (VR) uses interpreter services to facilitate communication with customers during the rehabilitation process.

Interpreter services are provided by qualified interpreters and include:

- sign language and oral interpretation for customers who are deaf or hard of hearing; and
- tactile interpretation for customers who are deafblind.

C-305-1: Legal Authorization

When developing an individualized plan for employment (IPE), the designated state unit must provide all required information in the native language or mode of communication of the individual or the individual's representative. See 34 CFR §361.45(c).

Appropriate modes of communication are defined in 34 CFR §361.5(4) as "specialized aids and supports that enable an individual with a disability to comprehend and respond to information that is being communicated. Appropriate modes of communication include, but are not limited to, the use of interpreters, open and closed-captioned videos, specialized telecommunications services and audio recordings, Braille and large print materials, materials in electronic formats, augmentative communication devices, graphic presentations, and simple language materials."

C-305-2: Maintaining Customer Confidentiality

Inform the interpreter and customer that information provided is maintained in confidence. For more information, refer to A-205: Confidentiality and Use of Customer Records and Information.

C-305-3: Using Certified Interpreters

TWC-VR must use certified interpreters when possible.

The [Board for Evaluation of Interpreter \(BEI\) Registry](#) to find a certified interpreter ([all interpreters on this list may not have a contract with TWC VR](#)).

A certified interpreter holds at least one of the following certificates of competency from one of the following organizations:

- The National Registry of Interpreters for the Deaf (RID):
 - Interpretation Certificate
 - Transliteration Certificate
 - Reverse Skills Certificate
 - Comprehensive Skills Certificate
 - Master Comprehensive Skills Certificate
 - Specialist Certificate—Legal
- BEI, under [DHHS:Office for Deaf and Hard of Hearing Services \(ODHHS\)](#):
 - Level I Certificate
 - Level II Certificate
 - Level III Certificate
 - Level III—Intermediary Certificate
 - Level IV Certificate
 - Level V Certificate
 - Level V—Intermediary Certificate
 - Basic Certificate
 - Advanced Certificate
 - Master Certificate

If an interpreter is not available, a VR staff member who is fluent in sign language [and holds a valid credential](#) may facilitate communication by meeting in the office or a related setting with VR staff and the customer or other individuals who are deaf.

A VR staff member is prohibited from serving as an interpreter during an appeals process. See A-200: Customer Rights and Legal Issues.

VR employees who are fluent in sign language [and hold a valid credential](#) must not provide ~~their~~[interpreting](#) services to communicate with a TWC customer outside of the office—except as a last resort: [and after VR manager approval is obtained. VR staff who are fluent in sign language do not have to be certified or credentialed to communicate with customers not as an interpreter.](#)

[Any request to use a tactile interpreter for translation to customers who are deafblind requires a consultation with a Deafblind program specialist. A case note indicating that consultation has been completed must be entered in RHW prior to services being provided.](#)

Additional information on certification levels and recommended settings is available on the [Situations and Recommended Interpreter Certification Levels](#) page on the [DHHSODHHS](#) website.

C-305-4: Noncertified Interpreters

A noncertified interpreter lacks certification but can interpret effectively, accurately, and impartially, both receptively and expressively, using all necessary specialized vocabulary. [A noncertified interpreter can be a hearing interpreter or a deaf interpreter.](#)

When a certified interpreter is not available, VR staff may use a noncertified interpreter who is otherwise competent to interpret. A noncertified interpreter ~~can~~ [may](#) be used with the customer's written consent. The customer must provide a written statement that includes the customer's signature, date of signature, and brief statement that ~~they~~ [understand](#) ~~he or she understands~~ and ~~agree~~ [agrees](#) to ~~the use of~~ [using](#) a noncertified interpreter. The written statement is filed in the customer's paper ~~casefile~~ [case file](#).

[Any request to use a noncertified interpreter requires a consultation with the VR program specialist for the deaf and hard of hearing. A case note indicating that consultation has been completed must be entered in RHW prior to services being provided.](#)

A noncertified interpreter may not be used in the following settings:

- Medical
- Legal
- Psychiatric

C-305-5: Purchasing Interpreter Services

Ordinarily, payment for interpreter services must not exceed the cost listed on the ~~DHHS Fee Schedule.~~ [TWC Interpreter Fee Schedule](#). It is preferred that [contracted interpreters be used anytime they are available. Refer to Vocational Rehabilitation Standards for Providers \(SFP\) Chapter 24.6 for the contracted interpreter fee schedule or VRSM C-305-9 non-contracted interpreter fee schedule.](#)

[Note: Using non-contracted interpreters must comply with D-205: Purchasing Threshold Requirements.](#) Every effort must be made to deliver services at the regular (day) rates.

When vocational services are needed at night or on a weekend, the VR counselor must negotiate for the lowest rate.

[Note: A separate service category for Pre-ETS Interpreters and CART services must be used when purchasing these services for Pre-ETS. Please refer to Pre-ETS Desk Reference Part 2: Pre-ETS Purchasing Guidance and Menu of Services.](#)

For specific ~~rates and interpreter policy, see~~ [policies for interpreters, refer to SFP Chapter 24.](#)

C-305-6: [Purchasing Interpreter Services from](#) Colleges and Universities

Fees in the ~~DHHS Fee Schedule~~ [TWC fee schedules](#) do not apply to contracted institutions—, unless noted in the terms of the contract. VR shares contracts with several colleges and universities to offset part of the cost for interpreter services, and rates are determined by the contract.

Payments made to colleges and universities that are not under a VR contract must comply with the established ~~DHHS Fee Schedule~~ [TWC fee schedule for non-contracted interpreters, refer to VRSM C-305: Interpreter Services](#) for rates.

C-305-7: Paying an Out-of-State Provider

When an out-of-state provider performs interpreter services:

- in Texas, the established fees apply; or
- outside of Texas, the maximum allowable fee is the highest in-state fee for the applicable certification level.

C-305-8: Procedures for Purchasing Interpreter Services

The rate for interpreter services depends on the:

- ~~HHS region where the service is provided;~~
- interpreter's certification level^{*}; and
- when the service is required— (day, evening, weekend, or holiday ~~(see -)~~). See [SFP Chapter 24.5 for contracted rates or VRSM C-305-10 for non-contract rates.](#)

[*Court Reporter Certification Levels A-C must be justified and reviewed by the Program Specialist for Deaf and Hard of Hearing Services prior to a Service Authorization for these levels of interpreting to be issued.](#)

VR purchases interpreter services as follows:

- The customer and VR counselor agree on:
 - the type of interpreter (oral or sign language);
 - the certification level needed (for appropriate certification levels, see the ~~Interpreter Settings Chart~~ [Situations and Recommended Interpreter Certification Levels - Settings](#)); and
 - the customer's preferred provider, if appropriate.
- ~~VR staff identifies in the customer's service record the appropriate HHS region where services will be provided. This must be done before selecting the service provider. For the appropriate HHS region, see the -~~
- The customer selects the provider from among those available.

- VR staff contacts the [contracted](#) interpreter service ~~agency~~[provider](#) or the ~~independent~~[non-contracted](#) interpreter service provider to request services and indicates:
 - the certification level needed;
 - the date, time, and location; and
 - how the provider's quoted fee compares to the maximum allowable fee, negotiating with the service provider when necessary.
- The service provider provides the name and [certification](#) level of the assigned interpreter.
- VR staff informs the customer about the assigned interpreter.
- VR staff obtains [an](#) agreement from the customer [that the customer will attend the appointment and, if unavailable, will notify VR staff at least 48 hours prior to the appointment that the customer will not be able to attend and documents the agreement in a case note in RHW.](#)
- VR staff issues a service authorization for the approved services: [that contains the following information:](#)
 - [A line item for the first hour of service](#)
 - [A line item for each additional hour after the first hour using the number of hours as the quantity \(no lump sum amounts\)](#)
 - [The location for the service to be provided](#)
- VR staff:
 - receives the provider's invoice; and
 - verifies the amount charged against the maximum allowable ~~fee in the DHHS Communication Access Maximum Rates.TWC~~ fee published in [SFP Chapter 24.5 \(contracted\) or VRSM C-305-9 \(non-contracted\).](#)
- VR staff authorizes payment for the services in [RehabWorks \(RHW\).](#)

TWC-VR ~~only pays a~~ [does not pay](#) for services that were not provided. TWC-VR ~~does not pay~~ no-show ~~fee~~ or [late cancellation fees](#) to interpreters ~~that have a current contract.~~

[Creating a Service Record](#)

VR staff must create ~~a~~ [A service record](#) ~~must be created~~ with TWC; ~~if the following MAPS Codes specifications for contracted interpreter does not have a contract with TWC, they cannot be paid for a service that was not provided (no-show fee).~~ For more information about processing payments for no-shows [services. Non-contracted interpreter services will not have MAPS codes.](#)

[MAPS Codes for Contracted Interpreter Services](#)

- [Space Holder for MAPS Codes](#)

[Contracted Interpreter Services:](#)

- [Level 1 Interpreter and Translator Services](#)

- [Level 2 Interpreter Services—Contracted Services Providers \(CONTRACT REQUIRED\)](#)
- [Level 3 Interpreter Services—Contract](#)
- [Level 4 Interpreters Services —\(Choose first hour/certification level or non-certified; certification level or non-certified.\)](#)

[Non-Contracted Interpreter Services:](#)

- [Level 1 Interpreter and Translator Services](#)
- [Level 2 Interpreter Services—Non-Contract \(NO CONTRACT REQUIRED\)](#)
- [Level 3 Interpreter Services—Non-Contract](#)
- [Level 4 Interpreters Services —\(Choose first hour/certification level or non-certified; certification level or non-certified.\)](#)

[Contracted Interpreter Services for Colleges and Universities:](#)

- [Level 1 Interpreter and Translator Services](#)
- [Level 2 Interpreter Services by Colleges and Universities—\(CONTRACT REQUIRED\)](#)
- [Level 3 Interpreter Services by Colleges and Universities—\(CONTRACT REQUIRED\)](#)
- [Level 4 Interpreters Services by Colleges and Universities—Contract \(Enter rate as specified by the contract.\)](#)

[Non-Contracted Interpreter Services for Colleges and Universities:](#)

- [Level 1 Interpreter and Translator Services](#)
- [Level 2 Interpreter Services by Colleges and Universities—Non-Contract \(NO CONTRACT REQUIRED\)](#)
- [Level 3 Interpreter Services by Colleges and Universities—Non-Contract](#)
- [Level 4 Interpreters Services by Colleges and Universities —\(Choose first hour/certification level or non-certified; certification level or non-certified.\)](#)

[Pre-ETS Interpreter Services](#), refer to [Pre-ETS Desk Reference Part 2: Pre-ETS Purchasing Guidance and Menu of Services](#)~~D-204-5: No-Show Payments.~~

[C-305-9: Fee Schedule for Non-Contracted Interpreter Services](#)

[Rates for Interpreters services are based on several factors. Below are the definitions to determine what rates apply:](#)

- [Day: 8 a.m. – 5 p.m., weekdays \(Monday through Friday\)](#)
- [Evening: 5 p.m. – 8 a.m., weekdays \(Monday through Friday\)](#)
- [Weekend: 5 p. m. Friday – 8 a.m. Monday](#)
- [Holiday: Days in which state agencies are closed:](#)
 - [Labor Day](#)

- [Veteran's Day](#)
- [Thanksgiving Day](#)
- [Day after Thanksgiving](#)
- [Christmas Eve Day](#)
- [Christmas Day](#)
- [Day after Christmas](#)
- [New Year's Day](#)
- [Martin Luther King, Jr. Day](#)
- [President's Day](#)
- [Memorial Day](#)
- [Independence Day \(July 4th\)](#)
- [Last Minute: service requests made with less than 48 business hours in advance \(2 business days\) notice](#)

Rates for non-contracted Interpreter services are found in the tables below.

Non-Contract Interpreter Rates—Day, Evening, Weekend, Holiday

<u>Level</u>	<u>First Hour</u>	<u>Additional Hour - Day Rate</u>	<u>Additional Hour - Evening Weekend Rate</u>	<u>Additional Hour - Holiday Rate</u>	<u>Additional QTR Hour - Day Rate</u>	<u>Additional QTR Hour Evening Weekend Rate</u>	<u>Additional QTR Hour Holiday Rate</u>
<u>Non-Certified</u>	<u>\$70.00</u>	<u>\$35.00</u>	<u>\$52.50</u>	<u>\$70.00</u>	<u>\$8.75</u>	<u>\$13.13</u>	<u>\$17.50</u>
<u>Level A</u>	<u>\$86.00</u>	<u>\$43.00</u>	<u>\$64.50</u>	<u>\$86.00</u>	<u>\$10.75</u>	<u>\$16.13</u>	<u>\$21.50</u>
<u>Level B</u>	<u>\$108.00</u>	<u>\$54.00</u>	<u>\$81.00</u>	<u>\$108.00</u>	<u>\$13.50</u>	<u>\$20.25</u>	<u>\$27.00</u>
<u>Level C</u>	<u>\$116.00</u>	<u>\$58.00</u>	<u>\$87.00</u>	<u>\$116.00</u>	<u>\$14.50</u>	<u>\$21.75</u>	<u>\$29.00</u>
<u>Trilingual: Non-Certified</u>	<u>\$76.00</u>	<u>\$38.00</u>	<u>\$57.00</u>	<u>\$76.00</u>	<u>\$9.50</u>	<u>\$14.25</u>	<u>\$19.00</u>
<u>Trilingual: Certified Level A</u>	<u>\$130.00</u>	<u>\$65.00</u>	<u>\$97.50</u>	<u>\$130.00</u>	<u>\$16.25</u>	<u>\$24.38</u>	<u>\$32.50</u>
<u>Trilingual: Certified Level B</u>	<u>\$160.00</u>	<u>\$80.00</u>	<u>\$120.00</u>	<u>\$160.00</u>	<u>\$20.00</u>	<u>\$30.00</u>	<u>\$40.00</u>
<u>Trilingual: Certified Level C</u>	<u>\$174.00</u>	<u>\$87.00</u>	<u>\$130.50</u>	<u>\$174.00</u>	<u>\$21.75</u>	<u>\$32.63</u>	<u>\$43.50</u>

<u>Tactical: Certified Tactical</u>	<u>\$108.00</u>	<u>\$54.00</u>	<u>\$81.00</u>	<u>\$108.00</u>	<u>\$13.50</u>	<u>\$20.25</u>	<u>\$27.00</u>
<u>Court Reporter - Certified Level A</u>	<u>\$130.00</u>	<u>\$65.00</u>	<u>\$97.50</u>	<u>\$130.00</u>	<u>\$16.25</u>	<u>\$24.38</u>	<u>\$32.50</u>
<u>Court Reporter - Certified Level B</u>	<u>\$160.00</u>	<u>\$80.00</u>	<u>\$120.00</u>	<u>\$160.00</u>	<u>\$20.00</u>	<u>\$30.00</u>	<u>\$40.00</u>
<u>Court Reporter - Certified Level C</u>	<u>\$174.00</u>	<u>\$87.00</u>	<u>\$130.50</u>	<u>\$174.00</u>	<u>\$21.75</u>	<u>\$32.63</u>	<u>\$43.50</u>

When a session exceeds the original approved time, last-minute rates must be billed at the Additional Hour or Additional Quarter Hour under Interpreter Rates - Day, Evening, Weekend, Holiday.

Non-Contract Interpreter Rates – Last-Minute Day, Evening, Weekend, Holiday

<u>Level</u>	<u>Last- Minute First Hour</u>	<u>Additional Hour – Last- Minute Day Rate</u>	<u>Additional Hour – Last- Minute Evening Weekend Rate</u>	<u>Additional Hour – Last- Minute Holiday Rate</u>	<u>Additional Quarter (QTR) Hour - QTR Last- Minute Day Rate</u>	<u>Additional Quarter (QTR) Hour - QTR Last- Minute Evening Weekend Rate</u>	<u>Additional Quarter (QTR) Hour - QTR Last- Minute Holiday Rate</u>
<u>Non- Certified Level A</u>	<u>\$105.00</u>	<u>\$52.50</u>	<u>\$70.00</u>	<u>\$70.00</u>	<u>\$13.13</u>	<u>\$17.50</u>	<u>\$17.50</u>
<u>Level B</u>	<u>\$129.00</u>	<u>\$64.50</u>	<u>\$86.00</u>	<u>\$86.00</u>	<u>\$16.13</u>	<u>\$21.50</u>	<u>\$21.50</u>
<u>Level C</u>	<u>\$162.00</u>	<u>\$81.00</u>	<u>\$108.00</u>	<u>\$108.00</u>	<u>\$20.25</u>	<u>\$27.00</u>	<u>\$27.00</u>
<u>Level C</u>	<u>\$174.00</u>	<u>\$87.00</u>	<u>\$116.00</u>	<u>\$116.00</u>	<u>\$21.75</u>	<u>\$29.00</u>	<u>\$29.00</u>
<u>Trilingual: Non- Certified</u>	<u>\$114.00</u>	<u>\$57.00</u>	<u>\$76.00</u>	<u>\$76.00</u>	<u>\$14.25</u>	<u>\$19.00</u>	<u>\$19.00</u>

<u>Trilingual: Certified Level A</u>	<u>\$195.00</u>	<u>\$97.50</u>	<u>\$130.00</u>	<u>\$130.00</u>	<u>\$24.38</u>	<u>\$32.50</u>	<u>\$32.50</u>
<u>Trilingual: Certified Level B</u>	<u>\$240.00</u>	<u>\$120.00</u>	<u>\$160.00</u>	<u>\$160.00</u>	<u>\$30.00</u>	<u>\$40.00</u>	<u>\$40.00</u>
<u>Trilingual: Certified Level C</u>	<u>\$261.00</u>	<u>\$130.50</u>	<u>\$174.00</u>	<u>\$174.00</u>	<u>\$32.63</u>	<u>\$43.50</u>	<u>\$43.50</u>
<u>Tactile</u>	<u>\$234.00</u>	<u>\$81.00</u>	<u>\$108.00</u>	<u>\$108.00</u>	<u>\$20.25</u>	<u>\$27.00</u>	<u>\$27.00</u>
<u>Court Reporter - Certified Level A</u>	<u>\$195.00</u>	<u>\$97.50</u>	<u>\$130.00</u>	<u>\$130.00</u>	<u>\$24.38</u>	<u>\$32.50</u>	<u>\$32.50</u>
<u>Court Reporter - Certified Level B</u>	<u>\$240.00</u>	<u>\$120.00</u>	<u>\$160.00</u>	<u>\$160.00</u>	<u>\$30.00</u>	<u>\$40.00</u>	<u>\$40.00</u>
<u>Court Reporter - Certified Level C</u>	<u>\$261.00</u>	<u>\$130.50</u>	<u>\$174.00</u>	<u>\$174.00</u>	<u>\$32.63</u>	<u>\$43.50</u>	<u>\$43.50</u>