

Vocational Rehabilitation Services Manual C-300: Communication Services

New content.

C-300: Communication Services

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C-310: Communication Access Realtime Translation (CART)

Communication Access Realtime Translation (CART) describes the provision of on-screen displayed translation of the spoken word by a CART provider without contributing to the dialogue. VR uses CART services to facilitate communication with customers during the rehabilitation process.

C-310-1: Legal Authorization

When developing an 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-310-2: Maintaining Customer Confidentiality

VR staff must inform the CART provider and customer that information provided is maintained in confidence. For more information, refer to [A-206: Confidentiality and Use of Customer Records and Information](#).

C-310-3: Using CART providers

TWC-VR must use certified providers. A qualified CART provider holds any of the following certifications:

- Texas Court Reporters Association:
 - CART Certification Level I;
 - CART Certification Level II;

- CART Certification Level III;
- CART Certification Level IV; or
- CART Certification Level V.
- National Court Reporter Association;
- Certified Realtime Reporter (CRR);
- Certified CART Provider (CCP); or
- Certified Broadcast Captioner (CBC).

C-310-4: Purchasing CART Services

Ordinarily, payment for interpreter services must not exceed the cost listed on the TWC CART services Fee Schedule. It is preferred that contracted CART providers be used. Refer to SFP Chapter 24.5 for the contracted CART services Fee Schedule or VRSM C-310-8 non-contracted CART fee schedule. Note: The use of non-contracted CART service providers must comply with [D-205: Purchasing Threshold Requirements](#). Every effort must be made to deliver services at the regular (day) rates.

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 policies for CART services, refer to SFP Chapter 24.

C-310-5: Purchasing CART Services from Colleges and Universities

Fees listed on the 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 CART 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 TWC Fee Schedule for non-contracted CART services, refer to VRSM C-310-8 for rates.

C-310-6: Paying an Out-of-State Provider

When an out-of-state provider performs CART 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-310-7: Procedures for Purchasing CART Services

The rate for CART services depends on:

- whether services are provided on-site or remotely;
- whether additional services are provided (e.g., the use of a projector or providing an unedited transcript);
- the number of CART providers needed; and
- when the services are required-day, evening, weekend, or holiday (see SFP Chapter 24.5 for contracted rates or VRSM C-310-8 for non-contract rates).

VR purchases CART services as follows:

- The customer and VR counselor agree on the need for CART services.
- The customer selects the provider from among those available.
- VR staff contacts the CART vendor to request services and indicates:
 - the date, time, and location;
 - whether services will be provided on-site or remotely;
 - whether transcripts and other services will be needed; 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 Captioner.
- VR staff identifies the service provider chosen in the customer's service record.
- 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 (on-site with location or remote)
- VR staff:
 - receives the provider's invoice; and
 - verifies the amount charged against the maximum allowable TWC fee as published in the SFP Chapter 24.5 (contracted) or VRSM C-310-8 (non-contracted).
- VR staff authorizes payment for the services in RHW.

TWC-VR does not pay for services that were not provided. TWC-VR does not pay “no show” or late cancellation fees for CART services.

Creating a Service Record

VR staff must create a service record with the following specifications for CART services:

Contracted Communication Access Realtime Translation (CART) Services:

- Level 1 Interpreter and Translator Services
- Level 2 Communication Access Services – Contracted Service Providers (CONTRACT REQUIRED)
- Level 3 Communication Access Realtime Translation (CART) Services – Contract
- Level 4 CART Services – Contract – (choose first hour/number of providers, location)

Non-Contracted Communication Access Realtime Translation (CART) Services:

- Level 1 Interpreter and Translator Services
- Level 2 Communication Access Services – Non-Contracted Service Providers (NO CONTRACT REQUIRED)
- Level 3 Communication Access Realtime Translation (CART) Services – No Contract
- Level 4 CART Services – (choose first hour/number of providers, location)

Contracted Communication Access Realtime Translation (CART) Services for Colleges and Universities:

- Level 1 Interpreter and Translator Services
- Level 2 Communication Access Services by Colleges and Universities – (CONTRACT REQUIRED)
- Level 3 Communication Access Realtime Translation (CART) Services by Colleges and Universities – CONTRACT REQUIRED
- Level 4 CART Services by Colleges and Universities – Contracted – (enter rate as specified by the contract)

Non-Contracted Communication Access Realtime Translation (CART) Services for Colleges and Universities:

- Level 1 Interpreter and Translator Services
- Level 2 Communication Access Services by Colleges and Universities – Non-Contracted Service Providers (NO CONTRACT REQUIRED)
- Level 3 Communication Access Realtime Translation (CART) Services by Colleges and Universities – No Contract
- Level 4 CART Services by Colleges and Universities – (choose first hour/number of providers, location)

Pre-ETS CART services, refer to [Pre-ETS Desk Reference Part 2: Pre-ETS Purchasing Guidance and Menu of Services](#).

C-310-8: Fee Schedule for Non-Contracted Interpreter Services

Rates for CART 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 CART services providers are found in the tables below:

Non-Contract CART Rates - Day, Evening, Weekend, Holiday

Level	First Hour	Additional Hour: Day Rate	Additional Hour: Evening Weekend Rate	Additional Hour: Holiday Rate	Additional Quarter (QTR) Hour: QTR Hour Day Rate	Additional Quarter (QTR) Hour: QTR Hour Evening Weekend Rate	Additional Quarter (QTR) Hour: QTR Hour Holiday Rate
On-site: 1 provider	\$338.00	\$169.00	\$253.50	\$338.00	\$42.25	\$63.38	\$84.50
On-site: 2 providers	\$456.00	\$228.00	\$342.00	\$456.00	\$57.00	\$85.50	\$114.00
Remote	\$260.00	\$130.00	\$195.00	\$260.00	\$32.50	\$48.75	\$65.00
Projector Fee (if used) on-site only	\$46.00	\$ 23.00	\$ 23.00	\$ 23.00	\$ 5.75	\$5.75	\$5.75
Unedited Transcript	\$22.00	\$11.00	\$11.00	\$ 11.00	\$12.00	\$12.00	\$2.00

(if requested)							
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When a scheduled session exceeds the original approved time, last minute rates must be billed at the Additional Hour or Additional Quarter Hour under Non-Contract CART Rates - Day, Evening, Weekend, Holiday.

Non-Contract CART Rates - Last Minute Day, Evening, Weekend, Holiday

Level	Last Minute First Hour	Last Minute Additional Hour: Day Rate	Last Minute Additional Hour: Evening Weekend Rate	Last Minute Additional Hour: Holiday Rate	QTR Hour Last Minute Day Rate	QTR Hour Last Minute Evening Weekend Rate	QTR Hour Last Minute Holiday Rate
On-site: 1 provider	\$507.00	\$253.50	\$338.00	\$338.00	\$63.38	\$84.50	\$84.50
On-site: 2 providers	\$684.00	\$342.00	\$456.00	\$456.00	\$85.50	\$114.00	\$114.00
Remote	\$390.00	\$195.00	\$260.00	\$260.00	\$48.75	\$65.00	\$65.00
Projector Fee (if used) on-site only	\$46.00	\$23.00	\$23.00	\$23.00	\$5.75	\$5.75	\$5.75
Unedited Transcript (if requested)	\$22.00	\$11.00	\$11.00	\$11.00	\$2.75	\$2.75	\$2.75