

How Does an Agency Become Registered for Purposes of Delivering Telephone Interpretation?

The official representative of the agency must complete all requirements for agencies that deliver any type of court interpreting service (on-site, telephone, VRI) as stated on the Registering an Agency webpage and the **Agency Professional Service Statement of Work (Agency PSSW)**. Once those requirements have been satisfied and to ensure agencies meet requirements to deliver telephone interpreting services for spoken languages, the official representative must respond to the questions below. If any question is unanswered or is answered incompletely, that will make the agency's response incomplete.

Please e-mail your responses, along with a signed Agency PSSW and agency registration form, to LangSvcs.Mailbox@njcourts.gov

Questions:

1. How can we contact the agency?

Provide the agency's name, name of the principal contact person, mailing address, telephone number, and e-mail address should we need to ask follow-up questions.

2. How long has your agency been providing telephone court interpreting services?

Give a brief overview of the history of your telephone court interpreting services. Describe fully the extent to which your agency has delivered telephone-interpreting services to trial courts: for how long, what kinds of courts, some idea of how many cases have been served, etc.

3. In what languages do you presently deliver telephone court interpreting?

Do not say "all" or "any." Please choose six language options using the nomenclature found in the **Language Identification Guide**..

4. What fees/rates do you charge for telephone court interpreting services?

5. What are the credentials of the interpreters you use?

Be very specific about the interpreting certifications, accreditations, and training that stand behind the interpreters you provide for telephone court interpreting.

6. What training in doing telephone court interpreting have your interpreters received?

Please be very specific about the curriculum you have used and how much training time you have given them.

7. What is the response time from the moment your agency receives a request for telephone court interpreting until an interpreter is on the line and ready to proceed?

- 8. What professional literature has your agency read on telephone court interpreting**
Please give a full bibliographic citation of every item that you have read that has guided the development of your service.
- 9. What equipment do your interpreters have to use when doing telephone court interpreting?**
- 10. Where are your interpreters physically located when they are doing telephone court interpreting?**
- 11. To what degree can you guarantee that confidential matters interpreted by your interpreters will be kept confidential?**
- 12. What have you done or would you do to ensure that all of your interpreters abide by the [Code of Professional Conduct](#) for Interpreters, Transliterators, and Translators approved by the New Jersey Supreme Court?**
- 13. What have you done or will you do to ensure that all of your interpreters abide by our [Manual for Interpreters Delivering Services by Telephone](#) to Court Proceedings and Court Support Services?**
- 14. During what hours, EST, on weekdays, weekends and holidays, is telephone court interpreting available from your agency?**
- 15. What is your agency's process for receiving, investigating and responding to service complaints?**

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