



How Does an Agency Become Registered for Purposes of Delivering Video Remote Interpretation (VRI) in Sign Languages?

Agencies that provide interpreting services for any form of sign language must meet the qualifications mandated by law (N.J.S.A. 34:1-69.8.d.) namely certification by the Registry of Interpreters for the Deaf (RID). Additionally, the agency must agree to provide RID certified interpreters with legal certification (SC:L) or a minimum of 60 hours of legal training.

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 for agencies to deliver video remote interpreting (VRI) services for sign 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, the name of the principal contact person, the mailing address, telephone number, e-mail address, and FAX number should we need to ask follow-up questions.

2. How long has your agency been providing court interpreting services via Video Remote Interpreting (VRI) in sign languages?

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

3. What fees/rates do you charge for court interpreting via VRI in sign languages?

4. What training in doing court interpreting via VRI have your interpreters received?

5. What is the response time from the moment your agency receives a request for court interpreting via VRI in sign language until a qualified ASL interpreter, as described above, is on the line and ready to proceed?

6. What equipment do your interpreters have to use when doing court interpreting via VRI in sign languages?

7. Where are your interpreters physically located when they are doing court interpreting via VRI in sign languages?



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8. To what degree can you guarantee that confidential matters interpreted by your interpreters will be kept confidential?
9. What have you done or would you do to ensure that all of your interpreters abide by the [Code of Professional Conduct](#) for Interpreters, Transliterateds, and Translators approved by the New Jersey Supreme Court?
10. What are your experiences providing both a qualified ASL interpreter as described above and a Certified Deaf Interpreter (CDI) when needed?
11. What have you done or will you do to ensure that all of your interpreters are familiar with the [Language Services Section Video Remote Interpreting \(VRI\) Resources webpage](#) and other publicly posted [Instructions for Participants in Remote Court Events](#)?
12. During what days, hours, EST, is court interpreting via VRI in sign languages available from your agency?
13. What is your agency's process for receiving, investigating and responding to service complaints?

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