



ADMINISTRATIVE PRACTICES MANUAL

GUIDELINE & PROCEDURE FOR:

SCHEDULING A “LEGALLY CERTIFIED” SIGN LANGUAGE INTERPRETER

Note: to hire a “standard” Sign Language Interpreter see the recommended guidelines in a separate document entitled, “Hiring a “standard” Sign Language Interpreter.

Clients’ Preference To Be Honored.

Where an individual expresses a preference for a particular interpreter, and where it is feasible to do so, County may engage the services of the preferred person.

Absence of a Stated Preference

Dane County currently contracts with P.I.E. (contact information below) to be the primary agency to provide legally certified Sign Language Interpreter Service to Dane County. P.I.E. has agreed to furnish necessary personnel and supervision to perform “portal to portal” sign language interpretive services. Upon request, P.I.E. will provide documentation of an interpreter’s certification. P.I.E. may utilize services of qualified subcontracted interpreters (as opposed to P.I.E. employees. To minimize charges related to travel time, P.I.E. shall at all times attempt to engage interpreters based in Dane County.

Professional Interpreting Enterprise, (P.I.E.), LLC
6510 West Layton Avenue, Suite 2
Greenfield, WI 53220
(414) 282-8115 V/TTY
(414) 282-8117 (Fax)
(888) 801-9393 V/TTY (Toll Free)
pieinc@tds.net
<http://www.pieinc-wi.com>

Services Provided by P.I.E.:

When the County has at least ten (10) calendar days notice of the need for an interpreter, P.I.E. will be Dane County’s primary agency to provide sign language interpreters specializing in legal interpretation. However, if P.I.E. fails to schedule personnel and provide County notice of said scheduling within two (2) business days (sixteen (16) consecutive business hours) of receiving a request from County, then the County may contract with an alternate provider. Whenever P.I.E. has no available certified interpreters on its roster, County may engage the services of any certified interpreter.

When an interpreter is required with less than ten (10) calendar days notice, in addition to contacting P.I.E., County may seek the services of an alternate provider. County may engage the services of the first responding provider.

Whenever the County hires an interpreter not employed by P.I.E., the County shall give P.I.E. reasonable notice (where possible, within one business day) that the need has been met.



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Jury Duty Services.

If the County requests interpreter services for jury duty, the County will give P.I.E. the opportunity to provide sign language interpreters specializing in legal interpretation in the manner described below. If P.I.E. does not have qualified interpreters available, the County may engage the services of the first responding provider and give P.I.E. reasonable notice that the need has been met.

Unless there is a special circumstance, Dane County will schedule sign language interpreters when the County has notice that a prospective juror needs a sign language interpreter as follows:

- When the County has notice that one prospective juror needs a sign language interpreter, Dane County will schedule one interpreter for the first full day of juror assembly and a second interpreter for just the afternoon.
- Whenever a prospective juror or jurors needing sign language interpreter services has been selected to sit on a jury, Dane County will schedule two (2) interpreters per such juror until the jury has been dismissed.

Misc. Fees.

- Prior to day of Jury assembly and selection, County may cancel interpreters' services with at least two-business day's notice without penalty.
- Prior to day of Jury assembly and selection, if County provides less than two-business days notice; County shall pay provider for two hours of service.
- Unless otherwise provided herein, if the interpreter is en route or has arrived on site and county cancels the service, County will pay for the scheduled time on the business day, plus travel expenses.
- If a prospective juror needing a sign language interpreter is not selected for jury duty, then the County will pay for two interpreters for one additional business day.
- Interpreters shall be paid for a full day where a trial ends before the end of said day. Where the interpreter has been scheduled for days following the day the trial ends, the interpreter will be paid for one full business day in addition to the remainder of the day the trial ends.

END OF GUIDELINE:



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PROCEDURE

Departmental Staff

1. Asks individual (or prospective juror) making request what kind of Sign Language Interpreter he or she needs.
2. Asks individual making request if he or she has preference for a specific sign language interpreter(s) with a "legal certification."
 - 2a. If individual has a preference for a sign language interpreter, first check with P.I.E. to see if that interpreter is named on their list.
 - 2b. If preferred interpreter is on their list, ask P.I.E. if they can schedule that interpreter for the service.
 - 2c. If the preferred interpreter is a legally certified interpreter but is not listed on P.I.E.'s list; contact the interpreter to see if they are available.
 - 2d. If a second legal interpreter is needed, contact P.I.E. per guidelines stated above to set up service.
 - 2d. If the preferred sign language interpreter is not available, schedule P.I.E. using the appropriate guideline listed above to provide complete service.
 - 2e. An individual's relatives and friends are not permitted to do the interpreting.
3. If staff has any questions, call the DC ADA Coordinator at 267-1520.

END OF PROCEDURE