

ALLEGHENY COUNTY
DEPARTMENT OF HUMAN SERVICES
PROPOSAL COVER PAGE

SOLICITATION:

Contact Information	
ORGANIZATION OR INDIVIDUAL: <u>Center for Hearing & Deaf Services, Inc.</u>	
AUTHORIZED REPRESENTATIVE: <u>Doug Masiroff</u>	
Name: Amy Hart	Title: President and CEO
ADDRESS: 1945 5 th Avenue Pittsburgh, PA 15219	
TELEPHONE #: 412-281-1375	FAX #: 412-281-6564
E-MAIL ADDRESS: ahart@hdscenter.org	
WEBSITE: www.hdscenter.org	

Proposal Information
DATE SUBMITTED: January 15, 2015
AMOUNT REQUESTED:
*PROPOSAL ABSTRACT: Center for Hearing & Deaf Services, Inc. proposes to provide Language Assistance Services to Support Individuals with Limited English Proficiency. We propose to do this via the services of the Pittsburgh Language Access Network (PLAN). PLAN provides trained, professional interpreters for in-person on-site interpretation.

*Please limit your response to 750 characters

Please check each of the following before submitting your Proposal:

My firm is registered with the Allegheny County Department of Minority, Women and Disadvantaged Business Enterprises

By submitting this proposal, I agree that, if offered a contract award, I will comply with the standard County terms and conditions for County contracts.

By submitting this proposal, I agree to comply with DHS Cyber Security, EEOC/Non-Discrimination and HIPAA requirements.

By submitting this proposal, I certify and represent to the County that all submitted materials are true and accurate, and that I have not offered, conferred or agreed to confer any pecuniary benefit or other thing of value for the receipt of special treatment, advantaged information, recipient's decision, opinion, recommendation, vote or any other exercise of discretion concerning this RFP.

Language Assistance Services Proposal, Allegheny County Department of Human Services (DHS)

Prepared by: Center for Hearing & Deaf Services (HDS), January 2016

Executive Summary

Center for Hearing & Deaf Services (HDS) is pleased to put forth the following proposal:
Language Assistance Services to Support Individuals with Limited English Proficiency

Center for Hearing & Deaf Services (HDS) has provided high-quality, in-person language interpretation for an array of governmental and non-governmental agencies, as well as other local organizations, here in Pittsburgh and throughout Western Pennsylvania since 1921. During our first nine decades, HDS has championed the cause of children and adults who face unique communication challenges due to either being deaf or having hearing loss. Our interpreting department serves approximately 70 clients per day, via professional staff interpreters and independently-contracted professionals providing American Sign Language (ASL) interpretation. HDS has faithfully provided quality language services to the offices and programs of the Allegheny County Department of Human Services for over 30 years.

Our spoken language interpretation program is named PLAN. This is an acronym for Pittsburgh Language Access Network. Given that people with limited English proficiency are often new to living in this country, a one-word name is easily recognizable for immigrant and refugee consumers. First started in 2011, PLAN delivers in-person foreign language interpretation across many of the same markets as our ASL program. PLAN interpreters are screened for bilingual proficiency, trained in consecutive interpretation, and contracted to provide high-quality language services. Service locations include, but are not limited to: medical and human service providers, regional area school districts, and government offices (local, state, and federal). Our interpreters are highly trained professionals, who come from the same immigrant and refugee populations we serve.

HDS provided over 30,000 hours of interpreting services during Fiscal Year 2013-14, with nearly 1,000 hours of interpreting under our PLAN program during this same time period. This includes language assistance for DHS agencies and consumers. PLAN currently provides an average of 25 foreign-language interpreting sessions per week, and that number is increasing all the time.

PLAN interpreters are trained in accordance with the National Council on Interpreting in Health Care (NCIHC) and the International Medical Interpreters Association (IMIA) Code of Ethics.

Organizational Experience and Capacity

Center for Hearing & Deaf Services (HDS) has provided high-quality, in-person interpretation for an array of governmental and non-governmental agencies, as well as other local organizations, here in Pittsburgh and throughout Western Pennsylvania since 1921. During our first nine decades, HDS has championed the cause of children and adults who face unique communication challenges – primarily due to either being deaf or having hearing loss. Our interpreting department serves approximately 70 clients per day, via professional staff interpreters and independently-contracted professionals providing American Sign Language (ASL) interpretation. HDS has faithfully provided quality language services to the offices and programs of the Allegheny County Department of Human Services for over 30 years.

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Examples of recent assignments which were particularly complex or intense in nature are: Domestic abuse or personal trauma counseling and week-long shelter stays (Family Links, Women’s Center and Shelter), court-ordered arbitration in wage theft cases (Community Justice Project), in-home visits (Allegheny Children’s Initiative, Macedonia FACE, CYF), workplace disputes and employee benefits enrollment meetings (multiple employers), and behavioral health cases (WPIC and Mercy Behavioral Health, including commitment hearings and treatment). One of our PLAN interpreters, Tamare Piersaint, is well-versed in the field of psychology and has provided guidance vis-à-vis the availability of vicarious trauma support. Our interpreters know to ask for assistance when they need counseling or advice on self-care.

Examples of assignments that require multiple sessions, over a series of weeks or even months, include: interpreting Mandarin for an expecting couple’s Lamaze classes, interpreting Arabic for a refugee woman from Iraq in talk therapy to process trauma, interpreting Spanish for a family from Puerto Rico whose children are experiencing difficulties with their classmates in school, interpreting Burmese for a client staying in a domestic violence shelter, interpreting Russian for a woman and her children participating in group therapy in conjunction with grief counseling.

PLAN interpreters provide communication access that is critical to quality care and favorable outcomes. A patient needs to understand his or her doctor both during the appointment and for related aftercare; a family in crisis needs to be able to interact with therapists, caseworkers, and potentially law enforcement; parents need to understand their children’s teachers in order to make sure they receive the best possible education. PLAN plays a pivotal role in allowing these and many other situations to be handled in a linguistically- and culturally-competent

manner. Care is taken in the matching of interpreters with end-users; for example, a devoutly observant Muslim woman may ask for – or indeed typically require – a female interpreter. PLAN and HDS work side by side with the requesting entity to ensure that we are making the best interpreter/client matches. In addition to gender or cultural considerations, another consideration in cases that might require more than one session would be the need to assign the same interpreter to go each time. This continuity of service, while essential to the process, truly sets our non-profit program above many of the private-sector language businesses.

HDS utilizes a thoughtful approach to meeting the needs of those we serve, valuing expediency and quality customer service. Building on HDS' long record of success as the region's largest provider of ASL interpretation, our agency stands ready to meet or surpass the expectations of language assistance needs of the Department of Human Services. Each staff person in the HDS interpreting department is attuned to the importance of clear communication and works to send the best possible interpreter for each unique case. One notable exception would be an emergency situation in which it is imperative that an interpreter arrive as soon as possible. A night or weekend scheduler is always on call 24 hours a day, 7 days a week – we never “close.”

Interpreting Services Director, J.J. Blasco, heads up a team of interpreting job schedulers. These key staff members (managerial and administrative) are themselves bilingual and have first-hand experience as certified language interpreters for sign language or at least one foreign language. The interpreting scheduler is a frontline staffer, responsible for assigning incoming requests for interpretation by confirming the interpreter who is best-suited for each particular assignment.

One of the clear strengths of having our foreign language and sign language services co-located is the HDS team approach. This means PLAN is part of a larger Interpreting Department, with all HDS managerial and support staff members immediately available on hand. There are two offices: one in Greensburg, covering Westmoreland and surrounding counties; and our main office, in the Uptown section of Pittsburgh. It is not uncommon to see our President and CEO, Amy Hart, connecting calls or lending a hand as needed. As a team, HDS is focused on getting the job done. This commitment to getting things done effectively and in a timely manner exemplifies the culture of our agency. And our interpreters are recognized and celebrated for their unique talents. Requests for language interpretation take priority and rarely would a call be put through to voicemail or left unanswered for more than the length of the next call. This is remarkable, given that the HDS Interpreting Department (PLAN & ASL combined) schedules an average of 2,500 hours of language assistance, predominantly onsite interpretation, per month.

PLAN Coordinator, Doug Masiroff, has actively participated in and was a founding member of the Allegheny County Department of Human Services (DHS) Immigrants and Internationals Advisory Council. He came to HDS after serving as co-chair of I&I's Language Access committee for several years; as such he is well-acquainted with the issues and legal mandates pertaining to this field. In his past employment, Doug was an education professional and assessment specialist in the area of second language literacy and adult basic education. He has worked with refugee and immigrant communities for 20 years. Himself a lifelong learner, Doug has studied and taught several foreign languages. In 2014, he earned a certificate as a Qualified Interpreter (Spanish) from the State Refugee Health Program, Office of Health Equity.

Proposed Services

In April 2015, PLAN expanded to include immigrant languages in increasingly-steady demand amongst local service providers. Last summer, the program grew from three refugee languages to 12 foreign languages overall. Important benchmarks established then were to make available both male and female interpreters for each language added; to keep up with demand; to track qualitative and quantitative data; and – whenever possible – to utilize native speakers who share the same, or similarly diverse, cultural backgrounds as our refugee and immigrant consumers. In terms of the first category in this section of the RFP, our delivery model fits the description perfectly for onsite interpretation services.

In order to request an interpreter, participating DHS programs or support offices may either dial our office, at **412-281-1375**, or fill out the request form on our agency website, at this link: hdscenter.org/request-an-interpreter.asp. Our phone answers 24 hours a day, 7 days a week.

To address the specific requirements and standards for **Onsite Interpretation** from the RFP:

- Providing onsite interpreting service within forty-eight (48) hours is the HDS standard.
- We will provide expedited services within twenty-four (24) hours and, in the case of an emergency, we will endeavor to provide same-day service during business hours.
- We require that all interpreters be physically present up to 15 minutes before the start of the assignment. They abide by all security and site-related protocols. In addition, all interpreters sign a HIPPA confidentiality agreement.
- DHS will maintain the ability to request return service by the same specific interpreter, based on availability. This is a common request for us and poses no issues.

While PLAN's primary delivery system for language services is in-person, video and telephonic modalities can be utilized to enhance service when specific situations warrant. Examples of circumstances requiring the use of the telephone or Skype as a bridge are: responding to an emergency (e.g. disaster or public safety); conveying simple requests (e.g. scheduling changes); and conducting follow up after a scheduled, in-person interpreting session has already taken place (e.g. sharing test results, providing information about a referral or aftercare instructions).

PLAN has focused during the first full year on ramping up capacity for onsite interpretation. This said, at the request of one local domestic violence program manager, HDS has proposed undertaking a pilot study to determine the feasibility of providing around-the-clock telephone coverage in Spanish for this particular domestic violence telephone hotline. With this in mind, in December, we reached out to Casa San Jose and several contacts at Carnegie Mellon University to add six additional candidates to be new Spanish interpreters. These six will be cross-trained to be able to do both in-person and telephone-based assignments.

At this stage in the development of PLAN as a sustainable source for comprehensive language access services, written translation has largely been left aside for future expansion. However, via collaboration with the leaders of Bhutanese Community Association of Pittsburgh (B-CAP), HDS completed two translations of brochures to promote the Pittsburgh Food Bank's Produce to People initiative. B-CAP has approached PLAN about soliciting an assignment to translate the CYF parenting manual that was presented at the last I&I quarterly meeting in October.

The three languages PLAN is currently prepared to bid on for **Translation** projects are: Arabic, Nepali, and Spanish. Beyond these, we choose to limit our activities in this arena for the present time. In terms of **Telephonic Interpretation**, PLAN will continue to offer this service as a bridge or adjunct to onsite interpretation; however HDS recognizes that our delivery model for telephonic interpreting does not meet the required timeframes named in this RFP.

Interpretation and translation are very different skill sets. An interpreter orally conveying a message needs a high level of oral language fluency in both languages. A sight translator not only needs to be proficient in two *written* languages, they also need to have proficiency in the specialized area of the document. An example could be a legal document for termination of parental rights. There are nuances in the document that require a very high level of legal understanding. Otherwise we can tell someone what a document says, but not what it means. For this reason, an agency / program representative must be present during sight translation.

For the most part, HDS does not encourage the pervasive use of sight translation during scheduled face-to-face encounters. Instead, we recommend that vital case-related documents or other frequently required paperwork be professionally translated beforehand. If forms are in English only, sometimes it is useful for them to be mailed to the consumer in advance of a scheduled appointment. And while limited use of sight translation may be permissible in a pinch, we assert that documents which are intended as legal documents must be translated in advance, to ensure language accuracy and limit errors. We have worked with recurring clients to translate in advance forms with high frequency of use, and other vital documents.

In terms of low-text density documents such as eligibility guidelines, income worksheets, intake forms, etc. – it is the interpreter's judgement call whether or not to perform sight translation; as a program PLAN supports the use of a professional team approach to translation instead.

All requests for interpretation will be honored within 48 hours, or 2 business days. Expedited procedures for requests with less than 24 hours' advance notice will also be honored, with priority given to first and second tier vs. third tier languages (as stated in the RFP document).

At the present time, HDS has the following languages available, by number of interpreters:

Tier One:

- **Arabic = 6, Nepali = 10, Spanish = 12**

Tier Two:

- **Mandarin = 4, French – 4, Russian – 4**

Tier Three:

- **Swahili = 5, Vietnamese = 2**
- **Other (17 additional interpreters for the following 11 additional Tier Three languages)
Burmese = 2, Cantonese = 1, Czech = 1, Haitian Creole = 2, Hungarian = 1, Italian = 1,
Karen = 2, Kikuyu = 3, Lingala = 2, Serbo-Croatian (aka Bosnian) = 1, Uzbek = 1**

PLAN interpreters are trained in accordance with National Standards of Practice for Interpreters in Health Care, and are certified by HDS. The training workshop combines content from the Philadelphia Interpreter Training Program (© The Health Federation of Philadelphia) and Maryland's The Community Interpreter curriculum (© Cross-Cultural Communications). PLAN's training curriculum emphasizes the following aspects of interpretation for medical and human service locations: Roles and responsibilities of the interpreter, paired practice with a language partners, simulated role-play scenarios, skill building with case studies from several different medical specialties and in a variety of circumstances, critical thinking for decision-making, and the application of the professional interpreter's code of ethics to numerous ethical dilemmas.

Mandatory pre-service training and each interpreter's annual contract includes the full text of relevant HIPPA regulations as well as PLAN's guidelines for professional conduct. The latter is a combined statement of the essential principles set forth in the Code of Professional Conduct adopted by the National Registry of Interpreters for the Deaf (RID) and the National Association of the Deaf (NAD), along with the National Council on Interpreting in Health Care (NCIHC) and the International Medical Interpreters Association (IMIA) Code of Ethics.

In one year, PLAN has grown from a total of five working interpreters to 50+ and from a total of three available languages to nearly 20. Our PLAN Coordinator, Doug Masiroff, worked for more than two decades as an English as a Second Language (ESL) education professional and, during his 14 years of employment at Greater Pittsburgh Literacy Council, Doug served as coordinator of the Southwest Pennsylvania ESL Network – a group of adult ESL professionals, representing regional adult basic and literacy education programs. Naturally, reaching out to his former colleagues to publicize the availability of independent contract positions and free training for advanced ESL graduates was the logical starting point. Apart from this, Allegheny Intermediate Unit's ESL program and each of the four Pittsburgh-based refugee resettlement agencies (AJAPO, Catholic Charities, JF&CS, and NAMS) have staff employment specialists. These employment counselors have been our very best outside sources for candidate recruitment to date. Doug also serves as a board member at Casa San Jose, where he has enjoyed a decade-long personal and professional relationship with Sister Janice Vanderneck. In addition to serving as a PLAN interpreter for Spanish and Brazilian Portuguese, Sister Janice has been instrumental in helping Doug to recruit new candidates who are Latino. During 2015, Spanish interpretation capacity grew from four to now 12 available PLAN interpreters.

Many of the active interpreters themselves are referring additional candidates for training, most surprisingly not only from their own ethnic and linguistic communities but in support of new language offerings as well. For example, one interpreter who speaks Swahili and Kikuyu referred her brother and her sister, both of whom speak these same languages. Another interpreter, who is the adult child of an immigrant family from Mainland China, referred one of her friends from college who is a Russian immigrant. And so the process goes, as satisfied contractors spread the news about this opportunity via word of mouth to family and friends.

One of the initial goals mentioned above which relates to recruitment has been the desire to achieve gender parity. As of January 2016, PLAN is at 75% – meaning, of the languages offered, three out of four have both male and female interpreters available. Another more recent goal, related to recruitment, is the need to keep up with adding additional staffing for new languages shown to be in high demand. PLAN's high-demand languages are the same as those identified in the RFP as Tier One and Tier Two.

In terms of retention, to date, only one interpreter has resigned and upon doing so he recruited his own replacement.

Performance evaluation is conducted via customer satisfaction surveys. HIPPA regulations can preclude HDS from having direct contact information for each consumer. We plan to have this form available electronically in the near future. We also collect data as described above based on customer and consumer feedback.

Another measure of performance and customer satisfaction is the constant pattern of our interpreters being requested again for subsequent appointments by medical providers and human service agencies. Typical examples include: physical therapy over the course of several months, multiple sessions of talk therapy and grief therapy, neonatal care and labor/delivery, weekly home visits and in-home family counseling, etc. We even have a rural school district experiencing their first Latino family. They invited us to participate with the mother during her children's Kindergarten Readiness sessions this past summer and then, during the school year, we have gone back to provide Spanish interpretation on the day of a Christmas pageant and parent-teacher conferences. That school administrator recently quipped on the phone, when calling to schedule a return visit: "With the support of your language services for this family, this year of kindergarten has been going really well. Let's see... This family's youngest child is five, so we still have 12 more years to go!"

In terms of data collection for onsite interpretation and translation jobs, these will be tracked as separate services for internal record-keeping and for any required reporting purposes. Our customized database, described below, is connected to our QuickBooks financial management software, which means we can do customized reports to meet any DHS data collection needs.

If desired, each program or support office can be set up in our system as a separate customer. This will allow easy access to each individual DHS program or support office's customer usage. Our system is designed so that this information is easy to collate and report. Information can

be provided as needed: by office usage, by spend (monthly, weekly, quarterly, yearly, etc.), by interpreter name, by client name – whatever the needs may be. Our data system is set up to provide this information, and we are able to meet all data needs in an expeditious manner.

For interpretation requests, specific client-level data would include: date of request; date of confirmation; date of scheduled onsite assignments; requestor's name and phone number (agency name or department and an email address for the person making the request are appreciated); start time and number of hours rounded to the next quarter hour; location (address, zip code, name of building, room, floor, or suite); reason for the assignment or nature of the scheduled appointment or interaction (if known); client or consumer's name, gender, preferred language(s).

For translation projects: language and word count of the rendered translation (as well as the language-specific price per word), in addition to: the date of request; date of confirmation; date of completion; requestor's name and phone number (agency name or department and an email address for the person making the request and for email delivery of the rendered translation). The target language for translation must be specified in the order at the time of a request. We recommend speaking with Doug Masiroff directly for any translation requests: **412-281-1375**.

Each assignment for language interpretation or translation will be assigned a Job Number. All invoicing terms are 30 days (mailed first week of the subsequent month) and HDS job numbers will be used as the point of reference in all communications.

The HDS Interpreting Department uses a custom database to track and report on interpreting assignments and any consumer feedback. This allows us to incorporate both customer feedback and continually strive for the best matches possible. For example, an individual may like working with a particular interpreter, and may request that they be sent to all caseworker meetings. Another office may not like a particular interpreter, and may specify that (s)he not be sent for their requests. This database also allows us to track in real time where interpreters are assigned and who is assigned for each client. This is connected to our QuickBooks financial management software, which means we can do customized reports, if required, to meet any DHS data collection needs.

If an onsite interpreter is needed after 5:00 p.m., HDS has an answering service to convey such requests (1.) to the manager on duty and (2.) to the lead interpreter should the manager not be immediately available. The use of lead interpreters is an optional contingency, to be activated as needed, should the number of nighttime calls exceed three per week.

Please see attached financial information documentation. References appear on page 10.

Proposed Pricing

Please see attached Pricing Template document.

Pricing Narrative

In terms of PLAN pricing, onsite in-person interpretation is priced at \$50 per hour. This is subject to availability; however, HDS will make every effort to provide onsite interpreters during daytime hours – which are defined as: 7:00 a.m. to 7:00 p.m.

Should the request be made with less than 48 hours' advance notice, there is a \$5 per hour additional charge. Onsite interpretation that takes place between the hours of 7:00 p.m. and 7:00 a.m. will also carry the additional \$5 per hour surcharge. Only one surcharge applies, plus the cost of parking and any tolls, if incurred. A travel zone fee applies for assignments which take place in excess of 30 miles from the Center for Hearing & Deaf Services main office.

All onsite interpretation pricing is based on a one-hour minimum. And any time accrued beyond the first hour will be charged in 15-minute increments. There is no maximum number of hours per assignment; however HDS reserves the right to switch interpreters should the length of interpretation exceed two hours and to assign more than one interpreter should there be multiple parties involved (more than one DHS program or agency representative or client).

Examples of multiple parties would include: onsite interpretation for a group meeting with two or more presenters; meetings with large numbers of clients needing 1-on-1 interpretation; group meetings held in multiple rooms within one facility (a conference or training program).

References

- **Ponga Matele, Consumer** Please contact Ponga Matele via her Swahili interpreter: **Nancy Mwangi**, at [REDACTED]

Nancy has provided onsite interpretation for Ponga Matele on numerous occasions, as part of ongoing weekly assignments at Centers for Rehab Services (physical therapy).

- **Ms. Bobbi Reidenbach**
Executive Director
Allegheny Children's Initiative
2304 Jane Street
Pittsburgh, PA 15203
Phone: [REDACTED]

ACI routinely requests Spanish language interpretation for one of their client families—a single mother and children. The mother is originally from Puerto Rico, while her kids were born in the continental United States. The onsite interpreter for both weekly home visits and in-office evaluation sessions is Arturo Carvajal. These take place in McKeesport and Southside at the Jane Street office of Allegheny Children's Initiative.

- **Mary I Herbert, MS, MPH**
Practice Coordinator/Clinical Director
Program for Health Care to Underserved Populations/Birmingham Free Clinic
933W Montefiore Hospital; 200 Lothrop Street
Pittsburgh, PA 15213
Phone: [REDACTED]

Each week PLAN provides Spanish medical interpretation at the Birmingham Free Clinic, for an average of 20 to 25 hours per month. Our onsite interpreter there is Daisy Garcia. Daisy is Mexican American and has worked as a Spanish medical interpreter since 2012.

ALLEGHENY COUNTY DHS - RFP Proposal Pricing Template

Language Assistance Services to Support Individuals with Limited English Proficiency

Organization Name: Center for Hearing & Deaf Services, Inc.
 Date of Proposal Submission: 1/15/2016

INSTRUCTIONS: Read all sections of the RFP carefully before completing this spreadsheet. For each service and language you are proposing, place the proposed price in the column marked "Rate." Specify the unit associated with the proposed rate in the adjacent column. (e.g., minute, half-hour, hour, word, sentence, page, etc.). Do not complete any cells for services or languages you are not proposing to provide. If necessary, you may expand the sections for "other languages" by adding rows, maintaining the same format for rate and unit cells; do not modify the template in any other way.

SERVICE: ONSITE INTERPRETATION	Rate	Unit
Arabic	\$ 50.00	hour
Burmese	\$ 50.00	hour
French	\$ 50.00	hour
Karen	\$ 50.00	hour
Mandarin, Chinese	\$ 50.00	hour
Nepali	\$ 50.00	hour
Russian	\$ 50.00	hour
Spanish	\$ 50.00	hour

List other languages below, individually or in groups	Rate	Unit
Cantonese	\$ 50.00	hour
Czech	\$ 50.00	hour
Haitian Creole	\$ 50.00	hour
Hungarian	\$ 50.00	hour
Italian	\$ 50.00	hour
Kikuyu	\$ 50.00	hour
Lingala	\$ 50.00	hour
Serbo-Croatian (aka Bosnian)	\$ 50.00	hour
Swahili	\$ 50.00	hour
Uzbek	\$ 50.00	hour
Vietnamese	\$ 50.00	hour

SERVICE: TELEPHONIC INTERPRETATION	Rate	Unit
Arabic	\$ -	
Burmese	\$ -	
French	\$ -	
Karen	\$ -	
Mandarin, Chinese	\$ -	
Nepali	\$ -	
Russian	\$ -	
Spanish	\$ -	

List other languages below, individually or in groups	Rate	Unit
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		\$ -	
		\$ -	
		\$ -	
		\$ -	

		\$ -	
SERVICE: WRITTEN TRANSLATION			
		Rate	Unit
Arabic		\$ 0.30	word
Burmese		\$ -	
French		\$ -	
Karen		\$ -	
Mandarin, Chinese		\$ -	
Nepali		\$ 0.30	word
Russian		\$ -	
Spanish		\$ 0.30	word
List other languages below, individually or in groups			
		Rate	Unit
		\$ -	
		\$ -	
		\$ -	
		\$ -	
		\$ -	

COUNTY OF ALLEGHENY

M/W/DBE PARTICIPATION STATEMENT

Failure to complete this form and submit it with your contract may cause delays in processing
SOLICITATION AND COMMITMENT

MINORITY, WOMEN AND DISADVANTAGED BUSINESS ENTERPRISES

FISCAL YEAR/PERIOD		NAME OF PROVIDER		ADDRESS		PHONE NUMBER	
2015-16		Center for Hearing & Deaf Services, Inc.		1945 5 th Avenue Pittsburgh, PA 15219		412-281-1375	
List below ALL M/W/DBE's that were solicited -- whether or not commitment was obtained -- Copy this form as necessary							
MBE <input type="checkbox"/>	WBE <input checked="" type="checkbox"/>	DBE <input type="checkbox"/>	TYPES OF SUBCONTRACT WORK OR MATERIALS	DATE SOLICITED	SOLICITATION METHOD	COMMITMENT MADE	GIVE REASON(S) IF NO COMMITMENT MADE
CERTIFIED BY: PA			sign language interpreting	January 2015	email	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO (IF YES GIVE DATE)	
COMPANY NAME						MO 3 DAY 6 YR 15	
Sign Language Interpreting Professionals							
ADDRESS							
PO Box 313 Glenshaw, PA 15116-0313							
CONTACT PERSON/PHONE							
Joann Sharer 412-400-2021							
EMAIL							
slipresident@gmail.com							
MBE <input type="checkbox"/>	WBE <input type="checkbox"/>	DBE <input type="checkbox"/>	TYPES OF SUBCONTRACT WORK OR MATERIALS	DATE SOLICITED	SOLICITATION METHOD	COMMITMENT MADE	GIVE REASON(S) IF NO COMMITMENT MADE
CERTIFIED BY:						<input type="checkbox"/> YES <input type="checkbox"/> NO (IF YES GIVE DATE)	
COMPANY NAME						MO DAY YR	
ADDRESS							
CONTACT PERSON/PHONE							
EMAIL							
QUOTE RECEIVED							
<input type="checkbox"/> YES <input type="checkbox"/> NO							
MBE <input type="checkbox"/>	WBE <input type="checkbox"/>	DBE <input type="checkbox"/>	TYPES OF SUBCONTRACT WORK OR MATERIALS	DATE SOLICITED	SOLICITATION METHOD	COMMITMENT MADE	GIVE REASON(S) IF NO COMMITMENT MADE
CERTIFIED BY:						<input type="checkbox"/> YES <input type="checkbox"/> NO (IF YES GIVE DATE)	
COMPANY NAME						MO DAY YR	
ADDRESS							
CONTACT PERSON/PHONE							
EMAIL							
QUOTE RECEIVED							
<input type="checkbox"/> YES <input type="checkbox"/> NO							
AMOUNT COMMITTED							
\$							
% OF TOTAL BID							

Prepared By: *[Signature]* Title: *President and CEO* Date: *1-15-16* Signature: _____

**COUNTY OF ALLEGHENY
M/W/DBE PARTICIPATION WAIVER REQUEST**

PROVIDER Center for Hearing & Deaf Services, Inc.
ADDRESS 1945 5th Avenue Pittsburgh, PA 15219
CONTACT PERSON Amy Hart
TELEPHONE NUMBER 412-281-1375
EMAIL ADDRESS ahart@hdscenter.org
FISCAL YEAR/PERIOD 2015-16

In all instances a good faith effort must be made to meet the M/W/DBE contract goals as outlined in Section 3.10.8.8 of the "Minority and Women Business Enterprise Utilization Affirmative Action Requirements" document.

If you plan to perform the entire contract without using M/W/DBE subcontractors and/or suppliers or have not completely met the M/W/DBE goal of 13% MBE 2% WBE, the following must be attached and submitted with this form:

- * A detailed explanation of your normal business practice
- * Operation and/or Inventory Profile
- * An active company supplier/subcontractor diversity policy
- * Explanation as to why M/W/DBE participation waiver is being requested

Note: The fully completed M/W/DBE Participation Statement must accompany this waiver request, that shows your "Good Faith Effort"

Prepared By: Amy Hart Title: President and CEO Date: 1-14-16 Signature: 

It is the policy of Center for Hearing & Deaf Services, Inc. (HDS) to support the maximum practical utilization of certified M/W/DBEs by promoting diversity throughout our business practice. One way HDS accomplishes this is by making a good faith effort to solicit the services of certified M/W/DBEs throughout our normal business practice, allowing maximum opportunity for M/W/DBEs to participate as subcontractors and/or suppliers.

Good faith efforts are made by searching M/W/DBE databases, contacting M/W/DBEs for relevant scopes of work and requesting quotes for services and/or supplies. Databases regularly searched are www.paucp.com and www.dgs.state.pa.us. HDS also partners with the following M/W/DBE organizations for assistance in locating M/W/DBEs: Sign Language Interpreting Professionals.

Our policy is to encourage any eligible contractors to apply for certification.

To demonstrate HDS' commitment to include certified M/W/DBEs in its business process, M/W/DBEs we have worked with or are currently working with include:

Sign Language Interpreting Professionals: Sign Language Interpreting

Center for Hearing & Deaf Services, Inc.
Participation Waiver Request

Our normal business practice is to assign the best person for each job. Particularly for sign language interpreting, each job is different and may require specific personnel.

The Center for Hearing & Deaf Services, Inc. (HDS) is the region's only non-profit agency serving the deaf, deaf-blind, and hard of hearing. Our largest program is sign language interpreting services; we also provide life skills for intellectually disabled deaf adults, audiology, assistive devices, outreach and education.

We actively seek diversity in our suppliers. When contracts are available, we seek to get bids from the widest variety of contractors possible.

We would like to request a M/W/DBE waiver. The work we do is highly specialized and requires fluency in American Sign Language and a variety of foreign languages. In our field of service, there are no MBE or DBE contractors available in this region. There is only one WBE contractor in the region, and we do subcontract with them. However, they are a small business and are unable to be available for the required percentage of contract work. Approximately 75% of our subcontractors are women; however, they have not been formally designated as WBE.

Center for Hearing & Deaf Services, Inc.

Business Practice

Our business practice is as follows:

HDS utilizes a thoughtful approach to meeting the needs of those we serve, valuing expediency and quality customer service. Building on HDS' long record of success as the region's largest provider of ASL interpretation, our agency stands ready to meet or surpass the expectations of language assistance needs of the Department of Human Services. Each staff person in the HDS interpreting department is attuned to the importance of clear communication and works to send the best possible interpreter for each unique case. One notable exception would be an emergency situation in which it is imperative that an interpreter arrive as soon as possible. A night or weekend scheduler is always on call 24 hours a day, 7 days a week – we never “close.”

To address the specific requirements and standards for **Onsite Interpretation** from the RFP:

- Providing onsite interpreting service within forty-eight (48) hours is the HDS standard.
- We will provide expedited services within twenty-four (24) hours and, in the case of an emergency, we will endeavor to provide same-day service during business hours.
- We require that all interpreters be physically present up to 15 minutes before the start of the assignment. They abide by all security and site-related protocols. In addition, all interpreters sign a HIPPA confidentiality agreement.
- DHS will maintain the ability to request return service by the same specific interpreter, based on availability. This is a common request for us and poses no issues.

While PLAN's primary delivery system for language services is in-person, video and telephonic modalities can be utilized to enhance service when specific situations warrant. Examples of circumstances requiring the use of the telephone or Skype as a bridge are: responding to an emergency (e.g. disaster or public safety); conveying simple requests (e.g. scheduling changes); and conducting follow up after a scheduled, in-person interpreting session has already taken place (e.g. sharing test results, providing information about a referral or aftercare instructions)

For the most part, HDS does not encourage the pervasive use of sight translation during scheduled face-to-face encounters. Instead, we recommend that vital case-related documents or other frequently required paperwork be professionally translated beforehand. If forms are in English only, sometimes it is useful for them to be mailed to the consumer in advance of a scheduled appointment. And while limited use of sight translation may be permissible in a pinch, we assert that documents which are intended as legal documents must be translated in advance, to ensure language accuracy and limit errors. We have worked with recurring clients to translate in advance forms with high frequency of use, and other vital documents.

All requests for interpretation will be honored within 48 hours, or 2 business days. Expedited procedures for requests with less than 24 hours' advance notice will also be honored, with priority given to first and second tier vs. third tier languages (as stated in the RFP document).

Center for Hearing & Deaf Services, Inc.

Operation Profile

The Center for Hearing & Deaf Services, Inc. is a state registered, non-profit 501(c)3 corporation. We operate out of a main office at 1945 5th Avenue, Pittsburgh, PA 15219, with a satellite office at 1011 Old Salem Road, Suite 102, Greensburg, PA 15601.

We offer a variety of services to the community. These include:

- Life Skills for Intellectually Disabled adults who are deaf
- Sign language interpretation
- Foreign language interpretation and translation
- Behavioral Health Services
- Outreach and Education
- Audiology
- Assistive Devices
- Deaf Youth Program
- Sign Language classes
- Fire Safety training

We offer these services both as stand-alone programs and programs with partner agencies. Our services are highly specialized and require very specific skill sets. Our service area reaches from Northern West Virginia to Erie, and east to State College. We use a combination of employees and independent contractors to provide these services.

Allegheny County

Vendor Creation Form

Controller's use only:

Supplier No. _____

1099 Eligibility: Yes No

Add Change Supplier No. _____

Company Information:

Federal Tax ID (TIN)

Center for Hearing & Deaf Services, Inc.

25-0974324

Company Name (Please type or print)

Original W-9 must be attached

Required information
Type of Service Provided

- | | |
|--|-------------------------------------|
| <input checked="" type="checkbox"/> Independent Contractor | <input type="checkbox"/> Rent |
| <input type="checkbox"/> Maintenance/Service Agreement | <input type="checkbox"/> Care Giver |
| <input type="checkbox"/> Insurance | <input type="checkbox"/> Legal |
| <input type="checkbox"/> Personal Reimbursement | <input type="checkbox"/> Medical |
| <input type="checkbox"/> Other (please list) | |

Type of Commodity Provided

(please describe below)

Interpreting Services

Required Information

Minority Or Women Owned

Yes No

If yes select ethnicity and gender of the vendor below:

- Asian Pacific American
- Black American
- Hispanic American
- Native American
- Subcontinent Asian American
- Non-Minority Woman
- Other

If Yes Male Female

Certified By: PAUCP PADGS Non PA Certification

(attach copy of certification)

Non-Profits including Faith Based Organizations

- Faith Based Non-Minority
- Faith Based Minority
- African American Non-Profit
- Other Non-Profit

Outreach Manager Interface Yes No

Industry Classification by NAICS Code

Primary Industry 813920

Secondary Industry (if applicable) _____

*If code is not known go to <http://www.census.gov/epcd/naics02/naicod02.htm> and select the correct code.

Required Information

Supplier/Remit To Information (Search Type "V") – (Where check will be mailed for payment. Check must be made payable to exact name listed under TIN provided or check cannot be processed.)

Please print or type

Supplier/Payee Name Center for Hearing & Deaf Services, Inc.

Address Line 1 1945 5th Ave

Address Line 2 _____

Address Line 3 _____

City Pittsburgh State PA

ZIP Code 15219

Telephone Number 412-281-1375

Fax Number 412-281-6564

*If the "remit to" information provided on form does not match invoices submitted for payment, the Controller's Office MUST contact supplier to verify address information before payments are processed. Thank you for your cooperation.

If the Allegheny County Department with which you do business is known, providing the information below will help in the processing of your payments. **Failure to include the information may result in processing delays.**

Allegheny County

Departmental Contact

Supplier/Payee Contact Name

Name _____

Telephone No. _____

Fax No. 412-350-3414

E-Mail Address: @AlleghenyCounty.us

Name Kim Santa

Telephone No. 412-281-1375

Fax No. 412-281-6564

Email Address: ksanta@hdscenter.org
