

An Inside Look:  
Providing Video Remote Interpreting Accommodations

...(audio in progress)...

**Monique Champagne:** ...hours...Those are the only things that would pretty much make a difference in our pricing rate.

**Jennie Bourgeois:** Okay, and Joey?

**Joey Glatt:** For our "on demand" services, they are priced the same, no one will ever pay more than \$3 per minute. If they have monthly volume that they can do a part of a package plan, that can bring their rate down, but that's the same for "24/7", or "last minute" verses "scheduled" sessions.

**Jennie Bourgeois:** Okay, and Jason?

**Jason Smith:** This is Jason here, and for "on demand" services, we do carry an additional "per minute" charge. It goes up to \$2.75 a minute. But for previously scheduled services that you purchase in a "bulk", we do provide a "bulk discount" depending on how much volume you have, so it would go down from there.

**Jennie Bourgeois:** All right. Do you bill on a weekly, monthly, or per assignment basis?  
Monique?

**Monique Champagne:** We bill on a monthly basis.

**Jennie Bourgeois:** Monthly, okay. Joey?

**Joey Glatt:** Monthly.

**Jennie Bourgeois:** And Jason?

**Jason Smith:** We're monthly.

**Jennie Bourgeois:** Wow! That's great! ... (ha-ha) ... Everyone's consistent on that one.

Okay. Do you charge for "last minute" assignment cancellations, and if so, how much advance notice is required to avoid being billed? Monique?

**Monique Champagne:** Well, the nature of our VRI services is that you pay for only what you use. There are some minimums for certain plans, but no advance notice is necessary. Therefore appointments are not necessary and cancellations don't really apply in our situation.

**Jennie Bourgeois:** Okay. And Joey?

**Joey Glatt:** We do our pre-scheduled events, our pre-scheduled sessions are simply pay what you've earned... pay for what you've used. The pay-as-you-go all carry the ten minute minimum, other than that there is no minimum. And it's just pay for the services that are used.

**Jennie Bourgeois:** Okay, and Jason?

**Jason Smith:** Because we do try to match the appropriate interpreter with the subject matter and the student, so that communication is best. And also, because the requirements are 'pre-scheduled' over a duration of time, we do carry a 48 hour cancellation policy.

**Jennie Bourgeois:** Okay. We're moving on into some of the technical questions at this point. Monique, what type of equipment is needed to access your services?

**Monique Champagne:** Well, our services work with any standard IP based Video Conferencing System. No special requirements necessarily other than a Broadband Internet connection which could be DSL, a cable internet, T-1. But you also need a video conferencing system. So it could be a Webcam, which we don't recommend, or it could be another video conferencing equipment.

**Jennie Bourgeois:** Okay, and Joey?

**Joey Glatt:** This is Joey with BIS, ...our answers are going to be pretty much standard, it's all h323 video standard equipment, so everything from Polycom, to Tandberg, vp100s or 200s or D-Link, DVC1000...Or (can't understand). It's all the same, all the same. And it's really a matter of-- we make recommendations to clients based on how the services are

being accessed and used on-site. But other than that, we can take ...you can connect to us with anything.

**Jennie Bourgeois:** Okay, and Jason, anything additional?

**Jason Smith:** Yes, we are also h.323 standards compatible. So any kind of h.323 device that you have will work with. And we do have an excellent testing process that we go to prior to start-up services to ensure that the connection, both audio and video, are going to be...to customer satisfaction... and then we move forward services from that point. So any kind of equipment, so Webcam with software or a D-Link or any...

**Jennie Bourgeois:** Okay, the next question probably is pretty much standardized as well, and maybe whoever wants to jump in on this can. But what is the approximate cost for the equipment, and are there any recommendations or vendors for this equipment? Anyone want to take that?

**Joey Glatt:** This is Joey with BIS. Because we partner with Hamilton Relay to provide Video Relay Services we have the ability that for consumers that have the ability to use this same equipment to access Video Relay Services we can provide that equipment free to..free to VRI clients. Now, where that's not the case, for example you have a set up at a reception area or wherever there a lot of deaf persons will be coming in to use it for VRS, it is primarily going to be used for Video Remote Interpreting. Then we can make equipment recommendations to the client, depending on what the needs are, because those needs can vary throughout the entire spectrum.

**Jennie Bourgeois:** Okay, anyone else want to add anything to that?

**Monique Champagne:** I did want to say that equipment costs varies a lot like when you're purchasing a car. You know you can buy the 'bells and whistles' that are available on one piece of equipment that might not be on another. Costs varies on the vendor, you know, that you decide to use. We use Polycom equipment. They've been in the industry for a long time and have pioneered the technology that we use in our VRI Service. We can work with Webcam, D-Links, Sorensen, the VPs, if the consumer needs to, but once again we don't recommend that.

**Jennie Bourgeois:** Okay. Jason, anything additional?

**Jason Smith:** We have, actually have an equipment rental program. If you want more information on the equipment rental program, to kind of cut down some of the up-front purchase cost, we can provide that. And that's all included in our network assessment. We do an assessment with your IT staff to ensure that your network can handle the equipment that we're gonna recommend. And we do an evaluation of what your needs are on the interpreting side of things. You know, in terms of how big your classroom is? How many students are in the classroom? Where's the teacher going to be located? All those sort of things factor into what type of equipment will be best suited for your specific need. So with really, a case-by-case basis. And then we...we design the rental package according to that.

**Jennie Bourgeois:** Okay. Wonderful!

Okay, so what types of internet connections speeds are needed to use VRI services? Again, it's probably pretty standardized, anyone want to jump in on that?

**Monique Champagne:** We recommend, pretty much once again, the Broad Ban Connection, could be DSL, Cable, T-1 , anything of that sort.

**Jennie Bourgeois:** Okay, anyone have anything extra.

**Joey Glatt:** This is Joey with BIS. A lot of this will be dependent on what the type of equipment they use. So for example, someone is using a Polycom or Tandburg, then their actually bandwidth availability for that line can even be below 200 bits per second...or 200 kilobits per second, and you will have an excellent picture to work with. But if you change out the equipment, more than likely, you will have to compensate with additional bandwidth.

**Jennie Bourgeois:** Okay. Jason, anything?

**Jason Smith:** I would... This is Jason from Sign-On, and typically we recommend at least 384k--kilobytes per second-- upload and download speed, just to ensure that your audio and video quality are gonna be to the satisfaction of the client.

**Jennie Bourgeois:** Okay, great. And can VRI Services be used over a wireless internet

connection if the classroom does not have a wired internet connection readily available?  
Monique?

**Monique Champagne:** Yes, we definitely have used wireless in some of our VRI situations. But once again, the key is the connection speed and the equipment and making sure we get that tested out first, before we begin with the actual VRI Services.

**Jennie Bourgeois:** Okay, great! Joey?

**Joey Glatt:** This is Joey at BIS. I concur, absolutely it's just a matter of getting everything set up and making sure you are test exhaustively before the point-of-service actually arrives.

**Jennie Bourgeois:** All right, and Jason?

**Jason Smith:** This is Jason, and yeah, it really depends on your signal strength, in that particular classroom. You know, if your, if your, your access point is fairly far away, you know, farther than 3 or 400 feet from your, from your laptop, you may experience a weaker signal. So it really varies. And a lot of it depends on interference in-between the two walls, or different frequencies. So, it just, ..That all goes into the network assessment that we do with your IT staff. And also, the testing that goes, that goes in prior to start of services.

**Jennie Bourgeois:** Okay, great. Alright, Cindy are you ready for some more questions from the audience?

**Cindy Camp:** We have had quite a few questions come in. Earlier, I got a couple of messages that people were having trouble hearing me. If that's still the case, please let me know.

Our first question, there was a question for Joey. You said you had used VRI in the medical setting. Have you found that to be effective? What are some of the drawbacks, perhaps?

**Joey Glatt:** This is Joey with BIS. There are certainly a number of considerations for anything medical related in terms of providing Interpreting Services. Where you look at a very easy situation, where you are dealing with, say you are dealing with an 'In-Take' verses 'Emergency Room'. You have to be able to go in and look at each particular setting verses just the client. To actually get them and have those conversations about where you're sitting

at? How would you like to be able to access services and how this is going to be done? So when you look at things like Emergency Room set up, how that's done verses on the other end, when they have a nutritionist meeting with one of their clients, once a month, that sort of thing.

The main point is being able to walk the consumer through exactly how this would work with having a client come in and here's a myriad of situations. A person coming in on a gurney, are they going to be able to access? Is the camera going to be able to capture the person or are they going to be able to screen, or things like that. There are definitely a lot of challenges on the medical side, particularly when Emergency Rooms tend to be the first place that they locate VRI, the access to VRI. It's really about engaging them in a decision about overall what are your client's needs, and here are some situations and how they would play out. Let's work these through before, and make an equipment recommendation before we actually start services.

**Monique Champagne:** This is Monique from Access America, I wanted to add to that. Good point, I agree with all of that, again I want to say it is very people to get the staff there at the hospital, at the Emergency Room, or the doctor, whoever is going to be in that situation, to get them aware of where the screen needs to be. We don't need to see them when they're talking, that the deaf person needs to be able to see the Interpreter, things like that. Just making sure that everybody's aware of what we are expecting for our client.

**Joey Glatt:** Good point!

**Cindy Camp:** Okay, and along those lines, is well -- how much medical, hospital interpreting does each of your companies do? Say an average month?

**Monique Champagne:** This is Monique again, with Access America. I would say half-- about half of our business is with medical situations. The other half is probably in the post secondary.

**Cindy Camp:** Okay.

**Joey Glatt:** This is Joey with BIS. That's a good question. I'm trying to think, try not to let the recent month be um...color my answer. Probably looking at two-thirds that are hospital

based, at some point or another and those may not all Emergency Room based but are definitely located at a hospital. So it's about 2/3 for overall volume.

**Cindy Camp:** Okay, and Jason did you have anything to add?

**Jason Smith:** In terms of medical? We don't provide Medical Interpreter Services, we choose to focus...

**Cindy Camp:** Okay.

**Jason Smith:** ...Focus mostly on business services and education.

**Cindy Camp:** Okay, and that's a good transition into, we have a couple of questions related to the education field. We had one question come in from a group that actually does some VRI, between their campuses. And one of the problems they have experienced is having back-up technology, because things are always breaking down. How do you handle that? What kind of back-up systems do you have in place?

**Jason Smith:** This is Jason from SignOn. We actually have a back-up Online. It's a back-up IP address that we provide to our customers as an emergency. If one IP address goes down, or if they're experiencing difficulties connecting to that, we have an emergency IP address that they can connect to, that will work. We also have Tech Support available over AOL IM, and we have also over the telephone, a toll-free number that they can dial to get immediate Tech Support.

**Monique Champagne:** This is Monique from Access America. I'm going to go back to the emphasis on testing. Testing beforehand. Testing and testing and testing is all you can really do to make sure that everything is running, running smoothly. And we also do have several different IP addresses that we could access if that were an issue. But, working in the education system, I do know that there are School Systems whose bandwidth, or what have you, is not as strong as say some business services or business areas. So going back to just testing before we implement the VRI Service to begin with.

**Cindy Camp:** Okay.

**Joey Glatt:** This is Joey with BIS. Because we, like I said before, because we also provide

Video Relay Services, we have all the same redundancies and support services for VRI that we, that's actually mandated to be able to provide VRS. So between the multiple Call Centers, between the complete back-up Gateway, on top of the Customer Service Technical Support, access communication, all of that... That we're certainly well prepared if in fact we do have some sort of outage, in one way shape or form. But going back to if it's on the client's side, um, then to echo what was said earlier, just absolutely, it's all about testing, it's all about making sure that your ITP people are talking with their ITP and that you're actually laying hands on the equipment and accessing services in a test mode, and trying to mimic actual services as much as possible before. You can weed out any problems whether it is bandwidth, or network or fire wall or whatever it may be.

**Cindy Camp:** Okay, and one final question related to the classroom. The equipment-- how portable is it? Would it be feasible to have it, say on a cart that you can take between classrooms, or does it need to be in a stationary location?

**Monique Champagne:** This is Monique with Access America. Once again, it goes back to which kind of car you want to buy. There are several different options. Some of them, you can just pick up the machine and move it from classroom to classroom, but there are options also where you could put the video conferencing piece of equipment on a cart, and it can be mobile, to be able to move it from room to room.

**Jason Smith:** This is Jason from SignOn. And we recommend that if you want it to be a mobile device, we recommend using a laptop, simple because, that's what...IT administrators are comfortable with using, and especially in the educational field, they tend to have laptops available to use for the service. So, so that additional cost isn't incurred in purchasing equipment. So, um, yeah it works out pretty well, the laptop, with our solution that we recommend. So...

**Joey Glatt:** This is Joey, sorry, I guess I was snoozing. ... (Ha-ha) ... . The ... as far as the mobility of the equipment, absolutely, just like it was just said. If you want the "bells and whistles", then absolutely, as far as mobility, it is the same sort of thing. If, is it always gonna be better or safer that it stays in one location, probably. But that doesn't help if your needs, the client's needs it is being utilized in more than one location. So it really comes down to, again, that conversation with the client in terms of what best will meet their needs. What's

best within their budget? And what's best, work for the consumers of the service.

**Cindy Camp:** Great.

**Jennie Bourgeois:** Great, we will move forward now with the next set of questions.

Can your VRI services be accessed over a dynamic IP address or a Static IP address or does it matter? Monique?

**Monique Champagne:** Well, we can be accessed from using a Dynamic IP address. But, we recommend using a Static IP because if the connection were to be broken, the interpreter could then re-initiate a re-connection back with the client if they have a Static IP which they could not do for instance they had a dynamic.

**Jennie Bourgeois:** And Joey?

**Joey Glatt:** Um, the question is a little confusing to me, because there's a number of other things that can be done if a person does not have a Static IP Address. So there's BMS services, things like that, or even with the video phone equipment that we utilize. With video phone numbers and their own directory service that is ... depending on the sort of equipment that you're using. But the main point is to be able to make sure that however that "re-connection" can happen from the interpreter back to the client. That we have whatever information necessary to make that connection. But as far as limitations on the client, they can usually be static or dynamic, whatever best suits them.

**Jennie Bourgeois:** Okay, and Jason?

**Jason Smith:** This is Jason from SignOn. Yeah, we don't have any kind of preferences to, or requirement to use dynamic or static IP on your end.

**Jennie Bourgeois:** Okay. Great!

Okay, and is a phone line required in the classroom to access VRI Services with your company? Um, anybody, is that a requirement for any of you.

**Monique Champagne:** No, phone lines are not required to use our VRI Services.

**Jennie Bourgeois:** Alright, and Joey?

**Joey Glatt:** This is Joey with BIS. No phone lines are required. And we will probably get into this a little bit later, but they're making use of the telephone equipment that is already in place, sometimes is very beneficial, dependent on the set-up. So no it's not required, but certainly helpful, in certain situations.

**Jennie Bourgeois:** Okay, and Jason?

**Jason Smith:** This is Jason. Now, we don't require any kind of phone line in the classroom.

**Jennie Bourgeois:** Okay, if it's an on-going scheduled assignment, such as for an entire semester, will there be consistency in the interpreters scheduled from your company for the assignment? So would the student be able to utilize the same interpreter, or team of interpreters, throughout the course of a semester through your VRI Services? Monique?

**Monique Champagne:** We certainly make every attempt to use the same interpreter, or the same interpreting team for assignments that are on-going in schedules like this. However, due to the nature of VRI we cannot guarantee the interpreter-- same interpreter, or interpreting team for every on-going assignment.

**Jennie Bourgeois:** Okay. Joey?

**Joey Glatt:** This is Joey at BIS. So much the same vein, where and when we have that ability to do so, we absolutely do. Even the VRI clients who are able to choose interpreters as they book the job, or as they request services, they can actually go through and find which interpreter -- choose which interpreters they would like to be able to ...to be able to provide services for them. Because there's so many other variables involved, absolutely, in every opportunity we have the ability to maintain the same person or team of people, we do.

**Jennie Bourgeois:** Okay, and Jason.

**Jason Smith:** This is Jason. Yeah, that's actually, really important, to sign on, that we have the same interpreter scheduled for the entire class...for all classes for that particular

student. And we do try to match up the student, depending on the kind of course it is, and try to match up the interpreting on what type of subject matter is being discussed. For example, if a student was taking a high level chemistry class which we have done several times in the past, we actually have an interpreter on our staff-- excuse me-- one our staff who is actually pre-med and is very well known-- has taken very many classes in chemistry and was able to provide a high level interpreting for that student. So, we do try to match up the interpreter as much as possible with the ...with the student. And then work with the student to ensure that the interpreter is providing good enough...the communication is going well between the two. And, um, and then, in terms of lead-time, we do ask that you provide us with a little bit of lead-time so we can, we can commit that interpreter to that student for the duration of the semester. You know, of course, if an interpreter is sick or has a vacation for a few days or something, then of course, we would bring in the next best interpreter as a substitute. But, we do commit that interpreter to that student for the entire semester.

**Jennie Bourgeois:** Okay, great.

Okay, Monique, is the Student or Instructor able to send Power Point presentations, handouts or other materials via e-mail to the interpreter ahead of time?

**Monique Champagne:** Yes. Definitely, they are able to do that, and we do suggest that they do it if it is possible. Any assistance provided in the form of materials, Power Points, notes, whatever is going to be provided to the students is appreciated on our end, because it helps in the flow of communication when it comes down to the actual interpreting.

**Jennie Bourgeois:** Okay, and Joey?

**Joey Glatt:** This is Joey from BIS. Yes exactly, our answer is yes, please! ... (ha-ha) ... the ...Any information that's provided on any information will be covered during a particular session, being made available to the interpreter, team of interpreters to be able to review it, significantly improves the quality of service that they are able to provide to the consumer, so absolutely.

**Jennie Bourgeois:** Okay, and Jason.

**Jason Smith:** This is Jason. We've actually been using ...been faced with this type of situation all the time, in our educational customers. And, um, what we do is we actually have

a document sharing software that is done in Real-Time. So if there are any changes to a Power Point presentation, or handouts, or anything like that, the instructor can actually just post it right there on the document sharing software and our interpreter will be able to see it in real-time, right there on his or her computer screen. So we will see the student and the Power Point or document, whatever you have, right there on a second monitor in real-time.

**Jennie Bourgeois:** Okay great.

Monique, how will the interpreter be able to hear class comments, student questions, and environmental sounds from the classroom if only the teacher is wearing a microphone?

**Monique Champagne:** Our experience has been with the self-contained microphone on the conferencing unit itself and it has proven to be very effective so far. We are aware that some video conferencing units allow for the use of room mics as well as personal microphones worn by the presenter, it would just depend on the situation.

**Jennie Bourgeois:** Okay, and Joey?

**Joey Glatt:** This is Joey at BIS. It absolutely depends on the type of equipment that is in use there. What she was saying, there are some video conferencing equipment that has very good microphones built into them that..They can functional as a speaker phone, and are able to capture..capture sounds without a good deal of background noise, white noise, that sort of thing. And then...they are others where you may have to work around that. It's really dependent on the type of equipment you want to ...Going back to the earlier example--what kind of car you want to buy?--same sort of thing. It's a matter, dependent on the type of equipment that's chosen for that particular site.

**Jennie Bourgeois:** Okay, and Jason?

**Jason Smith:** Yes, Jason here. Yeah, we've...We've tested several different type of microphone systems to work with -- if a customer were to choose a laptop solution for their services, which most educational customers do on our end. And we do have a microphone system that we've tested that works really well. It's a lapel mic that the teacher wears and then a hand-held mic for students to share. And that really -- that works really well, that we can hear student's comments and then we can hear the instructor at all times. And then you know, for group discussions, if the student needs to get into a smaller break-out group with 3

or 4 students, the hand-held mic works really well in that situation too. So, we've pretty much nailed that one down, in terms of testing it in the actual classroom setting.

**Jennie Bourgeois:** Okay, and do you provide technical support to work with the internal campus technology departments to properly configure and open any ports that may be needed and to get through firewall issues? Monique?

**Monique Champagne:** Yes, definitely. Configuring video conferencing equipment, considering the access, making sure everybody gets connected can be very complicated. So once again, we do encourage the end user's IT department to work with us, to configure the systems to open up the appropriate ports. We also strongly suggest, once again, the test calls prior to accepting the assignment and beginning the VRI Services.

**Jennie Bourgeois:** Okay, and Joey?

**Joey Glatt:** This is Joey at BIS. Absolutely, our team of people, from the customer service technicians to the network administrators to the engineers, everyone works together. And when it comes to looking at a client, what will work best with them, and figure out what sort of tactical obstacles that they are dealing with at their particular location.

**Jennie Bourgeois:** Okay, and Jason?

**Jason Smith:** This is Jason. Much the same, we work with the IT staff to ensure that all the ports are open and functional, and that they will stay that way for the duration of services. And we do that through an extensive testing process prior to start of services. And once everything checks out, and ...Then we will go ahead.

**Jennie Bourgeois:** Okay. Okay, and now turning it back over to Cindy.

**Cindy Camp:** Okay, I just want to go ahead and say that we have quite a few questions that have come in, and we're not going to be able to get through all of them with the time remaining to us. But I want to assure you that we're going to try and create a document after this working with our three guests, and answer your questions. So then we can put that up on the Web with the transcript of this TeleTraining so that if your question doesn't get asked and answered today, we will get that information to you later on.

Okay, on to our next question.

In the educational field, there are a lot of students who are taking classes in foreign countries. And that has been a problem trying to find interpreters. Have any of you had experience with setting up VRI with a student who may be in England or Germany for a semester?

Jason?

**Jason Smith:** Sorry, can I get a little bit more clarification. Would the language be German in that country, or would the language be spoken in English?

**Cindy Camp:** I'm really not sure, the answer didn't clarify. I guess it would be that these would be American students taking a class, so probably we're talking about the English language being used.

**Jason Smith:** Okay, go ahead. I just wanted a little bit more clarification before answering.

**Cindy Camp:** Okay you can start for us, if you have an answer!

**Jason Smith:** Yeah, well, we do have a few interpreters on our staff that are bilingual, that we would try to match up if that were the case, if you we're going to use a language that was not English. You would definitely.. And if we didn't have an interpreter on staff we would try to locate an interpreter to match that need. For any other situation, I do not see...We could definitely go ahead and try to test it. You may experience some latency issues going - you know - across the ocean from ...From America. In terms of the transmission of packets. But, that is certainly something we can try and test and see if the quality is there.

**Cindy Camp:** Monique, do you have any experience with this?

**Monique Champagne:** No we do not have any experience with the educational system using VRI in foreign countries. Um, once again, besides the delay in the transmission of packets, I don't believe there would be a problem, it would just require, once again, testing before the services actually begin.

**Cindy Camp:** Okay and Joey, did you want to add anything?

**Joey Glatt:** This is Joey with BIS. I absolutely agree with what is being said, that aside from

the possibly latency issues that you're dealing with, with transmission of data, over such a long distance. Other than that, it's just a matter of treating it like you would any sort of specialty assignment, where we would screen through our interpreters to make sure which ones are the most effective on that particular assignment, make sure they meet the consumer satisfaction, and then whatever sort of additional training or exposure we can do to -- either the jargon that's being used, the language that's used, the dialect that's used, to ensure the interpreter is best able to provide services to the consumer.

**Cindy Camp:** Okay, um, and our next question. Are all of your interpreters centrally located? Or do they perhaps work from home? What's the set up?

**Monique Champagne:** This is Monique from Access America. Our interpreters are, um, from a variety of locations which could be-- we have a couple of central offices, we have regional offices. And in certain situations, yes some interpreters do work from home.

**Cindy Camp:** And Joey?

**Joey Glatt:** Sorry..This is Joey with BIS. We have four call centers that we operate, Eastern Time Zone, two in Central, and one -- well one in Hawaii time. So what is that ? ... (ha-ha) ... As far as the service ...It's all done within the center. We do not currently offer any VRI at home. We do that.. Perhaps we felt it is more effective to operate out of the center, and have that sort of, ongoing back-up. To be able to have things like observations and more 'teamed' dynamics then what we are able to do under the concept of doing it at home.

**Cindy Camp:** And Jason?

**Jason Smith:** This is Jason at SignOn. And, all of our operations are in our Call Center in Seattle, Washington. We do this for confidentiality sake, and on top of that we are able to, you know, have team interpreting here. And also be able to monitor any calls that, you know, if needed. So...

**Cindy Camp:** Okay, great, and one other question. What kind of certification is required for your interpreters? Monique?

**Monique Champagne:** Um, well, it's been our experience that most of the states requiring

licensures deals with interpreters living in that state. So we just go with the rules in each state. And of course, nationally certified is preferred. And yes --our interpreters do need to be certified in some fashion.

**Cindy Camp:** And Joey?

**Joey Glatt:** This is Joey with BIS. We started off with looking at dually certified interpreters in order to do any of our video services. What we found, in a short time, that the nature of the environment of video-- providing video services, whether they were VRI or VRS were significantly then that of Community Interpreting and that there needed to be another layer of evaluation. So, on top of having people that come in with National Certification, we look at screening them for ...To be "video qualified" essentially, and that's getting into the nuances in terms of our philosophy of service, and how we provide this service over --thru video. For those who are able to excel in those areas, regardless of certification, that's what we're looking for at that point.

**Cindy Camp:** And Jason?

**Jason Smith:** This is Jason here. And um, on all of our interpreters are RID Certified, and they work with our -- and they are screened by, and also trained by our nationally renowned Trainer, Jan Humphries. She's also the Interpreter Manager for our company. And we also run a Video Call Center for VRS as well, so our interpreters do have experience with interpreting in the video environment. So we try to make sure that our interpreters are comfortable in the video world, before they step foot in a VRI situation.

**Cindy Camp:** Okay. And I'm gonna turn it back over to you now, Jennie, to finish up. I do want to tell the participants, we've had a lot of questions come in about the specifics of what equipment and what the costs would be. And I think those are going to be very detailed answers, so we're gonna hold off on answering those after the conference is over, so we can get the best possible information there. Go ahead, Jennie.

**Jennie Bourgeois:** Okay, great. What situations would you recommend, um, a "live" or "in-person" Interpreter as opposed to VRI Services? Monique?

**Monique Champagne:** Well, we assess the situation beforehand as do the other

representatives. We recommend dynamic or live interpreting for situations that are highly emotionally charged. Situations that may have too many participants. Deaf/blind consumers we would recommend the dynamic interpreter. For people who are not familiar with working with interpreters in general, we might refer that kind of situation to use a dynamic interpreter, somebody that can physically be there. Also, consumers that involve children who are very immature, or possibly individuals with mentally ill, who have mental conditions. So those would be some of the type of situations we would recommend a "live" interpreter for.

**Jennie Bourgeois:** Okay and Joey?

**Joey Glatt:** This is Joey with BIS. We recommend "on-site" interpreters for all situations. However we know that's not always practice in some senses, so it's really a matter of having that discussion with the consumer, just like what she was saying. It's really going to be dependent on what their needs are. Let's look at this and say -- this is starting as just a family therapy session, but however look at the people involved. Where dealing with children, what's the likelihood we can get them to stay in this one particular area where the Interpreter can see them the whole duration. So you get into things like that, and it just comes from the same sort of discussion that you have with all the clients about how they're using services, whose accessing services, and all the things that come into play with that. Um, but if you're talking about what are some access to interpreters period! Because of limited resources in the area, or is access to highly skilled interpreters, so that you have interpreters in your area, however, this particular subject matter or this particular session is of such a nature that requires someone with some very particular skill sets. So, for all those things, we recommend VRI for, but our baseline is-- On-site interpreters--almost always the case.

**Jennie Bourgeois:** Okay and Jason.

**Jason Smith:** Just so I don't repeat with what has been said, those two answers were really great answers. I would imagine, you know any kind of situation...we haven't face any situation where we have had challenges with, with that, where we would recommend a live interpreter. We have not been face with that yet. However, if we were faced in a situation where we felt that Video Interpreting wasn't , wasn't going to be effective, then we would certainly work with...work with the school to recommend a "live" interpreter, you know, depending on if a "live" interpreter was available or not. You know in situations where maybe

the internet is not as readily accessible, maybe in an auto body shop, or some of these more "hands-on" type of technical school type of classes, that might be a little bit more difficult to get internet access to, and may be a little bit more of a limitation.

**Jennie Bourgeois:** Okay. Now we talked a little bit about the certifications for your interpreters. But, to follow up on that, what types of quality controls do you have in place with the interpreting services that are provided? Can you speak a little bit about that, Monique?

**Monique Champagne:** Yes, each of our interpreters has...goes through extensive training before becoming a VRI Interpreter. They are oriented to VRI in general, just Video Interpreting, as well as the representatives have mentioned earlier, it's really important to understand the difference between live interpreting and video interpreting, being that it's 2-D, and there are a lot of differences. But first getting them used to working in a video environment, 2-D environment. Once again, we also go over with them "trouble shooting" tips, things--very basic things that they can go through with the end user, issues were to come up. And we are constantly going through skill building classes for vacation, trying to encourage our interpreters to get higher certifications, to continue to go to workshops and build their skills, just as any other interpreter would.

**Jennie Bourgeois:** Okay and Jason?

**Jason Smith:** This is Jason here. Yeah, one thing that's great, that you may want to look at evaluating a VRI company, is do they have a VRS Call Center, do their interpreters also work in the VRS world? Because that interpreter will have been -- had experience in working with people from all over the nation, because you know, in VRS world you connect with anybody that could be calling in from any of the 50 states that VRS is available. So, um, as a result, those Interpreters are a little bit more adept to regional signs. Maybe they know more regional signing dialects than someone who hadn't been in the VRI -- in video interpreting. And if they didn't, they would be a little bit more flexible and asking for clarification of regional signs. Today, you know VRS has been widely successful, obviously, and so we...and so we don't see any kind of hesitancy from consumers in using Video Interpreting, because of VRS being so popular. So...

**Jennie Bourgeois:** Okay. And one more question, and then we'll go back to Cindy, I

believe she has some questions to follow-up before we conclude. But, um, the um, somebody had mentioned about state licensure laws, and stuff. I was wondering, how do you address that, as far as providing services, VRI Services, in states that may have a licensure laws for the interpreters? Is that exempt for interpreting offered over internet, or is that a little bit different? Um, someone want to speak to that?

**Joey Glatt:** This is Joey, I'll be the guinea pig. This is probably the stickiest question of all of them, because in a sense, we kinda answers ourselves. Does this apply to Video Services? Well, depends on who you ask. Those that created the measures, or these initiatives, will think that yes, it applies. Now whether it's actually true or not is a different story. There's -- I don't think of any information I've seen, there's nothing that's firmly addressed this and said "yes, the state initiatives..." in fact even though they say cover VRS and VRI, these is not jurisdiction for these things to cover VRS and VRI in order for service providers or consumers not to receive such services in their state, because of licensure. Um, we, we move on, and if we, we talk about how highly skilled our people are, and really it's the point of the consumer at that point to make the determination. But we are looking at it, and have been looking at it, in terms of combination of things. Well, now some of these states have started these licensure measures, and then other states have started theirs and incorporated video services with that, and looking at, okay, as an industry we're addressing this and this is not something that, at least that I've seen yet, that's been clear as an industry yet.

**Jennie Bourgeois:** Anybody else want to add to that?

**Jason Smith:** Yeah, this is Jason. And that was a good answer. I just would like to add, you know, um... possibly, if they were to access services from, and the service provider was in a separate state that didn't have that state certification, um, you might want to check on the state jurisdictions on that, in that particular situation. You know if they had jurisdiction on an interpreter that wasn't even in the state. You weren't able to get services in your state, or in your area because of lack of interpreters or maybe the interpreters don't have that specific skill you're looking for for your specific class or what have you. So, yeah, we would again leave that up to the determination of the consumer, if they wanted to move forward with our services or not.

**Jennie Bourgeois:** Okay, great! For those of you who may want to access either the audio file, or the transcripts or the Power Points, you can get that Online, and that web address was included in the e-mail that was sent out to you. If for some reason you need that e-mail-- that web address again-- you can just send me an e-mail, and I'll be happy to send that to you. It will be linked to the PEPNet.org website, and the audio file and the transcript should be up within the week. I would like to turn it over for Cindy, we have about five more minutes for some follow-up questions.

**Cindy Camp:** Okay, we had a couple of questions about setting up for the VRI. What -- how much time do you need in advance? If someone has never used Video Interpreting before and they wanted to use it. What is the amount of lead-time that you would need? Monique?

**Monique Champagne:** I would say, ideally, at least a month, if not more. You need time to get to know the situation, to get all the IT people together to get everything worked out. Yeah, I would say at least a month.

**Cindy Camp:** And Joey?

**Joey Glatt:** This is Joey at BIS. She's exactly right, the more time-- the more time the better. Chances are, through the whole process, the first person you are talking to isn't the person using it when it comes time to securing services, which is, now you enter in the IT people. So you have to get through all of those layers and then get to the point of now, who's actually using this, let's get some time on the equipment, let's run through some mock-calls or mock-connections and run through that so they can have some familiarity with it. You're looking at least four weeks.

**Cindy Camp:** Okay, and Jason?

**Jason Smith:** Yeah...the same for about four weeks, as much lead time as you can. Typically we want to start at the beginning of the summer if you think potentially you'll be using video services, and, and just test throughout the summer, and then even test, you know, the beginning of the fall, because of -- because your network can be more taxed during, during when schools actually in session as opposed to when it's not. So, it really, um, as much lead-time as possible. That's ..That's if you don't have any video equipment on site,

if you do already have video equipment on site, and it's tested and everything, and you've been using it, then we can provide services the next day, all you do is test it with our particular service, and if that works out we move forward. So it can be a lot faster on that aspect, but, yeah.

**Cindy Camp:** Okay. So if someone does have the equipment set up and they've perhaps worked with you before, what is the last minute that you would accept the assignment? What is that deadline? Monique?

**Monique Champagne:** Well, for us, if we've got somebody available, you can call us two minutes before and say "I need somebody" ...you know... "here in a couple of minutes". In fact we have, if you're been set up with us, you have already used a service with us before, we have "on-demand" service--they call and an interpreter is available immediately.

**Cindy Camp:** Great! And Joey?

**Joey Glatt:** This is Joey at BIS. Anything that's not scheduled with us is "pay as you go", so it's all services are received immediately.

**Cindy Camp:** And Jason?

**Jason Smith:** Um, yeah, we... we do not have "on-demand" services available right now, and again, that's gonna roll out in, later on this year.

**Cindy Camp:** Okay, great! I think were about out of time, Jennie, do you want to make any closing comments?

**Jennie Bourgeois:** Yes, I would just like to thank the three panel members who were willing to spend their time in preparing and sharing information about their company. And again, we do have quite a number of questions that have come in to Cindy, and we will be compiling that and sending that document out to you in the coming weeks, with some more information.

I also encourage you to contact these companies directly; their contact information is on the Power Point that was sent to you. And, a, contact them and get more information about how their services can meet your needs, both in the post-secondary or medical environments, whichever situation that you may be in. And to look at maybe being a little pro-active in

setting up contracts or whatever you might need ahead of time before, you know, you are "under the gun" to find an interpreter at the last minute.

And we have on our, the Power Point to you, a slide that has some upcoming events. We have another TeleTraining coming up, June 15th, and it's focused for interpreters. And it's entitled "Community and Educational Interpreting-- You Mean There Is A Difference?" This will be presented by Melissa Hines, it's a two hour TeleTraining and RID CEUs as well as BEI CEUs will be provided for this TeleTraining. And there's also the English Think Tank coming up at Gallaudet, June 14th and 15th. Southeast Regional Institute on Deafness will be September 30-October 4th, and then the PEPNet Biennial Conference is April 15th - 18th of next year, and we encourage you to be at that event as well.

Your PEPNet representative information is also on the Power Point, so you can be in contact the Regional Center in where you reside to get more information about PEPNet and what the services and resources that it can provide for you.

I hope that, that you enjoyed the TeleTraining today, and we will be sending out an Online Evaluation Form to you a little bit later. Please send in your comments and suggestions for what additional trainings that you might need, and what you would like to see -- what you would like to see PEPNet do to provide you more information.

Thank you for attending today and again thank you to our panelists.

**Monique Champagne:** Thank you have having me.

**Joey Glatt:** Thank you have having me.

**Jason Smith:** Thank you Jennie and Cindy for setting all this up. Great job!

**Jennie Bourgeois:** Thank you, bye-bye.

**Jason Smith:** Bye-bye.

(End of teleconference)