

ATTACHMENT AA
Scope of Work
Communication Services
Interpretation and Translation

Providers agree to provide services to an applicant/eligible client of the Vocational Rehabilitation Division (Division) in the preferred method of communication. Telephone based interpreter services are a mandatory Good of the State contract, providers contracted with the State of Nevada, Purchasing Division must be used for services, any use of an outside provider must be justified and approved by the Purchasing Division, document translation providers contracted with the State should be used but are not mandatory. Translation Auxiliary aids and services will be utilized for effective communication, where necessary, to afford qualified individuals with hearing, visual, cognitive, or other disabilities, an equal opportunity to participate in any aspect of the Vocational Rehabilitation program. Services may include, but are not limited to:

- Certified Deaf Interpreters (CDI);
- Certified Hearing Interpreters (CHI);
- CART services;
- Meeting transcription and;
- Qualified oral language interpreters and translators

The purpose of the service is to facilitate program participation and communication effectively, accurately, and impartially both receptively and expressively, including the ability to convey any necessary specialized vocabulary, education and employment to include, but not limited to assessments, evaluations, educational/medical settings, meetings, interviews and hearings for eligible clients to achieve employment.

Referrals -

Accepted referrals for service will result in scheduled service delivery no more than ten (10) business days from date of referral. Any extenuating circumstances preventing the referred service by the provider will be documented in writing, or email, and communicated by telephone to the referring counselor/Agency within five (5) business days.

Invoicing -

All services must be pre-authorized by the Division according to the established fee schedule or best negotiated price. Invoices must be submitted within fifteen (15) business days of the provided service, and include a written report of services provided. Services provided without prior authorization will not be paid by the Division. Payment may be delayed if the invoice is not submitted correctly, and/or the required reports are not submitted; providers will not receive payment for claims submitted after 90 days from the date of the service.

Providers travelling more than 50 miles in excess of her/her normal commute, may be reimbursed transportation costs, (airfare, car rental, mileage, parking fees and hotel) and per diem/meals allowance upon submittal of approved receipts. All travel must comply with the Government Services Administration rates as identified on www.gsa.gov. “Normal commute” is considered the round trip mileage between the provider’s residence and official duty station.”

Licensure and Credentials –

Providers must provide evidence of a Nevada State Business License in good standing with the State of Nevada Secretary of State’s office. Providers providing CART, community and/or educational interpreting services must be registered with the State of Nevada, Aging & Disability Services Division (ADSD), certified with the Registry of the Interpreters for the Deaf (RID), and all providers providing communication, interpretation, and translation services must meet State of Nevada requirements for professional standards, be qualified and certified in their discipline per their accreditation and must meet State of Nevada requirements for professional standards and certification.

Language interpreters and translators must provide documentation of training and/or experience. Documentation provided should include completed translation courses, programs and/or examination, name of a company or organization that the provider has performed translation/interpretation services, and number of years providing the service.

The State of Nevada will not utilize the services of any CART/interpreter that is not registered with ADSD, or any non-licensed provider. Out of state providers must provide evidence of a Nevada State Business License in good standing with the State of Nevada Secretary of State’s office, and must be licensed and qualified in their discipline per their accreditation and licensure in the state that the service is provided. The State of Nevada will not utilize the services of any non-licensed provider.