

## ISP-101 Request NCR Sign Language Interpreting Services

**Purpose:** This procedure outlines the steps that are required to request in-person and virtual Sign Language Interpreting Services in the National Capital Region (NCR).

**References:**

- USDA Departmental Regulation (DR) 4300-008, *Reasonable Accommodations and Personal Assistance Services for Employees and Applicants with Disabilities*
- USDA NCR Sign Language Interpreting Services Policy

**Prerequisites:**

- Review the USDA NCR Sign Language Interpreting Services Policy.
- Complete the USDA NCR Sign Language Interpreting Services Web Portal Training.

### Procedure Steps:

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#### ***Review the USDA NCR Sign Language Interpreting Services Policy***

1. Ensure that you have reviewed the USDA NCR Sign Language Interpreting Services in its entirety. \_\_\_\_\_
2. Ensure that all requests for Sign Language Interpreting Service are submitted at least twenty-four (24) business hours in advance. \_\_\_\_\_

*Note:* To ensure the availability of Sign Language Interpreting Services, the USDA TARGET Center recommends submitting requests at least two (2) weeks in advance.

3. Ensure that cancellations of Sign Language Interpreting Services are submitted sixteen (16) business hours prior to the scheduled Sign Language Interpreting Service assignment. \_\_\_\_\_

#### ***Verify Completion of the NCR Sign Language Interpreting Services Web Portal Training***

4. Ensure that you have successfully completed the USDA NCR Sign Language Interpreting Services Web Portal Training. \_\_\_\_\_

*Note:* Sign Language Interpreting Service requests, and the scheduling of these services, are processed through the Self-Service Automated Request System (i.e., Vendors' Web Portal).

***New Customers and Existing Customers***

- 5. If you have not requested Sign Language Interpreting Services during the current Fiscal Year (New Customer), then go to Step 7. \_\_\_\_\_
- 6. If you have previously requested Sign Language Interpreting Services during the current Fiscal Year (Existing Customer), then go to Step 11. \_\_\_\_\_

***Compile Detailed Information to Acquire Sign Language Interpreting Services***

- 7. Identify the information below, which is required to initiate the request for sign language interpreting services.
  - a. Requestor’s First and Last Name \_\_\_\_\_
  - b. Requestor’s Email Address and Phone Number \_\_\_\_\_
  - c. First and Last Name of the Individual Who Requires the Services \_\_\_\_\_
  - d. Email and Phone Number of the Individual Who Requires the Services \_\_\_\_\_
  - e. Agency or Staff Office of the Individual Who Requires the Services \_\_\_\_\_
  - f. Duty Station Address of the Individual Who Requires the Services \_\_\_\_\_
  - g. Supervisor’s First and Last Name \_\_\_\_\_
  - h. Supervisor’s Email Address and Phone Number \_\_\_\_\_

***Contact the TARGET Center’s Sign Language Interpreting Services Program to Initiate the Request for Services in the NCR***

- 8. Email the information compiled in Step 7 to the TARGET Center’s Sign Language Interpreting Services Program at [target.center@usda.gov](mailto:target.center@usda.gov) and cc: the supervisor of the individual who requires the services. \_\_\_\_\_

*Note:* The Sign Language Interpreting Services Program will acknowledge the receipt of the request via email within 8 business hours.

- 9. Upon receipt of the acknowledgement from the TARGET Center’s Sign Language Interpreting Services Program, review the instructions and enter the information compiled in Step 10 into the Web Portal. \_\_\_\_\_
- 10. Enter the additional information below into the Web Portal.
  - a. Type of Sign Language Interpreting Service \_\_\_\_\_
  - b. Event Name \_\_\_\_\_
  - c. Description of the Event \_\_\_\_\_
  - d. Service Date \_\_\_\_\_
  - e. Service Start Time \_\_\_\_\_
  - f. Service End Time \_\_\_\_\_
  - g. Name of the Building \_\_\_\_\_
  - h. Address \_\_\_\_\_
  - i. Room Number \_\_\_\_\_
  - j. Type of Virtual Platform \_\_\_\_\_
  - k. Virtual Link \_\_\_\_\_
  - l. Meeting or Event Program/Agenda \_\_\_\_\_

- m. Details Regarding After-Hours Work Related Request for Services \_\_\_\_\_
  - n. Notes \_\_\_\_\_
  - o. Escort/Point of Contact’s Name and Onsite Voice  
or Text Phone Number \_\_\_\_\_
  - p. Escort/Point of Contact’s Email Address \_\_\_\_\_
11. Prior to submitting the information required in Step 7 and Step 10 into the Web Portal, verify the accuracy of the information to ensure that the fulfillment of your request for sign language interpreting services is not delayed due to errors in the submission. \_\_\_\_\_
12. Submit the request via the Web Portal. \_\_\_\_\_

***Track the Status of the Sign Language Interpreting Services Request***

13. To track the status of your request, log into the Web Portal, review the confirmation of the request and review the vendor’s required activities to fulfill your request in a timely manner. \_\_\_\_\_
14. If you need to modify or cancel the request, contact the vendor immediately. \_\_\_\_\_

*Note:* The vendor’s contact information is available at the TARGET Center’s Website (Popular Topics - NCR Sign Language Interpreting Services). You can also obtain the vendor’s information by contacting the TARGET Center at [target-center@usda.gov](mailto:target-center@usda.gov).

***Submit a Short-Notice Request for an On-Call Sign Language Interpreter***

*Note:* On-call sign language interpreters’ assignments are based on the interpreter’s scheduled availability at USDA Headquarters, Monday through Friday (except federal holidays), between the hours of 8:00 AM and 5:00 PM EST, in accordance with the federal government’s operating status in the NCR, as determined by the Office of Personnel Management.

The TARGET Center’s Sign Language Interpreting Services Program assigns the on-call sign language interpreter on an ad hoc basis for short-notice requests and cannot guarantee the availability of Sign Language Interpreting Services at short notice (i.e., a request made less than twenty-four (24) business hours in advance).

15. To initiate a short-notice request for an on-call sign language interpreter, email the required information that was compiled in Step 7 and Step 10 to the TARGET Center’s Sign Language Interpreting Services Program at [target-center@usda.gov](mailto:target-center@usda.gov) and cc: the supervisor of the individual who requires the services. \_\_\_\_\_

16. Upon receipt of an acknowledgement of your short-notice request from the TARGET Center’s Sign Language Interpreting Services Program, review the assignment and the instructions to meet the on-call sign language interpreter. \_\_\_\_\_
17. In the event that your meeting is cancelled, immediately contact the TARGET Center’s Sign Language Interpreting Services Program at [target-center@usda.gov](mailto:target-center@usda.gov). \_\_\_\_\_
18. If you would like to access the on-call sign language interpreter’s daily calendar to view the interpreter’s availability, contact the TARGET Center’s Sign Language Interpreting Services Program at [target-center@usda.gov](mailto:target-center@usda.gov). \_\_\_\_\_

**Attachment:**

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- NCR Sign Language Interpreting Services Request Form

**End of Procedure**