

Finding Qualified Interpreters

Questions to Ask Sign Language Interpreting Agencies



What is the agency's screening and hiring process look like when hiring sign language interpreters?

- What qualifications and credentials are required/preferred?



Does the agency hire nationally certified (NIC or BEI) or state-licensed interpreters?



Does the agency have a list of qualified mental health interpreting trained interpreters?

- If yes, how many are on the roster?



Does the agency have a list of interpreters with specialist certification to work in legal settings (SC:L)?

- If yes, how many are on the roster?



Does the agency have interpreters experienced in interpreting in trauma-informed settings?

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Does the agency recognize trauma-sensitive practices, and promote the development of best practices regarding being trauma-sensitive?



Does the agency have video remote interpreting (VRI) services?



Does the agency have a list of Deaf Interpreters/Certified Deaf Interpreters?



What is the agency's cancellation policy?



What are the agency's rates and terms regarding:

- General and specialty interpreting services
- Video Remote Interpreting (VRI) services
- Travel