



State of Rhode Island and Providence Plantations

Rhode Island Commission on the Deaf and Hard of Hearing

• COMMUNICATIONS • OPPORTUNITIES • EQUALITY •

July 31, 2013

Dear Consumers:

The Rhode Island Commission on the Deaf and Hard of Hearing (RICDHH) is seeking feedback our consumers on the quality of our Interpreter and CART Referral Service. The consumer group is those who experienced utilizing a sign language interpreter, a tactile interpreter, or a CART provider that was arranged through RICDHH. It is our goal to improve the quality of Interpreter and CART Referral Service to align with today's trends and needs.

Enclosed you will find a questionnaire to complete. The purpose of this questionnaire is to understand the effectiveness of the service delivery to the consumers through the Interpreter and CART Referral Service.

I would appreciate if you would take the time to complete the questionnaire.

Please do not hesitate to contact me if you have any concerns or questions at Steven.Florio@CDHH.RI.GOV or call me at 401-354-7651.

Sincerely,

Steven A. Florio
Executive Director

CC: RICDHH Commissioners



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Consumer Survey

on RICDHH Interpreter/CART Referral Services

1. *How did you hear about the RICDHH Interpreter/CART Referral Services?*

- RICDHH Website
- RICDHH Exhibit Table/Booth
- Family Member
- Friend
- Co-Worker
- Internet
- E-mail
- Exhibit Booth (conferences/events)
- Other:

2. *Do you understand how the RI CDHH Interpreter/CART Referral Service Works?*

- Yes
- No
- Somewhat but need more information:
- Other: _____

3. *How can RICDHH educate the Deaf, Hard of Hearing, and Deaf-Blind community about the RICDHH Interpreter/CART Referral Services?*

- Presentation to a community (organization, group, etc.) in the evening
- Presentation to a community (organization, group, etc.) during the weekend
- Presentation to a community (organization, group, etc.) during the day
- Online video clips on RICDHH website including ASL and English
- Send e-mails about the services
- Set up an one-on-one meeting
- Other: _____

4. *If you have used the RICDHH Interpreter/CART Referral Services in the past, how did you contact us?*

- AOL Instant Messenger (IM)
- E-mail
- Fax
- Phone call
- TTY call
- Videophone (VP) call
- Visit in person
- Not applicable (N/A)
- Other: _____

5. *If you have used the RICDHH Interpreter/CART Referral Services in the past, do you agree that Staff at RICDHH Referral Service are courteous and respectful.*

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

6. *If you have used the RICDHH Interpreter/CART Referral Services in the past, do you agree that Staff at RICDHH Interpreter/CART Referral Services are knowledgeable about Interpreting and CART Services?*

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

7. *How often do you use a sign language interpreter?*

- Daily
- Once a week
- More than once a week
- Once a month
- More than once a month
- Once a year
- Other: _____

8. *How often do you use CART service?*

- Daily
- Once a week
- More than once a week
- Once a month
- More than once a month
- Once a year
- Other: _____

9. *Have you ever had any service provider (doctor, lawyer, police, employer, etc) refuse to provide you with an interpreter or CART service?*

- Yes
- No

10. *If your answer is yes above, please describe and how often it happened?*

11. *Do you know that it is the service provider's (doctor, lawyer, police, employer, etc.) responsibility to provide you with an interpreter or CART service?*

- Yes
- No
- I don't know

12. *Do you know that the RICDHH Interpreter/CART Referral Services would advocate on your behalf to explain your right to have an interpreter or CART service for you?*

- Yes
- No
- I don't know

13. *Do you know that you can call the RICDHH Interpreter/CART Referral Services to see if an interpreter has been requested for you?*

- Yes
- No
- I don't know

14. Do you know that your service provider (doctor, lawyer, police, employer, etc.) still HAS TO PAY for the interpreter if you do not give 48 hour notice of cancellation, or if you do not show up at your appointment?

- Yes
- No
- I don't know

15. Do you know that your service provider (doctor, lawyer, police, employer, etc.) still HAS TO PAY for the CART provider if you do not give 24 hour notice of cancellation, or if you do not show up at your appointment?

- Yes
- No
- I don't know

16. Do you know that you can request a specific interpreter or a specific CART provider?

- Yes
- No
- I don't know
- Not applicable (N/A)

17. Do you know the difference between a CERTIFIED interpreter and a LICENSED interpreter?

- No, CERTIFIED and LICENSED, both are the same
- No, I don't know the difference between CERTIFIED and LICENSED
- Yes, I know the difference
- I am not sure what is the difference

18. Have you had filed a compliant in the last two (2) years because the service provider (doctor, lawyer, police, employer, etc.) refused to provide you an interpreter or CART service?

- Never
- I don't know how or where to file
- Yes, I did

19. If your answer is "Yes, I did", how did you file:

- I filed a complaint through e-mail
- I filed a complaint over videophone/phone call
- I filed a complaint by writing a letter
- I filed a complaint by reporting in person
- Other: _____

- And When did you file? _____

20. The CDHH website is clear and informative about requesting an interpreter or a CART provider and about advocacy to obtain an interpreter or a CART provider?

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

21. Are you satisfied with the RICDHH Interpreter/CART Referral Services?

- Yes
- No
- Somewhat, please explain how we can do better?

22. I would contact the RICDHH Interpreter/CART Referral Services again.

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

23. Other suggestions or comments regarding RICDHH Interpreter/CART Referral Services provided on RICDHH website?

24. Other suggestions or comments generally on RICDHH Interpreter/CART Referral Services?