



State of Rhode Island and Providence Plantations

# Rhode Island Commission on the Deaf and Hard of Hearing

• COMMUNICATIONS • OPPORTUNITIES • EQUALITY •

July 31, 2013

Dear Independent Contractors:

The Rhode Island Commission on the Deaf and Hard of Hearing (RICDHH) is seeking feedback from independent contractors like yourself on the quality of our Interpreter and CART Referral Service. It is our goal to improve the quality of Interpreter and CART Referral Service to align with today's trends and needs and to strengthen our relationship with you for the best interest of our consumers who need communication access.

Enclosed you will find a short questionnaire to complete. The purpose of this questionnaire is to understand the effectiveness of the service delivery to the interpreters and CART providers 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](mailto: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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## **Independent Contractors Survey** *on RICDHH Interpreter/CART Referral Services*

1. *In what types of settings do you generally accept?*

- Medical Settings
- Legal Settings
- Seminar
- Meetings
- Educational Settings
- Governmental Settings
- Others: \_\_\_\_\_

2. *Do you feel the RICDHH Interpreter/CART Referral Services could improve services? If so, please specify.*

3. *What aspects of the RICDHH Interpreter/CART Referral Services do you feel are most effective? Please specify.*

4. *Staff at RICDHH Interpreter/CART Referral Services relays the adequate information when offering and or confirming an assignment.*

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

5. *Any suggestions on better confirmation format?*

6. *Staff at RICDHH Interpreter/CART Referral Services contacts me often enough and offers me adequate opportunity to work as an interpreter or a CART provider?*

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

7. *I am satisfied with my working relationship with the RICDHH Interpreter/CART Referral Services.*

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

8. *Staff at RICDHH Interpreter/CART Referral Services advocates on your behalf related to interpreting or CART issues?*

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

**9. *Other suggestions or comments regarding information provided on RICDHH website?***

**10. *Other suggestions or comments regarding overall RICDHH Interpreter/CART Referral Services?***