



State of Rhode Island and Providence Plantations

Rhode Island Commission on the Deaf and Hard of Hearing

• COMMUNICATIONS • OPPORTUNITIES • EQUALITY •

July 31, 2013

Dear Paying Parties:

The Rhode Island Commission on the Deaf and Hard of Hearing (RICDHH) is seeking feedback from paying parties 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 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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Agency Survey

on RICDHH Interpreter and CART Referral Services

1. *Do you use the RICDHH Interpreter/CART Referral Service? If so, what services do you generally request?*

- Interpreting Service
- CART Service
- Both
- No, I do not use the services

2. *In what types of situations do you need interpreter or CART services?*

- Medical settings
- Legal settings
- Seminar
- Meetings
- Educational settings
- Governmental settings
- Other: _____

3. *How often do you use the RICDHH Interpreter/CART Referral Service?*

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

4. *Staff at RICDHH Referral Service are courteous and respectful.*

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

5. *Staff at RICDHH Referral Service are knowledgeable about Interpreting and CART Services.*

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

6. *I would contact RICDHH Referral Services again.*

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

7. *The RICDHH website is clear and informative.*

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

Other suggestions or comments regarding information provided on RICDHH website:

Other suggestions or comments regarding overall RICDHH Interpreter/CART Referral Services: