



## How Does an Agency Become Registered for Purposes of Delivering Video Remote Interpretation (VRI) for Spoken Languages?

The official representative of the agency must complete all requirements for agencies that deliver any type of court interpreting service (on-site, telephone, VRI) as stated on the Registering an Agency webpage and the **Agency Professional Service Statement of Work (Agency PSSW)**. Once those requirements have been satisfied and to ensure agencies meet requirements to deliver video remote interpreting services for spoken languages, the official representative must respond to the questions below. If any question is unanswered or is answered incompletely, that will make the agency's response incomplete.

**Please e-mail your responses, along with a signed Agency PSSW and agency registration form, to [LangSvcs.Mailbox@njcourts.gov](mailto:LangSvcs.Mailbox@njcourts.gov)**

### Questions:

**1. How can we contact the agency?**

Provide the agency's name, the name of the principal contact person, mailing address, telephone number, and e-mail address should we need to ask follow-up questions.

**2. How long has your agency been providing court interpreting services via Video Remote Interpreting (VRI) in spoken languages?**

Give a brief overview of the history of your VRI services to courts. Describe fully the extent to which your agency has delivered VRI services to trial courts: for how long, what kind of courts, some idea of how many cases have been served, etc.

**3. In what spoken languages do you presently deliver court interpreting via VRI?**

Do not say "all" or "any." Please choose six language options using the nomenclature found in the **Language Identification Guide**.

**4. What fees/rates do you charge for court interpreting via VRI in spoken languages?**

**5. What are the credentials of the interpreters you use?**

Be very specific about the interpreting certifications, accreditations, and training that stand behind the interpreters you provide for video remote interpreting for courts.

**6. What training in doing court interpreting via VRI have your interpreters received?**

Please be very specific about the curriculum you have used and how much training time you have given them.

**7. What is the response time from the moment your agency receives a request for VRI services until an interpreter is ready to proceed?**



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**8. What professional literature has your agency read on court interpreting via VRI in spoken languages?**

Please give a full bibliographic citation of every item that you have read that has guided the development of your service.

**9. What equipment do your interpreters have to use when doing court interpreting via VRI in spoken languages?**

**10. Where are your interpreters physically located when they are doing court interpreting via VRI in spoken languages?**

**11. To what degree can you guarantee that confidential matters interpreted by your interpreters will be kept confidential?**

**12. What have you done or would you do to ensure that all of your interpreters abide by the [Code of Professional Conduct](#) for Interpreters, Transliterators, and Translators approved by the New Jersey Supreme Court?**

**13. What have you done or will you do to ensure that all of your interpreters are familiar with the [Language Services Section Video Remote Interpreting \(VRI\) Resources webpage](#) and other publicly posted [Instructions for Participants in Remote Court Events](#)?**

**14. During what hours, EST, on weekdays, weekends and holidays, is court interpreting via VRI in spoken languages available from your agency?**

**15. What is your agency's process for receiving, investigating and responding to service complaints?**

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