



Response to Request for Proposals
for
American Sign Language
Interpretation Services
for
Columbus Public Health

RFQ020995

March 8th, 2022

Digital Copy

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Response to RFQ020995: American Sign Language Interpretation Services

1. Bidder Information

Bidder Name: Access 2 Interpreters, LLC
Bidder Address: 492 South High Street, Suite 200, Columbus, OH 43215
Bidder Contact Person: Yana Schottenstein, President and CEO
Email: yana@access2interpreters.com
Phone: 614-221-1414
Fax: 614-464-3004
Federal Identification Number: 76-0803722

2. Bidder's Company History: Include years in business, nature of business, history of provision of requested services particularly for medical entities and public and nonprofit agencies.

Access 2 Interpreters, LLC (Access) is a privately-owned Limited Liability Company founded in 2005. Access is a Woman Business Enterprise (WBE) certified by the City of Columbus Equal Business Opportunity Commission Office (EBOCO). Access is certified as a Woman Owned Small Business (WOSB) by the Women's Business Enterprise National Council (WBENC). Access is accredited by the Better Business Bureau (BBB) and is a corporate member of the following professional associations: The National Council on Interpreting in Health Care (NCIHC), American Translators Association (ATA), National Association of Judiciary Interpreters and Translators (NAJIT), and the Community and Court Interpreters of Ohio Valley (CCIO).

The following key components set Access apart from the competition:

- **Unique Recruiting and Training Methodology:** Constant recruiting and training that allows for a workforce that quickly adapts to accommodate immigration trends and meet the changing needs of our customers.
- **A Large Interpreter and Translator Workforce:** Experienced, professionally trained interpreters and translators compliant with the Code of Ethics and rules of confidentiality.
- **State of the Art Technology:** HIPAA-compliant web-based systems that allow Access to manage a high volume of requests as well as provide transparency, efficiency, and cost savings.
- **Quality Control:** Multi-step quality control programs that ensure precise data management, service delivery, and billing.
- **Advanced Reporting Capabilities:** Customized reports in Excel and PDF formats that empower Access and our customers with the ability to analyze language usage and determine future interpretation needs, language trends, and funding requirements.
- **Infrastructure Redundancy:** Backup power generation capable of sustaining our entire infrastructure with redundant networks that ensure uninterrupted operations 24/7/365.
- **Customer Satisfaction:** Acute attention to customer feedback, ensuring that the needs and issues of all our customers, small and large, are addressed quickly and efficiently.
- **Outreach Training Program:** Provider training seminars designed to educate customers on how to work with our interpreters and familiarize customers with the National Code of Ethics for Interpreters in Healthcare and the Canon of Ethics and Conduct for Court Interpreters.
- **A Fifteen-Year Relationship with Columbus Public Health (CPH):** Interpreters, translators, and staff familiar with CPH protocols, requirements, and needs.

The **mission** of Access is to provide the highest quality language interpretation and translation services to our customers by adhering to industry standards, best practices, and the Code of Ethics.

It is the **vision** of Access to continue to assist medical, government, social, educational, and legal service providers in effectively communicating with the Limited English Proficiency (LEP) population. Access will continue to invest in a people-based business model and believes this model is the future of language services.

Since its inception, Access has solely focused on providing interpretation and translation services, developing training programs for interpreters and translators, and educating providers on strategies for working with interpreters.

For the last 15 years, Access has been assisting its customers in the fields of healthcare, social services, law, education, and business in communicating with LEP target populations. Access provides the following services which comprise its core business: **American Sign Language (ASL) and Tactile American Sign Language Interpretation Services; In Person Interpretation Services and Scheduled Telephone and Video Remote Interpretation (Scheduled VRI) Services** in over seventy (70) languages by either employing full-time and part-time on-site interpreters or by contracting on-call interpreters from its vast pool of professionally trained and qualified interpreters; **Telephone Interpretation Services** (on demand) in over two hundred forty (240) languages with **Instantaneous Video Remote Interpretation (Instantaneous VRI) Services** in over forty (40) languages including ASL by utilizing interpreters available nationwide; and **Document Translation Services** in the majority of written languages by utilizing the expertise of translators available nationwide. Additionally, Access offers **Provider Training Seminars** to its customers, educating their staff on strategies for effectively working with interpreters.

Access was able to quickly expand its presence in the marketplace and, over the years, has developed a strong mutually beneficial relationship with a variety of customers, many of whom have chosen Access as an exclusive or primary provider of such services. The success of our company is attributed to our ability to continuously meet the growing needs of our clientele due to our recruiting and training methodologies, quality assurance programs, technological capabilities, and professional staff.

Over the years, Access has developed unique recruiting and training methodologies. In order to meet its customers' interpretation and translation needs, Access recruits interpreters and translators on a daily basis and regularly offers training courses. We know the faces of our people. We only utilize the expertise of those we have internally vetted and trained. We stand by our product.

Access constantly monitors the fluctuation in refugee and immigration populations and quickly adapts to any changes in LEP demographics. Our unique recruiting and training model and technological capabilities allow us to handle a high volume of interpretation and translation services while ensuring high standards of quality. Currently, Access provides an average of over twenty thousand hours of interpretation services and hundreds of pages of translation services a month.

Access has been a leader in promoting the importance of training and education in the interpretation and translation industry in Central Ohio. In its effort to advance the quality of these services, Access has established a separate education department known as Access Academy. The mission of the Access Academy is to develop and continuously improve a comprehensive curriculum for interpreter and translator training, schedule and provide training sessions, and monitor interpreters' and translators' compliance with the company's training requirements. The Academy prepares interpreters and translators for legal, social, and medical interpretation and translation. The Access Academy curriculum includes topics such as the Canon of Ethics and Conduct for Court Interpreters, the Code of Ethics and Standards in Healthcare, HIPAA regulations, interpreter skill-building, and medical and legal terminology. Through its Outreach Program, the Academy offers training seminars to providers on how to work with interpreters. Access has trained Columbus Public Health staff, as well as personnel from organizations such as Franklin County Department of Job and Family Services, Franklin County Public Health, and OhioHealth. Access has

received positive feedback from these agencies' personnel who have indicated that the workshops were very beneficial and that encounters with the LEP clients greatly improved.

Below are the names of some of our customers for whom Access has implemented contracts and provided services relevant to those of CPH.

In 2006, Access became one of several providers of interpretation and translation services for the OhioHealth System, the largest private healthcare system in Ohio. In 2014 and again in 2021, OhioHealth awarded Access a contract as primary provider of such services. As primary provider, Access has also assumed a role of After-Hours Interpreter Dispatch Service for OhioHealth, handling requests for services directly from the OhioHealth staff in need. Access also manages interpretation requests from OhioHealth to its secondary service providers.

In 2009, Access won the Franklin County Department of Job and Family Services (FCDJFS) contract for interpretation and translation services. In 2013, 2016, and 2019 we were contracted to become the agency's exclusive provider. Our interpreters are available for In Person and Telephone Interpretation Services. Our ASL interpreters provide services at the Opportunity Centers and conduct home visits. We also station 24 full- and part-time In Person Interpreters in the Somali, Spanish, Nepali, and Arabic languages at the three FCDJFS Opportunity Centers. In addition, we translate and format government documents, forms, and marketing materials for the agency on a regular basis.

In 2009, Access started working with Nationwide Children's Hospital (NCH) as one of several interpretation and translation services vendors. In 2012, NCH selected Access as the primary provider of such services. We provide scheduled and emergency ASL interpretation services, In Person Interpretation services, as well as Document Translations for NCH. We also partner with NCH to create programs designed to advance the quality of interpretation and translation services across Ohio.

In addition, we serve the Job and Family Services Departments for Miami, Fairfield, Clinton, Montgomery, and Pickaway Counties as well as the Ohio Department of Job and Family Services; PrimaryOne; Adena Health Systems; Disability Rights California (the largest disability rights agency in the country); Ohio Rehabilitation Services Commission; Ohio Bureau of Workers' Compensation; Choices for Victims of Domestic Abuse; Franklin County Public Health; Franklin County Child Support Enforcement Agency; Franklin County Board of Developmental Disabilities; Scotts Miracle-Gro Company; Columbus Metropolitan Housing Authority; Cuyahoga and Lorain County Board of Elections; the Center for Disease Control and Prevention; the American Red Cross; the NetCare Corporation; the Central Ohio Area Agency on Aging; the Franklin County Court System; the Licking County, Delaware County, and Fairfield County Health and Court Systems; CareStar; and numerous hospitals, medical offices, government agencies, mayor's courts, and businesses in different counties across Ohio.

For the past 15 years, Access has been the primary provider of In Person Interpretation Services for CPH. We have provided both In Person ASL and Video ASL interpretation services to CPH clients. We also station one (1) full-time Somali interpreter and one (1) full-time Spanish interpreter at CPH to assist different departments. Our interpreters attend on-site meetings and home visits throughout Central Ohio. During our long-standing relationship with CPH, we have translated and formatted medical forms, surveys, and marketing materials. We have also held training seminars for CPH staff designed to build relationships with our interpreters. From our previous experience, we are familiar with CPH's procedures, clientele, interpreter requirements, and language trends, which will help both CPH and Access make an easy transition from the current contract to the new contract and provide continuity of services. Access will be able to fully execute the new contract on April 1, 2022.

In conclusion, Access has the experience, organizational infrastructure, fiscal responsibility, financial stability, and professional qualifications to successfully execute small and large contracts and provide service that is second to none.

3. References: Provide agency names, addresses, contact persons and telephone numbers for three clients for whom similar services have been provided. Please include letters of recommendation and evaluations.

Nationwide Children's Hospital

700 Children's Drive
Columbus, OH 43205
Valerie Huang
Interpreter Services Program Manager
614-722-6338
valerie.huang@nationwidechildrens.org

OhioHealth

111 South Grant Ave
Columbus, OH 43215
Thomas Feighery
EVS, Language Services Manager
614-566-9408
thomas.feighery@ohiohealth.com

PrimaryOne Health

1500 East 17th Avenue
Columbus, OH 43219
Bhuwan Pyakurel
Interpretive Services Coordinator
614-645-2700
bhuwan.pyakurel@primaryonehealth.org

For our reference letters, please see Attachment "A" – "Reference Letters."

4. Project Description: Describe how you would meet the needs and requirements of services.

A. Description and Accessibility of Services

Access will provide **American Sign Language (ASL)** and **Tactile American Sign Language Interpretation Services** to assist CPH in communicating with the department's clients. Services are available 24/7/365.

American Sign Language Interpretation Services are available for **scheduled** and **emergency** appointments, with a response time of 20 to 40 minutes in emergency situations. **American Sign Language Interpretation Services** are defined as services requested more than eight hours prior to the appointment time. **Emergency American Sign Language Interpretation Services** are defined as services requested less than eight hours prior to the appointment time.

CPH staff members will be able to access American Sign Language Interpretation Services by calling our 24/7/365 Dispatch Line at 614-899-6666 or by emailing info@access2interpreters.com. In addition, CPH staff members will have the option to request an interpreter via our **HIPAA-compliant web-based scheduling and billing system**. Services will be provided at 240 Parsons Avenue and other CPH service sites as requested.

B. Recruiting and Training Interpreters

Access has developed a unique recruiting methodology that allows us to meet the constantly growing needs of our customers. Access will continue to recruit interpreters on a daily basis to be able to accommodate the volume of requests from CPH staff and CPH's evolving language trends.

All potential interpreters are evaluated through a three-step interview process: an initial telephone interview, a face-to-face interview, and a proficiency assessment conducted by a senior ASL interpreter. During the assessment, the candidate is evaluated on articulation, conceptual accuracy, appropriate vocabulary, and grammatical composition. The candidate is also evaluated on message equivalency and accuracy, comprehension, affect, neutrality, and intent. This evaluation is similar in design to the National Interpreter Certification (NIC) exam conducted by the Registry of Interpreters for the Deaf (RID).

All our ASL interpreters are graduates of 2-year or 4-year degree programs from accredited institutions. Some of our ASL interpreters hold RID certifications including the RID Certification of Interpretation (CI), the RID Certification of Transliteration (CT), and the National Association of the Deaf (NAD) Level IV certification. Many of them have passed the written portion of the NIC exam and are in the process of scheduling the performance evaluation through RID. The majority of our interpreters have also been interpreting in professional settings for at least one year. Access's ASL interpreters attend conferences held by the Registry of Interpreters for the Deaf and by Communication Services for the Deaf (CSD) in addition to completing various independent continuing education workshops focused on professional development, mental and behavioral health, and legal, medical, and educational interpretation.

Since the potential interpreters will be working in the medical field, candidates are required to have the following documentation in their files: the employee's detailed resume; a diploma from an accredited ASL program; proof of employment authorization; the results of a BCI/FBI background check showing no record of convictions for abuse or neglect as required by law; negative drug test results; documentation from a physician stating that the interpreter is in good health and free of contagious diseases; current vaccination records; and a current copy of a negative Tuberculosis test.

To ensure quality and consistency of its services, Access holds a mandatory 5-hour orientation program designed to familiarize new ASL interpreters with protocols and policies specific to each client. Access also encourages all qualified ASL interpreters to attend the **55-hour Intensive Interpreter Training** conducted by Access Academy. The training is part of the broad Access Academy curriculum and takes place as a structured, interactive on-line course. Our Intensive Interpreter Training contains similar elements to the "Bridge the Gap" training; however, Access Academy offers more in-depth knowledge of protocols, policies, and terminology including those specific to CPH. Access regularly enrolls candidates into the course in order to accommodate the volume of requests from CPH staff and CPH's evolving language trends.

The Intensive Interpreter Training consists of two parts. Part one, the **25-hour Medical Interpreter Code of Ethics and Skills Training** curriculum, is focused on the Interpreter Code of Ethics and Standards of Practice. It covers topics such as standards of practice and conduct, accuracy and completeness, impartiality and avoidance of any conflict of interest, confidentiality, representation of qualifications, proficiency, assessment and reporting impediments to performance, duty to report ethical violations, scope of practice, restrictions from public comment, cultural awareness, HIPAA, and the boundaries of the interpreter roles. This training also includes a practicum in the three modes of interpretation (i.e., consecutive and simultaneous interpretation, and sight translation), building linguistic skills, and techniques to enhance accuracy.

Part two, the **30-hour Medical Terminology Training**, includes topics such as an overview of the healthcare system in the United States, anatomy, physiology, pathology, medical specialties, medical procedures and tests, and ethical dilemmas for medical interpreters. Medical terminology is also covered in the training. Although ASL interpreters complete their own certification processes, participating in our Intensive Interpreter Training improves and reinforces their knowledge of medical terminology.

C. Interpretation Services: Scheduling Workflow

For American Sign Language Interpretation Services, our scheduling workflow is very simple, user friendly, and consists of the following steps:

1. A CPH staff member requests an interpreter by calling our 24/7/365 Dispatch Line at 614-899-6666, by emailing our team at info@access2interpreters.com, or by using the web-based scheduling and billing system at any time.
2. An Access dispatcher enters all necessary information into the web-based scheduling and billing system. If CPH staff enters a request into the system, we will verify all the information.
3. The dispatcher contacts one of our interpreters and relays the information needed for the assignment.
4. When the interpreter accepts the assignment, the information is added to the interpreter's folder in the web-based scheduling and billing system. The interpreter is able to view his or her entire schedule and print out the Interpreter Verification Form.
5. The interpreter arrives at the service location wearing an Access badge, signs in (requests a signature on the Interpreter Verification Form), and contacts Access Dispatch to confirm arrival.
6. The interpreter completes the assignment, signs out (requests a signature on the Interpreter Verification Form), and contacts Access Dispatch to confirm that the assignment is complete.
7. The interpreter uploads the signed Interpreter Verification Form to the web-based scheduling and billing system within 48 hours.
8. A monthly invoice is created. Each appointment is compared to its corresponding Interpreter Verification Form and undergoes a multi-step quality control process to confirm accuracy.
9. The invoice and Interpreter Verification Forms are made available on the customer platform of the web-based scheduling and billing system for CPH administrative staff to view. Hard copies and other requested formats (such as Excel) will also be provided.
10. Should CPH staff need to change an assignment, the request can be made by contacting our dispatchers via telephone or email. We will readily accommodate any changes and will not charge fees for changes.

5. Cost, Pricing Structure, and Invoices: Please verify that you can invoice Columbus Public Health properly. Provide Interpretation fee schedule. Your bid should also respond to the following questions:

i. Can you invoice Columbus Public Health as described in the Billing and Invoices section of the RFP?

For services rendered, Access has submitted and will continue to submit a monthly detailed invoice both electronically and via mail. Invoices can also be viewed via our web-based scheduling and billing system. Each invoice will include the date the service was performed, the time the service was performed, the number of minutes billed (in fifteen-minute increments), the first and last name of the CPH staff person requesting the service, the name of the clinic/program for which service was provided, the language that was provided, the rate charged, and the total dollar amount.

Access has provided and will continue to provide a monthly summary of all invoices in Microsoft Excel submitted electronically. The summary will be sent within five business days of the end of the service month. The summary will also list each interpretation language utilized that month, the total number of minutes billed for each language listed, the rate charged for each language, the specific clinic requesting services, and the total amount charged for each language.

In addition, Access has provided and will continue to provide a yearly contract usage summary. The summary will list each interpretation language utilized during the year, the total number of

minutes billed for each language listed, the rate charged for each language, and the total charged for each language. The summary will be provided in both electronic and hard copy.

Invoices for all services and all reports are required to pass a multi-step quality control process in order to ensure the accuracy of each report. Invoices will be directed to Jalisa Dawkins at jmdawkins@columbus.gov.

ii. For the interpreters who will be called for onsite interpretation, please submit your pricing structure for all languages requested in the needs and requirements section per 15 mins of use? Is there a base rate or a minimum amount of time the interpreter must work? If yes, what is it?

For a detailed description of our prices, please see Attachment “B” – “Price Chart.”

iii. Do you charge the same rate for all onsite interpretation services? If not please specify.

We do not charge the same rate for all onsite interpretation services. For foreign language **Person Interpretation Services**, please see our Response to RFQ020993. For a detailed description of our ASL prices, please see Attachment “B” – “Price Chart.”

iv. Please specify how quickly you can have an interpreter onsite at Columbus Public Health (240 Parsons Avenue)?

In an emergency situation, Access interpreters can be onsite at CPH (240 Parsons Avenue) within 20 to 40 minutes after an Access dispatcher accepts the request.

v. Describe your method and timing for informing Columbus Public Health if an interpretation request can be met?

Access enters all requests from CPH into its Scheduling Platform the same day they are received. Access will schedule each request based on the language requested. ASL requests are scheduled immediately. Spanish, Somali, Arabic, and French requests are scheduled two business days prior to the appointment start time. All other languages are scheduled to interpreters seven days in advance.

Once a request has been scheduled to an interpreter, the Scheduling Platform will send an automated email to the requester letting that requester know that the assignment has been covered.

vi. Describe any web based systems in existence to allow the client to review status of requests, billing, training, etc.

Access will continue to utilize and provide CPH staff with access to its secure and HIPAA-compliant web-based scheduling and billing system. This system will allow Access and CPH to intake appointments accurately and efficiently, account for every appointment, prevent double bookings, and invoice promptly and accurately. This system will also allow Access to provide CPH with reports to analyze language use as well as the cost and efficiency of services rendered.

Additionally, the **Scheduling Platform** of the system will allow CPH staff to request an interpreter, receive notification emails once an interpreter is scheduled, view all entered appointments in the scheduling system, and provide interpreter evaluations for specific appointments.

CPH administrators will also benefit from the **Billing Platform** of the system. This platform provides easy access to all billing reports and invoices. CPH administrators can view and print

detailed invoices in a PDF or Excel format, view, and print Interpretation Verification Forms, and run summary reports of all interpretation services.

vii. Do you offer additional services we should be aware of? Please list and provide cost and pricing structure.

In addition to the services requested in this RFQ, Access offers the following services:

- **In Person Interpretation Services:** Please see Response to RFQ020993.
- **Document Translation Services:** Please see Response to RFQ020992.
- **Telephone Interpretation Services (on demand):** Please see Response to RFQ020994.
- **Provider Training Seminars:** Please see Question 9 on page 10 of this Response to RFQ for a detailed description. For a pricing, please see Attachment “B” – “Price Chart.”
- **Scheduled Telephone Interpretation Services:** Access has provided and will continue to provide CPH with **Scheduled Telephone Interpretation Services** with a response time of 30 minutes or less in emergency situations. Our scalable telephone system will allow us to facilitate conference calls and connect CPH staff members and their clients with our experienced interpreters promptly and efficiently. This service can be used to assist our customers in scheduling appointments for LEP patients or clients, in making reminder calls for LEP patients or clients, in arranging teleconference calls, in interpreting during teleconferences, and in checking and interpreting answering machine messages as needed. This service is accessed in the same manner as the **In Person Interpretation Services** proposed in this RFQ. For a detailed description of our prices, please see Attachment “B” – “Price Chart.”
- **Scheduled Video Remote Interpretation (Scheduled VRI) Services:** Access offers **Scheduled VRI** with a response time of 30 minutes or less in emergency situations, in over thirty (30) languages, available 24/7/365, including American Sign Language (ASL). This service can be used as a substitute for In Person Services when being in the same location is not possible or preferable. **Group sessions are available with Scheduled VRI Services.** CPH Staff, the interpreter, and the patient can be in separate locations, while still participating in the same video conference. Access can facilitate a video conference for CPH staff using our preferred platform, Microsoft Teams, or we can use any platform that CPH might have (for example, Zoom, Google Meet, Doxy, etc.). This service is accessed in the same manner as the **In Person Interpretation Services** proposed in this RFQ. For a detailed description of our prices, please see Attachment “B” – “Price Chart.”
- **Instantaneous Video Remote Interpretation (Instantaneous VRI) Services:** Access offers **Instantaneous VRI Services** in over forty (40) languages with the most common languages including American Sign Language (ASL) accessible 24/7/365. Less common languages, covering 98% of all U.S. language requests, are accessible Monday through Friday 8:00 a.m. to 11:00 p.m. EST. CPH staff would be able to connect to an interpreter through a PC, Apple iOS, or Android application. Connections to interpreters are made on average between 30 seconds and two minutes after the request is initiated. This service is preferable when all parties except the interpreter are in the same physical location, as sessions are limited to one user video feed connecting to the interpreter's video feed. For a detailed description of our prices, please see Attachment “B” – “Price Chart.”

viii. Do you offer additional discounts? (example: exceeding a specified number of hours for onsite interpretation in the same year)

Access does not offer additional discounts at this time.

6. Describe how the bidder provides services that are culturally and linguistically appropriate.

All Access ASL interpreters hold 2-year or 4-year certifications from accredited ASL programs. During their formal training, our ASL interpreters are exposed to and educated about the various sociolinguistic differences among ASL speakers. We also encourage our interpreters to complete our 55-hour Intensive Interpreter Training that focuses on the Code of Ethics, medical terminology, and interpreter skill building. The training emphasizes linguistic nuances of different dialects, cultural and regional differences, and social etiquette and boundaries. Therefore, Access ASL interpreters will provide CPH with culturally and linguistically appropriate services that will assist both CPH staff and LEP clients in effectively communicating the circumstances relevant to each patient.

7. Describe the organization's ability and plan to collect accurate data and generate reports in a timely manner. How will data be collected, maintained and reported back to Columbus Public Health?

Access has provided and will continue to provide CPH with statistical reports by utilizing its HIPAA-compliant web-based scheduling and billing system. This technology allows Access to collect and maintain data for In Person Interpretation Services from Interpreter Verification Forms to produce a variety of reports. Access has provided and will continue to generate reports that allow both Access and CPH staff to analyze language usage as well as monitor the cost and efficiency of services rendered. Other data points that can be analyzed are the date and time of interpretation requests, patient name, language, type and duration of service, name of requestor, and location. The turnaround time for generating all statistical reports is 24 hours. Access has generated and will continue to provide CPH staff with login information to its web-based scheduling and billing system and will ensure system access for the life of the contract.

8. Describe the overall management structure and responsibilities. Include an overview of how the management will provide oversight to the quality and timeliness of services. Provide an overview of policies and procedures that are in place to assure contract compliance and/or correct issues of noncompliance.

Our team includes twenty-four (24) full- and part-time employees. It consists of a Chief Executive Officer (CEO), a Chief Operating Officer (COO), a General Manager (GM), a Controller, a Field Manager, Human Resources Manager, a Translations Department Manager, Translations Project Managers, and accounting, quality control, and data entry specialists. Legal counsel is present for contractual and business issues. We also employ three shifts of highly qualified dispatchers who staff our call center 24/7/365 to efficiently manage all interpretation requests.

Management responsibilities ensuring quality and timeliness of services are listed below:

- The CEO will oversee personnel in all the departments directly involved in this contract. The CEO will monitor expenditures and budgets, ensure appropriate staffing levels, make staffing adjustments as necessary, coordinate training schedules for new personnel, and respond to feedback from CPH management.
- The COO and GM will oversee the daily operations of administrative staff and all services offered by Access. The COO will also conduct site visits, hold staff meetings, and monitor the performance of all interpreters.
- The Field Manager will monitor substitute interpreters and conduct random site visits to ensure interpreters' punctuality, efficient usage of time, and compliance with CPH protocols.

- The Access dispatch supervisors and their teams will use the web-based scheduling system to track all interpretation service requests and ensure service delivery.
- The quality control specialists will review all data in the system and perform quality control checks to verify the accuracy of data entry and ensure that services are delivered for the correct date, time, location, and language.

The CEO will conduct periodic reviews of protocols and procedures for CPH with all dispatchers and administrative staff. Should a lapse in service occur, the CEO and COO will review the issue, identify areas of concern, and, if necessary, change operating procedures to prevent future issues of noncompliance.

We will strictly enforce the punctuality of our interpreters by requiring them to call the Access Dispatch office both upon arrival at the job site and before leaving the location. In addition, we utilize a unique reminder protocol to remind interpreters about their assignments the night before and on the day of the assignment to ensure that the interpreter arrives at the correct location in a timely manner. If an interpreter is in breach of professional conduct or the Code of Ethics, the interpreter will be suspended until an investigation is completed. Management staff will examine the incident and recommend further action. Access managers will address any issues and will report to the CEO and COO within the same business day. A final response to the issue will be submitted to CPH within 24 hours. If any issues requiring changes are identified, emergency meetings will be convened; and written notices, memos, and/or emails will be forwarded to all staff and interpreters. We welcome the opinions of CPH staff and its clients, and we will work closely with CPH to make any necessary changes.

Access will evaluate the overall program success through the following performance indicators: quality of customer service, accessibility to services, responsiveness to emergency requests, ability to fill a request, capability to handle the high volume of demand for common languages, ability to supply ASL and rare language interpreters, and prompt responsiveness to any input from the clientele.

9. Describe the plan to provide training to Columbus Public Health staff. Describe the training that will be provided to Columbus Public Health staff to assure an understanding of the purpose and role of interpreters. Propose the frequency of training.

Access has provided and will continue to offer **Provider Training Seminars** to CPH staff. These seminars are designed to educate CPH staff in techniques for working with interpreters to improve the provider-interpreter relationship. The seminars will enable CPH to utilize interpreter services more effectively. We recommend one two-hour seminar annually to accommodate new CPH staff. Seminar set-up will take an additional one hour. Training can be either virtual or conducted at a location of CPH's choosing.

The comprehensive training covers the following topics: introduction to the interpreter profession, interpreter roles and boundaries, legal aspects of the interpreter profession, and interpreter and provider skill building. Presentation materials will be provided to those in attendance.

10. Provide any other additional information that you feel is pertinent for Columbus Public Health to know about your services (if applicable).

Access offers to provide all interpretation services under one management structure with one point of contact for all of CPH's language needs.



ATTACHMENT "A"
"REFERENCE LETTERS"



February 22, 2022

To Whom It May Concern:

I am pleased to provide this letter of reference for ACCESS 2 Interpreters. Access 2 Interpreters has provided interpreter services to Nationwide Children's Hospital for the past fifteen years. After a competitive bid process in November of 2020, the company was selected to be the primary vendor of the interpreter services. We continue to employ in-house interpreters but because of the volume, diversity and 24/7 need for interpreters across all our sites of service, we continue to need to contract with external language providers to adequately meet our need for spoken and sign language interpreters. ACCESS 2 currently provides approximately 95% of our contracted on-site interpreting services.

ACCESS 2 interpreters' intake process and dispatching and scheduling teams are efficient and easy to work with and their leadership works effectively with NCH language services to improve quality, address changing needs, and respond to concerns in a timely and professional manner.

ACCESS 2 has been a valuable partner to Nationwide Children's Hospital, helping the organization assures all families in our community have full access our health care services for their children. Please feel free to contact me at 614-722-6338 if you would like to learn more about our work with ACCESS 2.

Sincerely,

Valerie Huang

H. Valerie Huang, MA, CHI-Mandarin
Program Manager, Language Services
Nationwide Children's Hospital



Language Services
3430 OhioHealth Parkway
Columbus, OH 43202

22 February 2022

To Whom It May Concern:

We are writing a letter of recommendation on behalf of Access 2 Interpreters, herein referred to as "Access." Access has been a provider of live interpreting services to OhioHealth for many years and has remained our preferred vendor since 2014. Access works to provide quality services in a timely manner to our patients that are limited English speaking.

We have sustained a solid working relationship with Access' leadership team and found them to be responsive to our business' needs as well as the changing needs of the community.

We will continue to partner with Access for live interpreting services to meet the needs of our patient community in the future.

Best,

A handwritten signature in black ink, appearing to read "Tom Feighery".

Thomas Feighery, MBA
EVS, Language Services Manager
OhioHealth Grant Medical Center
111 South Grant Avenue
Columbus, OH 43215



Our mission is to provide access to services that improve the health status of families — including people experiencing financial, social, or cultural barriers to health care.

Your first choice for quality careSM

February 23, 2022

To Whom it May Concern:

Re: Letter of Reference for Access 2 Interpreters, LLC

Please accept this as a letter of reference for the interpretation and translation services that Access 2 Interpreters has been providing to PrimaryOne for the past six years.

Access 2 Interpreters has been instrumental in helping PrimaryOne meet the interpretation needs for the growing Limited English Proficiency population that we serve. It's evident from the positive feedback from our patients and staff that Access interpreters are well trained in interpreter ethics, possess both excellent language and customer service skills, and continuously conduct themselves professionally. Access has also provided PrimaryOne with accurate, consistent, and high-quality translations and is always able to meet tight deadlines. Additionally, the administrative staff at Access are very reliable, efficient, and responsive to feedback.

Working with Access 2 Interpreters has been a positive experience and PrimaryOne has been pleased with their quality of service.

Sincerely,

A handwritten signature in black ink, appearing to read "Bhuwan Pyakurel".

Bhuwan Pyakurel | Interpretive Services Coordinator

Phone: (614)645-2700 | Fax: (614)645-2727

1500 East 17th Ave. | Columbus, OH 43219

Visit our redesigned website at: www.PrimaryOneHealth.org



This health center is a Health Center Program grantee under 42 U.S.C. 254b, and a deemed Public Health Service employee under 42 U.S.C. 233(g)-(n).

1800 Watermark Drive, Columbus, Ohio 43215 • phone (614) 859-1900 • fax (614) 645-5517 • www.primaryonehealth.org



ATTACHMENT "B"
"PRICE CHART"

Service Description	Minimum Increment	Year 1 & 2 15 Minute Rate	Year 1 & 2 Hourly Rate	Year 3, 4, & 5 15 Minute Rate	Year 3, 4, & 5 Hourly Rate
American Sign Language (ASL) Interpretation Services^{1,4}					
Scheduled Business Hours² American Sign Language (ASL) Interpretation Services	One (1) hour	Seventeen dollars and fifty cents (\$17.50)	Seventy dollars (\$70)	Eighteen dollars and seventy-five cents (\$18.75)	Seventy-five dollars (\$75)
Emergency, After Business Hours, and Weekend³ or Holiday American Sign Language (ASL) Interpretation Services	One (1) hour	Eighteen dollars and seventy-five cents (\$18.75)	Seventy-five dollars (\$75)	Twenty dollars (\$20)	Eighty dollars (\$80)
Additional Services					
Scheduled Business Hours^{2,5} Telephone Interpretation Services – Spanish, Somali, and Arabic	Thirty (30) minutes	Eleven dollars and twenty-five cents (\$11.25)	Forty-Five dollars (\$45)	Twelve dollars and fifty cents (\$12.50)	Fifty dollars (\$50)
Scheduled Business Hours^{2,5} Telephone Interpretation Services – All Other Foreign Languages, including the languages listed in this RFQ	Thirty (30) minutes	Thirteen dollars and seventy-five cents (\$13.75)	Fifty-five dollars (\$55)	Fifteen dollars (\$15)	Sixty dollars (\$60)
Emergency, After Business Hours, and Weekend^{3,5} or Holiday Telephone Interpretation Services – Spanish, Somali, and Arabic	Thirty (30) minutes	Thirteen dollars and seventy-five cents (\$13.75)	Fifty-five dollars (\$55)	Fifteen dollars (\$15)	Sixty dollars (\$60)
Emergency, After Business Hours, and Weekend^{3,5} or Holiday Telephone Interpretation Services – All Other Foreign Languages, including the languages listed in this RFQ	Thirty (30) minutes	Sixteen dollars and twenty-five cents (\$16.25)	Sixty-five dollars (\$65)	Seventeen dollars and fifty cents (\$17.50)	Seventy dollars (\$70)
Scheduled Business Hours^{2,5} Video Remote Interpretation Services – Spanish, Somali, and Arabic	Thirty (30) minutes	Thirteen dollars and seventy-five cents (\$13.75)	Fifty-five dollars (\$55)	Fifteen dollars (\$15)	Sixty dollars (\$60)
Scheduled Business Hours^{2,5} Video Remote Interpretation Services – All Other Foreign Languages, including the languages listed in this RFQ	Thirty (30) minutes	Sixteen dollars and twenty-five cents (\$16.25)	Sixty-five dollars (\$65)	Seventeen dollars and fifty cents (\$17.50)	Seventy dollars (\$70)
Scheduled Business Hours^{2,5} Video Remote Interpretation Services – American Sign Language	Thirty (30) minutes	Twenty dollars (\$20)	Eighty dollars (\$80)	Twenty-one dollars and twenty-five cents (\$21.25)	Eighty-five dollars (\$85)
Emergency, After Business Hours, and Weekend^{3,5} or Holiday Video Remote Interpretation Services – Spanish, Somali, and Arabic	Thirty (30) minutes	Sixteen dollars and twenty-five cents (\$16.25)	Sixty-five dollars (\$65)	Seventeen dollars and fifty cents (\$17.50)	Seventy dollars (\$70)

Service Description	Minimum Increment	Year 1 & 2 15 Minute Rate	Year 1 & 2 Hourly Rate	Year 3, 4, & 5 15 Minute Rate	Year 3, 4, & 5 Hourly Rate
Additional Services, continued					
Emergency, After Business Hours, and Weekend^{3,5} or Holiday Video Remote Interpretation Services – All Other Foreign Languages, including the languages listed in this RFQ	Thirty (30) minutes	Eighteen dollars and seventy-five cents (\$18.75)	Seventy-five dollars (\$75)	Twenty dollars (\$20)	Eighty dollars (\$80)
Emergency, After Business Hours, and Weekend^{3,5} or Holiday Video Remote Interpretation Services – American Sign Language	Thirty (30) minutes	Twenty-two dollars and fifty cents (\$22.50)	Ninety dollars (\$90)	Twenty-three dollars and seventy-five cents (\$23.75)	Ninety-five dollars (\$95)
Instantaneous Video Remote Interpretation Services⁶ – All Foreign Languages	Fifteen (15) minutes	Thirty-three dollars and seventy-five cents (\$33.75)	One hundred thirty-five dollars (\$135)	Thirty-three dollars and seventy-five cents (\$33.75)	One hundred thirty-five dollars (\$135)
Instantaneous Video Remote Interpretation Services⁶ – American Sign Language	Fifteen (15) minutes	Forty-eight dollars and seventy-five cents (\$48.75)	One hundred ninety-five dollars (\$195)	Forty-eight dollars and seventy-five cents (\$48.75)	One hundred ninety-five dollars (\$195)
Provider Training Seminars – CPH Staff training seminars as needed	Price will vary based on requested seminar specifics.				

References
¹ Scheduled and Emergency ASL Interpretation Services will be billed in a minimum increment of one (1) hour [including no show or waiting period up to one (1) hour]. Time in excess of the minimum increment will be billed in fifteen (15) minute increments. Services are exclusive to Franklin County, Ohio. Appointments requested for locations outside Franklin County will be subject to Access’s standard travel charges.
² Scheduled services are defined as requests placed more than eight (8) hours prior to the appointment time. Business Hours are defined as weekdays, 8:00am to 5:00pm EST.
³ Emergency services are defined as requests placed eight (8) or less hours prior to the time of the appointment. Services are exclusive to Franklin County, Ohio. After Business Hours are defined as 5:00 p.m. to 8:00 a.m. EST, Monday through Friday. Weekend is defined as 5:00 p.m. Friday to 8:00 a.m. Monday, EST.
⁴ All Scheduled and Emergency American Sign Language Interpretation Services appointments that are cancelled less than one (1) hour before the scheduled start time will be charged at the corresponding Scheduled or Emergency In-Person Interpretation Rate for one (1) hour.
⁵ All Scheduled and Emergency Telephone and Video Interpretation appointments that are cancelled less than one (1) hour before the scheduled start time will be charged at the corresponding Scheduled or Emergency Telephone Interpretation Rate for thirty (30) minutes. Time in excess of the minimum increment will be billed in fifteen (15) minute increments.
⁶ Time in excess of the minimum increment for Instantaneous Video Remote Interpretation Services will be billed in one (1) minute increments.