
Interpreter Services

Statewide Services For A Better Nebraska

NCDHH is Nebraska's agency responsible for ensuring effective communication between agencies, businesses, and individuals. We do this by providing access to:

- Nebraska's only sign language interpreter referral service
- Statewide licensed interpreter roster
- National & State certified interpreters

NCDHH provides support and training to Nebraska's sign language interpreters by:

- working in tandem with area interpreter associations
- Sponsoring RID Continuing Education Units
- providing education regarding the roles and importance of licensed/certified interpreters to businesses, agencies, and medical personnel

Why use a licensed/certified interpreter?

- proven qualifications based on certification level
- bound by Code of Professional Conduct

www.ncdhh.ne.gov



Nebraska Commission for the Deaf and Hard of Hearing

Office Hours

Monday-Friday: 8:00 a.m. to 5:00 p.m.

Weekends and Holidays: Closed

(402) 471-3593 V/TTY
(866) 954-2790 VideoPhone
(800) 545-6244 Toll Free

Email

ncdhh@nebraska.gov

Lincoln Office

4600 Valley Road, Suite 420
Lincoln, NE 68510-4844

Omaha Office

1313 Farnam on the Mall
Omaha, NE 68102-1836

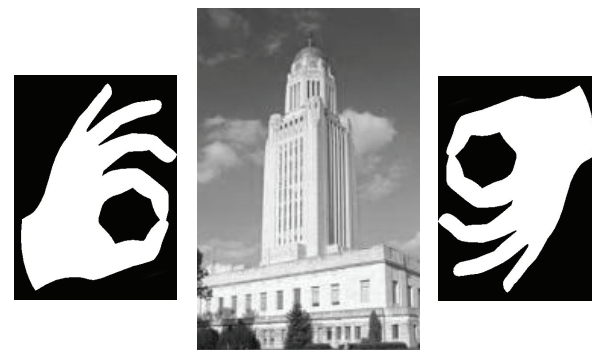
North Platte Office

200 South Silber, Room 207
North Platte, NE 69101-4298

www.ncdhh.ne.gov

Nebraska Commission for the Deaf and Hard of Hearing

Interpreter Services



Licensing Certification



Referral Training

Serving Nebraskans since 1979

Lincoln Omaha North Platte

Interpreter Information



Interpreter Referral Service

According to the Americans with Disabilities Act, Title III; Places of public accommodation must furnish auxiliary aids when necessary to ensure **effective communication**, unless undue burden or fundamental alteration would result.

Why Use Interpreters?

All Americans with disabilities are protected by the ADA. The most common auxiliary aid that can be provided to Deaf citizens is the use of a sign language interpreter. Sign language interpreters are trained to bridge the communication gap between distinct languages, most typically, English and American Sign Language. This “bridge” ensures that communication is effective, regardless of hearing acuity and language barriers.

When Do I Use Interpreters?

The most common environments include, but aren't limited to:

- Medical / Dental Appointments
- Legal Appointments
- Educational Settings
- Counseling
- Job Training
- Religious settings

Who is Qualified to Interpret?

Interpreters listed in the NCDHH directory hold certificates from one or more of the following:

- Registry of Interpreters for the Deaf
- National Association of the Deaf
- Quality Assurance Screening Test (QAST)



How Does NCDHH Assist Interpreters?

Interpreters are a legal auxiliary aid that benefits all Nebraskans. NCDHH resources can assist interpreters in developing their skills and advocate their use. We do this in a variety of ways.

- **Media Center;** Our media center contains hundreds of books, videotapes, DVDs and CDs covering a wide variety of interpreting topics
- **Cooperation;** NCDHH works with local and national interpreter associations
- **Advocacy;** NCDHH presents information to agencies and businesses throughout Nebraska regarding the ADA and the appropriate use of sign language interpreters
- **Certification;** NCDHH administers the Quality Assurance Screening Test for Nebraska. This Certification serves as verification to agencies and businesses of the interpreter's professionalism and ability.



Staff Assistant
(402) 471-3593

How Do I Get An Interpreter?

NCDHH has established a service for all Nebraskans to access registered interpreters. You can expect the following steps to occur when locating an interpreter through our Referral Service.

1. Public accommodations request an interpreter, by phone or online
2. NCDHH receives and processes the request
3. NCDHH attempts to fill your request with registered interpreters

When an interpreter accepts your referral, the following steps should occur:

1. NCDHH will email or call with a confirmation with the interpreter's name and contact information
2. You will receive an introductory call from the interpreter who accepted your referral, outlining their policies, procedures and fees.

Rates for interpreters are negotiated between the interpreter and the hiring contact. NCDHH does not become involved in any negotiations or communication regarding costs or any other billing issues regarding interpreter services.

email: ncdhh.referral@nebraska.gov