



# Independent Living Resource Center, Inc.

ILRC Headquarters • 423 West Victoria Street • Santa Barbara, CA • 93101  
Voice/Text (TTY) Phone (805) 963-0595 • FAX (805) 963-1350 • Video Phone (805) 284-9050

## Interpreting Services Agreement with:

\_\_\_\_\_  
(Entity/Individual Legal Name - Hereafter referred to as “customer”)

The Independent Living Resource Center, Inc. (ILRC) administers a registry of qualified professional sign language interpreters and notetakers. During the performance of their duties, all sign language interpreters abide by the [Registry of Interpreters for the Deaf \(RID\)](#) [RID Code of Professional Conduct](#).

### **SCHEDULE OF HOURLY FEES**<sup>†</sup> (EFFECTIVE JULY 1, 2022)

Sign Language Interpreter	\$77.00
Legal/Paralegal <sup>1</sup>	\$88.00
Under 24 hours	\$88.00
Emergency <sup>2</sup>	\$98.00
Emergency-Legal <sup>2</sup>	\$110.00
Notetaker	\$53.00

<sup>†</sup>Fees include all administrative costs.

### **Interpreting Services Terms & Conditions:**

1. Except for emergency requests,<sup>2</sup> all requests for interpreting or notetaking services must be submitted 72 hours (3 business days) in advance to ILRC’s by email sent to [interp@ilrc-trico.org](mailto:interp@ilrc-trico.org), by calling (805) 963-0595 ext. 205 Voice/Text or scheduling them online through Fluency (must contact ILRC staff to get initial login access). Services scheduled within 24 hours of the assignment start time will be charged at the Under 24 hours rate.
2. Each assignment (job) is charged a 2-hour minimum with the time starting when the service provider(s) arrive at a job site. Subsequent hours are charged in 30-minute increments. When a service provider(s) is released from an assignment earlier than scheduled, the customer is charged for the full time scheduled.
3. Travel-related expenses incurred by service provider(s) are additional to the hourly fees above. Reimbursable travel expenses may include, but are not limited to, mileage at \$0.585 (fifty-eight and a half)

*\*The mileage rate is based on the Internal Revenue Service’s (IRS) standard mileage rate, which is subject to change. Changes to the rate announced by the IRS are adopted by ILRC & effective as per IRS rules and an amendment to this Agreement is unnecessary.*

4. A minimum of 48 hours advance notice (2 business days) is required for any changes to job specifications or cancellations. All changes/cancellations to an assignment require the customer to obtain a “confirmation number” from [interp@ilrc-trico.org](mailto:interp@ilrc-trico.org) during ILRC business hours. Changes & cancellations done via Fluency will not require an confirmation number from [interp@ilrc-trico.org](mailto:interp@ilrc-trico.org)

**Monday - Friday 9:00 a.m. - Noon and 1:00 p.m. - 5:00 p.m.\***

*\*All offices are closed Saturday & Sunday and all Federal & State Holidays.*

Any fees and expenses incurred by ILRC (including service provider(s) hours, mileage, travel time and parking expenses) for scheduled assignments are the responsibility of the Customer and will be invoiced accordingly if cancelled while interpreter is in route, cancelled upon their arrival or should the Deaf individual should not show up.

<sup>1</sup> Legal/paralegal refers to services provided in a legal setting such as a courtroom or attorney’s office wherein some proceeding or activity related to law is conducted including interviews and hearings that occur in out-of-court settings but may have a bearing on legal proceedings.

<sup>2</sup> Emergency and Emergency-Legal refers to urgent requests for immediate services typically in medical, mental health, job-related, law enforcement, disaster or legal settings.



Terms & Conditions continued...

- 5. Invoices for services and related expenses are prepared and submitted to customers the month after services were rendered (e.g., March services are invoiced in April, May is invoiced in June, etc.). **Payment is due within 30 days from the invoice date.** After 60 days, invoices are deemed 'in arrears' and incur a 3% late fee accrued monthly, based on the previous month's balance.
- 6. Assignments lasting more than 3 hours (e.g., classes, seminars, meetings, events, etc.) that do not provide reasonable intermittent breaks for an interpreter require assigning a 'team' of no less than two (2) interpreters.
- 7. ILRC will not bill a 3<sup>rd</sup> party for services we provide to our customers. If a customer chooses to bill any insurance entity or any other 3<sup>rd</sup> party, ILRC is still expected to receive payment within the 30 days as stated in # 5.
- 8. When travel for the interpreter to an assignment exceeds 31 miles (one-way) from a point-of-departure, 'travel time' is charged at the corresponding hourly rates provided on page 1.
  - \* 31 – 60 miles one-way = 1 hour of travel time
  - \* 61 – 120 miles one-way = 2 hours of travel time
  - \* 121 – 250 miles one-way = 3 hours of travel time

**CUSTOMER BILLING DETAILS:**

Name (Entity/Individual): \_\_\_\_\_ Attn: \_\_\_\_\_

Billing Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Extension: \_\_\_\_\_

Email: \_\_\_\_\_ Can Your Invoices Be Sent Via Email?\* Yes  No

Would you prefer to pay your invoices by credit card?\* Yes  No

Special Instructions: \_\_\_\_\_

**ACCEPTANCE AND CONSENT**

By affixing signature below, a designated authorized representative of \_\_\_\_\_, agrees to engage the Independent Living Resource Center, Inc. [ILRC] to provide the professional services described above under the terms and conditions specified herein. It is understood that receipt of an executed copy of this document serves as the customer's authorization for ILRC to proceed with arranging services requested and submit invoices for services rendered.

BY: \_\_\_\_\_ TITLE: \_\_\_\_\_  
(Full Name)

DATE: \_\_\_\_\_ SIGNED: \_\_\_\_\_  
(Signature)

Please submit executed Interpreting Services Agreement by Email to [interp@ilrc-trico.org](mailto:interp@ilrc-trico.org), by Fax to (805) 963-1350 or via mail to ILRC, Inc. • 423 W. Victoria St. • Santa Barbara CA • 93101