

RFP 20-1311 Interpretation Services

Clarification Questions

1. In the past, the State has experienced issues with filling requests and unexpected cancellations for requests that have been filled.

a. Do you track your fill rate and cancellation rate separately?

Yes, fill rate and cancellation rates are tracked separately.

b. What is your fill rate over the past 2 years?

99%

c. What is your cancellation rate over the past 2 years?

1%

d. Please describe your methodology for calculating your fill rate and cancellation rate. For your fill rate, does this figure include situations where an interpretation method is substituted and thus different from the client's request (for example, if a client requests an in-person interpreter and you provide a VRI interpreter)?

The fill rate report includes:

- Group (Customer/Company Name)
- Start Date
- End Date
- Built-in Filters
 - Service provider slots where the selected service code is not billable are not counted.
 - Unassigned service provider slots on canceled service requests are not counted.

This means that the fill rate report can be run for each customer separately and within a given time frame. The built-in filters automatically exclude any service request that is not billable. The summary of the fill rate report includes the following metrics:

Metric 1: This is the fill rate for service requests made at least 5 business days in advance

Metric 2: This is the fill rate for service requests made between 1 and 4 business days in advance

Metric 3: This is the fill rate for service requests made less than 1 business day in advance, and the request was made during business hours

Metric 4: This is the fill rate for service requests made less than 1 business day in advance, and the request was made outside of business hours

The metrics are helpful to the coordinators/schedulers because they identify patterns of behavior that make it difficult to fill a service request. For example, if metric 3 or 4 begin to trend upward, with high percentage rates, the coordinators/schedulers can reach out to the customer and try to implement strategies for receiving requests sooner, which will ultimately improve the fill rate performance.

The fill rate report includes situations where an interpretation method is substituted and thus different from the client's request.

The cancellation report is referred to in uSked as the Failure to Fill (FTF) report. This report includes metrics on service requests that Deaf Community Services was unable to fill, for any reason. The report is divided into three sections.

1. The first section is the overview of each date, with an hour-by-hour count of the number of service provider slots found.
2. The second section shows the hour-by-hour details of the service request ID, assigned service provider name, and the service provider slot start and end times.
3. The third section shows the count of the number of service provider slots found, aggregated by the day of the week.

- e. What strategies do you employ to maintain a high fill rate and a low cancellation rate?

Fill rate strategies:

- Advance Notice: the sooner we receive requests for interpreting services, the more likely we are to fill them with the preferred interpreter.
- Build Relationships: we have built a robust network with partner agencies that are able to help share resources, when needed.
- Staff Interpreters: the flexibility of staff interpreter's schedules is vital to the fill rate performance.

Cancellation rate strategies:

- Advance Notice: the sooner we receive requests for interpreting services, the more likely we are to fill them with the preferred interpreter.
- uSked: interpreters have real-time access to their schedules, 24/7, via the uSked app.
- Relationships: establishing a good rapport with a large list of contract interpreters decreases the likelihood of a cancellation.
- Staff Interpreters: the flexibility of staff interpreters allows us to fill a service request at the last minute, in the instance that the previously assigned interpreter is sick, or unable to keep their assignment.
- Suspend Privileges: any interpreter that has a pattern of cancelling at the last minute will not be assigned to future service requests, for a specified period of time.

- f. How has the COVID-19 pandemic affected your fill rate and cancellation rate?

Fill rate: jobs are much easier to fill. The supply of interpreters increased, above and beyond the demand for interpreting services.

Cancellation rate: interpreters are more likely to keep their assignments because of the scarcity of work available. The pandemic has not had a negative impact on the cancellation rate.

- g. How have you tried to mitigate the challenges brought on by the COVID-19 pandemic?

Deaf Community Services has implemented the following strategies to help fill interpreting service requests.

1. Transition appropriate jobs to a virtual platform.
2. Post jobs on the job board within uSked. This allows contract interpreters to see available jobs in advance, and select jobs that fit their availability. This is important, since many Video Relay Service call centers confirm their interpreting schedules 4 to 6 weeks in advance.
3. Reach out to our partner agencies, and share our available resources.

4. Expand the flexibility of our staff interpreter schedules. All of our staff interpreters have stepped up to interpret outside of their normal business hours.
5. Get creative! Brainstorm options with our customers for meeting in-person, in a safe way. (i.e. meet outside on a covered porch, stay 6 feet apart, etc.)
6. Offer "Contract Days" to contract interpreters. This option offers a block of paid time to contract interpreters, allowing Deaf Community Services the flexibility to fill schedules. This is a win-win because the contract interpreter gets a larger block of paid time (beyond the standard 2-hour minimum) and, Deaf Community Services benefits from the flexibility required to fill jobs.
7. Create a list of virtual interpreters. As the pandemic has caused interpreters to move out of state, or remain homebound take care of loved ones, Deaf Community Services has worked hard to maintain the working status of these "displaced" interpreters. By offering virtual work, we are able to maintain our list of available interpreters, and even grow the list of available interpreters, through virtual interpreting opportunities.
8. Collect detailed notes on COVID-19 screening procedures.
9. Create a virtual workspace at Deaf Community Services. This allows interpreters that may not have the necessary equipment and resources at home to still accept virtual assignments by utilizing the virtual interpreting resources at Deaf Community Services.