



AGREEMENT FOR SIGN LANGUAGE INTERPRETING SERVICES

In this Contract, Montague County (Contracting Party) who is contracting to receive interpreting services will hereafter be referred to as the "CUSTOMER," and the party who will be providing the interpreting services will hereafter be referred to as "HIRED HANDS, INC".

I. The Provider, HIRED HANDS, INC. agrees to:

1. Provide certified, professional, sign language interpreters who are knowledgeable and experienced to work in various settings and with various modes of communication from American Sign Language (ASL) to Signed English. HIRED HANDS, INC. interpreters shall conduct all assignments following the Registry of Interpreters for the Deaf (RID)/National Association of the Deaf's (NAD) Code of Professional Conduct (CPC).
2. Make every effort to fill all assignments. Inform the CUSTOMER if the request cannot be filled. To ensure availability, three (3) to five (5) business day notice is recommended.
3. Accept interpreter requests during business hours Monday through Friday, 8:00am to 5:00pm.
4. Also accept after-hours and emergency requests Monday through Friday, 5:00pm to 8:00am, weekends and holidays. These requests must be made through the *After-hours/Emergency* phone. The number is provided to the CUSTOMER by HIRED HANDS, INC. **See VIII. CONTACTS.**
5. Confirm the assignment to the CUSTOMER the business day prior to the scheduled assignment.
6. Decide the number of interpreters needed for an assignment, or if there will be a need for a Certified Deaf Interpreter (CDI). These decisions will be made based on the length of the assignment, the content, and the number of participants. HIRED HANDS, INC. will notify the CUSTOMER when more than one interpreter is required, or if there is a need for a CDI.
7. Bill the CUSTOMER based on the following policies of HIRED HANDS, INC.:
 - A. All assignments will be charged a one (1) hour minimum of onsite time for each interpreter.
 - B. All assignments will be charged an Administration Charge for each interpreter. A maximum of one (1) hour will be charged for Fort Worth/Tarrant County area assignments. All counties surrounding Tarrant County will be charged a minimum of one (1) hour and a maximum of two (2) hours. This will be based on the CUSTOMERS


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on-site location and will be determined at the time of contract signing. Counties that extend beyond counties surrounding Tarrant County will be charged a minimum of two (2) hours and may be subject to mileage charges. The Administration Charge includes scheduling, logistics, preparation, and travel.

- C. Additional charges beyond minimums will be calculated in one-quarter hour increments, for each interpreter.
- D. All day assignments will include charges from: start to finish, all scheduled breaks, and meal breaks for each interpreter.
- E. For assignments outside the Dallas/Fort Worth metroplex requiring travel, reimbursement for meals, lodging, airfare and/or mileage, and parking shall be billed as agreed upon prior to service along with the regular interpreting services charge.
- F. If CUSTOMER requests interpreter services for a set time (Example: 1:00pm to 4:00pm) and the assignment finishes early, the CUSTOMER will be charged for the original requested time and the Administrative Charge.
- G. CUSTOMER will be charged the full charge for the original requested time and the Administrative Charge for all assignments that are **cancelled with less than twenty-four (24) BUSINESS HOURS NOTICE.**
- H. CUSTOMER will be charged the full charge for the original requested time and the Administrative Charge if assignment is cancelled after the interpreter arrives, or if the Deaf consumer and/or the on-site consumer fails to show for the assignment.
- I. Bill the CUSTOMER based on the Hourly Rates. **See VII. RATES.**
- J. Recognized holidays are: New Year's Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Thanksgiving, and Christmas. These holidays will be billed at the *After-hours Rate.*
- K. **Court related requests:**
 - a. Jury duty will require a minimum of two (2) interpreters. The team will be schedule for a minimum of eight (8) hours. No adjustment will be made to the minimum if the juror is not selected and/or released early.
 - b. Trials will require a minimum of two interpreters for the proceedings. Additional interpreters may be required for attorney client communications. The proceedings interpreters cannot interpret for attorney client communications.

II. The CUSTOMER agrees to:

1. Call, email or submit an online request as soon as the CUSTOMER is aware that an interpreter is needed, and preferably, no later than three (3) to five (5) business days prior to the assignment. Please note, while we make every effort to fill requests, there are times we cannot accommodate a request due to lack of interpreter availability. Hired Hands, Inc. will notify you in a timely manner if we are unavailable to accommodate a request.

2. Appoint a contact person responsible for making interpreter requests and having the authority to approve payment for such requests. A contact person needs to be established for during business hours, for after-hours, and for emergency calls.


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3. Provide HIRED HANDS, INC. the following information for each interpreter request:

- Day and date
- Length of assignment (beginning and end times)
- Location and address (including room number and specific location)
- Name & phone # of contact person responsible for meeting interpreter
- Deaf consumers name
- Medical record number (if a medical CUSTOMER)
- Reason for the request (meeting, Dr. appointment, etc.)

4. Call in any after-hours or emergency requests through the *After-hours/Emergency* phone. The number is provided to the CUSTOMER by HIRED HANDS, INC.

5. Pay for services outlined on HIRED HANDS, INC.'s monthly invoice/s. Monthly invoice/s will be sent the third week of the month following services rendered and are due within 30 days of CUSTOMER'S receipt.

III. CONFIDENTIALITY:

HIRED HANDS, INC., and its employees, agents, or representatives will not at any time or in any manner, either directly or indirectly, use for the personal benefit of HIRED HANDS, INC., or divulge, disclose, or communicate in any manner, any information that is proprietary to CUSTOMER. HIRED HANDS, INC. and its employees, agents, and representatives will protect such information and treat it as strictly confidential. This provision will continue to be effective after the termination of this Contract.

IV. NO GUARANTEE OF UTILIZATION:

This Contract does not guarantee services. Nor does it require an exclusive use of HIRED HANDS, INC. by CUSTOMER.

V. TERM:

This Contract will have a term of 2 years from the date signed by both parties, unless terminated by either party with or without cause upon 90 day written notice to the other party. For any changes to this contract but not limited to changes in rates, an addendum will be sent thirty (30) days before the effective date. Any changes included in the addendum or any changes to this agreement including but not limited to changes in rates must be mutually agreed upon in writing by both parties.

VI. GOVERNING LAW:

This Contract shall be construed in accordance with the laws of the State of Texas.


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VII. RATES:

INTERPRETING RATES until 12/31/2024

	Regular	Legal	Emergency Room/After-hours phone	Certified Deaf Interpreter
Mon-Fri 8:00a- 5:00p	\$60/hr	\$85/hr	\$65/hr	Quoted as needed
Mon-Fri 5:00pm- 8:00a, Weekend/ Holiday	\$90/hr	\$120/hr	\$95/hr	Quoted as needed

INTERPRETING RATES effective 01/01/2025

	Regular	Legal	Emergency Room/After-hours phone	Certified Deaf Interpreter
Mon-Fri 8a-5p	\$68/hr	\$90/hr	\$73/hr	Quoted as needed
Mon-Fri 5p-8a & Weekends	\$100/hr	\$120/hr	\$105/hr	Quoted as needed
Holiday 12:00am- 11:59pm	\$105/hr	\$125/hr	\$110/hr	Quoted as needed

Recognized holidays are: New Year's Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Thanksgiving, and Christmas. These holidays will be billed at the *Holiday Rate*.

VIII. CONTACTS:

REGULAR REQUESTS

Interpreter Coordinating Department Business hours Monday-Friday, 8:00am-5:00pm
 PHONE: 817-236-3323
 EMAIL: coordinator@hiredhandsinc.com WEBSITE www.hiredhandsinc.com

AFTER-HOURS/EMERGENCY REQUESTS

PHONE: 817-880-3242 Nights 5:00pm-8:00am, Weekends, and Holidays

BILLING INQUIRIES

To discuss billing and invoices contact our Accounting Department 817-236-3323 or email accounting@hiredhandsinc.com

GENERAL INQUIRIES OR CONCERNS

Call 817-236-3323 or email info@hiredhandsinc.com


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Hired Hands, Inc. is committed to providing certified, qualified, professional, sign language interpreters who will work to ensure effective communication and access to all consumers. During our service, we strive to act as cultural mediators, advocate for equal rights, and become lifelong learners. It is our goal to bring relevance to the profession of interpreting and become its ambassadors.

Please initial each page, fill out the following information, and email the entire signed and authorized agreement to Hired Hands, Inc. **Email:** contracts@hiredhandsinc.com

CUSTOMER Information:

Montague County
Name of CUSTOMER

Kevin L. Benton
CUSTOMER Contact

Arichardson@Co.montague.tx.us
Contact's Email

Same
Billing Contact

Same
Billing's Email

P.O. Box 475
Billing Address

Montague, TX 76251
City, State, Zip Code

Phone: (940) 894-2401 Fax: (940) 894-3999

Would you prefer you invoices emailed? Yes No

Provider:

Hired Hands, Inc.
P.O. Box 55275
Hurst, TX 76054
(817) 236-3323

Angela Franklin, COO Angela Franklin
Debbie Mitchell-DiPaolo, CEO Debbie Mitchell-DiPaolo

Authorized Representative:

Kevin L. Benton County Judge
Print Name of Authorized Person Position / Title

[Signature] June 24, 2024
Signature of Authorized Person Date Signed

By signing this AGREEMENT FOR SIGN LANGUAGE INTERPRETING SERVICES, you are agreeing to all its contents and accepting fiduciary responsibility.

For Hired Hands Use only:

Date Received Database # QuickBooks

Location/s served under this agreement (if different than billing address):

Montague County Courthouse
Name of Location

101 E. Franklin St.
Physical Address

Montague, TX 76751
City, State, Zip Code

Phone: (940) 894-2401 Fax: (940) 894-3999

Montague County Courthouse Annex
Name of Location

11339 State Hwy 59 n.
Physical Address

Montague, TX 76751
City, State, Zip Code

Phone: (940) 894-2401 Fax: (940) 894-3999

Name of Location

Physical Address

City, State, Zip Code

Phone: () _____ Fax: () _____

Name of Location

Physical Address

City, State, Zip Code

Phone: () _____ Fax: () _____

For additional locations please attach a separate sheet