

ASL Interpreting Services Overview

Heritage Interpreting | State of Indiana QPA Partner

Section 1 — Our Role

Heritage Interpreting provides professional American Sign Language (ASL) interpreting services to support clear, effective communication between Deaf and hearing individuals.

We partner with State of Indiana agencies to deliver:

- Reliable service
- Qualified interpreters
- Consistent, high-quality communication access

Section 2 — What We Provide

We offer a full range of interpreting services to meet a variety of needs:

a. On-Site Interpreting

In-person interpreting for meetings, appointments, and events.

Best for:

- Medical appointments
- Legal proceedings
- Workplace interactions
- Conferences and trainings

b. Scheduled Video Remote Interpreting (VRI)

Interpreting delivered via a secure virtual platform, scheduled in advance.

Best for:

- Planned virtual meetings
- Remote appointments
- Situations where in-person service is not required

c. On-Demand Interpreting

Immediate access to an interpreter for urgent or unplanned needs.

Best for:

- Short, time-sensitive interactions
- Basic communication needs

For planned or complex interactions, scheduled services are recommended for best results.

Section 3 — Qualified Interpreters

Heritage Interpreting works with a strong network of professional interpreters, including:

- Experienced, vetted independent contractors
- Staff interpreters
- Interpreters with specialized experience across industries

Our onboarding and vetting process ensures interpreters are:

- Professionally qualified
- Appropriately matched to assignments
- Prepared to support effective communication

Section 4 — Matching the Right Interpreter

Every assignment is reviewed to determine the best fit based on:

- Setting and complexity
- Subject matter
- Participant needs
- Interpreter availability

Providing detailed information during your request helps ensure the best possible match.

Section 5 — Service Standards

To ensure quality and consistency:

- Assignments over 1 hour typically require a team of interpreters
- Services are scheduled based on confirmed timeframes
- Additional time beyond the scheduled duration is billable

These standards reflect established best practices across the interpreting profession.

Section 6 — Our Approach

We focus on making interpreting services:

- Easy to request
- Reliable to receive
- High quality in execution

Our team manages:

- Interpreter coordination
- Scheduling logistics
- Ongoing support

So agencies can focus on their work—not the process.

Section 7 — Getting Started

To request services:

- Submit a request with key details
- Our team will review and coordinate
- You will receive confirmation and support throughout

For step-by-step instructions, refer to the How to Order Interpreting Services guide.

Section 8 — Why Heritage Interpreting

Agencies choose Heritage Interpreting for:

- A strong and growing interpreter network
- A structured, reliable scheduling process
- Responsive communication and support
- Experience serving government, healthcare, education, and corporate environments

Contact

admin@heritageinterpreting.com

www.heritageinterpreting.com

800-921-0457 (Yes! You can text this 800 number!)

The majority of our team is Deaf. Email is the preferred method of communication.