

Original Date: 04/25/2017

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POLICY
Title: Hearing Impaired Interpreter
Effective Date: April 25, 2017
Authority: Code of Virginia §§ 2.2-3401 , 46.2-732 ; 51.5-113 ; DMV Policy
Policy: DMV shall request the Virginia Department for the Deaf and Hard of Hearing (VDDHH) to appoint a qualified sign language interpreter to assist hearing impaired persons in communicating with agency personnel to conduct transactions at DMV customer service centers and driver improvement schools. DMV shall pay for the actual cost of the qualified interpreter.
Exception: N/A

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OVERVIEW

Customers may request Sign Language Interpreter services at any DMV Customer Service Center (CSC) location in person or contact DMV Contact Center via TTY for assistance when conducting transactions at a CSC or when attending a Driver Improvement Clinic. DMV will assist customers with completing the request form, if needed, and submitting the request form to VDDHH on behalf of the customer.

VDDHH will assign an interpreter and coordinate the details of the customer's appointment.

IMPORTANT: Friends or family members of the deaf or hard of hearing person may interpret. However, they are not eligible for payment from DMV as a qualified interpreter.

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CUSTOMER REQUIREMENTS

1. Submit a completed "Sign Language Interpreter Request" ([CSMA 39](#)) to DMV:
 - At a CSC location, or
 - By contacting DMV Contact Center via telephone or TTY,

IMPORTANT: The following information must be provided on the CSMA 39 for VDDHH:

- Name, phone number, TTY number, and email of customer requiring sign language interpreter services.
 - Name and contact information of the person making the request (if different from customer requiring sign language interpreter services),
 - Preferred appointment date, time, and CSC location,
 - Type of transaction(s) requested (knowledge test, driver license, vehicle registration and/or title, etc.)
2. Attend the scheduled sign language services appointment.

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SIGN LANGUAGE INTERPRETER REQUIREMENTS

VDDHH notifies the sign language interpreter of the customer's appointment at a DMV customer service center. The interpreter must:

1. Contact the customer to confirm the details of the sign language services appointment.
NOTE: If the interpreter cannot attend the appointment, they must notify VDDHH and the customer immediately.
2. Present a "VDDHH/DMV Certification Form for Sign Language Interpreter Services" at the DMV CSC and request a CSC Manager/Designee signature to verify the details of the appointment.
3. Prepare an invoice for Sign Language Interpreter Services provided.
4. Submit the original invoice and original "VDDHH/DMV Certification Form for Sign Language Interpreter Services" to DMV Headquarters Accounts Payable by email, fax, or mail.

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FRONT COUNTER CSR

Customers Requesting Sign Language Interpreter Services

1. Review the completed "Sign Language Interpreter Request" ([CSMA 39](#)).
 - Ensure the customer and assignment detail information sections of the CSMA 39 are completed.
2. Complete the "DMV USE ONLY" section.
3. Fax the CSMA 39 to the Virginia Department for the Deaf and Hard of Hearing (VDDHH) at (804) 662-9718.
4. Attach the fax confirmation to the CSMA 39.
5. Advise the customer that VDDHH will contact them to confirm appointment details.
 - If the customer requests a receipt, give them a Customer Information Form.
6. Place the CSMA 39 and the fax confirmation with your daily work.

Customers Completing a Sign Language Services Appointment

1. Request the "[VDDHH/DMV Certification Form for Sign Language Interpreter Services](#)" from the interpreter.
 - The certification form must be presented at the appointment.
2. Request the Manager/Designee sign the "VDDHH/DMV Certification Form for Sign Language Interpreter Services" for the interpreter.
NOTE: If the customer does not show up for the sign language services appointment:
 - Ensure the interpreter waits at the CSC enough time to allow for the customer to show up to complete the appointment.
 - Inform the CSC Manager/Designee that the customer did not show for the appointment and the interpreter waited enough time for the customer to appear.
3. Process the customer's requested transaction(s).
4. Advise the interpreter they must submit the following documents to DMV Headquarters Accounts Payable by email, fax, or mail within 30 calendar days of the appointment to request payment for services:
 - Original "VDDHH/DMV Certification Form for Sign Language Interpreter Services"
 - Original invoice listing appointment details
5. Return the completed "VDDHH/DMV Certification Form for Sign Language Interpreter Services" to the interpreter.

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CSC MANAGER/DESIGNEE

CSC Management MUST verify/confirm a Sign Language Services Appointment has been completed.

1. Sign the "[VDDHH/DMV Certification Form for Sign Language Interpreter Services](#)" for the customer at the front counter CSR window.
 - Verify the beginning and ending times of the appointment to ensure hours are recorded properly.
 - Confirm the customer did attend the appointment.
 - If the customer did not show up for the appointment, write your initials in the box located in the "DMV USE ONLY" section of the VDDHH Certification Form for Sign Language Interpreter Services indicating the customer/consumer was not present for the scheduled appointment.
2. Return the original "VDDHH/DMV Certification Form for Sign Language Interpreter Services" to the Front Counter CSR.

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DMV CONTACT CENTER ACTIONS

Customer Requests Sign Language Interpreter Services – DMV Customer Service Center

1. Complete the "Sign Language Interpreter Request" ([CSMA 39](#)) for the customer.
2. Ensure the CSMA 39 includes the following information:
 - Name and contact information of the customer(s) requiring Sign Language Interpreter Services,
 - Name and contact information of the person requesting for the customer (if different from customer requiring interpreter services),
 - Preferred appointment date, time, and CSC location

NOTE: If the customer requests additional dates/times, please include them on the request form.

 - Type of transaction(s) being requested for processing.
3. Complete the DMV USE ONLY section of the CSMA 39.
4. Print the completed CSMA 39.
5. Fax the CSMA 39 to the Virginia Department for the Deaf and Hard of Hearing (VDDHH) at (804) 662-9718.
6. Retrieve the fax confirmation.
7. Review the fax confirmation to ensure the fax request was successfully completed.
8. Advise the customer that VDDHH will contact them to confirm appointment details.

Customer Requests Sign Language Interpreter Services – Driver Improvement Courses

Customers calling the call center who are deaf or hard of hearing and have been notified by DMV of the clinic requirement may complete an online Internet course or request the service of a sign language interpreter:

1. The online Internet course allows the customer to take the course at home. The final exam must be taken at a centralized testing location. Each online provider provides a list of locations where the final exam can be taken. For a complete list of the DMV approved online courses, refer to www.dmv.virginia.gov.
 - If the customer is under age 21, upon selecting the online course they wish to take, they must contact the [Commercial Licensing Work Center](#), prior to registering, so that arrangements can be made with the online provider to allow them to take the online course.
2. The customer who calls to request an interpreter **must** contact the Commercial Licensing Work Center so that arrangements can be made with the Virginia Department for the Deaf and Hard of Hearing authorizing the services for a sign language interpreter(s).
 - Friends or family members of the deaf person who interpret are not eligible for payment.
 - This is a service that is provided at no cost to the customer or the driver improvement clinic provider.
3. Send an email to the Commercial Licensing Work Center at dmvclu@dmv.virginia.gov.
 - The email must include the person's name, customer number and address.
4. The customer who has been directed by the **court** to complete a driver improvement clinic must contact the court in their jurisdiction to determine if the court accepts an on-line traffic school to satisfy a court requirement. The court may also authorize the services for a sign language interpreter.

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POINTS TO REMEMBER

1. When VDDHH schedules an appointment with a customer and an interpreter, they will send an email to the manager of the preferred CSC notifying the manager of the appointment.
2. Sign language interpreters must present a completed "VDDHH/DMV Certification Form for Sign Language Interpreter Services" at the time of the appointment.

NOTE: If the interpreter is present for the appointment and the customer/consumer does not show for the appointment, the interpreter must allow time for the customer/consumer to complete the appointment. Even though the customer/consumer does not show, the interpreter is required to present a completed "VDDHH/DMV Certification Form for Sign Language Interpreter Services" so they can be paid for their services.
3. Interpreters who complete a sign language services appointment at a CSC must submit their original documents to DMV Accounts Payable to request payment.
4. Interpreters who complete a sign language services appointment at a Driver Improvement Clinic must submit their original documents to DMV Commercial Licensing Work Center to request payment.
5. DMV pays for the actual cost of qualified sign language interpreters who are appointed through VDDHH.
 - Friends or family members of the deaf or hard of hearing person may interpret. However, they are not eligible for payment from DMV as a qualified interpreter.
6. Questions about payment for interpreter services must be directed to DMV Accounts Payable.
7. Q-flow tickets should be given as follows:

- a. Customers who are requesting Sign Language Interpreter Services should be given an "O" Other Services Q-flow ticket at information.
 - b. Customers and Sign Language Interpreters completing a scheduled appointment at the CSC should be given a Q-flow ticket according to the type of DMV transactions being processed.
8. Hearing impaired applicants testing for a learner's permit, driver's license (non-CDL) or motorcycle may take their knowledge exam using the SecuriTest automated knowledge testing system **OR** may request a paper exam (with or without an interpreter (refer to [DLG-2602](#))).

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9. Deaf or hearing-impaired applicants may use a sign language interpreter when testing on a closed road skills testing course only. Interpreters and translators are not allowed on a standard road skills testing route.

END REVISION>>>>>

10. Deaf or hard of hearing customers may also request the following from DMV:
 - a. A [Hearing Impaired restriction](#) to be added to their driver's license,
 - b. A [Hearing Impaired Identification Card](#),
 - c. A [Hearing Impaired special license plate](#)
 - d. A [Hearing Impaired Driver Card \(MED 28\)](#)
 - o Customers may also request an orange [Visor Alert](#) card from any [VDDHH Outreach Specialist](#) or from the [VDDHH Central Office](#) to improve communication with others.

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RELATED LINKS

- [VDDHH contact numbers](#)
- [VDDHH/DMV Certification Form for Sign Language Interpreter Services](#)

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CONTACT

For additional information contact :

- CSC Manager/Assistant Manager
- DMV Contact Center Help Desk at (804) 367-6646