

# CART

COMMUNICATION ACCESS  
REALTIME TRANSLATION

*Understanding CART Services*

Illinois Deaf and Hard of Hearing Commission  
[www.idhhc.illinois.gov](http://www.idhhc.illinois.gov)

# What is CART?

- ▣ Provides communication access
- ▣ Spoken words are translated into text displayed on a computer monitor or projection screen



**CART provider translates the speaker's spoken words into English text onto the keyboard.**



**CART Provider**

**The keyboard displays the text onto the monitor (laptop/computer or screen via projector) for the consumer to read.**

# Role of CART Provider

- **Facilitates communication**
  - **Remains impartial/unbiased**
  - **Doesn't become involved with assignment**

# Who uses CART services...

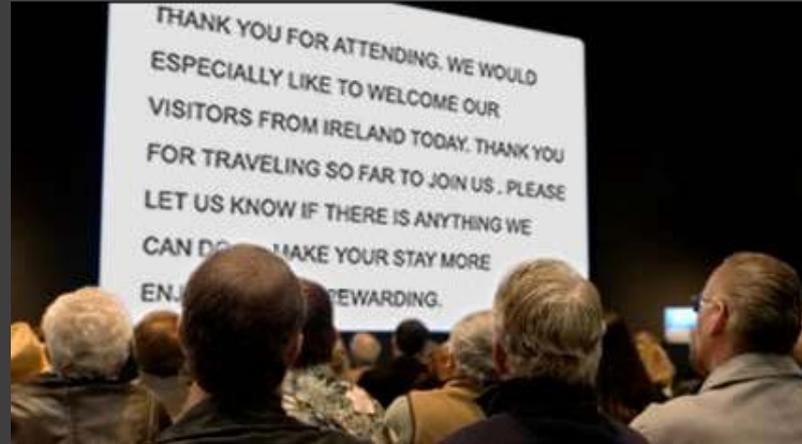
- ▣ Deaf
- ▣ Hard of Hearing
- ▣ Late Deafened
- ▣ Deaf-Blind
- ▣ Learning Disabilities

# CART Services provides...

- ▣ **Equal Access**
- ▣ **Effective Communication**
- ▣ **Independence**

# When to use CART Services...

- ▣ Appointments
- ▣ Workshops/Conferences
- ▣ Classrooms/Meetings



# What to Expect....

## □ CART Provider

- Onsite (Same location as event)

- Remote (via a speaker phone & internet)

## □ Transcript Display

- Individual Display on monitor (consumer sits with CART Provider)

- Group Display (projected onto a screen viewable to everyone)

# CART Transcripts

- ❑ **Speech to text transcript**
- ❑ **Not a summary**
- ❑ **Includes environmental sounds**
  - ❑ *phone ringing*
  - ❑ *applause*
- ❑ **Speaker identified by name or title**

# Example :

*Tom: Alright, let's get started with the meeting. (phone rings)*

*Alicia: Please refer to the notes we just passed out.*

*Tom: Hello? Yes, I am going to put you through. (clicking)*

*Alicia: I would like to get through the PowerPoint before any questions are asked.*

*Nate: I don't have a (inaudible).*

*Alicia: Does anybody have an extra copy of the PowerPoint?*

# Americans with Disabilities Act (ADA)

ADA requires public entities or businesses that provide goods and services to the public ensure equal access by providing effective communication.

# Americans with Disabilities Act (ADA)

- Effective communication is ensured by providing auxiliary aids and/or services such as:
  - CART Services
  - Interpreting Services
  - FM System
- Service Providers must arrange and pay for services

# Can consumer get copy of transcript?

- ▣ ADA requires effective communication which does not include a copy of the CART transcript.
- ▣ Consumer should ask the business or entity for a copy.
- ▣ It is not decision of the CART provider.
- ▣ If transcript is provided, there may be a charge.

# CART Task Force

- Set up by the IDHHC
- Explored the need for regulation of CART services
- Submitted Findings & Recommendations to IDHHC

<http://www2.illinois.gov/idhhc/Pages/idhhcpubfaqs.aspx>

# CART Registry

- Recommended by Task Force
- List of CART Providers
  - Voluntary
  - Proof of minimum skill qualifications

# Benefits of Registry

- Increase awareness of CART services
- Easy for Service Providers to locate and hire CART Providers

# Illinois Deaf and Hard of Hearing Commission



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