

# Scope of Services

## CoSignCT, LLC

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## Section I: Definitions and Points of Contact

### Definitions

- **COSIGNCT, LLC** – Sign Language interpreting and transliterating brokering agent providing credentialed service providers in accordance with national statutes and mandates on a fee for service basis.
- **COSIGNCT Employee** - A staff person employed by COSIGNCT who is authorized to represent COSIGNCT's in matters related to service provision, operations, and business.
- **Independent Contractor (IC)** - A person or other entity (who is not a designated COSIGNCT employee), contracted to provide a direct service to the community at the authorization and invitation of COSIGNCT. IC's can include interpreters, consultants, notetakers, CART providers, or other third party entities hired to perform a service at the behest of COSIGNCT .
- **Client** – A person or entity who books and hires COSIGNCT to provide services at a particular appointment or appointments.
- **Consumer** – A person/persons who are deaf, hard of hearing, deafblind, or hearing (e.g. hears typically) who are engaged in the event where a client booked COSIGNCT service providers.
- **Credentials** – Many interpreters possess regional or national certifications/credentials that demonstrate their competency level. Clients and consumers may request to see or verify the interpreters credentials before, during or after an assignment.

**Points of Contact:** Interpreters should contact the following individuals if they have questions or concerns regarding the following issues: scheduling, billing/invoicing, contracts, and interpreter related issues.

1. **General Inquiry and/or Contracts.** Contact CoSignCT's Administrative Coordinator Tim Warren at inquire@cosignct.com to discuss anything not listed below.
2. **Scheduling.** Contact our scheduling coordinators at scheduling@cosignct.com or 860.969.0646 to discuss anything related to scheduling.
3. **Invoicing or Billing.** Contact Cherish Gentle at billing@cosignct.com the billing coordinator for anything related to invoicing or billing.
4. **Quality Assurance.** Contact Heather Zimmerman, Ph.D., NIC, at heather.zimmerman@cosignct.com for anything related to policies, protocols, or procedures.

**Section II: Scope of Interpreting Services**

**Scope of Services.** COSIGNCT provides the following services which meets both federal civil and local legal requirements regarding reasonable accommodations for people who are deaf, deafblind, and hard of hearing.

**Auxiliary Aids and Services.** COSIGNCT provides interpreting, transliteration, and CART (computer-assisted transcript), and notetaking services. Interpreting services is defined as the process of accurately conveying the spirit and content of a message between American Sign Language (ASL) and English (or another spoken language). Transliteration services is defined as the process of reformatting concepts between English (or another spoken language) and visual language systems in English word order (i.e. Oral Transliteration, Signed English, Conceptually Accurate Signed English, etc.). A CART service is a computer-assisted transcript of the audio in the event/appointment, which can be provided remotely or locally depending on consumer needs. Notetaking is a service, which manually documents key concepts and terms that were conveyed during the event.

**Types of Interpreting Services Provided.** COSIGNCT provides auxiliary aids and services in every context imaginable. This includes but is not limited to the following:

Service	Definition
<b>Community</b>	Community assignments may include community events, theatrical events, religious services, funerals, festivals, etc.
<b>Educational</b>	Educational assignments may include primary, secondary, tertiary, and professional development, etc.
<b>Emergency Interpreting</b>	Emergency assignments are defined as booking made less than 24 hour hours of the date and time services are requested
<b>Business/Government</b>	Business or Government assignments may include events or meetings at private business entities and government departments or social services, etc.
<b>Medical</b>	Medical assignments my include Clinical & Paraclinical, Counseling/Therapy, Palliative, Rehabilitative, and Surgical appointments.
<b>Legal</b>	Legal assignments may include probation/parole, civil and criminal court, jury duty, legal meetings, etc.
<b>Platform or High Profile/Public Events/Concerts</b>	High profile assignments may include live-streaming an event to the media or a social media platform; also, such events typically involve high profile clients such political officials or other public figures.
<b>Video Remote Interpreting/Transliterating</b>	Video Remote assignment are any assignment can be effectively interpreted remotely via COSIGNCT’s online platform.

**In-person Interpreting.** In-person interpreting occurs when the interpreter(s) are physically present at the site of requested services. In-person interpreting provides clients and consumers

with communication assistance that will be nuanced and personal to each setting. In-person interpreting is appropriate for the majority of clients, consumers, and settings.

**Video Remote Interpreting.** Video Remote Interpreting (VRI) occurs when the interpreters(s) log into the site of requested services remotely. VRI interpreting allows clients and consumers to access the quality of a live remote interpreter in real-time. VRI is conducive for clients and consumers that need quick access to an interpreter with a visual component. However, VRI is not typically an appropriate accommodation in many settings (e.g. medical, educational, legal, etc.). Speak with a COSIGNCT representative to see if you may qualify to use a VRI interpreter.

**Certified and/or Qualified Interpreters Proficiency.** The language that many people who are deaf in the United States use to communicate is American Sign Language (ASL); a language rich in history and culture. ASL is a complex visual-spatial language, with a unique sentence structure, grammar and syntax. In order to communicate effectively and efficiently with someone who depends on sign language, it is imperative that one either become fluent in sign language (which could take over 10 years), or more realistically work through an interpreter who is proficient in sign language.

Federal and local civil laws mandate that people who are deaf have the right to access reasonable accommodations, including a qualified sign language interpreter. Using a proficient sign language interpreter is critical - especially when sensitive or serious information must be conveyed between both parties. The effectiveness of any communication situation will certainly be jeopardized if substandard interpreters are being contracted. Clear and concise communication with the deaf begins with interpreters who are qualified.

One way to be certain of the quality of interpreting is to utilize interpreters that are credentialed. The term certified means that a nationally recognized certifying board (i.e. the National Association of the Deaf [NAD], the National Registry of Interpreters for the Deaf [RID], etc.) has stringently evaluated the interpreting skills of the interpreter and fully attests to the level of competency of that individual. The certification awarded to the interpreter serves to assure that those who possess the credential are skilled interpreters bound to a stringent ethical code of professional conduct.

It is imperative that qualified interpreters are utilized when involved in situations involving public safety and/or inclusion of citizens who are deaf, deafblind, or hard of hearing. Many interpreters are qualified to interpret general interpreting assignments, which make up the majority of all interpreting requests. Included in general interpreting are those assignments usually associated with daily living activities and are social, medical, educational, and/or vocational in nature. Interpreting requests that are more complex or more involved may require interpreters with advanced, additional, or unique skills (i.e. legal, post-secondary, technical, etc.).

**Certified Deaf Interpreter.** Occasionally, the unique communication needs of a deaf consumer or circumstances of an assignment encumber the communication between the Interpreter and consumers. In such cases, a Certified Deaf Interpreter (CDI) may be called upon to assist the interpreter. The CDI works with the interpreter to clarify communication with the deaf consumer. The CDI serves as a communication support and transmits the message between the deaf consumer and the hearing sign language interpreter. Likewise, the hearing interpreter serves as a communication support and transmits the message between the CDI and the hearing consumer. The communication flows in a consecutive fashion between the deaf consumer, the CDI, the hearing interpreter, and the hearing consumer(s). This team approach is an effective and appropriate way of handling some communication situations. Some situations where a CDI may support communication include but are not limited to:

- Consumers with limited language proficiency
- Consumers with cognitive disabilities or disorders
- Consumers who are traumatized or victims of an assault
- Consumers who are deafblind or have limited vision

**Oral Transliteration.** Some people are born deaf, others acquire a hearing loss later in life due to an illness, injury, or as part of the aging process. Not everyone with a hearing loss will communicate the same way. Some use a variety of methods to communicate including speaking, lip-reading, speech and/or speechreading. Nevertheless, an interpreter may still be able to support access if a person uses oral communication approaches.

An interpreter with an Oral Transliteration Certificate (OTC) or who has other appropriate credentials can support communication between parties. Interpreters who are skilled oral transliterators have been trained to use mouth and facial muscles to interpret and enhance communication much like a typical ASL interpreter who uses hands, arms and face to enhance communication. The interpreter presents clearly visible reproductions and articulations of the spoken word to the deaf consumer along with some natural gestures, helping the deaf consumer assimilate the information. Communicating orally between a deaf and hearing person may be challenging, since less than 30% of the spoken language is visible on the lips. An oral interpreter can help reduce some of the frustration and enhance understanding.

### Section III - Policy and Protocols

**Requesting Coverage for an Assignment.** Services should be requested no less than seven (7) business days in advance of the date and time of requested services. Services requested less than 24 hours notice of the requested date/time of services will sustain a 24 hour Booking Fee. Note, requested services under 24 hours may be difficult to fill due to the supply and demand trends in the interpreting industry.

**Processing Requests.** COSIGNCT administrative staff process requests immediately upon receipt of the signed Authorization for Billing Form and the Request Form. Clients may make requests by phone, email, fax or in person. Confirmation of coverage for a request is initiated by COSIGNCT administrative staff by email (and also by phone if applicable). It is impossible for COSIGNCT to guarantee coverage for every request due to supply and demand of interpreters, the nature of the request (time/date of the request) and other factors. However, COSIGNCT guarantees that all resources and efforts will be made to attempt to cover each request.

Confirmation of Coverage.

Once COSIGNCT has found an interpreter who is qualified for the assignment able to provide coverage for the request, COSIGNCT will email the client confirmation of coverage (also may call if applicable). Clients are encouraged to contact COSIGNCT should there be a concern regarding the status of a request. Once COSIGNCT administrative staff sends (via email and/or phone) confirmation of coverage for the requested assignment, barring unforeseen circumstances (i.e. natural emergency - inclement weather) the client will be responsible for providing payment for the services they requested and will receive.

**Special Event Requests.** Request for coverage of a special event may include but is not limited to an assignment such as: conferences, workshops, training seminars, and theatrical/media production. In order to accommodate for special events, COSIGNCT typically needs more than seven (7) business days advance notice of the request. Special requests relate directly to the content, duration, and interpreting staffing requirements of the event. Pertinent information (i.e. agendas, biographies, flyers, abstracts, prepared speeches, etc.) directly related to special requests will be solicited prior to the event in order to support language access.

**Emergency Requests.** COSIGNCT views an emergency request for service as high priority for scheduling purposes. Such requests are not subject to advance notice. Emergencies are defined as urgent and essential to the health, safety, and welfare of citizens. COSIGNCT is willing to make an effort to respond to emergency interpreting situations involving police, protective services agents, medical personnel, civil or natural disaster professionals (twenty-four [24] hours a day, seven [7] days a week). However, COSIGNCT cannot assume responsibility for emergency coverages and encourages requester to canvas all existing interpreting brokering

agents in the area to address the emergent need. Such situations may require specialized interpreting staff that may not be readily available to COSIGNCT at the emergent time.

**Duration of Requested Services.** A realistic and comfortable estimate of time needed to complete an assignment is needed along with the request. Interpreters assigned may not be able to stay beyond the projected time or duration of an assignment if insufficient time is allotted by the requesting party. Tightly scheduled assignments that do not adequately reflect realistic time estimates by requesters cause undue hardship on booked interpreters and any consumers/clients awaiting subsequent assignment coverages. Note that interpreter's schedule is determined by the projected start time and end time of each assignment. Interpreters are dispatched to multiple assignments each day; each assignment is contingent upon the projected start and end times. Misrepresentation of assignment duration (e.g. requesting insufficient or excessive time estimates) requested by clients will be addressed individually upon occurrence.

**Team interpreting.** COSIGNCT reserves the right to assign more than one interpreter during an assignment contingent upon request specifics or past experience with specific client(s), consumer(s), and request history(ies). Multiple interpreters, when assigned together, work as a team in order to support accessible communication for clients and consumers. Each assigned interpreter is paid for the projected appointment time, this is a nationwide industry standard. Two of the most common reasons to determine if a team is necessary are the length of an assignment and the liability issues related to simultaneous interpreting.

Assignments that are more than 60 minutes might require more than one interpreter. This is because interpreting regardless of the methodology (simultaneous or consecutive), is a complex process requiring individuals to rapidly employ all of their skills, including but not limited to cognitive, linguistic, and cultural schemas, in order to produce an accurate interpretation over a sustained period of time. Depending on other factors listed above, after 15-20 minutes of simultaneous interpreting, the quality of an interpretation may begin to fail due to cognitive fatigue or overload.

Unlike spoken languages, sign language is a physical expression of a language which requires one to manually construct each phoneme, morpheme, lexeme, and syntax; with consideration of the appropriate grammar, semantics, and pragmatics of the context and target language. If interpreters work over a sustained period of time, they not only run the risk of cognitive fatigue during an assignment, but also may acquire repetitive strain injuries (RSIs) or other workplace hazards. Interpreters are increasingly reluctant to take work that is not teamed due to the total number of hours they are working, general fatigue or strain acquired during working hours, and changing industry standards. Thus, if an individual interpreter is assigned to provide access for multiple classes during a given day, more than one interpreter may be required. By using two or more interpreters, consumers and clients are able to access a more accurate interpretation

throughout the entire assignment since the interpreting team works together to maintain the quality and integrity of the message.

**Pricing.** Price points vary from agency to agency and state to state, however there are some trends COSIGNCT had identified in the industry which help educate clients and consumers about the cost of access to communication. Across the nation, it is typical for academic interpreters to be paid for prep time and portal to portal at the hourly interpreting rate. Additionally, agencies typically charge institutions a 48 hour cancellation policy regardless of natural or man-made disasters.

Moreover, COSIGNCT's prices were modeled after industry standards for private vendors. For example, it is necessary to send more than one interpreter, the client is charged for the number of interpreters required on the assignment. There are many factors which contribute to the reasons why freelance interpreters charge high rates, which are eclipsed by supply and demand trends across the state.

**Interpreter Shortage.** Due to the nationwide interpreter shortage, many interpreters must be booked in advance of the season or be contracted to remain on-call. Multiple agencies, including out of state agencies and freelance interpreters work to provide coverage for language access. Companies are now competing with national interpreter referral agencies for work in the area, and interpreters are drawn to these agencies because they pay more, and this is increasing the price for interpreting everywhere. These agencies can quote any rate they want and promise the interpreters the most money. Since many interpreters are independent contractors, they will typically work for multiple agencies at a given time. Thus, not every interpreter is qualified or available to interpret in an given setting.

**Differing Student Abilities.** People who are deaf, deafblind, and hard of hearing have heterogeneous communication needs. Some deaf people understand language better when it is produced in a way that adheres more closely to English grammar (i.e. transliteration) and others understand language that adheres more closely to ASL grammar (i.e. interpreting). Still, many people who are profoundly deaf have atypical language, such as those who are linguistically deprived, have a cognitive or neurological difference, or are not fluent in either ASL or English. Any of which factors will impair an individual's ability to easily access a typical signed transliteration/interpretation. Other deaf people have additional disabilities which cause vision differences and/or blindness, including but not limited to: Usher's Syndrome, rubella syndrome, and CHARGE syndrome. This requires close vision or tactile interpretation/transliteration. All of these communication needs and preferences must be considered when determining whether or not a team is required. For example, if a consumer has atypical language due to a linguistic deprivation or lack of exposure to English, more than one interpreter may be necessary because of the cognitive demand required to interpret for individuals with unique language needs.

**Language Assessment.** As part of our services, COSIGNCT can offer a language assessment to help clients determine if one or more interpreter may be required, especially when a consumer uses atypical language or has an additional disability (vision, neurological, or cognitive).

**Differing Communication Styles.** People employ different communication approaches and styles. For example, some speakers may employ a lecture/monologue format while others employ a more dialogic format. Additionally, depending on prosody and the content of message and who is communicating during the assignment, more than one interpreter may be necessary in order to maintain the quality and accuracy of the message. On the one hand, depending on the content and other factors, assignments that are a mixture of some light discussion and independent tasks, may only need one interpreter. On the other hand, depending on the content and other factors, assignments that are mainly lecture based and/or include rapid discussion may require at least two interpreters.

**Quality Assurance.** During the course of a contract, COSIGNCT reserves the right to review and revise a policy, procedure, or interpreter placement in real time regarding the assignment of a team of interpreters. This is part of our effort to ensure clients and consumers are provided with the highest quality of interpreting services and at a sustainable price.

We determine the need for teaming on an assignment by taking into consideration the points described in this document, by evaluating industry standards, by polling the interpreters for feedback, by providing ongoing professional development, and by researching historical coverage of assignments with a similar subject matter. Additionally, if further consideration is required, we employ our qualified staff to assess the interpreting dynamics, including consumer's preferences and processing skills. All of these efforts, help us to ensure both clients and consumers are provided with high quality interpreting services at a sustainable price.

#### **Section IV - Billing Policies and Procedures**

**Required Documents.** In order to process a request, clients must one form: 1) the Interpreter Request and the Authorization for Billing Form. Authorizations for billing for services provided are activated by the signature of an authorized client representatives. The signed Form remains valid and in effect until formal documentation from client with verification from COSIGNCT staff, either replaces or supersedes document on file.

**Sufficient Information.** It is imperative that clients provide sufficient information regarding the request to enable COSIGNCT field staff ready access to grounds and activity, thereby ensuring adequate preparation for, and completion of the assignment. Working and direct telephone numbers and/or E-Mail addresses on site must points of contact be made available. COSIGNCT Administrative Staff must have access to client points of contact should an assignment complication arise. By providing sufficient logistic information, including points of contact, booked interpreters are able to connect with clients/consumers with minimal effort and support accessible communication.

**Billing Increments.** In person assignments are billed for the projected length of appointment, with a two (2) hour minimum. Video Remote Interpreting assignments are billed for the projected length of the booking, with a fifteen (15) minute minimum. When assignments continue beyond the projected length of the original booking request, clients must discuss with COSIGNCT administrative staff to authorize the additional time. COSIGNCT will email an adjusted confirmation to reflect the new billing arrangement. If an assignment does not meet the projected assignment length indicated in the original booking, regardless of reason, the client is still responsible for payment of the communication services they requested COSIGNCT provide.

**Cancellations.** Any cancellation of a booked assignment must be received during regular business hours (8:00 a.m. to 5:00 p.m., M-F). Official cancellations cannot be processed on weekends (Saturdays or Sundays). Cancellations received forty-eight (48) hours in advance of the time/date of the booked service will not be billed. However, clients will be billed for the projected length of the assignment if COSIGNCT receives the cancellations request less than 48 hours notice of the time/date of the booked services. For example, if the cancellation occurs less than 24 hours before the assignment start time, or after the interpreter has been dispatched and/or arrived at the assignment as indicated in the booking confirmation, the client will be billed for the projected length of the appointment.

COSIGNCT will document receipt of client cancellations and will email clients a confirmed cancellation request to indicate that the client is no longer fiscally responsible for the services they originally booked. Clients must officially cancel booked services with COSIGNCT administrative staff. On-site/booked interpreters do not have the authority to process cancellation requests. Cancellation attempts with an on-site or booked interpreter for current or future

assignments are not valid and do not relinquish clients from the fiduciary responsibility indicated on the signed Billing Agreement.

**COSIGNCT's Cancellation Clause.** COSIGNCT reserves the right to cancel any assignment due to unforeseen circumstances such as but not limited to a natural or man-made emergency (i.e. unsafe travel, hazardous assignment site conditions) or incapacity (e.g. illness) of the interpreter. In such cases the client will not be billed for the booked assignment and alternative dates/arrangements will be pursued, yet cannot be guaranteed due to the case-by-case nature of emergency events.

**Payment.** Payment can be remitted by credit card or check only. A Service fee of 3.5 percent will be charged for all payments made by credit card. All checks must be made payable to COSIGNCT, LLC. Late payment otherwise known as any payment that is past due by 14 business days will be charged a 10 percent interest fee for every day the client fails to provide payment for the provided services.

**Price Rates for Interpreting.**

Contact our Administrative Coordinator – Tim Warren for a free quote regarding our state/local government rates, private rates, third party rates, and legal rates. Also our differential rates for day assignments, evening, and video remote interpreting.

**Section V: Interpreter Request and Authorization for Billing Form**



**Interpreter Request Form  
&  
Authorization for Billing Form**

<b>Client/Business Name/Agency Name:</b>		
<b>Client address (please list entire billing and physical address):</b>		
<b>Billing Contact's Information:</b>	Name: Number: Email:	
<b>Intended to Pay for services by:</b>	<input type="checkbox"/> Check <input type="checkbox"/> Credit <input type="checkbox"/> Debit	
<b>Date(s) requested service:</b>		
<b>Time of requested service:</b>	Start:	End:
<b>Type of Event:</b>	<input type="checkbox"/> Community <input type="checkbox"/> Educational <input type="checkbox"/> Emergency Interpreting <input type="checkbox"/> Business/Government <input type="checkbox"/> Medical <input type="checkbox"/> Legal <input type="checkbox"/> Platform or High Profile/Public Events/Concerts <input type="checkbox"/> Video Remote Interpreting	
<b>Names of deaf, deafblind, hard of hearing consumers:</b>		
<b>Number of hearing consumers:</b>		
<b>Location of the Assignment: (provide the exact address and room number):</b>	<input type="checkbox"/> Address: <input type="checkbox"/> Room Number:	
<b>Special logistics related to entering/accessing the facility (security, metro station, etc.):</b>	<input type="checkbox"/> Security: <input type="checkbox"/> Required Documents: <input type="checkbox"/> Metro: <input type="checkbox"/> Other:	
<b>Assignment Point of Contact(s) (provide names and cell numbers):</b>		
<b>Special preferences or considerations:</b>		
<p>Client named above, understands, accepts, and agrees to the terms of services detailed in the Letter of Engagement (LOE) and the Scope of Services document. The LOE shall remain in full force and effect for each event at which the client/consumer requests interpreting/transliterating service (unless amended in writing prior to booked services). The client agrees to compensate CoSignCT, LLC (COSIGNCT) for each event at the rates listed in the LOE for services indicated on this form.</p>		
<p>As representative for the entity listed, I _____ (client's name) fully understand and agree to the conditions set forth as COSIGNCT Scope of Services regarding the procurement and provision of COSIGNCT Sign Language Interpreting Services, including payment of said services. This authorization remains in effect until formal documentation of adjustment or change in conditions has been received from entity representative and acknowledged by COSIGNCT.</p>		
<b>Authorized Representative Name:</b>		
<b>Signature of Authorized Representative:</b>		
<b>Date:</b>		

**Section VII: Letter of Engagement – Scope of Services**

**Attn:**

Company Name  
 Address  
 Phone:

Welcome to CoSignCT, LLC. Leslie Warren, the founder, and CEO of CoSignCT has set out to cultivate the finest core of sign language interpreting professionals throughout the state of Connecticut. CoSignCT’s mission is to provide interpreting services that are built upon four C’s:

- **Consumer’s First** - We are here to serve the deaf community (people who are deaf, hard of hearing, and deafblind) and ensure they have access to high quality interpreting/ transliterating services.
- **Communication** - We provide communication access to the deaf and hearing community with qualified and credentialed interpreters/transliterators in all kinds of settings.
- **Continuation**: We exist to ensure that there is a continuation of services to the deaf community throughout the state.
- **Collaboration**: We are able to fulfill our mission through collaboration with deaf and interpreting communities.

**Scope of Services\***

Review the Scope of Services attached document to understand the agency’s policies and procedures related to interpreting/transliterating services.

Service Date:	
Service Start/End Time:	
Hourly Rate Per Interpreter:	
Total Fee:	

We take great pride in offering quality, qualified, and credentialed interpreting/transliteration services to the community. We are excited you have agreed to partner with us in order to continue to provide quality interpreting and transliteration services that enhance communication between deaf and hearing people in Connecticut. This Letter of Engagement indicates the scope of services COSIGNCT will provide. Indicate your acceptance of the scope of services by completing the authorization of billing form. For additional information on CoSignCT services or to speak to a representative, please feel free to contact CoSignCt at the address and/or numbers listed.

Again, thank you for investing in access and equality. After the assignment is completed, please let us know how satisfied you are with the services the agency provided in the Likert scale below. Thank you for investing in communication access and reasonable accommodations for the deaf and hard of hearing community.

Overall Satisfaction with CoSignCT’s Services	Extremely Satisfied 5	Very Satisfied 4	Moderately Satisfied 3	Slightly Satisfied 2	Not At All Satisfied 1
<i>Professionalism – Overall how satisfied are you with the interpreter’s professionalism (demeanor, disposition, dress, etc.)</i>					
<i>Punctuality – Overall how satisfied are you with the interpreter’s punctuality</i>					
<i>Communication Effectiveness – Overall how satisfied are you with the interpreter’s interpreting/translation services</i>					
<i>What is the likelihood you would use this interpreter again?</i>					
<b>Comments:</b>					

Sincerely,  
 Leslie Warren: *Founder*  
 Tim Warren: *Administrative Coordinator*  
 Email: [Inquire@CoSignCT.com](mailto:Inquire@CoSignCT.com)  
 Phone: 860-969-0646 ext 103  
 Website: <https://cosignct.com/>