



Communication made simple.

Independent Contractor Guide

Thank you for working with CC Group.

Welcome to our team! Follows is an instructional guide dedicated to your success as an independent contractor with CC Group.

You may reach our general phone line during normal business hours M-F 8:00am – 4:30am at **(225) 663-1786**. Otherwise, please utilize the following points of contact to resolve any questions or concerns:

- Coordination Department
coord@yourccgroup.com
24/7 Emergency Line: (225) 650-7386
- Accounting Department
accounting@yourccgroup.com
- Connie Anderson, Director of Operations
connie@yourccgroup.com
- Scott Huffman, National Outreach Coordinator
scott@yourccgroup.com
- Katrina Rivers Labouliere, President
katrina@yourccgroup.com

Stay connected!



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Daily Job Information & Database Access

It is your professional responsibility to ensure your assignments are posted online with the following details:

- Client Name - where you will go – double check additional directions/off-site locations
- Assignment Directions - how to travel to the assignment
- Dress Code - appropriate attire
- On-site Contact - who to contact when you arrive
- Deaf Consumer - language preference and team interpreters

If any of this information is not available, please reach the Coordination department or your primary contact.



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Accepting Assignments:

Our coordination department will send out specialized email blasts with all the upcoming available jobs. If you see a job opportunity you are interested in fulfilling, please call or return an email to Coordination for scheduling.

You can also login to the CC Group scheduling database system to see available work and accept jobs online.

- Click on “[Interpreter Login](#)” and login with the provided login and password.
- To view all available work to be filled, select “[Search Available Jobs](#)”. You may use criteria such as date, corresponding location or leave the fields blank to view everything by simply clicking “search”. If you leave the Assignment State field blank please verify the location before moving on to the next step. A screenshot is provided below



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Welcome, Independent Contractors to CC Group's e-scheduling system!

Search available assignments using one or more criteria:

Starting date:	<input type="text"/>	
Start time after:	<input type="text"/>	(military time: 0800 = 8am)
End time before:	<input type="text"/>	(military time: 1600 = 4pm)
Minimum hours	<input type="text"/>	
Client Name like:	<input type="text"/>	
Description like:	<input type="text"/>	
Mileage required:	<input type="checkbox"/>	
Assignment Location like:	<input type="text"/>	
Assignment State:	▼ Select Value	
Assignment Zip:	<input type="text"/>	
NEW assignments since:	<input type="text"/>	
Clear		

Questions? Feedback? Contact Us

[p.com](#) or contact coordination & scheduling to assist you in providing the best possible service!

- Select “[click to view/accept](#)” to expand an available job listing for more details.
- If you are ready to accept a job via our online database, check the box that says “[tentatively accept](#)” at the bottom of the details expansion, then click “[submit](#)”.

** NOTE: Once you “submit” your acceptance of a job, you are the responsible interpreter unless otherwise communicated by Coordination. Congratulations! **

- If you would like to update your online employee profile to make sure information is complete and up-to-date (address, certification, email address, phone number etc.) you can click on the “[Employee Profile](#)” link on the left-hand navigation. This is also where you can change your login name and password.
- To view your current schedule with assignments you have already accepted, select “[Schedule](#)” or navigate “[Home](#)”.

Scheduling Process

You may log-in at any time to conduct an independent search for available work. If there are no search results, there may be no unfilled jobs currently available. You can always write or call Coordination to inform them of your upcoming availability.

Please be on the lookout for social media posts and email blasts, especially via Mailchimp for additional availability.

****NOTE:** When checking your schedule from a smart phone or mobile web domain, be sure to refresh the page to reflect any recent changes to your schedule. ******

Reporting Mileage and Timesheet Review

You may **only** report mileage and travel expenses for assignments which show “yes” for “mileage paid” on your job information sheet online.

Mileage must be reported within 72 hours of the assignment. After this timeframe, the system will no longer allow access to enter the information necessary for reimbursement.



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Select an assignment to report mileage or transportation. Verify your submission via the amounts reported below. Please report any questions to our office directly at (225) 663-1786.

NOTE: Mileage MUST be reported with three (3) days of an assignment in order to be reimbursed. Thank you for your cooperation.

Total assignments with paid transportation: 0

Assignment ID	Mileage	Other	Other Amount	Total	Date	Start Time	End Time	Client Name	Description	Reminder
No assignments with paid transportation.										
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Use the left-hand navigation panel to select “[report mileage](#)”

- For assignments which mileage is paid, type in the total amount of miles for the job in the field. Total expenses will automatically calculate a dollar amount.
 - If you incurred another travel expense such as metro, tolls, or parking type in the description in the “[other expense type](#)” field. Then enter in the dollar amount in the “[total other amount](#)” field.

- View successfully reported mileage by selecting “expense voucher” by pay period.

Expense Voucher: Test Interpreter
Dates: Sun, 11/01/15 to Mon, 11/30/15
The current BIS mileage rate is \$0.575.
 (Total number of assignments: 2)

Charge No	Client Name	Mileage	ReqID	Date	Miles	Mileage	Other Expenses	Other Amt	Total	Subtotal
	Test Client 1	Yes	87586	Mon, 11/23/15	80	\$46.00	Parking	\$10.00	\$56.00	\$56.00
	Test Client 2	No	87588	Mon, 11/23/15	0	\$0.00		\$0.00	\$0.00	\$56.00
Total expenses for dates listed above: \$56.00										

****NOTE:** Please review your timesheet information next to your mileage reporting to ensure all dates and times are correct. This information will be used by the accounting department to generate an invoice and automatically schedule payment. ******



Welcome, Independent Contractors to CC Group's e-scheduling system!

Timesheet information for - Date: Tue, 03, /17 to Mon, 04, '17

Total Records: 1

Start	End	Hour	Description	Charge No	Client Name	Request ID	Cancelled?
Sat 4/1/2017 11:30 AM	4/1/2017 01:30 PM	2	training				

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Questions? Feedback? Contact tech support at support@yourccgroup.com or contact coordination & scheduling at coord@yourccgroup.com. We appreciate your service!

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Client No-Shows

At CC Group, communication is key! In general, always contact Coordination if an assignment ends early, falls canceled, or if you will arrive late. If you have waited at an assignment site for 15 minutes after the start time and the consumer has not arrived nor notified you, and your onsite contact has already been contacted, call the office.

Coordination will let you know if you need to wait longer or if you may leave the assignment.

Assignment Extensions

Interpreters should not work past the scheduled time unless it is approved by Coordination. In order to request additional time on an assignment, please call coordination directly. Coordination will require direct confirmation from the client in writing before approving additional time. You will receive a call either affirming or denying your request for an extension. Thank you for your patience.

Lateness and Punctuality

If you anticipate you may arrive late to a scheduled assignment, you should call Coordination to inform them of the situation as soon as possible.

CC Group holds interpreters accountable to be on-site, and checked in with the appropriate point of contact 15 minutes prior to the start time of each assignment.

After-Hours Contact Policy for Community Assignments

If you have accepted an assignment outside of regular business hours, which are M-F 8:00am-4:30pm, please use the afterhours/emergency phone number to inform us if you need to call out from the assignment, are running late or are experiencing any other issues. Please avoid calling between the hours of 10:00pm and 6:00am, unless your assignment is active between these hours.

Personal Appearance/Dress Code

Note: The majority of our clients request that interpreters dress according to the “Business” category. Remember this each morning when you are preparing for the workday. If you are not sure about the dress code, cross-check the information listed in individual job descriptions.

- **Recreational:** Shorts, jeans, t-shirts, tank tops, sweatshirts, hiking boots, Birkenstocks, tennis shoes
- **Casual:** Khaki or corduroy pants, jumpers, sundresses, Polo shirts, denim shirts, sweaters, clogs, loafers
- **Business Casual:** Slacks, Dockers, dresses, sleeveless blouses, button-down shirts, sweater sets, no jackets necessary/tie optional, blazer, cardigan sweaters, loafers, open-toe shoes, low heels
- **Business:** Slacks, dresses, shirt and tie with jacket, blouse and skirt, pantyhose, loafers, heels
- **Business Formal:** Suit with jacket and tie, pantyhose, heels, oxfords/dress shoes
- **Formal:** Tuxedos, Gowns



Communication made simple.

Welcome to Communications Consulting Group, LLC!

At CC Group, our commitment to communication made simple is realized by our dedicated team made up of talent from all walks of life. We value our world class interpreters and premier service providers. That's why our policy is always open door. Questions, concerns, and feedback are welcome any time. Our trained experts are available to support your professional growth along our collective mission to make communication more accessible for everyone. Please, never hesitate to reach us via phone, web, or preferred method of contact.

We look forward to working alongside you.

Stay connected!



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