

Interpreter Services Statement

(Please read script on the reverse side of this form to applicant/participant prior to completing)

CASE NAME: _____

CASE NUMBER: _____

I, _____ am able to communicate in _____
(Specify Language)

I have been informed by the Department of Public Social Services (DPSS) that I have the right to a **free** interpreter. If I want, I also have the right to use my own interpreter. However, I know there may be communication errors in using my own interpreter. **This could result in problems such as loss of benefits and/or eligibility.**

I want to use a free County Certified interpreter.

I want to use my own interpreter even though I can get a free interpreter from DPSS. I know that there may be problems of miscommunication by using my own interpreter. I know that sensitive information could be discussed during the interpretation. However, I give permission to my interpreter by the name of _____ to hear and interpret this information. **My choice to use my own interpreter is good for today only. I know that for future appointments, I have the right to a free interpreter from DPSS.**

Applicant's/Participant's Signature

DATE

Interpreter Confidentiality Agreement

I, _____ am a County Certified Bilingual _____
(Employee's Name) (Specify Language)

Interpreter. I understand that by law the information obtained during the process of interpretation must be kept confidential and may not be disclosed outside of that process.

OR

I, _____ speak both English and _____
(Interpreter's Name) (Specify Language)

I agree to keep this information confidential and not to disclose it, other than as required for interpretation. My relationship to _____ is _____
(Applicant's/Participant's Name) (Relationship)

Interpreter's Signature

DATE

INTERPRETER SERVICES

DPSS prefers to use our own free interpreters when talking with you. But you can choose to use your own friend or family member to interpret for you.

We don't like to use other interpreters because of the risk of communication errors and possible mistakes. These errors may affect how much help or aid you may get from us. In part, these errors may occur because of specialized language and concepts used in welfare programs. A person who is not a DPSS employee might not understand all this special vocabulary. They might make a mistake.

DPSS must ask you some very sensitive and personal questions. Having a friend or family member interpret might make it hard for you to tell us all the personal information that we need.

Finally, all our employees must keep anything you say confidential. This means they can't tell anyone else (except DPSS staff) what you say. They can't even tell someone else that you were here today.

DPSS has no control over your interpreter. We cannot make sure that your interpreter does not share information with someone outside of DPSS. We will ask your interpreter to sign a form saying they won't tell anyone what they hear today, and that they will keep all your information confidential. But we have no control over them. For these reasons, we prefer to use our own free interpreters.