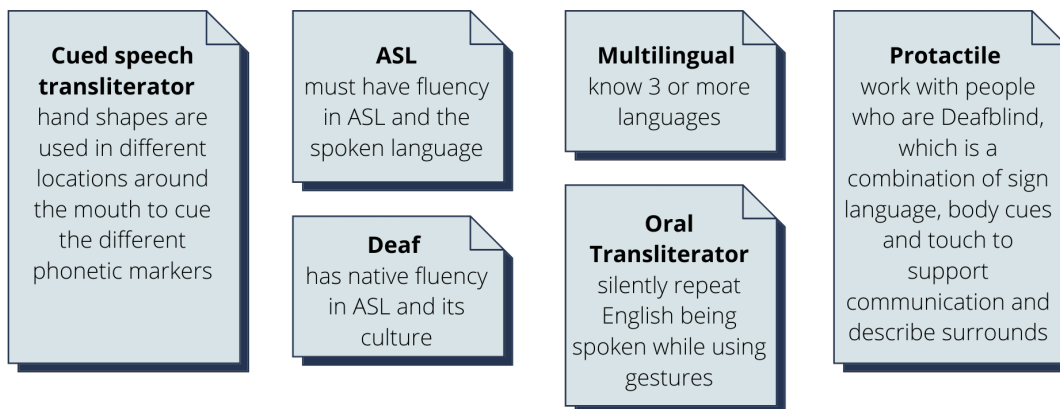


## Using Interpreters Effectively in Employment Services

Using interpreters can support *equitable access* to employment services, and employers, for people who speak sign language. This fact sheet provides guidance on getting and using interpreter services.

**Interpreters** are professionals who translate between people using verbal language and sign language. There are different types of interpreters. Understanding the needs of each individual, and the type of interpreter needed, is critical to effective translation for both groups.

### DIFFERENT TYPES OF INTERPRETERS



**Scheduling:** Be proactive in understanding when and how interpreter services are required, and get it scheduled. From the start of employment services, talk with the participant about when they need interpreter services. Things to consider:

- When possible, always request interpreters at least 2 weeks in advance.
- Interpreters are reserved and paid in 2-hour time blocks. Organize activities to maximize interpreter services.
- In the beginning, come to agreement on if there is a 'Plan B' communication method. Agree on when the method may be used. Examples may include writing on paper, texting, speech to text apps, or emails.
- Schedule enough time before an interview or meeting for the individual and the interpreter to meet and understand communication styles.

#### Best Practices When Working with an Interpreter:

- When possible, schedule the same interpreter for an individual. This supports greater understanding and more effective communication on an ongoing basis.
- While D/Hoh individuals may look back and forth between the person who is speaking and the interpreter, individuals using spoken language should direct the conversation to the individual, not the interpreter. Model this, and politely guide when appropriate.

### Process for Requesting Interpreters

- Rehabilitation Counselor for the Deaf (RCD) provides the Communication Accommodation Requestion (CAR) Form to the Employment Specialist (ES)
- ES completes the form and sends back to the RCD
- RCD uploads the form into USKED
- DHHS reviews the request and provides decision notification via email to the RCD and ES

