

This is the process for SW's to get an interpreter. As a provider you will let the Social Worker know if an interpreter is needed and they will follow the process below

How to get an in-person interpreter for social service appointments

1. Effective July 1, 2018, in-person interpreter services are arranged through [Universal Language Service](#) (ULS) via a contract administered through the WA State Health Care Authority (HCA) – this contract is frequently referred to as the HCA interpreter contract. Universal Language Services does not supply court certified interpreters or American Sign Language (ASL) interpreters.
2. Utilize your office LEP coordinator to make an interpreter request. If your office does not have an office coordinator, you must sign up as a "provider" to be able to request services through the [Universal online portal](#). [Register here](#) to receive a login ID and password that will allow you to access the [Universal portal](#) and request interpreters. If you need assistance setting up an account email accounts@ULSonline.net or call 1-425-450-7020.
 - [Read the FAQ](#) with additional information on registering with Universal.
3. For social service in-person interpreter appointments, you must put in your interpreter request through Universal Language Service first (the Universal contract is a mandatory use contract). If Universal cannot fill the interpreter request, WA State Department of Enterprise administers an [Interpreter Services Contract](#) that should then be used. Note, the DES interpreter contract has three categories of work, and most DCYF social service appointments fall into category 3. If no interpreters are available thru the interpreter agencies/individual interpreters who are contracted to do category 3 work, we may use interpreter agencies/individual interpreters who are contracted for category 2 work. Category 1 is solely for court certified interpreters (and can be used when we need court certified interpreters). More detailed information about the 3 categories can be found on the [DES Interpreter Services contract](#) site under the "Contracts and Amendments" link.

To find an interpreter agency that has the language you need, you can search this contract by language, county and category. To search, choose "Pricing and Ordering" on the [DES Interpreter Services contract site](#) (the "Pricing & Ordering" link can be found under the Current Documents section on the left side of the web page. It links to an Excel spreadsheet that can be sorted by language, county, and category). See the image pasted in below from the [DES Interpreter Services contract website](#) and choose "Pricing & Ordering" to open the searchable Excel spreadsheet:

Current Documents

- » [Pricing & Ordering](#)
- » [Specifications](#)
- » [Contract & Amendments](#)

4. Please use [DSHS 17-123 Spoken Language Interpreter Service Appointment Record \(instructions here\)](#) when requesting interpreters under the DES interpreter contract or when using independent interpreters.
5. If no one is available through Universal or the DES interpreter contract, you can hire an interpreter but must follow the Interpreters United Collective Bargaining Agreement (CBA), found at [Language Access Providers - WFSE](#).
6. As of July 1, 2018, interpreters must be paid a minimum rate of \$39.76/hour per the CBA. If an interpreter or interpreter agency has never done business with WA State, they must register here: [Payee Registration](#).
7. Document why going off contract is necessary in a case note or on [DSHS 15-245 LEP Client Service Record](#).
8. Pay for services via an Invoice Voucher (A19) when using the DES interpreter contract or going off contract to access interpreter services. A19 forms are available from fiscal staff.
9. Check the list of [DSHS Certified-Authorized Interpreters](#) to see if an interpreter has been DSHS certified or qualified.
10. Use this list of questions, [Guidelines for hiring a non-certified/qualified interpreter](#), when you are using an interpreter without any formal certifications or qualifications, to determine the appropriateness of using them as an interpreter.
11. Never allow an interpreter unsupervised access to clients (i.e., never leave an interpreter alone with clients).
12. Please find general guidelines for working with an interpreter here at, [Guidelines for working with a spoken language interpreters](#).