

Responsibilities for Providing a Qualified Interpreter

Failure by any recipient of federal funding to provide appropriate interpreter services is a violation of the law. Title VI of the Civil Rights Act of 1964 states:

No person in the United States shall, on ground of race, color, or national origin, be excluded from participation in, be denied benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

Why Trained Interpreters?

Provider Responsibilities

All health care, immigration, and social service providers who receive funding from the federal government are required by law to provide an interpreter for any client who does not understand or speak English.

Bilingual Individuals

Because a person is bilingual does not necessarily qualify her/him as an interpreter; special skills are involved in interpreting. Untrained interpreters pose a legal danger by omitting or adding dialog, giving personal opinions, changing the intended message, and/or getting involved in extraneous discussions that exclude either the client or provider.

Family Members

Although family members are valid sources of support for a client, they are not appropriate interpreters. Because of emotional and personal involvement with a client, family members often heavily edit the client's message, add personal

Risks assumed when using an untrained interpreter

- ☞ intended message may be altered, added to or omitted
- ☞ personal opinions or advice given
- ☞ inadequate training, skills or linguistic abilities
- ☞ breach of confidentiality
- ☞ increased liability

Benefits of using a trained interpreter

- ☞ guided by a code of ethics
- ☞ accurate, complete, and transparent interpreting
- ☞ time and cost efficient
- ☞ insures equal access to services
- ☞ pre-established ground rules for communication
- ☞ conveyance of cultural frameworks

Training & Seminars

Introduction to Community Interpreting

Bilingual staff members of provider agencies are welcome to register for our *Introduction to Community Interpreting* training. This four-day course is designed to develop professional interpreting skills for social service environments. Each session builds on personal experience, providing interpreters with extensive training on interpreting methods, professionalism, ethics, cultural contexts, advocacy, and social service systems. Each session builds on personal experience and provides interpreters with extensive information on interpreting methods, professionalism, cultural contexts, advocacy, and social service systems. Call for training rates.

The Network also provides free, on-site training for service providers and staff on how to most effectively use an interpreter. This *Provider Seminar* covers the need for an interpreter, how to identify a “good” interpreter, steps to ensuring a good session with an interpreter, and accessing trained professional interpreters

Provider Seminar

FREE, on-site training for service providers and staff on how to most effectively use an interpreter; covers the need for an interpreter, how to identify a “good” interpreter, steps to insuring a good session with an interpreter, and accessing trained professional interpreters.

Our Interpreters

All potential interpreters must take and pass a [language proficiency exam](#) prior to an invitation to training. Once invited, interpreters participate in [progressive levels](#) of [intense professional training](#) and are [tested at each level](#). The Network also provides [required continuing education](#) courses throughout the year. Interpreters generally work on a [contract](#) basis and are assigned to appointments throughout the [D/FW Metroplex](#).

Our Interpreters

All Translation & Interpreter Network interpreters receive progressive levels of intense professional training. The training program also provides on-going required continuing education courses throughout the year for all interpreters in the Network. Interpreters generally work on a contract basis and are assigned to appointments Throughout the Metroplex. Interpreters are paid for all hours worked according to an established pay schedule and based on hours of training successfully completed.

Languages available for interpretation or translation:

Albanian, Arabic, Assyrian, Barmese Bosnian, Chinese Cantonese, Chinese Mandarine, Czech, Dari, Dinka, Ewe, Farsi, Fulani French, Gujarati, Hindi, Indonesian, Japanese, Javanese, Kinyarwanda, Kirundi, Kizugi Korean, Kurdish, Laotian Lingala Macedonian, Mandarin, Marathi Mina, Persian, Portuguese Brazil, Portuguese Angola , Pakistani, Punjabi, Russian, Rajastani Serbo-Croatian, Somali, Spanish, Swahili, Swedish, Tagolog, Taiwanese, Turkish, Urdu, Uzbeki, Vietnamese, Zande

FEE STRUCTURE

Catholic Charities Translation & Interpreter Network can provide your organization with professional, trained interpreters for many languages. Our fee structure is as follows:

- \$55 per hour if appointment is made more than 24 hours in advance; less than 24 hours notice is \$60 per hour.
- \$50 per hour if agency is contracted to use at least 20 hours of interpreting services per month, 24 hours advanced notice; less than 24 hours notice is \$55 per hour.
- \$45 per hour if agency is contracted to use at least 30 hours of interpreting services per month, 24 hours advanced notice; less than 24 hours notice is \$50 per hour.
- A two-hour minimum applies to all appointments. After the first two hours, charges will be based on increments of 15 minutes.
- Any cancellations must be made at least 4 business hours in advance to avoid being charged for the appointment. Business hours are Monday through Friday 8 a.m. – 5 p.m.
- Translation fee: \$55 per page; if it is a project with complex or technical language, we will negotiate a fee between the interpreter and the provider.

We look forward to working with your organization and helping to serve your employees and clients more effectively. To schedule an interpreter or for more information, please call metro (817) 469-9348.

Catholic Charities
Refugee Services
1216 West Magnolia Ave.
Fort Worth, Texas 76104
metro (817) 649 9348
tel. (817) 338 0774 ext 267
fax. (817) 335 9749