

NC Division of Social Services  
Program Compliance Section  
Office of Civil Rights

Instructions for completing the DSS-10001

And

WHAT YOU NEED TO KNOW WHEN INTERPRETING OR USING AN INTERPRETER FOR DSS SERVICES

1. **How to complete the NC DSS 10001:**

- a. At the first point of contact of a customer needing assistance with communicating, the DSS 10001 is to be completed by each DSS program.
- b. The first part of the DSS 10001 (for office use only) is to be completed by a DSS staff person.
- c. The second part of the DSS 10001 under Customer Statement is to be completed by the customer. The customer may need assistance completing this part of the section.
- d. Once the customer has checked the appropriate boxes, the customer will need to print their name and then provide a signature and date.
- e. The third part of the DSS 10001 is to be completed by the Contracted In-Person Interpreter (Foreign or Sign) or a county employee other than a county DSS employee each time they provide interpreter services for a customer.
- f. A customer may choose to have their own personal interpreter. In these cases, the NC DSS 10001 form must be completed same as above, and the personal interpreter will need to complete and sign the form. **In this circumstance, for all Social Service Programs, the County DSS MUST and is REQUIRED to provide an agency interpreter at all times, free and no cost to the recipient.**
- g. ***Under no circumstances shall an agency use a minor under 18 to interpret any social service program.***
- h. If the customer refuses to sign the DSS 10001 form for any DSS Service, the form is still to be completed and staff must write on the form that the customer refused to sign, date it, and initial the form.
- i. **A Completed DSS 10001 Form or a refused form goes into each program file (case record) the customer is a participant of.**

**Other instructions when using the DSS-10001**

2. If the agency is using telephonic language services, you can either fax/email the form to the service or read it to them so they can translate for the customer and you can obtain the customer information and signature. If you are using telephonic language services with a customer on the phone (conference calling), then note on the form that a translation of the DSS 10001 form was provided to the customer and they verbally agreed to an interpreter in the Customer Statement section. You can also note that you obtained verbal consent of the interpreter under the Interpreter/Translator Statement section.
3. If the agency is using a video relay service, you can either fax/email the form to the service so they can sign interpret for the customer and you can obtain the customer information and signature. If using video relay services by three way conferencing, then note on the form that a translation of the DSS 10001 form was provided to the customer and they verbally agreed to an interpreter in the Customer Statement section. You can also note that you obtained verbal consent of the interpreter under the Interpreter/Translator Statement section.

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4. If the agency hired a person to be the DSS interpreter employee not assigned to a case, the employee must document on a log each time they interpret. See figure 1 below as an example.

**Daily Interpreter log**

**Date:**

Assigned Wkr.	Customer	Interp.	Time In	Time Out	DSS Prog.	Comments	Language

5. If the agency has hired bilingual workers and assigns cases to those bi-lingual workers, the initial signed NC DSS 10001 form is sufficient and does not need to be completed at each encounter. However, it must be documented in the file (case record) by the bi-lingual worker each time there is any contact with that customer, with the date, time and type of contact (such as phone, home visit, office visit, etc.)
6. If the customer comes in and their assigned bilingual worker is not available, then the agency is to use their DSS interpreter, another bilingual worker, or the contract interpreter service. The NC DSS 10001 form must again be completed.