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| Transforming Lives | | LANGUAGE TESTING AND CERTIFICATION (LTC)  **Interpreter and/or Translator Credential**  **Revocation Request** | | |
| This application must be completed by the authorized entity that contracts with the interpreter mentioned in the fields below, per [Washington Administrative Code (WAC) 388-03-172](http://apps.leg.wa.gov/WAC/default.aspx?cite=388-03-172). The Department of Social and Health Services (DSHS) Human Resources Division (HRD) will address issues of bilingual employees through agency administrative policy or applicable collective bargaining agreements. Once completed and signed, please submit the application with related documents by email: [DSHSCT@dshs.wa.gov](mailto:DSHSCT@dshs.wa.gov). | | | | |
| 1. NAME OF ORGANIZATION / AGENCY | | | | 2. POINT OF CONTACT NAME |
| 3. ADDRESS | | | | |
| 4. TELEPHONE NUMBER (INCLUDE AREA CODE) | | | 5. EMAIL ADDRESS | |
| 6. NAME OF INTERPRETER | | | | |
| 7. TYPE OF CREDENTIAL HELD  Check all that apply and include alphanumeric designation from authorization letter or certificate:  a. Medical Authorization:   c. Social Services Authorization:  b. Medical Certification:   d. Social Services Certification: | | | | |
| **8. Incident and Investigation** | | | | |
| a. Describe the incident and attach signedeye witness statements, or recorded testimony in support of each allegation (include witness contact information): | | | | |
| b. Check the provision(s) of [WAC 388-03-170](http://apps.leg.wa.gov/WAC/default.aspx?cite=388-03-170) that have been violated and describe how the section was violated below:  1) Interpreter has not been truthful when dealing with the department; and/or  2) Interpreter has violated any provision of the department's code of professional conduct (See WAC 388-03-050 at bottom of page for code of conduct) that is determined to be creating major negative impacts on the department or the profession; and/or  3) Interpreter has committed any act that constitutes a felony or misdemeanor related to their language service assignments; and/or  4) Interpreter has committed any fraud, dishonesty, or corruption related to their language service assignments; and/or  5) Interpreter continued to violate any provision of the department's code of professional conduct after receipt of notification to discontinue; and/or  6) Interpreter continued to falsely or deceptively advertise their language service after receipt of notification to discontinue; and/or  7) It is determined that interpreter is grossly incompetent as a language access provider. | | | | |
| c. If you checked b. 2) above, describe how the violation created a major negative impact on the department or profession: | | | | |
| d. Describe the process of the investigation (include names, contact information, and signature of each investigator, and attach dated and signed copies of any supporting data or documents resulting from the investigation: | | | | |
| e. Interview Date:  Parties present:  Check if minutes attached and signed by interviewer.  Notes / comments regarding the interview: | | | | |
| f. Describe the findings and definite conclusions of the investigation: | | | | |
| g. Was the interpreter notified of the investigation findings and conclusions? | | | | |
| h. What was the interpreter’s response or explanation? | | | | |
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| 9. Has the interpreter been notified of your intent to request revocation of credentials for violation(s) checked above? | | | | |
| 10. Attach a signed and dated copy of the letter / email that informed interpreter of your intent to request revocation of credential. | | | | |
| 11. If applicable, list dated incident(s) that the interpreter continued the violation(s) checked above after receiving notice. | | | | |
| 12. I,  , representing the above-named language agency or organization  PRINTED NAME HERE named herein, do hereby certify that the information is true and complete to the best of my knowledge. | | | | |
|  | SIGNATURE DATE | | | |

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| **WAC 388-03-050**  **What is the department's code of professional conduct for interpreters, translators, and LAPL?**  The code of conduct is the professional standard established by the department for all interpreters, translators, and LAPL who provide language services to department programs and clients. Any violation of this code may disqualify a provider from providing those services. Specifically, the code addresses:  (1) **Accuracy.** Interpreters/translators must always express the source language message in a thorough and faithful manner. They must:  (a) Omit or add nothing;  (b) Give consideration to linguistic variations in both the source and target languages; and  (c) Conserve the tone and spirit of the source language.  (2) **Cultural sensitivity-courtesy.** Interpreters/translators must be culturally sensitive, and respectful of the individual(s) they serve.  (3) **Confidentiality.** Interpreters/translators must not divulge any information publicly or privately obtained through their assignments, including, but not limited to, information gained through access to documents or other written materials.  (4) **Proficiency.** Interpreters/translators must meet the minimum proficiency standard set by DSHS.  (5) **Compensation.** Interpreters/translators must:  (a) Not accept additional money, consideration, or favors for services reimbursed by the department. The fee schedule agreed to between the contracted language services providers and the department shall be the maximum compensation accepted.  (b) Not use the department's time, facilities, equipment or supplies for private gain or other advantage; and  (c) Not use or attempt to use their position to secure privileges or exemptions.  (6) **Nondiscrimination.** Interpreters/translators must:  (a) Always be impartial and unbiased;  (b) Not discriminate on the basis of gender, disability, race, color, national origin, age, socio-economic or educational or marital status, religious or political beliefs, or sexual orientation; and  (c) Refuse or withdraw from an assignment, without threat or retaliation, if they are unable to perform the required service in an ethical manner.  (7) **Self-representation.** Interpreters/translators must accurately and completely represent their certifications, training, and experience.  (8) **Impartiality-conflict of interest.** Interpreters/translators must disclose to the department any real or perceived conflicts of interest that would affect their professional objectivity. Note: Providing interpreting or translating services to family members or friends may violate the family member or friend's right to confidentiality, constitute a conflict of interest, or violate a DSHS contract or subcontract.  (9) **Professional demeanor.** Interpreters/translators must be punctual, prepared, and dressed in a manner appropriate, and not distracting for the situation.  (10) **Scope of practice.** Interpreters/translators must not:  (a) Counsel, refer, give advice, or express personal opinions to the individuals for whom they are interpreting/translating;  (b) Engage in activities with clients that are not directly related to providing interpreting and/or translating services to DSHS;  (c) Have unsupervised access to DSHS clients, including but not limited to phoning clients directly, other than at the request of a DSHS employee;  (d) Market their services to DSHS clients, including but not limited to, arranging services or appointments for DSHS clients in order to create business for themselves; or  (e) Transport DSHS clients for any business, including social service or medical appointments.  (11) **Reporting obstacles to practice.** Interpreters/translators must assess at all times their ability to interpret/translate.  (a) Interpreters/translators must immediately notify the parties if they have any reservations about their competency or ability to remain impartial and offer to withdraw without threat or retaliation;  (b) Interpreters/translators must immediately withdraw from encounters they perceive as a violation of this code.  (12) **Professional development.** As specified in WAC [388-03-160](http://apps.leg.wa.gov/WAC/default.aspx?cite=388-03-160), interpreters/translators are expected to continually develop their skills and knowledge through:  (a) Professional interpreter/translator training;  (b) Continuing education; and  (c) Regular interaction with colleagues and specialists in related fields. |