

## Staff Questionnaire - Interpreter

| Interview Details |  |
|-------------------|--|
| Program Name:     | Past and Current Position(s) at Program: |
| Level of Care:    | Date/Time of Interview:                  |
| Full Name:        | Interviewer:                             |

\*Note: Before beginning the interview and/or providing this questionnaire to staff, provide a brief introduction, including monitor role and purpose of monitoring visit, confidentiality of staff interview, and clarify any questions. See *Introduction Prompt for Staff* for additional guidance as needed.

|  | NOTES |
|--|-------|
| <p><b>Please explain your role and responsibilities.</b></p> <ul style="list-style-type: none"> <li>In which language(s) do you provide translation or interpretation services?</li> </ul>                         |       |
| <p><b>What training were you provided when you started this position?</b></p> <p><b>Are there any additional areas of training that you would find beneficial?</b></p>   |       |
| <p><b>Describe how you collaborate with other teams (YCWs, CMs, etc.).</b></p> <ul style="list-style-type: none"> <li>Do you have a clear understanding of your role in relation to other teams' roles?</li> </ul> |       |
| <p><b>Are interpretation/translation services consistently provided across different program areas? If not, please describe any additional needs.</b></p>  |       |

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|---|--|
| <ul style="list-style-type: none"> <li>• What is the process for staff or UC to request interpretation services?</li> </ul>   |  |
| <p><b>Do you feel that you have the support and resources necessary to do your job?</b></p> <ul style="list-style-type: none"> <li>• How is your relationship with your supervisor?</li> </ul>            |  |
| <p><b>In which language(s) are interpreter/translation services provided?</b></p> <p><b>Are there any UCs at the program who do not understand those languages? If so, how are they accommodated?</b></p> |  |
| <p><b>Do the services (i.e. case management, religious, education, etc.) provided here seem culturally appropriate? If not, how could they be improved?</b></p>   |  |
| <p><b>Have you had any concerns about the treatment of UC in care? If so, please explain.</b></p>   |  |
| <p><b>Do you have any additional concerns, recommendations, or suggestions?</b></p>   |  |