Monitoring guide for observing caseworker best practices when working with interpreters

Instructions: Monitor will observe an entire interview and will score it using the accompanying evaluation form, informing their scoring decisions using the description of each of the four categories of best practices listed below. They will average the scores in each category, adding to obtain a total numerical score. This evaluation should not make allowances for interpreter performance. The maximum total score is 12, and 11 is the minimum score for an "evident" rating. Any score of 7.5 or above should be considered within the range of good practice, unless the CW scores Not Evident in more than one criterion in category 2.

1. Control of space
CW manages space for optimum communication and connection between applicant and interviewer, and to limit interpreter and applicant contact.

Evident (3)	Mostly evident (2)	Not evident (1)
• CW ensures interpreter and applicant(s) are positioned appropriately throughout the interview, moving the interpreter as necessary. • CW never leaves interpreter and applicant alone.	• CW exercises good control over the interview space at the beginning of the interview. • CW never leaves applicant and interpreter alone.	• CW exercises inadequate control over the interview space, leaving seating decisions up to participants. • CW leaves applicants and interpreters alone together.

2. Interview management and control
CW appropriately manages the interview, the interpreter, and the applicant, providing guidance as needed to promote optimum communication.

Evident (3)	Mostly evident (2)	Not evident (1)
• CW communicates all expectations for good communication at the start of the interview. • CW effectively controls the flow of communication from all parties, and manages and responds appropriately to problems. • CW guides all parties with clear instructions if communication breaks down. • CW engages and connects with applicant through the interpreter. • CW respects and appropriately limits the role of the interpreter.	• CW communicates expectations and guidance for good communication to applicant and interpreter at the start of the interview. Some instructions might come reactively later. • CW generally controls and appropriately responds to the flow of communication, although there may be occasions when statements are too long or communication from multiple speakers is lost. • CW engages and connects with the applicant through the interpreter, with few lapses. • CW generally respects and appropriately limits the role of the interpreter.	• CW may communicate some expectations or guidance for good communication with participants, but the information may be reactive, unclear or incomplete. • CW often loses control over the flow of communication. May attempt to assert control but efforts are often ineffective. • CW often or regularly engages with interpreter rather than applicant. • CW asks interpreter to answer questions or solve problems beyond the scope of the interpreter's role.

3. Use of Language
CW tailors their word choice and speaking style to the communication needs and abilities of the applicant and the interpreter.

Evident (3)	Mostly evident (2)	Not evident (1)
• CW uses vocabulary that is appropriate and easily understood by the applicant and interpreter. • CW tailors the length of sentences to the ability of the interpreter to convey the message accurately.	• CW generally uses vocabulary that is appropriate and easily understood, with few lapses. • CW generally avoids long sentences, but may speak for too long when under pressure.	• CW frequently fails to appropriately modify his or her use of language to the situation. • CW may interrupt the interpreter often or ask interpreter to repeat statements CW missed.

4. Cultural Competency
CW is alert to cultural and language-specific barriers to communication, and works appropriately with the interpreter to solve them.

Evident (3)	Mostly evident (2)	Not evident (1)
• CW is alert to terms that may not have exact equivalents in English and the target language, and works with the interpreter to address these. • CW is alert to cultural cues and communicates expertly through the interpreter to reach an understanding with the applicant.	• CW is generally alert to problem terminology, but the response may be delayed or imprecise. • CW is generally alert to cultural cues but may over rely on the interpreter to solve problems or may occasionally miss the significance of words or concepts expressed.	• CW fails to notice or does not adequately deal with problematic terminology in either language, resulting in miscommunication. • CW misses cultural cues altogether, or over-relies on interpreter, resulting in delayed or miscommunication.