

Getting Help in Your Language

Your Rights with the County Welfare Department

- **YOU get to say which language you need**

The county must let you pick what language you want to use. *Pick the language you feel the most comfortable speaking and reading.*

BE CAREFUL! If you pick English for your written information, the county will think you have your own qualified interpreter. Using your own interpreter can mean not getting full or correct information, or getting the translation late.

You could lose your rights!

- **YOU have a right to a free interpreter**

If you ask for an interpreter, the county must give you one. They cannot charge you. They cannot make you bring your own interpreter. The interpreter must be fully able to speak both English and your language. The interpreter must keep your information private. *Ask for another interpreter if there is a problem with the interpreter.*

- **YOU have a right to written materials in your language**

If the state has translated the information you need, the county must give you the written translation. It does not matter how many people in your county speak that language.

* Sometimes the state has not translated the materials into your language. In this case, the county must interpret the information for you. *The county must tell you a way to get an interpreter. Tell the county if you need an oral explanation of materials because of reading problems.*

- **What if I have problems getting language services?**

- ◆ Use the back of this form to ask for an interpreter/translations.
- ◆ You can file a discrimination complaint. This helps the county follow the law. It is not bad to complain. To file a complaint against the county, toll free: 1-866-741-6241 or (800) 735-2929 (CA Relay Service)
- ◆ Call a legal advocate for help:



Language Needs

- I would like an interpreter.
- I would like my paperwork in translation.

If the state does not have translations for my language, tell me how to get an interpreter for written information.

- I have no written language/have problems reading. I need an interpretation of all written materials.

My language is: _____

Signature

Date

*The county is required to provide a free interpreter.
The county is required to send state translated materials.
The county is required to help people with reading problems.*