



**North Carolina Department of Health and Human Services  
Division of Social Services**

Pat McCrory  
Governor

Aldona Z. Wos, M.D.  
Ambassador (Ret.)  
Secretary DHHS

Wayne E. Black  
Division Director

March 13, 2014

Dear County Director of Social Services:

**ATTENTION:** All Administrators, Managers and Supervisors

**SUBJECT:** Interpreter Services for the Deaf, Deaf-Blind and Hard of Hearing

The North Carolina Division of Social Services recognizes that local Departments of Social Services have a need for sign language interpreting and transliterating services when serving Deaf, Hard of Hearing and Deaf-Blind individuals and their families. As mandated in the Americans with Disabilities Act of 1990, providing sign language interpreting services ensures those families experience effective communication and equal access to DSS and other services. Ultimately, "effective communication" is information that is equally clear and understandable to all parties, just as it would if the individual were not Deaf, Hard of Hearing or Deaf-Blind.

To ensure quality interpreting and transliterating services for all Deaf, Hard of Hearing and Deaf-Blind people in North Carolina, a North Carolina Interpreter and Transliterating Licensure Act (N.C.G.A. 90D) was created. Per this statute, individuals being compensated in any way for providing sign language interpreting or transliterating services in North Carolina must be licensed. For example, a social worker who interprets while on duty as a DSS employee but is not licensed would be violating this statute. Exemptions would be individuals interpreting in religious or educational settings or in medical/mental health emergencies until a licensed interpreter becomes available.

In North Carolina, licensure is a minimum requirement; interpreters still need to be qualified – as defined in the ADA – for specific assignments.

The Division of Services for the Deaf and the Hard of Hearing (DSDHH) has guidelines for procuring interpreting/transliterating services to assist you in selecting a licensed interpreter who is qualified and appropriate for a specific job: [http://www.ncdhhs.gov/dsdhh/services/hiring\\_SLI.htm](http://www.ncdhhs.gov/dsdhh/services/hiring_SLI.htm)

In addition, DSDHH has Interpreting Services Specialists at its seven regional centers (which serve all 100 counties) available to provide training, consultation and technical assistance to DSS staff regarding sign language interpreting and transliterating resources. There is no charge for DSDHH services. To find a regional center that serves your county: <http://www.ncdhhs.gov/dsdhh/where.htm>

www.ncdhhs.gov • www.ncdhhs.gov/dss  
Tel 919-527-6335 • Fax 919-334-1018

Location: McBryde Bldg. • 820 S. Boylan Avenue • Raleigh, NC 27603

Mailing Address: 2401 Mail Service Center • Raleigh, NC 27699-2401

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DSDHH maintains an up-to-date list of licensed interpreters. The directory can be found at the following link and is for your convenience in locating a licensed interpreter:  
<http://www.ncdhhs.gov/dsdhh/directories.htm>

Should you need any further information, please contact Carlotta Dixon, DSS Interpreter Services Coordinator at 919-527-6421 or [Carlotta.Dixon@dhhs.nc.gov](mailto:Carlotta.Dixon@dhhs.nc.gov). Also, you may contact the DSDHH Communication Access Manager, Jennifer Boyd Johnson, M.Ed, CI, CT, NIC at 919-874-2229 or [jennifer.b.johnson@dhhs.nc.gov](mailto:jennifer.b.johnson@dhhs.nc.gov).

Sincerely,



Wayne E. Black, Director  
NC Division of Social Services



Jan Withers, Director  
NC Division of Deaf and the Hard of Hearing

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