

Case Study 9 – Social Security

Interpreter Request:	<ul style="list-style-type: none"> • ASL interpreter requested for Social Security. • CDI & HI are both requested & arrive at the same time • Time: one hour • Situation: Meeting with employee to apply for benefits • Consumer: Deaf applicant
More Information about Situation:	<ul style="list-style-type: none"> • Application consists of a form to be filled out. • Hearing consumer reads questions to Deaf consumer. • Questions are personal in nature. • Deaf consumer is required to have significant personal financial information on hand. • Questions include some technical/governmental jargon (not written in lay terms).
More Information about Consumer:	<ul style="list-style-type: none"> • Consumers have experience with interpreters • Deaf consumer has a college degree • Deaf consumer in his 30's • Interpreter arrives at assignment & learns consumer is from large city with significant diversity. • Deaf consumer is first time applicant. • Deaf consumer appears to be intellectually and physically competent. • Deaf consumer is residential school graduate. • Deaf consumer is alone. • Hearing consumer is a Social Security employee that takes applications all day as part of her job. • Hearing consumer has next appointment in an hour.
Demands for Educating Consumers:	<ul style="list-style-type: none"> • Deaf consumer states he does not need/want a CDI for this appointment • Social Security employee prefers to have the CDI present; she has had previous bad experiences without the assistance of a CDI
Demands Regarding Advocating for DI:	<ul style="list-style-type: none"> • Hearing consumer feels confused about the request for two interpreters (DI/HI) • Hearing consumer wants to rush the appointment and doesn't have time for using DI/HI • Deaf consumer prefers to watch both DI/HI • Social Security office prefers to pay one interpreter instead of two interpreters.