

Study Guide for
Certified
Social Services Interpreters

Laotian -- English

By
Washington State Department of Social and Health Services (DSHS)
Language Testing and Certification (LTC)



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PRACTICE EXAM FOR INTERPRETERS

This practice exam is designed to help you prepare for taking the language proficiency exam developed by the Office of Language Interpreter Services and Translations, LIST, in the Department of Social and Health Services.

In an effort to provide all candidates who are taking the exam with the opportunity to practice, this sample test has been designed utilizing general terminology frequently used in the various divisions of our department, in a variety of situations.

Although the questions in this practice sample are different from those from the actual exam, its structure is similar, and it will give the candidate the familiarity necessary to ease into the transition of taking the "real" test.

Please keep in mind that this is only a practice exercise. You should choose a quiet environment when taking this preparation exam. We hope that your experience with this practice test will help you to increase your chances of obtaining permanent certification.

You should allow yourself a maximum of forty five (45) for doing this exercise.

A blank answer sheet is provided for your use.

The packet also contains a completed answer sheet to enable you to check your answers. We encourage you to review the answers after you have finished the exercise.

PRELIMINARY INFORMATION

The written exam for contract interpreters has been developed as a screening device. It is intended to measure the candidate's ability to understand standard written English, vocabulary items commonly encountered in programs within the Department of Social and Health Services, general knowledge of the interpreters professional ethics, and writing skills in the target language.

The entire test has been developed in the multiple choice format.

INTRODUCTORY INFORMATION

The test contains four sections. Each of these sections is designed to measure different elements within the structure of a language.

***Section One** is designed to test your knowledge of general English grammar. You will be given a sentence which contains a blank space. From a choice of four options you will be asked to choose the word which best completes the sentence.*

***Section Two** is designed to assess your knowledge of vocabulary and terms commonly used in various programs of the Department of Social and Health Services. In this section you will be given a complete sentence. The sentence contains a word or phrase which has been underlined. You will be asked to choose the word closest in meaning, or synonym, to this underlined word or phrase from a multiple choice of four.*

***Section Three** is designed to test your knowledge of the interpreters professional code of ethics. You will be given a statement, and will be asked to choose whether it's true or false.*

***Section Four** is designed to test your writing ability in the target language. You will be given an INCOMPLETE sentence, and will be asked to choose from four options provided the one option which you feel best completes the sentence.*

FEED THIS DIRECTION

NAME: Last, First		Social Security Number	
Test Name and Booklet Number		Date	Test Site

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	SER NUM	SCORE				SER NUM	SCORE				SER NUM	SCORE			
		1	2	1	2		1	2	1	2					
1	A B C D E	51	A B C D E	101	A B C D E										
2	A B C D E	52	A B C D E	102	A B C D E										
3	A B C D E	53	A B C D E	103	A B C D E										
4	A B C D E	54	A B C D E	104	A B C D E										
5	A B C D E	55	A B C D E	105	A B C D E										
6	A B C D E	56	A B C D E	106	A B C D E										
7	A B C D E	57	A B C D E	107	A B C D E										
8	A B C D E	58	A B C D E	108	A B C D E										
9	A B C D E	59	A B C D E	109	A B C D E										
10	A B C D E	60	A B C D E	110	A B C D E										
11	A B C D E	61	A B C D E	111	A B C D E										
12	A B C D E	62	A B C D E	112	A B C D E										
13	A B C D E	63	A B C D E	113	A B C D E										
14	A B C D E	64	A B C D E	114	A B C D E										
15	A B C D E	65	A B C D E	115	A B C D E										
16	A B C D E	66	A B C D E	116	A B C D E										
17	A B C D E	67	A B C D E	117	A B C D E										
18	A B C D E	68	A B C D E	118	A B C D E										
19	A B C D E	69	A B C D E	119	A B C D E										
20	A B C D E	70	A B C D E	120	A B C D E										
21	A B C D E	71	A B C D E	121	A B C D E										
22	A B C D E	72	A B C D E	122	A B C D E										
23	A B C D E	73	A B C D E	123	A B C D E										
24	A B C D E	74	A B C D E	124	A B C D E										
25	A B C D E	75	A B C D E	125	A B C D E										
26	A B C D E	76	A B C D E	126	A B C D E										
27	A B C D E	77	A B C D E	127	A B C D E										
28	A B C D E	78	A B C D E	128	A B C D E										
29	A B C D E	79	A B C D E	129	A B C D E										
30	A B C D E	80	A B C D E	130	A B C D E										
31	A B C D E	81	A B C D E	131	A B C D E										
32	A B C D E	82	A B C D E	132	A B C D E										
33	A B C D E	83	A B C D E	133	A B C D E										
34	A B C D E	84	A B C D E	134	A B C D E										
35	A B C D E	85	A B C D E	135	A B C D E										
36	A B C D E	86	A B C D E	136	A B C D E										
37	A B C D E	87	A B C D E	137	A B C D E										
38	A B C D E	88	A B C D E	138	A B C D E										
39	A B C D E	89	A B C D E	139	A B C D E										
40	A B C D E	90	A B C D E	140	A B C D E										
41	A B C D E	91	A B C D E	141	A B C D E										
42	A B C D E	92	A B C D E	142	A B C D E										
43	A B C D E	93	A B C D E	143	A B C D E										
44	A B C D E	94	A B C D E	144	A B C D E										
45	A B C D E	95	A B C D E	145	A B C D E										
46	A B C D E	96	A B C D E	146	A B C D E										
47	A B C D E	97	A B C D E	147	A B C D E										
48	A B C D E	98	A B C D E	148	A B C D E										
49	A B C D E	99	A B C D E	149	A B C D E										
50	A B C D E	100	A B C D E	150	A B C D E										

**State of Washington
Department of Social and Health Services
Language Interpreter Services and Translations (LIST)**

INSTRUCTIONS:

It is essential that you follow the instructions below to ensure proper scoring. You may not get credit for your correct answer if you fail to follow these instructions.

Be sure that the answer you mark on your answer sheet corresponds with the number of the test question in the test booklet. Fill in all the space between the lines using a #2 pencil. Your answer marks should look like this:

 B C D E

MAKE DARK, CLEAR MARKS !

Mark only one answer for each question. If you change an answer, erase the old answer completely. If you don't erase completely, the computer might read both of the answers you marked. When two answers for one question are marked, the answer will be scored as incorrect.

ENGLISH GRAMMAR:

The following segment of the practice test will help you prepare for the section designed to test your knowledge of English grammar. Read the directions carefully and then proceed.

I. Directions:

Each of the following sentences contains a blank space. Select from A, B, C, and D the word or phrase which best completes the sentence. Then on your answer sheet mark the letter corresponding to your chosen answer.

1. If an application for financial assistance _____ misplaced, the entire process can be delayed.
A. are B. is C. was D. were

2. The purchase of a wheelchair _____ approved by the department prior to submitting the purchase order.
A. could being B. hasn't be C. must be D. hadn't being

3. She suspects that her neighbor _____ her food stamps over the weekend.
A. had stole B. has stole C. have stolen D. stole

4. It was evident he _____ the question about his age when he replied saying "it's ten forty five" A.M.
A. did understand C. didn't understood
B. didn't understand D. does understood

5. All this confusion _____ if there had been an interpreter on staff at the time of the initial interview.
A. have been avoided C. was to be avoided
B. should have been avoided D. would have been avoided

6. In order to bring the office _____ with departmental policies, staff processing mail must date stamp all incoming correspondence.
A. above compliance C. onto compliance
B. into compliance D. to comply

7. He traveled 80 miles to attend the hearing only _____ it had been canceled.
- A. to be told
B. to has been told
C. to hasn't been told
D. to have being told
8. The woman, _____, is the one applying for custody for these children.
- A. who you has just met
B. whom you has just met
C. whom you have just met
D. whose you had just met
9. The way _____ you relate to your clients will affect the overall performance of your duties.
- A. from where
B. from which
C. in what
D. in which
10. Per their previous negative experience, the workers sensed that they _____.
- A. could was treated badly
B. should be treated badly
C. was to treat them badly
D. would be treated badly

VOCABULARY:

The following section is designed to assess your knowledge of vocabulary and terms commonly used in various programs of the Department of Social and Health Services. Read the directions carefully and then proceed.

II. Directions:

Taking each of the following sentences into consideration, select from A, B, C and D the word or phrase whose meaning is the closest to, or explains the underlined word or phrase. Then on your answer sheet mark the letter corresponding to your chosen answer.

11. When you fill out the application for financial assistance, make sure you write the name and date of birth of all your dependents.
 - A. document requesting admission to school
 - B. document requesting a loan from a financial institution
 - C. document requesting assistance in finding a home
 - D. document requesting help with economical needs

12. An applicant must meet certain requirements in order to qualify for receiving medical coupons.
 - A. stamps used as money to pay for health care expenses
 - B. stamps used as money to buy food
 - C. stamps used as money to pay rent
 - D. stamps used as money to pay for the purchase of appliances

13. "Other than your job, what other sources of income do you have?"
 - A. accounts pending in collection offices
 - B. activities and other causes which generate cash
 - C. places for losing profit
 - D. ways of earning respect

14. Prior to recommending a specific treatment program, the staff from the Division of Alcohol and Substance Abuse normally conduct an initial assessment of the client's needs.
- A. assignment of a course of action
 - B. evaluation of factors with which a client has problems coping
 - C. determination of the client's preference in food
 - D. investigation of the client's educational background
15. The state mental health treatment programs might include a community reintegration phase for those patients who have been referred for treatment by the criminal justice system.
- A. period of time designated to prepare the patient to re-enter society
 - B. period of time to re-study the patient's behavior
 - C. the community evaluates the phase of reintegration
 - D. the faces of all the patients re-entering the community
16. Although a small amount, the family depended entirely on the workmen's compensation check the father received.
- A. compensation awarded to workers'supervisors for treating staff well
 - B. compensation given to workers for their hard work
 - C. compensation workers receive in exchange for services
 - D. legal compensation granted to workers who suffered an injury at work
17. If Children Protective Services find evidence of child neglect, the parental rights can be taken away from a child's parent(s).
- A. acknowledgement of good parental skills
 - B. Children Protective Services awards neglect to parents
 - C. custody and decision making privileges affecting the life of a child
 - D. parents given special privilege to neglect a child
18. The mission of staff working at a nursing home is to make as comfortable as possible the stay of the elderly and the disabled.
- A. facility in which modern pre-teens and disabled people live
 - B. facility where the elderly and disabled live, and receive attention and care
 - C. home or facility for the rich elderly and the disabled gamblers
 - D. institution created for elderly with parents and disabled homeless people

19. **Children Protective Services always evaluates possible risk factors for child abuse and neglect in the family before returning the child home.**
- A. **abuse and neglect of children taking place in the family home**
 - B. **emotional and economical situation of the family which might place the child in danger if returned home**
 - C. **factors composing the family environment which will enrich the child's life**
 - D. **the child's home with factors which contribute to have a good situation**
20. **Guardianship for my uncle was established two years ago in King County.**
- A. **establishment that uncles donate to organizations managed by relatives**
 - B. **legal order to ganish wages of an absent parent for support payment**
 - C. **legal tool that allows an individual, or organization, to make decisions for someone unable to do so**
 - D. **period of two years which is required to process legal adoption of children**

WRITING ABILITY:

The following segment of the practice test will help you prepare for the section designed to test your writing ability in the target language. Please read the directions carefully and proceed.

IV. Directions:

Choose from A, B, C and D the one option which you feel best completes each sentence. Then mark your choice on your answer sheet.

31. ຖ້າ....., ສູນກາງຄຳນວນບອກວ່າຄົນຈັບຕິດຢາໄຊ້ຫລືບໍ່.
- A. ການລ້ຽງສາມເຄມີສຳລັບການວິໄຈລວນຖືກເຮັດຂຶ້ນ
 - B. ການລ້ຽງສຳລັບການວິໄຈດ້ວຍສາມເຄມີໄດ້ຖືກເຮັດຂຶ້ນ
 - C. ການວິໄຈໄດ້ເຄີຍເຮັດເກີດຂຶ້ນສຳລັບການລ້ຽງ
 - D. ການວິໄຈສຳລັບການລ້ຽງສາມກັບສາມເຄມີໄດ້ເຮັດເກີດຂຶ້ນ
32. ຕາມພື້ນຖານການຕີຣາຄາຂອງຄວາມບໍ່ສົມບູນດ້ານສຸຂະພາບທຸກໆເທື່ອ.....
ວິທີການຕີຣາຄາທີ່ມີໄວ້ແລ້ວ.
- A. ຕາມຄຳຊີ້ຂາດຂອງການຂາດຂອງການຂາດສະມັຕພາບທີ່ມີຂຶ້ນຕາມ
 - B. ຄຳຊີ້ຂາດກ່ຽວກັບຄວາມຂາດສະມັຕພາບຈະຖືກເຮັດຂຶ້ນຕາມ
 - C. ຄວາມຂາດສະມັຕພາບຕາມຄຳຊີ້ຂາດທີ່ເຮັດຂຶ້ນຕາມ
 - D. ຄວາມຂາດສະມັຕພາບຕາມຄຳຊີ້ຂາດທີ່ໄດ້ເຮັດຂຶ້ນຕາມ
33.ຜູ້ພົວພັນມີເສັ້ນຂະໜານສັງຄົມອີກກັນບໍ່ໃຫ້ລາວ ຊາຍນິງ ກາຍເປັນຄົນຊ່ວຍຕົວເອງໄດ້ ຜູ້ຊ່ຽວຊານ
ຂອກວຽກ ຈະຮຸ້ງໃຫ້ແຜນກບໍ່ຮືການສັງຄົມຮູ້.
- A. ນ້ອຍເທື່ອເຂົາເຈົ້າຮູ້ວ່າ
 - B. ນັບແຕ່ເຂົາເຈົ້າຮູ້ແລ້ວກໍ
 - C. ເວລາເຂົາເຈົ້າຮູ້ວ່າ
 - D. ບ່ອນເຂົາເຈົ້າຮູ້ໄດ້ມາແລ້ວກໍ

34.ກຳລັງລໍຖ້າໃຫ້ຖືກຮັບໄປຊ່ວຍ, ແຕ່ບາງຄົນກໍບໍ່ມີເງື່ອນໄຂພື້ນຖານ
ທີ່ຈະຮັບເອົາເຂົາມາຊ່ວຍ.
- A. ມັນມີເດັກຜູ້ດຽວຫລາຍຄົນ
 - B. ມັນມີເດັກຫລາຍຄົນ
 - C. ມີຈຳນວນເດັກຜູ້ດຽວ
 - D. ມີເດັກນ້ອຍຈຳນວນນາໆມາຍ
35. ຄົນເຮືອອົງຄະ.....ວຽກງານແຮມສາມບາງຢ່າງຍ້ອນເຫດຜົນ ດ້ານສຸຂະພາບ ຫລື
ມັນສະນອງບໍ່ສົມບູນທີ່ທາງແພດຍິງໄວ້.
- A. ແມ່ນຜູ້ທີ່ບໍ່ສາມາດປະກອບ
 - B. ແມ່ນຜູ້ຊຶ່ງບໍ່ໄດ້ສາມາດປະກອບໃນບາງ
 - C. ເປັນຜູ້ທີ່ບໍ່ສາມາດປະກອບເຂົ້າ
 - D. ຈະເປັນຜູ້ຊຶ່ງບໍ່ສາມາດປະກອບເຂົ້າທັງໝົດ
36. ຜູ້ໄດ້ຮັບ ບັດການປົນປົວ.....ບ່ອນປົນປົວໂດຍພະນັກງານບໍລິການຂົນສົ່ງ.
- A. ຖືກຮັບໄປຫາ ແລະ ມາຈາກ
 - B. ກຳລັງຮັບເຂົ້າໄປ ແລະ ມາຈາກ
 - C. ຮັບໄປ ແລະ ມາຈາກ
 - D. ໄດ້ຮັບໄປ ແລະ ມາຈາກ
37. ກົມຈ່າຍເງິນຊ້ຽງເດັກ.....
- A. ບໍ່ສາມາດໄດ້ເອົາເກີນຮາຄາຕາລາດທ້ອງຖິ່ນສຳລັບຄ່າຊ້ຽງເດັກ
 - B. ບໍ່ສາມາດເອົາຮາຄາຕາລາດທ້ອງຖິ່ນສຳລັບຮາຄາຊ້ຽງເດັກ
 - C. ບໍ່ອາດເອົາເກີນຮາຄາຊ້ຽງເດັກຕາມຕາລາດທ້ອງຖິ່ນ
 - D. ບໍ່ອາດເອົາຮາຄາຕາລາດທ້ອງຖິ່ນສຳລັບຄ່າຊ້ຽງເດັກ
38.ແລະຜູ້ຮ້ອງບໍ່ມີສິດໄດ້ຮັບການບໍລິການ, ຈຶ່ງມີການຈ່າຍເກີນໃຫ້ຜູ້ຮ້ອງບໍ່
ເກີດຂຶ້ນ.
- A. ຍ້ອນໄດ້ຈ່າຍຄ່າບໍລິການທີ່ໃຫ້ມານັ້ນ
 - B. ນອກຈາກການບໍລິການນັ້ນໄດ້ຈ່າຍໃຫ້
 - C. ເຖິງຈະບໍ່ພໍໃຈກັບການບໍລິການການຈ່າຍກໍໄດ້ເຮັດໃຫ້ໄປແລ້ວ
 - D. ເຖິງຈະບໍ່ພໍໃຈກັບການບໍລິການກໍໄດ້ຈ່າຍໃຫ້ໄປແລ້ວ

39. ຜູ້ແປພາສາເປັນຂົວສໍາລັບການສົນທະນາ.....

- A. ໃນຈຳນວນສອງຝ່າຍຊຶ່ງບໍ່ປາກພາສາດຽວກັນ
- B. ລະຫວ່າງສອງຝ່າຍທີ່ບໍ່ປາກພາສາດຽວກັນ
- C. ຢູ່ໃນສອງຝ່າຍທີ່ບໍ່ປາກພາສາດຽວກັນ
- D. ຢູ່ເທິງສອງຝ່າຍທີ່ປາກພາສາດຽວກັນ

40. ຍ້ອນການແປພິດພາດ ທ່ານໝໍ້ຈິງວິໄຈອາການເຈັບໄຂ້ພິດ ແລະ ວາງຢາພິດ.....
ໃຫ້ແກ່ຄົນເຈັບ.

- A. ໄດ້ເຮັດມີການຕົກລົງທີ່ທໍຣະນານຢ່າງໃຫຍ່ຫລວງ
- B. ໄດ້ເຮັດໃຫ້ການທໍຣະນານທີ່ສໍາຄັນກວ່າໝູ່
- C. ຊຶ່ງພາໃຫ້ເກີດຄວາມທໍຣະນານຢ່າງສາຫັດ
- D. ຊຶ່ງພາໃຫ້ເກີດຄວາມທໍຣະນານສໍາຄັນຍິ່ງ

Key to Written Practice Exam

- | | | | |
|-----|---|-----|---|
| 1. | B | 21. | B |
| 2. | C | 22. | B |
| 3. | D | 23. | A |
| 4. | B | 24. | B |
| 5. | D | 25. | A |
| 6. | B | 26. | A |
| 7. | A | 27. | B |
| 8. | C | 28. | A |
| 9. | D | 29. | B |
| 10. | D | 30. | A |
| 11. | D | 31. | D |
| 12. | A | 32. | B |
| 13. | B | 33. | C |
| 14. | B | 34. | D |
| 15. | A | 35. | A |
| 16. | D | 36. | A |
| 17. | C | 37. | C |
| 18. | B | 38. | A |
| 19. | B | 39. | B |
| 20. | C | 40. | C |

PRACTICE ORAL EXAM FOR INTERPRETERS

This practice exam is designed to help you prepare for taking the language proficiency exam developed by the Office of Language Interpreter Services and Translations, LIST, in the Department of Social and Health Services.

In an effort to provide all interpreters taking the exam with the opportunity to practice, this sample oral test has been designed utilizing general terminology frequently used in the various divisions in a variety of situations.

Although the content of each section in this practice sample is different from that of the actual exam, its structure is similar, and it will give the candidate the familiarity necessary to ease into the transition of taking the "real" oral test.

Please keep in mind that this is only a practice exercise. You should choose a quiet environment when taking this preparation exam. We hope that your experience with this practice test will help you to increase your chances of obtaining permanent certification.

Oral Practice Exam

Section One: Sight Translation

Part 1: English to Target Language

Directions:

You will be allowed three minutes to complete this part of the oral test during the actual oral exam. Therefore, you should try to complete the following practice within three minutes. You may silently review the text before you begin your oral interpretation, but the review time should be part of the three minutes. If, when you are translating, you come to a word or phrase you don't know or have just blanked out on, give it in English and go on so that you don't waste much of your time on those words or phrases. Now, please orally translate the following text into the target language you will be testing for.

Information and referral may involve a single contact between the worker and the enrollee or may involve one or two additional contacts. However, if the number of contacts increase and there is evidence of a more intensive service need, there may be need for a different method of service delivery. Careful judgment is necessary on the worker's part to determine whether crisis intervention or case management services are necessary. Assessing the boundaries between these professional activities is part of the trained judgment the worker brings to the relationship.

(Please orally translate the following into English)

ການຮັກສາຄວາມລັບແມ່ນການພົວພັນລະຫວ່າງ ຜູ້ມາຕິດຕໍ່ວຽກງານ ແລະ ອົງການ ທີ່ຄ້ຳປະກັນວ່າຜູ້ມາຕິດຕໍ່ວຽກງານ ຖືກຄຸ້ມຄອງ ຈາກການເປີດເຜີຍລາຍລະອຽດທີ່ບໍ່ເໝາະສົມທີ່ທາງອົງການຮູ້ນັ້ນ. ການຮັກສາຄວາມລັບບໍ່ແມ່ນຂໍ້ຜູກມັດຂອງຄວາມລັບລະຫວ່າງ ຜູ້ມາ ຕິດຕໍ່ວຽກງານ ແລະ ພະນັກງານ. ບັນດາຜູ້ມາຕິດຕໍ່ວຽກງານທຸກຄົນມີສິດດ້ານການຮັກສາຄວາມລັບ ກ່ຽວກັບການພົວພັນຂອງເຂົາ ເຈົ້າກັບອົງການ. ການຮັກສາຄວາມລັບແມ່ນພື້ນຖານຂອງການເສີມຂະຫຍາຍຄວາມເຊື່ອຖືລະຫວ່າງພະນັກງານ ແລະ ຜູ້ມາຕິດຕໍ່ວຽກ ງານ. ຄວາມເຊື່ອຖືເຫລົ່ານັ້ນ ເປັນສິ່ງຈຳເປັນຕໍ່ເນື້ອໃນກົດໝາຍເພື່ອເຮັດໃຫ້ການຮັບໃຊ້ສັງຄົມມີປະສິດທິພາບ. ກົດໝາຍຂອງຮັດ ແລະ ຮັຖບານກາງ ຄຸ້ມຄອງຜູ້ມາຕິດຕໍ່ວຽກງານຈາກການນຳເອົາລາຍລະອຽດດ້ານສ່ວນຕົວ ຊຶ່ງໄດ້ມາຈາກການດຳເນີນການຂອງໂຄງການ ປົກຄອງອອກມາໃຊ້ຢ່າງເໝາະສົມ. ການຮັກສາຄວາມລັບແມ່ນເຮື່ອງສຳຄັນໃນວົງການຮັຖບານ ເພາະວ່າສິດສ່ວນຕົວຂອງບຸກຄົນ ແລະ ສິດໃນການຮູ້ຈັກລາຍລະອຽດຂອງປະຊາຊົນກ່ຽວກັບການເຄື່ອນໄຫວຂອງຮັຖບານຂອງຕົນ ເປັນຫລັກການທີ່ຖືກສົນໃຈຢູ່ໃນປັດຈຸບັນນີ້.

Section Two: Consecutive Interpretation Exercise

Directions:

Following is a consecutive interpretation exercise. The audio exercise contains a pre-recorded conversation between an English and a non-English speaking persons. While listening to the recording, you are to assume the role of an interpreter for both speakers. The recording has built-in pauses. The pauses are your time to interpret. There is a “beep” after each speaker. Once you hear the “beep”, you may start interpreting.

You can take notes to help you recall what is being said. Allow yourself only two repeats (2 segments between pauses) during the entire exercise. If you miss anything after you have used up your two repeats, don't stop the recording. Instead, try to keep pace with the rest of the recording, and don't think about what you miss, concentrate on what is ahead.

Remember the basic ground rule, accuracy. Don't paraphrase, don't add anything, and don't leave anything out.

If you think the above instructions are clear to you up to this point, go on with the consecutive interpreting practice exercise by clicking the link of Audio Practice Samples under Social Service Pre-test Study Packages for Certified Languages on the homepage, and then click on your language.

After you are done practicing the consecutive interpretation exercise, pause the audio player and read the directions for Section Three.

Section Three: Simultaneous Interpretation

Directions:

Following the consecutive interpretation exercise are two recordings, both in the English language. If you want to record your own voice with a recorder, you will need to use a headphone or earphone to listen to the recordings. This way, the recorder will only pick up your voice but not the voice in the recordings.

Now, please continue with the simultaneous interpretation exercise.

DO NOT GO ON TO THE NEXT PAGE UNTIL YOU FINISH LISTENING TO THE CONSECUTIVE AND SIMULTANEOUS EXERCISES.

Reference Guides to Sample Exercises

Paragraph 1:

ລາຍລະອຽດ ແລະ ການອ້າງເຖິງອາດກວມໄປເຖິງການພົວພັນເທື່ອນຶ່ງຮະຫວ່າງ ພະນັກງານ ແລະ ຜູ້ມີຊື່ໃນບັນຊີ ຫລື ອາດກວມໄປເຖິງການພົວພັນອີກເທື່ອນຶ່ງ ຫລື ສອງເທື່ອຕໍ່ໄປ. ເຖິງຢ່າງໃດກໍດີ, ຖ້າຈຳນວນການພົວພັນເພີ່ມຂຶ້ນ ແລະ ມີຫຼັກຖານວ່າມີຄວາມຕ້ອງການ ການບໍລິການເພີ່ມຂຶ້ນອີກ, ອາດຈຳເປັນຕ້ອງໄດ້ໃຊ້ຮະບົບການ ການໃຫ້ການບໍລິການແບບໃໝ່. ມັນເປັນໜ້າທີ່ຂອງພະນັກງານທີ່ຈຳເປັນຕ້ອງຕັດສິນໃຈຊື່ຂາດວ່າຈະໃຊ້ຮະບົບພົວພັນແບບສຸກເສີນ ຫລື ລະບົບການຄຸ້ມກັນສຳນວນ. ການປະເມີນເຂດຮະຫວ່າງການປະຕິບັດງານແບບອາຊີບເຫຼົ່ານີ້ເປັນພາກສ່ວນຂອງການຝຶກແອບລິງຄຳຊື່ຂາດ ທີ່ພະນັກງານນຳມາສຸ່ມການພົວພັນ.

Information and referral may involve a single contact between the worker and the enrollee or may involve one or two additional contacts. However, if the number of contacts increase and there is evidence of a more intensive service need, there may be need for a different method of service delivery. Careful judgment is necessary on the worker's part to determine whether crisis intervention or case management services are necessary. Assessing the boundaries between these professional activities is part of the trained judgment the worker brings to the relationship.

Paragraph 2:

Confidentiality is a relationship between a client and the agency which guarantees the client is protected against improper disclosure of information known to the agency. Confidentiality is not a bond of secrecy between client and worker. All clients have the right to confidentiality in their contact with the agency. Confidentiality is the basis for the development of trust between worker and client. Such trust is essential to the provision of effective social services. State and federal laws protect client from improper use of the personal information obtained in the process of program administration. Confidentiality is a sensitive issue in government because the right of the individual to privacy is a principle observed concurrently with the right of the public to have access to information about the conduct of his government.

ການຮັກສາຄວາມລັບແມ່ນການພົວພັນລະຫວ່າງ ຜູ້ມາຕິດຕໍ່ວຽກງານ ແລະ ອົງການ ທີ່ຄ້ຳປະກັນວ່າຜູ້ມາຕິດຕໍ່ວຽກງານ ຖືກຄຸ້ມຄອງຈາກການເປີດເຜີຍລາຍລະອຽດທີ່ບໍ່ເໝາະສົມທີ່ທາງອົງການຮູ້ນັ້ນ. ການຮັກສາຄວາມລັບບໍ່ແມ່ນຂໍ້ຜູກມັດຂອງຄວາມລັບລະຫວ່າງ ຜູ້ມາຕິດຕໍ່ວຽກງານ ແລະ ພະນັກງານ. ບັນດາຜູ້ມາຕິດຕໍ່ວຽກງານທຸກຄົນມີສິດດ້ານການຮັກສາຄວາມລັບ ກ່ຽວກັບການພົວພັນຂອງເຂົາເຈົ້າກັບອົງການ. ການຮັກສາຄວາມລັບແມ່ນພື້ນຖານຂອງການເສີມຂະຫຍາຍຄວາມເຊື່ອຖືລະຫວ່າງພະນັກງານ ແລະ ຜູ້ມາຕິດຕໍ່ວຽກງານ. ຄວາມເຊື່ອຖືເຫຼົ່ານີ້ ເປັນສິ່ງຈຳເປັນຕໍ່ເນື້ອໃນກົດໝາຍເພື່ອເຮັດໃຫ້ການຮັບໃຊ້ສັງຄົມມີປະສິດທິພາບ. ກົດໝາຍຂອງຣັດ ແລະ ຣັຖບານກາງ ຄຸ້ມຄອງຜູ້ມາຕິດຕໍ່ວຽກງານຈາກການນຳເອົາລາຍລະອຽດດ້ານສ່ວນຕົວ ຊຶ່ງໄດ້ມາຈາກການດຳເນີນການຂອງໂຄງການປົກຄອງອອກມາໃຊ້ຢ່າງເໝາະສົມ. ການຮັກສາຄວາມລັບແມ່ນເລື່ອງສຳຄັນໃນວົງການຮັຖບານ ເພາະວ່າສິດສ່ວນຕົວຂອງບຸກຄົນ ແລະ ສິດໃນການຮູ້ຈັກລາຍລະອຽດຂອງປະຊາຊົນກ່ຽວກັບການເຄື່ອນໄຫວຂອງຮັຖບານຂອງຕົນ ເປັນຫຼັກການທີ່ຖືກສົນໃຈຢູ່ໃນປັດຈຸບັນນີ້.

CONSECUTIVE EXERCISE

Client: ພໍ່ຂອງຂ້ອຍຢູ່ໂຮງໝໍຜູ້ເຖົ້າ. ຂ້ອຍຈະເຮັດແນວໃດ ເພື່ອຈະໃຫ້ແນ່ໃຈວ່າລາວໄດ້ຮັບການຮັກສາຢ່າງດີທີ່ຈະດີໄດ້?

Interpreter: My father is at a nursing home. What can I do to make sure that he's receiving the best possible care?

Worker: All I can tell you is that in order to meet federal and state regulations, nursing care consultants make unannounced visits throughout the year to assigned nursing homes for the purpose of assessing the quality of care provided to Medicaid clients.

Interpreter: ສິ່ງທີ່ຂ້ອຍບອກໃຫ້ເຈົ້າຮູ້ຈັກໄດ້ກໍມີແຕ່ວ່າ ເພື່ອຈະໃຫ້ຖືກຕາມເງື່ອນໄຂຂອງກົດລະບຽບຮັກສາບາງ ແລະ ຂອງຮັດນັ້ນ, ຕາລອດປີຜູ້ຊ່ວຍຊານດ້ານຮັກສາພະຍາບານໄດ້ເຂົ້າໄປຢ້ຽມໂຮງໝໍຜູ້ເຖົ້າທີ່ຍິ່ງໄວ້ຢ່າງໃດບອກໃຫ້ຮູ້ ເພື່ອຕີຮາຄາຄຸນນະພາບການໃຫ້ການຮັກສາປີນປົວບັນດາຜູ້ຢູ່ໂຮງໝໍທີ່ໄດ້ຮັບບັດຊ່ວຍເຫລືອປີນປົວ.

Client: ບັນດາຜູ້ຊ່ວຍຊານເຫລົ່ານີ້ໃຫ້ຄວາມສົນໃຈກ່ຽວກັບສິ່ງໃດ?

Interpreter: What type of things do the specialists pay attention to?

Worker: During the visit, surveyors use uniform survey procedure to assess if residents care meet federal and state requirements. The survey includes observation of residents, interview with residents and staff, review of records, and observation/evaluation of patient procedures and environment.

Interpreter: ຄວາມໄປຢ້ຽມນັ້ນ, ບັນດາຜູ້ສຳລວດໃຊ້ວິທີການສຳລວດແບບດຽວກັນ ເພື່ອຕີຮາຄາວ່າການຮັກສາຜູ້ຢູ່ໂຮງໝໍນັ້ນຖືກຕ້ອງຕາມເງື່ອນໄຂທີ່ຮັກສາບາງ ແລະ ຮັດວາງໄວ້ຫລືບໍ່. ການສຳລວດກວມໄປເຖິງ ການສັງເກດຄົນຢູ່ໃນໂຮງໝໍ, ການສຳພາດຜູ້ເຖົ້າໂຮງໝໍ ແລະ ພະນັກງານ, ແລະ ການສັງເກດ/ຕີຮາຄາຂອງຄົນເຈັບ ແລະ ສິ່ງແວດລ້ອມ.

Client: ຖ້າຂ້ອຍມີຂໍ້ຕໍ່ວ່າກ່ຽວກັບການຮັກສາທີ່ພໍ່ຂ້ອຍໄດ້ຮັບຢູ່ນັ້ນ. ຂ້ອຍຈະເຮັດແນວໃດ?

Interpreter: What can I do if we have a complaint regarding the care my father is receiving?

Worker: You should take your complaint to the nursing home in which your father is residing, and if the problem persists, then you should take your complaint to a service worker of Aging and Adult Services.

Interpreter: ເຈົ້າຄວນຍື່ນຄຳຕໍ່ວ່າໄປຫາ ໂຮງໝໍຜູ້ເຖົ້າ ທີ່ພໍ່ຂອງເຈົ້າຢູ່ນັ້ນ, ຖ້າບັນຫາຍັງບໍ່ຖືກແກ້ໄຂ, ຕໍ່ໄປໃຫ້ເຈົ້າຍື່ນຄຳຮ້ອງຫາ ພະນັກງານບໍລິການຂອງໜ້ອງການຜູ້ເຖົ້າ ແລະ ຜູ້ໃຫຍ່.

Client: ຂ້ອຍໄດ້ຮັບຮູ້ວ່າພໍ່ຂອງຂ້ອຍມີບັນຫາບາງຢ່າງກ່ຽວກັບເອກກະສານຂອງລາວ, ແລະນັ້ນອາດມີສ່ວນເປັນໄປໄດ້ວ່າລາວຈະຖືກປະຕິເສດຈາກການຊ່ວຍເຫລືອການປີນປົວ. ໃນກໍລະນີນີ້ຂ້ອຍຈະເຮັດແນວໃດ?

Interpreter: I have been told that my father has some problems with his papers and that is very possible they deny him Medicaid services. What can I do in this case?

Worker: You and your father have the right to request a fair hearing concerning the denial, reduction or termination of services, if you feel this is the case, you should act upon this request right away.

Interpreter: ຕໍ່ຈ້າ ແລະ ພໍ່ຂອງເຈົ້າມີສິດຮ້ອງຂໍຟັງຄວາມເປັນທັນຕໍ່ວ່າຂອງການປະຕິເສດ, ການຫຼຸດ ຫຼື ການຕັດການບໍລິການ ຖ້າທ່ານຮູ້ວ່າແມ່ນກໍລະນີນີ້ແລ້ວ, ທ່ານຄວນປະຕິບັດຫາການຮ້ອງຂໍທັນທີໂລດ.

Client: ຂ້ອຍມີລູກອ້າຍລູກນ້ອງທີ່ເຮັດວຽກຢູ່ ພະແນກຜູ້ເຖົ້າ ແລະ ຜູ້ໃຫຍ່. ເຈົ້າຄິດວ່າລາວຈະສາມາດກວດເບິ່ງເອກະສານຂອງພໍ່ຂ້ອຍ ແລະ ກຳກັບສິ່ງຕ່າງໆເພື່ອເຮັດໃຫ້ບັນຫາໄດ້ບໍ່?

Interpreter: I have a cousin who works in Aging and Adult Services. Do you think she could review my father's papers and arrange things to solve the problem?

Worker: No; The policy of the department is that no employee shall work on cases of clients to whom they are related or with whom they have significant personal or non-official relationship, or a counseling relationship outside the department.

Interpreter: ບໍ່. ຕາມກົດລະບຽບຂອງກົມນັ້ນບໍ່ໃຫ້ພະນັກງານເຮັດວຽກກ່ຽວກັບສໍານວນຂອງຜູ້ກ່ຽວຂ້ອງ ທີ່ເປັນສາຍພາດກັບຕົນ ຫຼື ເຂົາເຈົ້າມີຄວາມພົວພັນດ້ານສ່ວນຕົວ ແລະ ຫຼື ບໍ່ເປັນທາງການກັບຜູ້ກ່ຽວ, ຫຼື ມີການພົວພັນດ້ານການຊີ້ນຳນອກກົມ.

Client: ພໍ່ຂອງຂ້ອຍເວົ້າພາສາອັງກິດບໍ່ໄດ້ ແລະ ກໍມີບັນຫາໃນການສົນທະນາກັບພະນັກງານຊ່ວຍສັງຄົມ. ຫາງພະແນກຜູ້ເຖົ້າ ແລະ ຜູ້ໃຫຍ່ ຈະຫາມາຍພາສາໃຫ້ລາວໄດ້ບໍ່?

Interpreter: My father doesn't speak English and has problems communicating with the social worker. Can the Division for Aging and Adults provide him with an interpreter?

Worker: Yes; If the client has a language barrier, the department can provide an interpreter and other appropriate aids at no cost.

Interpreter: ໄດ້; ຖ້າຜູ້ກ່ຽວຂ້ອງມີບັນຫາດ້ານພາສາ, ຫາງກົມອາດຫາມາຍພາສາ ແລະ ການຊ່ວຍເຫຼືອທີ່ເໝາະສົມອື່ນໆໃຫ້ໄດ້ໂດຍບໍ່ຄິດຄ່າ.

Client: ຂອບໃຈທີ່ໃຫ້ຄວາມກະຈ່າງແຈ້ງກ່ຽວກັບບັນຫາທີ່ຂ້ອຍມີ. ຂ້ອຍເຊື່ອວ່າລາຍລະອຽດທີ່ເຈົ້າບອກໃຫ້ຂ້ອຍຮູ້ນີ້ຈະຊ່ວຍຂ້ອຍໄດ້ດີທີ່ສຸດ.

Interpreter: Thank you for clarifying the questions I had. I'm sure that the information you gave me will help me a great deal.

Worker: You're welcome. I'm glad to know that I was able to help.

Interpreter: ຍິນດີຕ້ອນຮັບ, ຂ້ອຍດີໃຈທີ່ຮູ້ວ່າຂ້ອຍສາມາດຊ່ວຍໄດ້.

ການອັດສຽງພາກທີ 1:

ຈິງຈັງວ່າ ການປະຊຸມຂອງດ້ານການປົກຄອງ ກ່ຽວກັບເຮືອງນີ້ໄດ້ເປີດຂຶ້ນໃນ ວັນທີ 10 ເດືອນ 2, 1993 ຕໍ່ໜ້າ ທ່ານ Thomas Jacob Smith, ຊຸມສານຜູ້ອາດໄສດ້ານກົດໝາຍການປົກຄອງ. ນີ້ແມ່ນ ວັນທີ 16 ເດືອນ 2, 1993. ພວກເຮົາໄດ້ກັບຄືນມາຫາສຳນວນຂອງ Jay Campbell. ປາກົດວ່າ ທ່ານ Campbell, ຜູ້ອຸທອນບໍ່ໄດ້ມາ, ແຕ່ວ່າທະນາຍຂອງລາວໃນສຳນວນ, ທ່ານ Kelly Roco ມາ, ແລະ ຕາງໜ້າໃຫ້ກົມແມ່ນທ່ານ Edward Bross ຈາກຫ້ອງການເກັບເງິນລ້ຽງລູກ. ທະນາຍຂອງຜູ້ອຸທອນຢາກຮ້ອງຂໍໃຫ້ມີການສືບຕໍ່ການພິຈາະນາຕື່ມອີກ, ແລະ ກົມ DSHS ໄດ້ຂໍຄັດຄ້ານ. ຜູ້ອຸທອນໄດ້ບົກເອົາເຮືອງກວດເລືອດຂຶ້ນມາອ້າງວ່າຈຳເປັນ ເພື່ອໃຫ້ຮູ້ຄວາມເປັນພໍ່ຂອງເດັກ. ຄວາມຖືກພາມັນ ທ່ານ Campbell ຢູ່ ເບື້ອງຮະມັນ. ຫລັງຈາກໄດ້ປຶກສາຫາລືຄະດີນີ້ກັບຫ້ອງການອະທິໄອຍະການ ແລ້ວ ເຫັນວ່າ, ບ້ອນເງື່ອນໄຂຕ່າງໆ, ຄວາມຕ້ອງການໃຫ້ມີການກວດເລືອດນັ້ນນ້ອຍລົງ. ຕາມທາງເຫັນຂອງທາງກົມແລ້ວເຖິງວ່າ ພໍ່ສົມມຸດຜູ້ນີ້ບອກວ່າບໍ່ແມ່ນພໍ່ຜູ້ໃຫ້ກຳເນີດຂອງເດັກແລ້ວ, ພວກເຮົາກໍຍັງເຊື່ອວ່າລາວມີສ່ວນຮັບຜິດຊອບໃນຖານະພໍ່ລ້ຽງຜູ້ປົກຄອງ.

Recording 1:

Be it remembered that an administrative forum was held in this matter on the 10th day of February of 1993 before Thomas Jacob Smith, Senior Administrative Law Judge. It is today the 16th of February of 1993. We are back on the record in the matter of Jay Campbell. It appears that Mr. Campbell, the appellant, is not present, but his attorney of record, Kelly Roco is, and on behalf of the department is Edward Baros of the Office of Support Enforcement. The appellant's attorney would like to request another continuance in this proceeding, and DSHS is objecting to that. The appellant presented the issue of a blood test being necessary to establish paternity of the child. Mr. Campbell was stationed in Germany during the time of conception. After discussion of this case with the Attorney General's Office, it appears that, due to the circumstances, there would be less of a need for a blood test. The department's view is that, even if this presumptive father is not the natural father of the child, we still have outstanding his potential liability as a custodial stepparent.

ການອັດສຽງພາກທີ 2:

ຜູ້ຂໍອຸທອນ, ນາງ Lugo ໄດ້ຍື່ນຄໍາຮ້ອງຂໍໃຫ້ ຫ້ອງການອຸທອນ ໄດ້ພິຈາລະນາຄໍາຕັດສິນຂັ້ນຕົ້ນ ສະບັບລົງ ວັນທີ 2, ເດືອນ 12, 1992 ແລະ ປຶ້ມມັນຄືນໃໝ່, ໂດຍອະນຸຍາດໃຫ້ລາວໄດ້ຮັບຄ່າປິ່ນປົວໂຮກຈິດ ຈາກທ່ານໝໍ Mary Bay, Ph. D. ຈາກຣັດຄືນ, ຕາມກໍານົດຂອງການ (C.N.) ໂຄງການຊ່ວຍເຫຼືອປິ່ນປົວ. ຄໍາຕັດສິນຂັ້ນຕົ້ນນັ້ນພິດພາດຍ້ອນວ່າເຫັນຜ່ອນກັບໃບຢັ້ງຢືນເອົາຕາມຄ່າປະຕິເສດໃນການໃຊ້ເງິນຄ່າປິ່ນປົວນໍາ ທ່ານໝໍ Bay ຄືນ, ທັງໆທີ່ເຫັນວ່າເປັນການປິ່ນປົວທີ່ຈໍາເປັນ, ຍ້ອນວ່າລາວເປັນຜູ້ປິ່ນປົວເອກກະຊົນທີ່ທໍາການປິ່ນປົວຢູ່ໃນຫ້ອງການຂອງລາວເອງ ແທນທີ່ຈະແມ່ນຕາມ ສູນກາງປິ່ນປົວໂຮກຈິດຂອງອຸມຊົນ. ຄໍາຕັດສິນຍັງມີຜົນສະທ້ອນຈະຕັດການປິ່ນປົວບ່ອນດຽວທີ່ໃຊ້ໄດ້ຂອງລາວ, ຍ້ອນການປະຕິເສດການຈ່າຍຄ່າປິ່ນປົວທີ່ສະເພິດປົກກະຕິຫຼາຍໆຢ່າງ ຢ່າງພິດພາດຂອງຜູ້ຂໍອຸທອນອີກດ້ວຍ.

Recording 2:

The Appellant, Ms. Lugo hereby petitions the Office of Appeals to review the Initial Decision dated December 2, 1992 and reverse it, hereby permitting her to obtain state-reimbursed psychological services from Dr. Mary Bay, Ph.D., under the Categorically Needy (C.N.) Medical Assistance Program. The Initial Decision is in error because it upholds the state's refusal to reimburse Dr. Bay for services, even though they are medically necessary, because she is a private practitioner providing the treatment in her own office rather than in a community mental health center. The decision also has the effect by threatening to cut off the only effective source of treatment she has, of erroneously denying the Appellant coverage for treatment of her Multiple Personality Disorder.

Selected Social Service Bilingual Glossary

A

abandonment	ການປະຖິ້ມ, ການບໍ່ຫຍຸ້ງກ່ຽວ.
abuse	ປ້ອຍດ່ຳ, ຂົນເຫັງ, ດູກູກ, ເຮັດເກີນເຫດເກີນຜົນ, ທຳຮ້າຍ.
accessible	ເຂົ້າໄປເຖິງໄດ້, ເຂົ້າໄປຮອດໄດ້.
accident	ອຸປະຕິເຫດ.
account	ບັນຊີ.
achieve	ເຮັດໃດ້ດັ່ງຄາດໝາຍ.
adoption	ການເອົາມາລ້ຽງ.
Adult and Family Services	ການບໍລິການໃຫ້ ຜູ້ໃຫຍ່ ແລະ ຄອບຄົວ.
advocacy	ການສນັບສນຸນ, ການແນະນຳ.
agency	ອົງການ.
aging	ຜູ້ເຖົ້າ, ຄົນແກ່, ຜູ້ອາວຸໂສ, ຜູ້ສູງອາຍຸ.
Aging and Adult Services	ການບໍລິການໃຫ້ ຜູ້ເຖົ້າ ແລະ ຜູ້ໃຫຍ່.
agreement	ຄຳຕົກລົງ, ຄຳຍິນຍອມ.
Alien Registration Card	ບັດຂຽວ, ບັດຄົນຕ່າງດ້າວ.
Alcohol and Substance Abuse	ການຖືກທຳຮ້າຍດ້ວຍຂອງມືນເມົາ ແລະ ຢາເສບຕິດ.
ambulance	ຮົດໂຮງໝໍ, ຮົດຮັບຄົນເຈັບຢາມສຸກເສີນ.
amount	ຈຳນວນ.
application	ໃບຮ້ອງຂໍ, ໃບສະມັກ, ຄຳຮ້ອງ.
apply	ຂໍສະມັກ, ຮ້ອງຂໍ, ຂຶ້ນຢູ່ກັບ.
appointment	ການນັດພົບ, ໝາຍນັດພົບ.
approval	ເຕັມຕີ, ຮັບເອົາ.
arrangement	ການຈັດຫາ, ການຈັດຕຽມ, ການຈັດຮຸ່ງ.
assessment	ການປະເມີນ, ການເອົາຮາຍຮະອຽດ, ການຕີຮາຄາ.
assistance	ການຊ່ວຍເຫລືອ, ເງິນຊ່ວຍເຫລືອ.
assistant	ຜູ້ຊ່ວຍເຫລືອ.
Assistance Program	ໂຄງການຊ່ວຍເຫລືອ.
assurance	ການເຊື່ອໝັ້ນ, ຄວາມໝັ້ນໃຈ.
attend	ໄປຮ່ວມ, ເຂົ້າຮ່ວມນຳ.
Attorney General	ອະທິໄອຍະການ.
authorization	ການອະນຸຍາດ.

B

bandage
behalf
beneficiary
benefits
bilingual
bill
birth certificate
blind
blood transfusion
bond
boss
bronchitis
budget
business

ຜ້າພັນບາດ.
ແຫນ, ໃນນາມ.
ຜູ້ໄດ້ຮັບຜົນປະໂຫຍດ, ຜູ້ໄດ້ຮັບມໍຣະດົກ.
ຜົນປະໂຫຍດ, ສິ່ງທີ່ໄດ້ຮັບ.
ຜູ້ປາກໄດ້ສອງພາສາ.
ໃບບິນ, ໃບເກັບເງິນ, ຮ່າງກົດໝາຍ.
ໃບລາຍເກີດ, ໃບສະຕາ.
ຕາບອດ, ບໍ່ເຫັນຫຍັງເລີຍ.
ການໃສ່ເລືອດ, ການຕື່ມເລືອດ.
ເງິນເປັນບອນດ໌. ເອກກະສານຈ່າຍເງິນ, ເງິນຄໍ້າປະກັນ.
ນາຍ, ຫົວໜ້າ.
ຫລອດລົມອັກເສບ.
ງົບປະມານ, ເງິນງົບປະມານ.
ການຄ້າ, ທຸຣະກິດ.

C

calculate
cancellation
cause damage
check
checking account
child abuse
child care
Children Division
Children Protective Services
Children, Youth and Family Services
citizen
citizenship
claim
client
clinic
community worker
complain
compensation
complete
consent

ການຄິດໄລ່.
ການຍົກເລີກ, ການລົບລ້າງ.
ເຮັດໃຫ້ເກີດຄວາມເສັຍຫາຍ, ເຫດຂອງຄວາມເສັຍຫາຍ.
ເຊັກ, ເຊັກເງິນ, ໃບສັ່ງຈ່າຍ, ກວດເບິ່ງ.
ບັນຊີ ເຊັກຄືງ, ບັນຊີເງິນເຊັກຄືງ.
ການຂົນເຫັງເດັກ, ເດັກທີ່ຖືກທໍາຮ້າຍ.
ການສ້ຽງດູຮັກສາເດັກ.
ຜແນກເດັກນ້ອຍ.
ການບໍຣິການບ້ອງກັນເດັກນ້ອຍ.
ການບໍຣິການເດັກ, ເຍົາວະຊົນ, ຊາວໝຸນ ແລະ ຄອບຄົວ.
ສັນຊາດ, ປະຊາກອນ.
ການເປັນສັນຊາດ, ການເປັນປະຊາກອນ.
ຮຽກຮ້ອງເອົາສິດ.
ຜູ້ຮ້ອງຂໍ, ອຸກຄ້າ.
ຫ້ອງພະຍາບານ, ໂຮງໝໍນ້ອຍ.
ພະນັກງານຊ່ວຍສັງຄົມ. ພະນັກງານເຮັດກັບຊຸມນຸມຊົນ.
ຮ້ອງທຸກ, ຈົມ, ຕໍ່ວ່າ, ບໍ່ພໍໃຈ.
ການທົດແທນ, ເງິນທົດແທນ.
ຂຽນປະກອບໃຫ້ຄົບຖ້ວນ, ເຮັດໃຫ້ຄົບຖ້ວນ.
ຄວາມເຫັນດີນໍາ, ຄວາມຍິນຍອມ, ສົມຍອມ.

consult
consulate
contract
controversy
convalescent
cooperative
coordinator
copy
cost
counseling
crisis intervention
crutches
current
custodial parents
custody
customer

ປຶກສາ.
ກົງສູນ, ສະຖານທູດ.
ສັນຍາ.
ຄວາມຂັດແຍ່ງ,
ຕີຄືນ, ພື້ນຈາກຄວາມເຈັບປ່ວຍ.
ຮ່ວມມືກັນ, ສະຫະກອນ.
ຜູ້ປະສານງານ, ຜູ້ຈັດຫາ.
ໂກປີ, ອັດພິມ, ກ່າຍ, ສຳເນົາ.
ຮາຄາ, ຄ່າ.
ການປຶກສາ, ການແນະນຳ.
ການພົວພັນກັບສະພາບຫຍຸ້ງຍາກ.
ໄມ້ເຕົ້າ.
ປັດຈຸບັນ, ໃນປັດຈຸບັນນີ້.
ການປົກຄອງຂອງພໍ່ແມ່.
ການປົກຄອງ.
ລູກຄ້າ.

D

data
date of birth
death certificate
dentist
deduction
delegate
denture
department
Department of Public Health
Department of Social and Health Services
deprive
development
diagnosis
diarrhea
disability
disable
discharge
disclosure
divorce

ຂໍ້ມູນ, ສິ່ງທີ່ມີໄວ້ໃຫ້.
ວັນເກີດ, ວັນທິເກີດ.
ໃບຢັ້ງຢືນການຕາຍ.
ທ່ານໝໍປິວແຂ້ວ.
ຫັກເອົາ, ຫັກອອກ.
ຜູ້ແທນ, ຜູ້ຕ່າງໜ້າ.
ແຂ້ວປອມ, ແຂ້ວທຽມ.
ກິມ, ກະຊວງ.
ກິມກະຊວງ ອະນາໄມ.
ກິມສັງຄົມ ແລະ ສິງຄະລາຍ,
ກະຊວງສາທາລະນະສຸກ ແລະ ສັງຄົມ.
ປັສຈາກ, ບໍ່ມີ.
ຄວາມຈະເລີນເຕີບໂຕ, ການພັທນາ, ການຂຍາຍ.
ການພິເສດ, ການວິໄຈພະຍາດ.
ໂຮກຂີ້ຖອກທ້ອງ, ໂຮກທ້ອງຊຸ.
ຄວາມພິການ, ຄວາມບໍ່ມີສະມັຖພາບ, ສຸຂະພາບບໍ່ສົມບູນ.
ເຮັດໃຫ້ພິການ, ເຮັດໃຫ້ຂາດຄວາມສົມບູນ.
ໃຫ້ອອກໄປ, ປົດປ່ອຍ.
ຕຶດມານຳຢູ່ທາງໃນ, ຊອດໃສ່ນຳ.
ການປະຮຳງ, ປ່າຮຳງ, ປະກັນ.

doctor
document
downtown
drug
drug addict

ທ່ານໝໍ.
ເອກກະສານ.
ໃນກາງເມືອງ, ໃນເມືອງ, ໃນໂຕເມືອງ.
ຢາ.
ການຕິດຢາ.

E

earning
Economic Services Administration
elderly
eligible
emergency
employee
employment
Employment Office
enforcement officer
environment
epidemic
establishment
estimate
evaluate
evidence
examination
example
exception
expense
expire
explain
exploitation
extension
eyeglasses

ສິ່ງທີ່ຫາມາໄດ້, ເງິນຫາມາ.
ການປົກຄອງບໍລິການດ້ານເສດຖະກິດ, ຜແນກຄຸ້ມຄອງເສດຖະກິດ.
ຄົນເຖົ້າ, ຄົນແກ່.
ການມີສິດໄດ້ຮັບ, ມີເງື່ອນໄຂໃດໄດ້ຮັບ.
ສຸກເສີນ, ສະພາບສຸກເສີນ.
ພະນັກງານ, ຄົນງານ, ຜູ້ຮັບຈ້າງ.
ວຽກງານ.
ໂຮງການຊອກວຽກງານ.
ເຈົ້າໜ້າທີ່ໃຫ້ປະຕິບັດລະບຽບກົດໝາຍ.
ສິ່ງແວດລ້ອມ.
ໂຮກຮະຍາດ, ໂຮກຕິດຕໍ່.
ການແຕ່ງຕັ້ງຂັ້ນ, ການສ້າງຂັ້ນ.
ປະເມີນ, ຄາດ, ປະມານ, ກະ.
ວັດຜົນ, ປະເມີນຜົນ, ຕີຮາຄາ.
ຫລັກຖານ, ສິ່ງທີ່ສະແດງໃຫ້ຮູ້ໃຫ້ເຫັນ.
ການສອບເສັງ, ການກວດເບິ່ງ.
ຕົວຢ່າງ.
ການຍົກເວັ້ນ.
ລາຍຈ່າຍ.
ໝົດກຳນົດ, ກາຍກຳນົດ, ກາຍອະນຍາດ.
ອະທິບາຍ.
ການສຳຜັດທາຜົນປະໂຫຍດ, ການຊອກຫາຜົນປະໂຫຍດ, ການຂຸດຄົ້ນ
ການຕໍ່ອອກໄປ, ການປິດອອກ, ການຂຍາຍ.
ແວນຕາ.

F

facility
fact
fair
fair hearing
false

ສະຖານທີ່.
ຄວາມຈິງ, ຂໍ້ແທ້ຈິງ.
ຍຸຕິທັມ.
ການຂໍຝັງຄວາມເປັນທັມ, ອຸທອນ.
ຜິດ, ບໍ່ເຮັດຕາມບອກ, ຂາດບໍ່ເຮັດຕາມບອກ.

false statement
farm worker
federal government
federal taxes
financial aid
financial support
first aid
food stamps
foster care
foster child
foster home
foster parents
frequently
full time
function

ຄຳກ່າວທີ່ບໍ່ເປັນຈິງ, ການໃຫ້ຄຳເຫັນທີ່ຜິດ.
ຊາວໃຮ່, ຊາວນາ, ຊາວສວນ.
ຮັຖບານກາງ.
ພາສີຂອງຮັຖບານກາງ.
ເງິນທຶນຊ່ວຍເຫລືອ.
ເງິນຊ່ວຍເຫລືອ, ເງິນອຸປະຊັກ.
ການຊ່ວຍເຫລືອຂັ້ນຕົ້ນ, ເຄື່ອງພະຍາຍາມຂັ້ນຕົ້ນ.
ຝຸດສະແຕນ, ເງິນບັດຊື້ອາຫານ.
ການອຸປະຊັກເດັກ.
ລູກລ້ຽງ.
ສະຖານທີ່ອຸປະຊັກເດັກ.
ພື້ນທີ່ໃຫ້ຄວາມອຸປະຊັກ.
ເລື້ອຍໆ.
ເຕັມເວລາ.
ໝ້າທີ່, ກະທຳໝ້າທີ່.

G

garnish
gather
generally
generate
get hurt
give
glossary
government
grateful
groceries
gross pay
guardianship
guaranty
guard
guidelines
gynecologist

ເກາະເຂົ້າມາໃນຄະດີ.
ຮິບໂຮມ, ໂຮມເຂົ້າກັນ.
ໂດຍທົ່ວໄປ.
ເຮັດໃຫ້ເກີດຂຶ້ນ.
ຖືກເຈັບ.
ເອົາໃຫ້.
ບັນຊີການອະທິບາຍຄຳສັບ, ຄຳແປສັບ.
ຮັຖບານ.
ກະຕຶ້ນຍູ, ຮູບຮ່າງ.
ຮ້ານຂາຍເຄື່ອງແລະອາຫານຍ່ອຍ.
ລາຍໄດ້ທັງໝົດ, ລາຍໄດ້ກ່ອນຫັກພາສີ.
ສິດທິໃນການປົກຄອງ, ດູແລ.
ຮັບປະກັນ.
ຄົນຢາມ. ຜູ້ຮັກສາຄວາມປອດໄພ,
ຄຳແນະນຳ.
ໝໍປິວໂຮກສະເພາະຜູ້ຍິງ.

H

handicapped
harassment
head of household

ຄົນເສຍອົງຄະ, ຄົນພິການ.
ການເຜົາຮົບກວນ, ການເຮັດໃຫ້ງຸດງືດ.
ຫົວໜ້າຄອບຄົວ.

health insurance
health service
hearing impaired
heart attack
high blood pressure
hip
hit
homeless
hospitalization
hotline
household income
housekeeper
housewife
housework
Human Resource Agency

ປະກັນໄພສຸຂະພາບ.
ການບໍລິການຄ້ານສຸຂະພາບ.
ການຮູ້ຍິນບໍ່ດີ, ເສັຍຫູ.
ຫົວໃຈວາຍ.
ຄວາມດັນເລືອດສູງ.
ຕະໂພກກິ້ນ.
ຕີ,
ບໍ່ມີທີ່ພັກເຊົາ, ບໍ່ມີເຮືອນຢູ່.
ການເຂົ້າໂຮງໝໍ.
ສາຍແບບສຸກເສີນ, ສາຍດ່ວນ.
ລາຍໄດ້ຂອງຄອບຄົວ.
ຜູ້ທຳຄວາມສະອາດເຮືອນ, ຜູ້ຍິງຮະບັດເຮືອນ.
ແມ່ເຮືອນ.
ວຽກໃນເຮືອນ.
ອົງການຊ່ວຍເຫລືອມະນຸດ.

I

identification
illegal
immigrant
immigration
Immigration and Naturalization Services
implementation
improve
incapacitated
income
income assistance
income source
indigent
inflation
influenza
injury
inspector
institution
instructions
insurance
intake
integrity
interview
investigation

ບັດປະຈຳຕົວ.
ພິດກິດໝາຍ.
ຄົນເຂົ້າເມືອງ, ຄົນຕ່າງດ້າວ.
ການເຂົ້າເມືອງ, ການກວດຄົນເຂົ້າເມືອງ.
ການບໍລິການຄົນເຂົ້າເມືອງ ແລະ ສັນຊາດ.
ການສົ່ງເສີມ, ການເຮັດໃຫ້ມີຜົນປະໂຫຍດ.
ເຮັດໃຫ້ດີຂຶ້ນ. ແກ້ໄຂ, ດັດແປງ.
ເຮັດໃຫ້ບໍ່ສາມາດ, ຂາດຄວາມສາມາດ.
ລາຍໄດ້.
ການຊ່ວຍໃຫ້ມີລາຍໄດ້.
ແຫ່ງຂອງລາຍໄດ້, ຊັບສິນລາຍໄດ້,
ທຸກຍາກ.
ເງິນເຜີ້, ເຜີ້, ການໂພງຂຶ້ນ.
ໄຂ້ຫວັດໃຫຍ່.
ບາດເຈັບ.
ຜູ້ກວດກາ.
ອຸກ, ສະຖາບັນ.
ຄຳແນະນຳ.
ປະກັນໄພ.
ການເອົາຮາຍຮະອຽດ, ເອົາຂໍ້ມູນຕ່າງໆ, ໂຮມເຂົ້າມາ.
ຄວາມເປັນອັນນຶ່ງອັນດຽວກັນ, ຄວາມຄົບຖ້ວນ.
ສຳພາດ.
ການສືບສວນ, ການສອບສວນ.

I

jail
job interview
job placement
job training
judge
judgement
judiciary
jury
justice
justify

Juvenile Rehabilitation

K

keep
kidney
kitchen

L

laborer
landlord
language
lawsuit
lawyer
legal
legislative policy
lend
levy
liable
life insurance
license
list
liver

ຄູກ, ເຮືອນກັກຄັງ, ເຮືອນຈຳ.
ການສຳພາດເຂົ້າເຮັດວຽກ.
ການເອົາໄປເຮັດວຽກ, ການຈັດຫາວຽກ.
ການຝຶກຝົນເຮັດວຽກ.
ຜູ້ພິພາກສາ, ຊຸນສານ.
ຄຳຕັດສິນ, ຄຳພິພາກສາ.
ວົງການຍຸຕິທັມ.
ຕຸລາການເພີ່ມ, ຜູ້ຖືກເລືອກໃຫ້ສະເນີຄຳຕັດສິນ.
ຄວາມຍຸຕິທັມ.
ໃຫ້ເຫດຜົນມີຄວາມເໝາະສົມຫລືດີ, ສະແດງອອກມາວ່າຖືກ
ຕ້ອງ.
ສະຖານທີ່ດັດສ້າງໃຫ້ເຍົາວະຊົນເປັນຄົນດີຄືເກົ່າ.

ເກັບໄວ້, ເອົາມ້ຽນ.
ໝາກໄຂ່ຫລັງ.
ເຮືອນຄົວ, ບ່ອນເຮັດກິນ.

ກຳມະກອນ.
ຜູ້ໃຫ້ເຊົ່າ, ເຈົ້າຂອງບ້ານ.
ພາສາ.
ຄະດີ.
ທະນາຍຄວາມ.
ຖືກກົດໝາຍ.
ນະໂຍບາຍດ້ານນິຕິບັນຍັດ.
ໃຫ້ຢືນ.
ເລືອກເກັບ, ການເລືອກເກັບ, ເກັບ.
ຮັບຜິດຊອບ, ອາດເປັນໄປໄດ້.
ປະກັນໄພຊີວິດ.
ໃບອະນຸຍາດ.
ລາຍການ, ບັນຊີ.
ຕັບ.

loan
long term care
low blood pressure
low income
lung

ການຍືນ, ກູ້ຍືນ.
ການຮັກສາໄລຍະຍາວ.
ຄວາມດັນເລືອດຕໍ່າ.
ລາຍໄດ້ຕໍ່າ.
ປອດ.

M

maiden name
maintenance
manager
marital status
marriage
marriage certificate
maximum amount
medical assistance
medical cost
medical coupons
medical help
medical history
medicine
member
mental health
mentally ill
middle name
military service
minister
mistreat
molar
money
money order
monitored
monthly
mortgage
mute

ຊື່ ເຕັມເວລາຢັ້ງຢືນໄດ້ແຕ່ງງານ.
ການບົວຮະບັດຮັກສາ.
ຜູ້ຈັດການ.
ສະພາບການແຕ່ງງານ.
ການແຕ່ງງານ.
ໃບຢັ້ງຢືນການແຕ່ງງານ.
ຈຳນວນຫລາຍທີ່ສຸດ.
ການຊ່ວຍເຫລືອດ້ານພະຍາບານ.
ຄ່າການພະຍາບານ.
ບັດຈ່າຍຄ່າພະຍາບານ.
ການຊ່ວຍດ້ານພະຍາບານ
ປະຫວັດສະຫລາຍ.
ຢາ.
ສະມາຊິກ.
ສະພາບຈິດ, ເສັຍປະສາດ.
ໂຮກຈິດ.
ຊື່ ຫລິ້ນ.
ປີການທະຫານ.
ຮັຖມົນຕຣີ. ຜູ້ນຳໂບດ.
ເບິ່ງແຍງບໍ່ດີ.
ແຂ້ວ (ແຂ້ວທີ່ໃຊ້ຄັຽວ)
ເງິນ.
ເງິນເປັນທະນະບັດ, ມານີອໍເດີ, ໃບສັ່ງຈ່າຍເງິນ.
ຕັກເຕືອນ.
ລາຍເຕືອນ.
ເງິນຈ່າຍຄ່າບ້ານ.
ປາກກີກ.

N

national origin
nationality
native
necessity
neck
need
neglect
neighbor
neighborhood
net
net income
notice
notify
nursing home
Nursing Home Services

ເຊື້ອຊາດດັ້ງເດີມ,
ເຊື້ອຊາດ, ສັ້ນຊາດ.
ຊາດເກີດ.
ຈຳເປັນ.
ຄໍ
ຕ້ອງການ.
ເມີນເສີຍ, ບໍ່ຮະວັງ.
ເພື່ອນບ້ານໄກ້ຄຽງ.
ບ້ານໄກ້ຄຽງ, ຮຸ້ນບ້ານໄກ້ເຮືອນຄຽງ.
ຕາໜ່າງ, ແຫ, ມອງ, ສຸດທິ, ຍອດຂອງຈຳນວນ.
ລາຍໄດ້ແທ້.
ໃບຜ້າງ, ໜັງສືຜ້າງ.
ບອກໃຫ້ຮູ້, ຜ້າງຄວາມ.
ເຮືອນປົ່ນປົວຄົນເຖົ້າ.
ການບໍລິການຂອງເຮືອນປົ່ນປົວຄົນເຖົ້າ.

O

obligation
objection
obstacle
obtain
occupation
Office of Support Enforcement
organization
original
orthopedic
outpatient
overpayment
own

ຂໍ້ຜູກໝັດ, ຂໍ້ບັງຄັບ.
ຂໍ້ຂັດຂ້ອງ, ຂໍ້ຄັດຄ້ານ.
ອຸປະສັກ, ສິ່ງຂັດຂວາງ.
ໃຫ້ຮັບ.
ໜ້າທີ່.
ຫ້ອງການເກັບເງິນລ້ຽງເດັກນ້ອຍ.
ອົງການຈັດຕັ້ງ.
ທຳອິດ, ຕົ້ນຕໍ, ເດີມ.
ການຮັກສາກະດູກ, ຄໍ, ເອ້ນ ແລະ ກ້າມເນື້ອ.
ຄົນເຈັບບໍ່ໄດ້ນອນໂຮງໝໍ, ຄົນເຈັບພາຍນອກ.
ຈ່າຍໃຫ້ເກີນ.
ເປັນເຈົ້າຂອງ, ຂອງຕົນ.

P

pain
pamphlet
paralyzed
paramedic
parental rights
partime

ອາການເຈັບ.
ປື້ມຄູ່ມື, ປື້ມນ້ອຍ.
ເປັນອຳນະພາດ, ເປັນຫລ່ອຍ.
ພະຍາຍາມຊ່ວຍແບບສຸກເສີນ.
ສິດທິຂອງ ພໍ່ແມ່.
ເຄິ່ງເວລາ, ບໍ່ເຕັມເວລາ.

passport
pay
payment
pension
percent
permanent
permission
petition
pharmacy
photocopy
policy
population
priority
private sector
procedure
profession
proof
promote
property
property taxes
prosecution
protection
provide
physical exam
physical therapy
public sector

ໜັງສືເດີນທາງ, ໜັງສືຜ່ານແດນ, ປາສບັ.
ຈ່າຍ.
ການຈ່າຍ.
ເງິນເຮັດບ້ານ.
ເປີເຊັນ, ສ່ວນຮ້ອຍ.
ຖາວອນ, ປະຈຳ, ຫລອດໄປ.
ການອະນຸຍາດ.
ຄຳຮຽກຮ້ອງ, ຄຳຮ້ອງຂໍ.
ຮ້ານຂາຍຢາ.
ສຳເນົາ, ໄກປີ, ອັດພິມ.
ນະໂຍບາຍ, ກົດລະບຽບ.
ພິລານີຍາ.
ການມີນາກ່ອນ.
ດ້ານສ່ວນຕົວ.
ວິທີດຳເນີນການ, ວິທີການ.
ອາຊີບ.
ຂໍ້ພິສູດ, ການພິສູດ, ຫຼັກຖານ.
ຊຸກຍູ້, ສົງເສີມ, ເລື່ອນຊັ້ນ.
ຊັບສິນ, ທີ່ດິນ, ບ້ານເຮືອນ,
ພາສີຂອງຊັບສິນທີ່ດິນ.
ການຝ່ອງຮ້ອງ, ການເຮັດລົງໄປ.
ການປ້ອງກັນ.
ເຮັດໃຫ້, ຫາມາໃຫ້.
ການກວດຮ່າງກາຍ.
ວິທີພິກັ້ນຮ່າງກາຍ.
ດ້ານສາທາລະນະ.

Q

Quality Control
quarter
question
questionnaire

ພະນັກງານກວດກາຄຸນນະພາບ.
ສາມເດືອນ, ນຶ່ງສ່ວນສີ່, ເງິນຊາວຫ້າເຊັ່ນ.
ຄຳຖາມ, ຖາມ:
ຂໍ້ຄຳຖາມ.

R

receipts
records
referral
Refugee Assistance

ໃບຮັບ.
ບັນທຶກ, ສຳນວນ, ເອກກະສານ.
ສົ່ງຕໍ່ໄປ.
ການຊ່ວຍເຫລືອອົບພະຍົບ

refuse
registration
regulation
rehabilitation
rehabilitation aid
relationship
relative
rent
report
request
requirement
resident
resolution
responsibility
result
retirement
revenue
review
rights
role

ປະຕິເສດ, ບໍ່ຮັບ, ບໍ່ຍອມ.
ການລົງທະບຽນ.
ກົດໝາຍ, ຣະບຽບ.
ການເຮັດໃຫ້ຄືນດີຄືເກົ່າ.
ເຄື່ອງ/ການຊ່ວຍເຮັດໃຫ້ຄືນດີຄືເກົ່າ.
ການພົວພັນ, ສາຍສຳພັນ.
ຍາດພີ່ນ້ອງ.
ເຊົ່າ, ຄ່າເຊົ່າ.
ລາຍງານ, ການລາຍງານ, ໃບລາຍງານ.
ຂໍ້ຮ້ອງ.
ຄວາມຕ້ອງການ, ຂໍ້ກຳໜົດ.
ຜູ້ຢູ່ຖືກຕ້ອງຕາມກຳໜົດ.
ຄຳຕອບ, ຄຳຕົກລົງ, ມະຕິ.
ການຮັບຜິດຊອບ.
ຜົນ.
ອອກໄປບຳນານ, ການເຊົາເຮັດວຽກ.
ລາຍໃດ້.
ການຫວນຄືນ, ກວດເບິ່ງຄືນ.
ສິດທິ, ຖືກຕ້ອງ, ເບື້ອງຂວາ.
ບົດບາດ, ພາລະ.

S

salary
sales taxes
savings
savings account
schedule
self -support

ເງິນເດືອນ.
ພາສີຈາກການຂາຍ.
ເຊວວົງ, ເງິນຝາກເບບອອມສິນ, ເງິນທ້ອນໄວ້.
ບັນຊີເຊວວົງ, ບັນຊີເງິນຝາກອອມສິນ.
ຕາຕະລາງ, ລາຍການ.
ການຊ່ວຍເຫຼືອຕົນເອງ.

self-sufficient
sexual abuse
shelter
short term care
sick
signature
situation
Social Security
Social Security Card
Social Welfare Department
social worker
Special Commitment Center
specialist
speech impediment
stability
staff
state fund
state taxes
supplemental
supplies
Support Enforcement Officer
support payment
survey

ການກຸ້ມຕົນເອງ.
ການລວງເກີນທາງເພດ, ການຂົ່ມຂືນ.
ເຮືອນພັກຊົ່ວຄາວ, ທີ່ພັກອາໄສ.
ການຮັກສາດູແລໄລຍະສັ້ນ.
ໄວ້. ບໍ່ສະບາຍ.
ລາຍເຊັນ.
ສະຖານະການ, ສະພາບ.
ອົງການບໍລິຫານດ້ານໄຊໄຊ.
ບັດໄຊໄຊ.
ກົມສັງຄົມ ສິງຄາະ.
ພະນັກງານຊ່ວຍສັງຄົມ.
ສູນກາງປະຕິບັດງານພິເສດ.
ຜູ້ຊ່ຽວຊານ, ຜູ້ສຳນານ.
ການມີບັນຫາດ້ານປາກເວົ້າ.
ຄວາມຄົງທີ່, ໝັ້ນຄົງ.
ພະນັກງານ.
ເງິນຊ່ວຍເຫລືອຂອງຮັດ.
ພາສີຂອງຮັດ.
ເພີ້ມເຂົ້າ.
ອຸປະກອນສິ່ງຂອງ, ການເອົາໃຫ້.
ເຈົ້າໜ້າທີ່ເກັບເງິນລ້ຽງເດັກ.
ການຈ່າຍເງິນລ້ຽງລູກ.
ການສຳຫລວດ.

T

take care of
target
tax
temporary
termination
translate
translator
transportation
treatment
truthful

ການຮັກສາເບິ່ງແຍງ, ບິວຮະບັດ.
ເປົ້າໝາຍ.
ພາສີ.
ຊົ່ວຄາວ.
ການສົ່ງສຸດລົງ, ຕັດອອກ.
ແປ.
ນາຍພາສາ, ຜູ້ແປພາສາ.
ການຂົນສົ່ງ.
ການລ້ຽງດູ, ການວາງປາ, ການປະຕິບັດ.
ມີສັດຈະ, ເຊື້ອຖືໄດ້.

U

underpay
understand
union
unsigned
upset
urgent

ຈ່າຍບໍ່ຝໍ, ຈ່າຍຕໍ່າກວ່າ.
ເຂົ້າໃຈ.
ຢູນຽນ, ສະຫະພັນແຮງງານ.
ບໍ່ໄດ້ເຊັນ, ບໍ່ເຊັນ.
ບໍ່ດີໃຈ, ກັງວົນ.
ດ່ວນ, ຟ້າວ.

V

vaccinate
value
verify
veteran
veteran benefits
violate
visa
vocational
voucher

ຮັກຢາປຸກໝາຍສຸກ, ຮັກກັບໂຮກໝາຍໄມ້.
ຄ່າ, ຣາຄາ.
ຕຣວດສອບ, ກວດຄົ້ນ, ກວດເບິ່ງ.
ນັກຮົບເກົ່າ.
ເງິນຊ່ວຍເຫຼືອນັກຮົບເກົ່າ, ຜົນປະໂຫຍດໃຫ້ນັກຮົບເກົ່າ.
ລະເມີດ.
ວີວິຊາ, ເຊັນອະນຸຍາດຜ່ານແດນ.
ເປັນອາຊີບ.
ໃບວ່າເຈົ້າເງິນ, ໝັ້ງສິເບີກເງິນ.

W

wages
welfare
weekly
wheelchair
withdraws
witness
worker
worker's compensation
write down

ເງິນຊົ່ວໂມງ.
ການສົງຄາະ
ແຕ່ລະອາທິດ, ຮາມອາທິດ.
ຮົດໝັ່ງຄົນພິການ.
ຖອນອອກ, ບົກເລີກ.
ພະບານ.
ພະນັກງານ, ຜູ້ເຮັດວຽກ.
ເງິນທົດແທນໃຫ້ພະນັກງານ, ເງິນທົດແທນຄົນງານ.
ຂຽນໃສ່, ຂຽນລົງ.

DSHS GENERAL TERMINOLOGY

<p>A</p> <p>abandonment</p> <p>absent parent</p> <p>adjudicative proceeding</p> <p>administrative hearing</p> <p>Administrative Services Division (ASD)</p> <p>access</p> <p>accident</p> <p>accommodate</p> <p>accommodation</p> <p>account</p> <p>achieve</p> <p>addiction</p> <p>adjudicate</p> <p>adolescent</p> <p>adoption</p> <p>Adult Protective Services</p> <p>advocacy</p> <p>advocate</p> <p>affirmation</p> <p>agency</p> <p>aging</p> <p>Aging & Adult Services Administration (AASA)</p> <p>agreement</p> <p>Aid to Families with Dependent Children (AFDC)</p> <p>Alien Registration Card</p>	<p>Alcohol and Substance Abuse</p> <p>Aleut (race)</p> <p>alien</p> <p>ambulance</p> <p>American Indian</p> <p>amount</p> <p>amplifier</p> <p>amplifier telephone</p> <p>appeal</p> <p>application</p> <p>apply</p> <p>applicant</p> <p>appointment</p> <p>apprehend</p> <p>apprehension</p> <p>approval</p> <p>arbitration</p> <p>arraignment</p> <p>arrangement</p> <p>Asian Indian (race)</p> <p>assessment</p> <p>assets</p> <p>assistance</p> <p>assistant</p> <p>Assistance Program</p> <p>assault</p> <p>assurance</p> <p>attachment</p> <p>attend</p> <p>attendant care</p> <p>attorney</p>
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Attorney General
audible ring signaler
authority
authorization
authorize

B

bandage
base period (time)
battered
battery
behalf
beneficiary
benefits
bid
biennium
bilingual
bill
birth certificate
Black (or African American)
blind
blood transfusion
bond
boss
braille
brochure
bronchitis
bruise
budget
burglary
business

C

calculate
Cambodian (race)
cancellation
cancelled checks
case
case management
cause (damage)
check
checking account
chemical dependency
Chicano
child abuse
child care
Child Protective Services (CPS)
Children's Administration (CA)
Chinese (race)
choice
choose
circumstances
citizen
citizenship
claim
client
Client Services (CS)
clinic
clinically eligible
cocaine
coerce
community
community debts
community outreach
community property
Community Service Office (CSO)

<p>Community Services (CS)</p> <p>community worker</p> <p>compensation</p> <p>complain</p> <p>complaint</p> <p>complete</p> <p>compliance (in compliance with)</p> <p>compromise</p> <p>confidential</p> <p>congregate</p> <p>congregate care</p> <p>consent</p> <p>consolidate</p> <p>consult</p> <p>consulate</p> <p>continuance</p> <p>contract</p> <p>controversy</p> <p>convalescent</p> <p>convict</p> <p>conviction</p> <p>cooperative</p> <p>coordinate</p> <p>coordination</p> <p>coordinator</p> <p>copy</p> <p>corrective action</p> <p>cost</p> <p>counseling</p> <p>court order</p> <p>cover</p> <p>coverage</p> <p>crime</p> <p>crisis</p> <p>crisis intervention</p>	<p>cross-examination</p> <p>crutches</p> <p>Cuban</p> <p>current</p> <p>custodial parents</p> <p>custody</p> <p>customer</p> <p>D</p> <p>data</p> <p>date of birth</p> <p>deaf</p> <p>Deaf & Hard of Hearing (DHH)</p> <p>death certificate</p> <p>debt</p> <p>decree</p> <p>deduct</p> <p>deductible</p> <p>deduction</p> <p>deinstitutionalize</p> <p>delay</p> <p>dentist</p> <p>delegate</p> <p>demographic</p> <p>denture</p> <p>department</p> <p>Department of Health (DOH)</p> <p>Department of Social and Health Services (DSHS)</p> <p>deprive</p> <p>detoxification</p> <p>develop</p> <p>development</p>
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<p>Developmental Disabilities (DD)</p> <p>diagnosis</p> <p>diarrhea</p> <p>disability</p> <p>Disability Initiative</p> <p>Disability Insurance (DI)</p> <p>disable</p> <p>disagreement</p> <p>disburse</p> <p>disbursement</p> <p>discharge</p> <p>disclosure</p> <p>discriminate (against)</p> <p>discrimination</p> <p>dismiss</p> <p>dissolution of marriage</p> <p>diversity</p> <p>Diversity Initiative</p> <p>Division of Alcohol and Substance Abuse (DASA)</p> <p>Division of Child Support (DCS)</p> <p>Division of Children and Family Services (DCFS)</p> <p>Division of Community Services (DCS)</p> <p>Division of Developmental Disabilities (DDD)</p> <p>Division of Employment and Social Services (DESS)</p> <p>Division of Income Assistance (DIA)</p> <p>Division of Management & Operations Support (DMOS)</p> <p>division of property</p> <p>Division of Vocational Rehabilitation (DVR)</p> <p>divorce</p>	<p>doctor</p> <p>document</p> <p>domestic</p> <p>domestic violence</p> <p>downtown</p> <p>driving while intoxicated (DWI)</p> <p>drop a criminal charge</p> <p>drug</p> <p>drug addict</p> <p>E</p> <p>early intervention</p> <p>Earned Income Credit</p> <p>earnings</p> <p>Economic and Medical Field Services (EMFS)</p> <p>Economic Services Administration (ESA)</p> <p>elderly</p> <p>eligibility</p> <p>eligible</p> <p>emergency</p> <p>emotion</p> <p>emotional health</p> <p>employee</p> <p>Employee Services Division (ESD)</p> <p>employer supported child care</p> <p>employment</p> <p>Employment Placement Services</p> <p>enforcement officer</p> <p>enforceable</p> <p>entitle</p> <p>environment</p>
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epidemic	family size
equality	farm worker
equipment	federal government
equity value (of a house, etc.)	federal taxes
escalator clause	fidgety
Eskimo (race)	figure
establishment	Filipino
estate	family planning
estimate	financial aid
estimated annual income	financially indigent
ethnic minorities	financial support
evaluate	financial worker
Evergreen Legal Services (ELS)	first aid
evidence	food stamps
examination	food products
example	foster care
exceed	foster child
exception	foster home
exempt (from)	foster parents
expedited service	fraud
expense	frequency
expire	frequently
explain	full time
exploitation	funeral
extension	funeral assistance
eyeglasses	function
F	fund
facility	funding
fact	G
fair	garnish
fair hearing	garnishment
false	gather

generally	Health & Rehabilitative Services
generate	Administration (HRSA)
generation	health service
get hurt	Healthy Options
give	hearing impaired
glossary	heart attack
goal	heroin
government	high blood pressure
grant assistance	hip
grateful	Hispanic
Green Card	hit
grievance	Home and Community Services
groceries	Division
gross earnings	(HCSD)
gross income	home based services
group care	homeless
Guamanian	home maker
guardian	home support
guardianship	hospitalization
guarantee	hotline
guard	house chore
guidelines	household income
guilty	housekeeper
gynecologist	housewife
	housework
	Human Resources Development
	hysterical
H	I
habilitation	identification
handicapped	illegal
harassment	immigrant
Hawaiian	immigration
head of household	Immigration and Naturalization
headquarters	Services
health insurance	(INS)

implementation	interim
imprisonment	interim care
improve	interment
incapacitated	interment assistance
incentive	Internal Revenue Services (IRS)
incident	interpret
income	interpreter
Income Assistance	intervene
income source	intervention
income tax credit	interview
incur	intimidate
independence	intoxicated
independent	intoxication
independent living skills	intra-agency
indigent	investigation
inflation	invoice
influenza (flu)	involve
injury	involvement
immediate danger	
innocence	
in person	J
inspector	jail
institution	Japanese
institutionalization	job interview
Institution Services (IS)	job placement
instructions	job training
insurance	judge
insurance policy	judgement
intake	judiciary
intake interview	jury
integrity	justice
intention	justify
intentional	Juvenile Rehabilitation Administration
intentionally	(JRA)
interagency	

K

keep
keep track of
kid
kidney
kin
kitchen
knowledge
Korean

L

labor
Labor and Industries
 Time-Loss Payments
laborer
landlord
Lands and Buildings Division (LBD)
language
Laotian
law
law enforcement
lawful
lawsuit
lawyer
legal
legal guardian
legal separation
legislation
legislative

legislature
lend
levy
liable
license
lien
life insurance
limit
limited English proficient (LEP)
lipreading
list
litigation
liver
living arrangement
loan
long term
low blood pressure
low income
lung

M

maiden name
maintenance
malicious mischief
manage
Management and Budget (MB)
Management Services Administration
 (MSA)
Management Services Division (MSD)
manager
mandatory
marijuana

marital status	mistreat
marriage	modification
marriage certificate	modify
maternity	molar
Maternity Support Services	molest
Mathadone Treatment	molestation
maximum	monetary assistance
maximum amount	money
mediation	money order
medicaid	monitor
medical assistance	monthly
Medical Assistance Administration (MAA)	mortgage
medical cost	mute
medical coverage	multiply
medical coupons	
medical history	N
medically indigent	
medicare	national origin
medicine	nationality
member	native
mental health	Native American
Mental Health Division (MHD)	necessary
mentally ill	necessities
mental retardation	neck
middle name	need
military service	needle
minimum	neglect
minister	neighbor
minority	neighborhood
Minority Affairs Initiative	net
Minority Initiative	net income
misconduct	no contact order
mission	nonfood items

Non-Wage Earner Program	Office of Vendor Services
notice	ombudsman
notify	opiate
nursing home	opium
Nursing Home Services	option
nutrition	out-of-home services
	organization
	orientation
O	original
	orthopedic
obligation	outpatient
objection	overdue
objective	overestimate
obligation	overpayment
obstacle	owe
obtain	own
occupation	
occur	
occurrence	P
offender	
Office of Appeals	pain
Office of Child Care Policy	pamphlet
Office of Children's Research	paralyzed
Office of Constituent Relations	paramedic
Office for Equal Opportunity (OEO)	parental kidnapping
Office of Financial Recovery (OFR)	parental rights
Office of Issuances	parenting plan
Office of Language Interpreter Services and Translations (LIST)	parole
Office of Nursing Home/Hospital Audit	participant
Office of Operations Review	partnership
Office of Operations Services	part-time
Office of Special Investigation	passport
Office of Staff Services	paternity
Office of Support Enforcement (OSE)	pay
	paycheck

<p> payment pay stubs penalize penalty pending pension percent percentage perjury permanent permanent residency permission petition pharmacy photocopy physical exam physical therapy Pidgin Signed English (PSE) placement plan policy population postnatal postpartum preemptive pregnant press criminal charges prevent prevention priority private investigator private sector probable cause probation probation revocation </p>	<p> procedure proceedings profession program promote proof property property taxes prosecution post-sentencing no-contact order protection protection order protest provide provider Provider Services (PS) psychiatric hospitalization psychiatrist public assistance public sector Puerto Rican </p> <p>Q</p> <p> quadriplegia qualification qualified qualify Quality Control quarter query question questionable questionnaire </p>
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quota	representative
	request
R	requirement
race	reschedule
rape	resident
reapply	Residential Care Services Division
receipts	(RCSD)
receptionist	resolution
recipient	resolve
reckless endangerment	resource
reconciliate	respite
reconciliation	respite care
records	responsibility
recruit	restitution
redeem	restraining order
reduce	result
referral	retardation
Refugee Assistance	retention
refuse	retirement
region	revenue
regional office	review
registration	Revised Code of Washington (RCW)
regulation	revoke
rehabilitation	rights
rehabilitation aid	risk assessment
reimburse	role
reimbursement	rules
relationship	Russian
relative	S
reluctant	
rent	safe
repatriate	safety
report	salary

<p> sales taxes Samoan separated savings savings account schedule scope screening self support self-sufficient Senior Companion Program service delivery settlement sexual abuse sexual orientation Sexual Orientation Initiative shelter short term sick Signed Exact English (SEE) signature single parent situation sliding-fee scales Small Claims Court Social Security Social Security Benefits Social Security Card Social Security Number (SS#) Social Welfare Department social worker Spanish Special Commitment Center (SCC) specialist speech impediment </p>	<p> spenddown spouse stability staff standard state fund statement state taxes statutory authority statutory rape street youth subpoena subsidy substance abuse substantial substantially subtract subtraction summon supervise supervision supplemental Supplemental Security Income supplies Support Enforcement Officer support order support payment survey suspend suspension </p> <p>T</p> <p>Tactile ASL (American Sign Language)</p>
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tactile signaling device	underpay
take care of	underestimate
target	understand
tax	under the influence
teen	unemployable
teenage	unemployment
teenager	Unemployment Benefits
telecommunications device for the deaf (TDD)	unintentional
teletypewriter (TTY)	unintentionally
TTY/large visual display (LVD)	union
TTY with braille	unkempt
temporary	unlawful
termination	unpaid (bills)
testimony	unsigned
Thai	upset
therapeutic services	urgent
therapy	utility bills
threaten	Utilization Services (US)
tolerate	
tracking	V
transition	vaccinate
translate	value
translator	verification
transportation	verify
treatment	veteran
trespassing	Veterans Benefits
truthful	vibrating ring signaler
turn in (application)	victim
	victim compensation
U	Vietnamese
unaccompanied minor	violate
under oath	violation
	violence

<p>visa</p> <p>visual ring signaler</p> <p>vocational rehabilitation</p> <p>volunteer</p> <p>voucher</p> <p>vulnerable</p> <p>W</p> <p>wages</p> <p>wage withholding</p> <p>Washington Administrative Code (WAC)</p> <p>Washington's Domestic Violence Prevention Act (WDVPA)</p> <p>weapon</p> <p>weekly</p> <p>welfare</p> <p>welfare fraud</p> <p>wheelchair</p> <p>White (race)</p> <p>widow</p> <p>widower</p> <p>withdraw</p> <p>withdrawal</p> <p>withdrawn</p> <p>withhold</p> <p>witness</p> <p>worker</p> <p>worker's compensation</p> <p>X</p> <p>Xerox</p>	<p>Xerox copy</p> <p>Xerox machine</p> <p>X-ray</p> <p>Y</p> <p>yearly</p> <p>yet</p> <p>young</p> <p>youngster</p> <p>youth</p> <p>Z</p> <p>zero</p> <p>zip code</p> <p>zone</p> <p>zoning</p>
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**Language Interpreter and Translator
Code of Professional Conduct**

1. Accuracy

Interpreters/translators shall always thoroughly and faithfully render the source language message, omitting or adding nothing, giving consideration to linguistic variations in both source and target languages, conserving the tone and spirit of the source language message.

2. Cultural Sensitivity – Courtesy

Interpreters/translators shall be culturally competent, sensitive, and respectful of the individual(s) they serve.

3. Confidentiality

Interpreters/translators shall not divulge any information obtained through their assignments, including but not limited to information gained through access to documents or other written material.

4. Disclosure

Interpreters/translators shall not publicly discuss, report, or offer an opinion concerning matters in which they are or have been engaged, even when that information is not privileged by law to be confidential.

5. Proficiency

Interpreters/translators shall meet the minimum proficiency standard set by DSHS by passing the required certification examination or screening evaluation.

6. Compensation

The fee schedule agreed to between the contracted language service providers and the department shall be the maximum compensation accepted. Interpreters/translators shall not accept additional money, compensation, or favor for services reimbursed by the department. Interpreters/translators shall not use for private or other's gain or advantage, the department's time, facilities, equipment, or supplies, nor shall they use or attempt to use their position to secure privileges or exemptions.

7. Nondiscrimination

Interpreters/translators shall always be neutral, impartial, and unbiased. Interpreters/translators shall not discriminate on the basis of gender, disability, race, color, national origin, age, socioeconomic or educational status, or religious or political beliefs.

8. Self-evaluation

Interpreters/translators shall accurately and completely represent their certifications, training, and experience.

9. Impartiality - Conflict of Interest

Interpreters/translators shall disclose any real or perceived conflict of interest which would affect their objectivity in the delivery of service. Providing interpreting or translation services for family members or friends may violate the individual's right to confidentiality, or constitute a conflict of interest.

10. Professional Demeanor

Interpreters/translators shall be punctual, prepared, and dressed in a manner appropriate and not distracting for the situation.

11. Scope of Practice

Interpreters/translators shall not counsel, refer, give advice, or express personal opinions, to individual for whom they are interpreting/translating, or engage in any other activities which may be construed to constitute a service other than interpreting/translating. Interpreters/translators are prohibited to have unsupervised access to clients, including but not limited to phoning clients directly.

12. Reporting Obstacles to Practice

Interpreters/translators shall assess at all times their ability to interpret/translate. Should interpreters/translators have any reservations about their competency, they must immediately notify the parties and offer to withdraw without threat of retaliation. Interpreter/translator may remain until more appropriate interpreters/translators can be secured.

13. Ethical Violations

Interpreters/translators shall immediately withdraw from encounters they perceive as violations of this Code. Any violation of the Code of Professional Conduct may cause termination of the contract.

14. Professional Development

Interpreters/translators shall develop their skills and knowledge through professional training, continuing education, and interaction with colleagues and specialists in related fields.

THIS CODE APPLIES TO ALL PERSONS PROVIDING LANGUAGE INTERPRETING OR TRANSLATION SERVICES AND MUST BE COMPLIED WITH AT ALL TIMES.