

**Study Guide for
Certified
Social Services Interpreters**

Spanish -- English

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

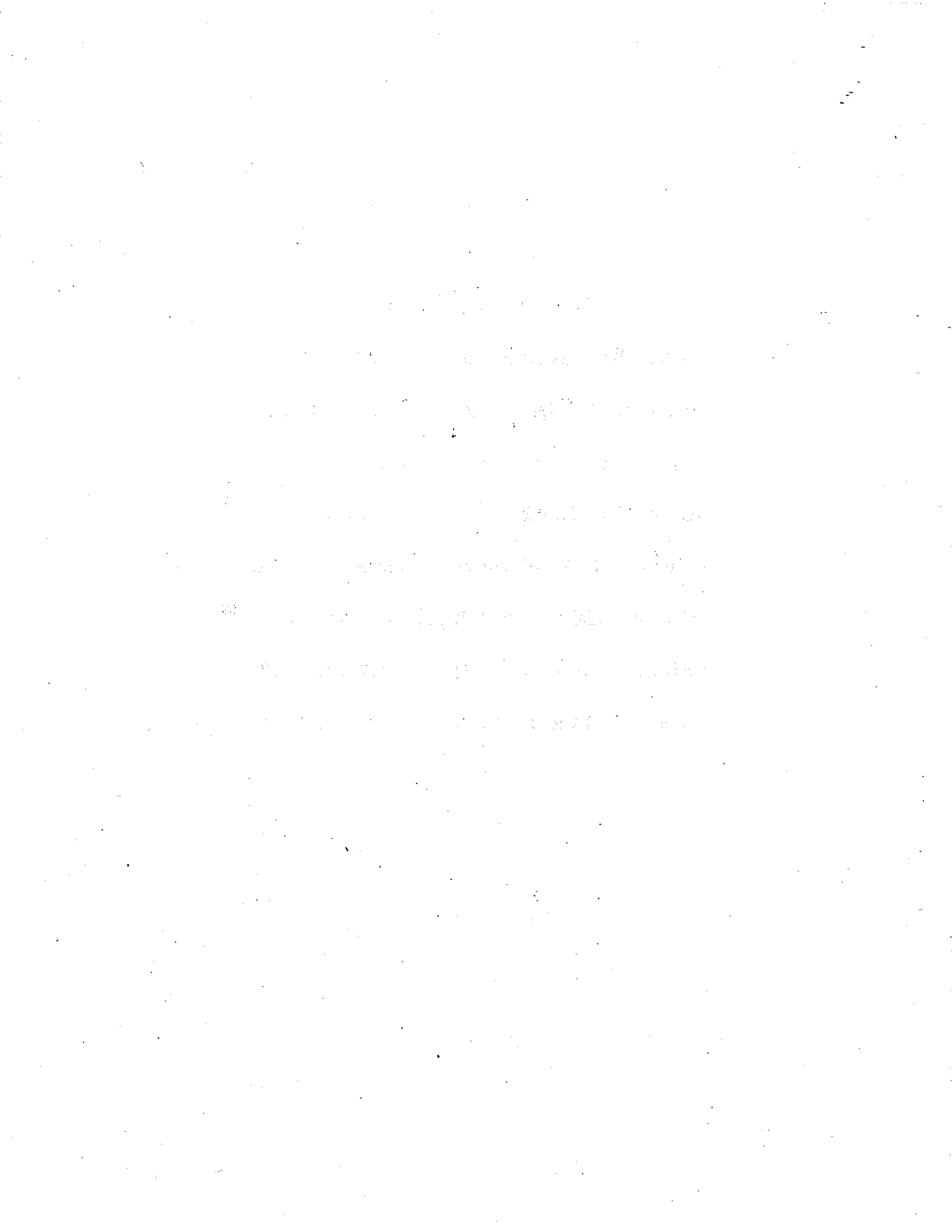


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PRACTICE EXAM FOR INTERPRETERS

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) minutes 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.*

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

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SER NUM		SCORE		SCORE		SCORE	
		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
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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
B. into compliance
C. onto 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 garnish 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

26. During a consecutive interpretation session the client uses a word you do not know. It's your duty to ask for a brief pause in order to ascertain the meaning of that word.

A. True

B. False

27. Under specific circumstances, a professional language interpreter is allowed to disseminate confidential information pertaining to a case for which he/she interpreted.

A. True

B. False

28. The interpreter must maintain an impartial attitude with clients, witnesses and families.

A. True

B. False

29. By using their independent judgment, interpreters can render a shorter version of a client's statement when the client speaks for a long period of time.

A. True

B. False

30. A conflict of interest may exist when the interpreter has, in any way, an interest in the outcome of the case involved.

A. True

B. False

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.

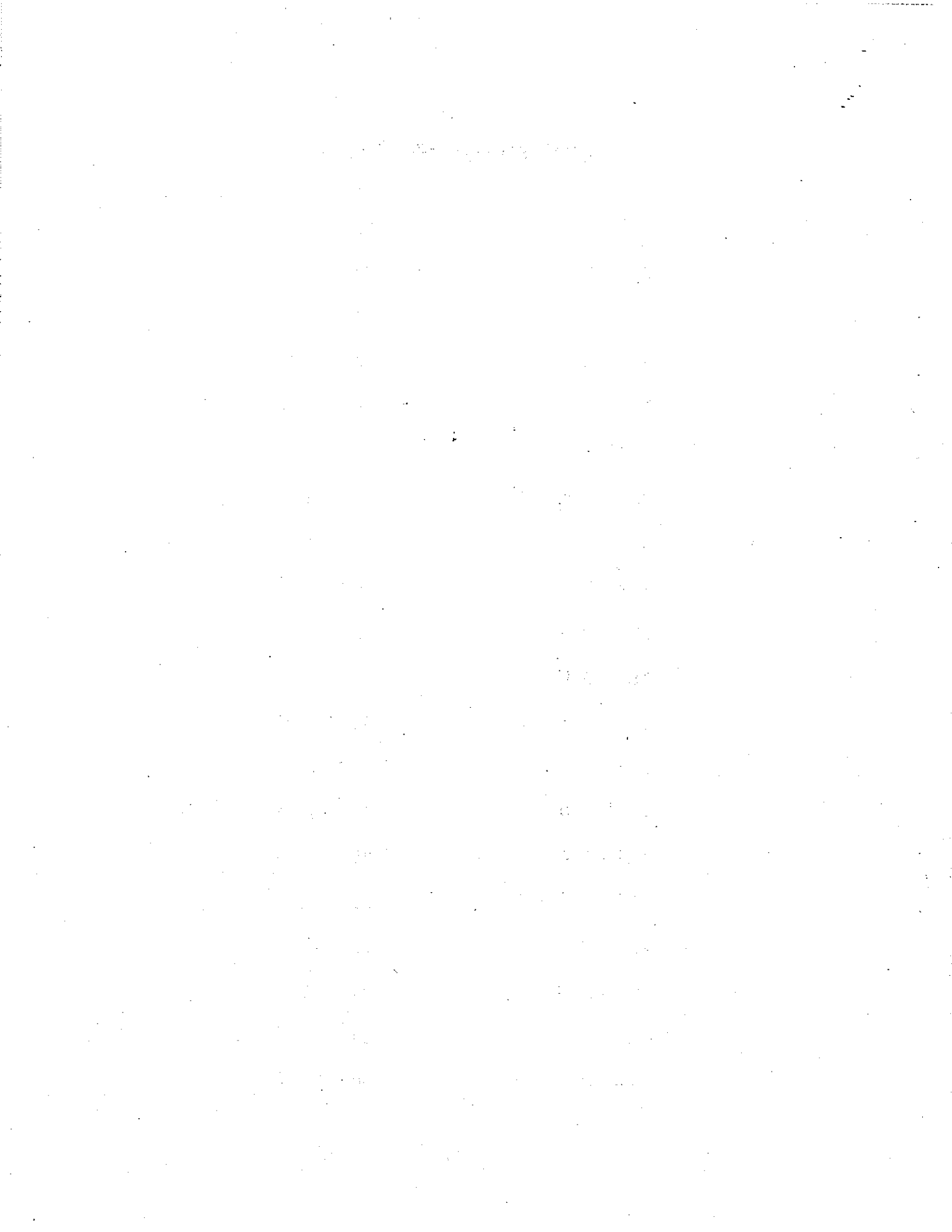
31. Si, el centro de evaluación determina si el cliente es una persona adicta en la actualidad.
- A. pudiese sea hecho una química dependencia para un diagnóstico
 - B. hubo hacerse dependencia para diagnóstico con química
 - C. ha siendo hecho un diagnóstico por dependencia química
 - D. se ha hecho un diagnóstico de dependencia química
32. Basándose en el nivel de severidad del impedimento físico,un sistema de medida de incapacitación pre-establecido.
- A. una basada en determinación de incapacidad fue hecha de acuerdo a
 - B. se hará una determinación de incapacidad de acuerdo a
 - C. incapacidad basada en determinación es hecha de acuerdo a
 - D. estaban haciendo una incapacidad basada en determinación de acuerdo a
33. Los Especialistas en Servicios de Empleos refieren un caso a Servicios Sociales un participante se encuentra con una barrera social que le impide convertirse en una persona auto-suficiente.
- A. donde ellos reconocían que
 - B. puesto que ellos reconoció entonces
 - C. cuando ellos reconocen que
 - D. cuales ellos reconocen entonces

34. esperando ser adoptados, pero algunos de los presuntos padres no reunían los requisitos básicos para adoptarlos.
- A. Había muchos niño
 - B. Hubo mucho niños
 - C. Habría mucho niños
 - D. Había muchos niños
35. Una persona inhabilitada actividad de provecho debido a algún impedimento físico o mental que pueda ser determinado médicamente.
- A. es aquel individuo quien está incapacitado para participar en cualquier
 - B. es el individuo quien era incapaz de participar en algo de
 - C. era ese individuo cuya incapacidad de participación en la
 - D. será esos individuos quienes es incapaz de participar en toda
36. Los beneficiarios de Medicaid los servicios de atención médica por el personal de los Servicios de Transporte.
- A. son transportados hacia y desde
 - B. están transportando en y desde
 - C. transportan hacia y desde
 - D. transportados en y desde
37. La cantidad que paga el departamento por el cuidado de niños
- A. no es capaz de exceder la cantidad que paga el mercado local
 - B. no sería capaz de exceder la cantidad que paga el mercado local
 - C. no puede exceder la cantidad que paga el mercado local
 - D. no puede excesivamente pagar la cantidad que paga el mercado local

38.,y el cliente no calificaba para recibir estos servicios, ha ocurrido un "sobrepago".
- A. Porque se hizo un pago por servicios proporcionados
 - B. Además de un servicios proporcionados un pago fue hecho
 - C. Aunque servicios fueron proporcionados un pago fue hecho
 - D. Aunque de los servicios proporcionados un pago fuera hecho
39. El intérprete es el puente de comunicación
- A. entremedio de dos personas quien no habla el mismo idioma
 - B. entre dos personas quienes no hablan el mismo idioma
 - C. dentro de dos personas quien hablan el mismo idioma
 - D. encima de dos personas cuyo idioma hablado es el mismo
40. Debido a un error del intérprete, el doctor diagnosticó erróneamente la enfermedad y prescribió la medicina equivocada al paciente.
- A. causó grandemente del sufrimiento
 - B. causó un tremendo cantidad de sufrimiento
 - C. causando gran sufrimiento
 - D. causando el más grande cantidad de sufrimientos

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 |



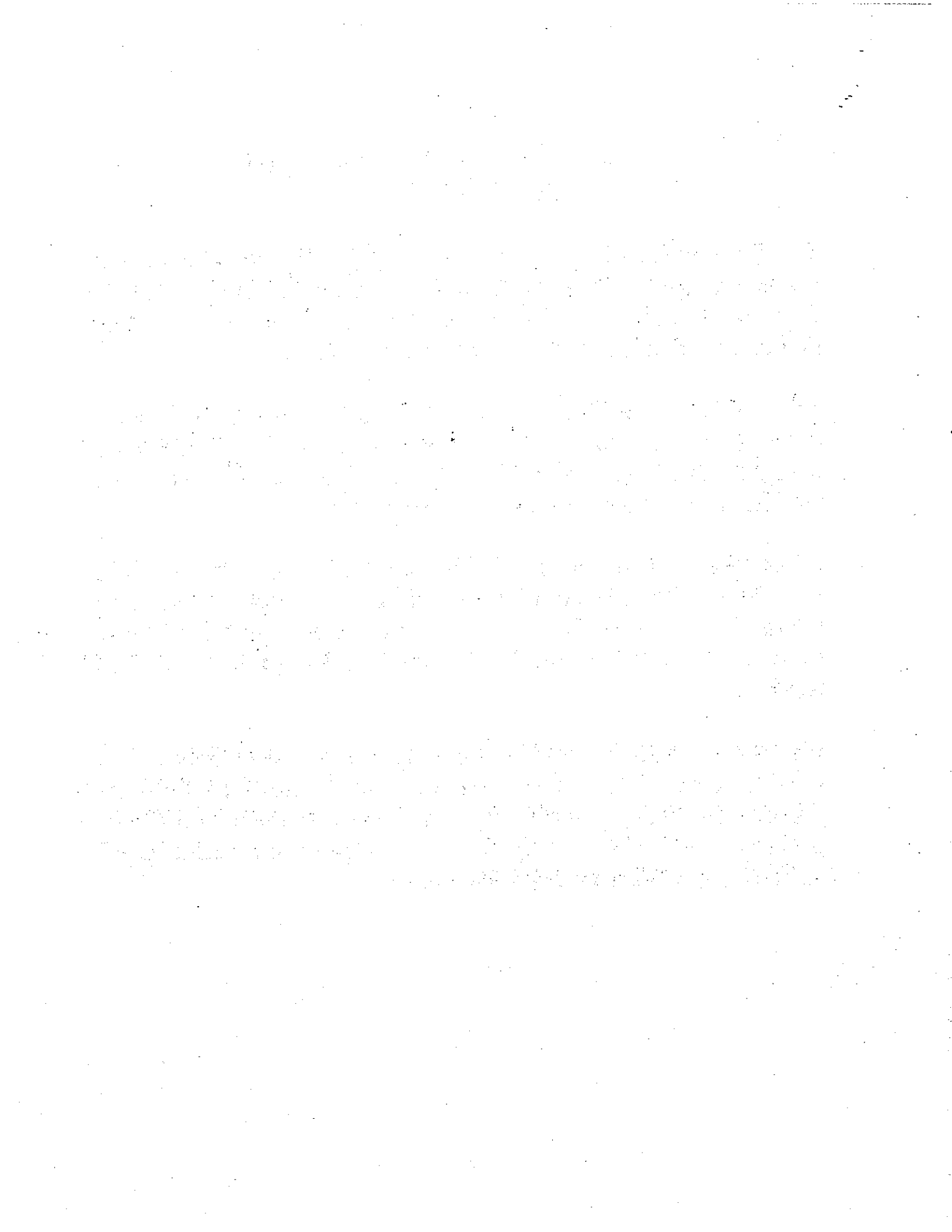
PRACTICE ORAL EXAM FOR INTERPRETERS

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.

Section One: Sight Translation

Part 2: Target Language to English

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 the same language 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 English.

La Confidencialidad es una relación entre un cliente y la agencia, la cual garantiza que el cliente está protegido contra la divulgación impropia de información que haya obtenido la agencia. La confidencialidad no es un vínculo de secreto entre el cliente y el trabajador. Todos los clientes tienen el derecho a la confidencialidad en sus contactos con la agencia. La confidencialidad es la base para desarrollar confianza entre el trabajador y el cliente. Dicha confianza es esencial para proporcionar servicios sociales en forma efectiva. Las leyes estatales y federales protegen al cliente contra el uso impropio de la información personal obtenida durante el proceso de administrar ayuda. La confidencialidad es un tema delicado en el sistema gubernamental porque los derechos a privacidad del individuo es un principio que se observa a la par con el derecho del público a tener acceso a información relacionada con la conducta de su gobierno.

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

Section One: Sight Translation

Part 1: English to Target Language

El informar y referir un caso puede involucrar un solo contacto entre el trabajador y el participante, o puede involucrar uno o dos contactos adicionales. Sin embargo, si el número de contactos aumenta y es evidente que hay necesidad de servicios más intensivos, puede que exista la necesidad de usar un método diferente para proporcionar el servicio. Es necesario que el trabajador determine cuidadosamente si se necesitan los servicios de intervención en crisis o de administración de caso. El evaluar la separación y límite entre estas actividades profesionales es parte del juicio adiestrado que el trabajador aporta a la relación cliente/trabajador.

Part 2: Target Language to English

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.

Section Two: Consecutive Interpretation

Cliente: Mi padre se encuentra en un hogar de ancianos. ¿Qué puedo hacer para asegurarme que está recibiendo la mejor atención posible?

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: **Todo lo que puedo decirle es que para cumplir con las regulaciones federales y estatales, inspectores especializados en cuidado, sin previo aviso, visitan durante el año hogares de ancianos pre-determinados con el propósito de evaluar la calidad del cuidado que se proporciona a los clientes de Medicaid.**

Client: ¿En qué tipo de cosas se fijan estos especialistas?

Interpreter: **In what type of things do these 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: **Durante la visita, los inspectores usan procedimientos uniformes de encuesta para determinar si el cuidado que reciben los residentes cumple con los requisitos federales y estatales. La encuesta incluye el observar a los residentes, entrevistas con residentes y miembros del personal, revisión de fichas, y observación/evaluación del medio ambiente y del procedimiento de atención al paciente.**

Client: ¿Qué puedo hacer si tenemos una queja con respecto al cuidado de mi padre?

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:** **Ud. debe presentar la queja al hogar de ancianos en que su padre reside, y si el problema persiste, entonces debe dirigirse a un trabajador del Servicio para Ancianos y Adultos.**
- Client:** Me han dicho que mi padre tiene problemas con sus papeles y que es muy posible que le nieguen los servicios de Medicaid; ¿Qué puedo hacer en este caso?
- Interpreter:** **I have been told that my father has some problems with his papers, and that is very possible he'll be denied 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:** **Ud. y su padre tienen el derecho a solicitar una audiencia imparcial con respecto a la denegación, reducción o cancelación de servicios; si piensa que este es el caso, Ud. debe tomar acción y hacer esta petición rápidamente.**
- Client:** Tengo una prima que trabaja en la oficina de Servicios para Ancianos y Adultos. ¿Cree Ud. que ella podría revisar los papeles de mi padre y arreglarlos para solucionar el problema?
- 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:** **No. Las normas del departamento prohíben a un empleado a trabajar en casos de clientes con quienes están emparentados, o con quienes tienen alguna relación personal, oficial o informal, o una relación de consejero fuera del departamento.**

Client: Mi padre no habla Inglés, y tiene problemas para comunicarse con el trabajador social. ¿Puede la División de Servicios para Ancianos y Adultos proporcionarle un intérprete?

Interpreter: **My father doesn't speak English and has problems communicating with the social worker. Can the Aging and Adult Services Division 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: **Sí. Si el cliente tiene problemas con el idioma, el departamento puede proporcionarle un intérprete y otros tipos de ayuda sin costo alguno.**

Client: Gracias por clarificarme las interrogantes que tenía. Estoy seguro que su información me ayudará mucho.

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: **De nada. Me alegro saber que le he podido ayudar.**

Section Three: Simultaneous Interpretation

Recording 1:

Se debe recordar que un foro administrativo fue efectuado referente a este asunto el día 10 de Febrero de 1993, ante Thomas Jacob Smith, Juez Mayor de Ley Administrativa. Hoy es el día 16 de Febrero de 1993. Estamos nuevamente en el acta en el asunto referente a Jay Campbell. Aparentemente el Señor Campbell, el Apelante, no está presente, pero sí lo está su abogado oficial Kelly Roco, y representando al departamento está Edward Baros de la Oficina de Ejecución Legal de Manutención. El abogado del Apelante desea solicitar otra postergación de los procedimientos, y DSHS objecciona esta moción. El Apelante presenta el tema que un examen de sangre es necesario para establecer paternidad del niño. El Apelante estaba asignado a una base militar en Alemania durante el período en que se concibió el niño. Después de discutir el caso con la Oficina del Procurador General, pareciera que, debido a las circunstancias, hay ahora menos necesidad de un examen de sangre. La opinión del departamento es que, aunque este presunto padre no sea el padre natural del niño, aún así tenemos pendiente su posible responsabilidad como padrastro de tutela.

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 step parent.

Recording 2:

La Apelante, Señora Lugo, por la presente solicita a la Oficina de Apelación que revise la Decisión Inicial con fecha Diciembre 2, de 1992 y que la revoque, permitiéndole de este modo, obtener los servicios psicológicos de la Doctora Mary Bay, Ph.D., y que sean reembolsados por el estado bajo la Categoría del Necesitado (CN) del Programa de Asistencia Médica. La Decisión Inicial está en error porque apoya al estado en negarse a reembolsar a la Doctora por los servicios, aunque éstos son médicamente necesarios, porque ella tiene su práctica particular y proporcionó el tratamiento en su propia oficina en lugar de un centro comunitario de salud mental. La decisión también tiene el efecto que amenaza terminar la única fuente efectiva de tratamiento que ella tiene, y erróneamente negar a la Apelante el cubrir su tratamiento por Desorden de Personalidades Múltiples.

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	abandono
abuse	abuso
accessible	accesible
accident	accidente
account	cuenta
achieve	lograr, llevar a cabo, realizar
adoption	adopción
Adult Protective Services	Servicios para la Protección de Adultos
advocacy	abogacía
agency	agencia
aging (the)	el anciano/a
Aging and Adult Services	Servicio para Ancianos y Adultos
agreement	acuerdo
Alien Registration Card	Tarjeta de Registro para Extranjero
Alcohol and Substance Abuse	Abuso de Alcohol y otras Sustancias
ambulance	ambulancia
amount	cantidad
application	solicitud
apply	solicitar
appointment	cita
approval	aprobación
arrangement	arreglo
assessment	estudio, evaluación
assistance	ayuda
assistant	asistente/ayudante
Assistance Program	Programa de Ayuda
assurance	asegurar
attend	asistir
Attorney General	Procurador o Fiscal General
authorization	autorización/permiso/aprobación

B

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

vendaje/venda/atadura/compresa/fronda/fronde
en nombre de
beneficiario
beneficios
bilingüe
cuenta
certificado de nacimiento
ciego/ciega
transfusión de sangre
bono
patrón/patrona, jefe/jefa
bronquitis
presupuesto
negocio

C

calculate
cancellation
cause damage
check
checking account
child abuse
child care
Children Services Division
Children Protective Services
Children and Family Services
citizen
citizenship
claim
client
clinic
community worker
complain
compensation
complete
consent
consult
consulate
contract
controversy
convalescent
cooperative
coordinator
copy
cost

calcular
cancelación
perjudicar, causar daño
revisar
cuenta de cheques
abuso de niños
cuidado de niños
División de Servicios para Niños
Servicio para la Protección de Niños
Servicio de Niños y Familias
ciudadano
ciudadanía
reclamación
cliente
clínica/consultorio/dispensario
trabajador de la comunidad
queja/querrela
compensación
completo/total/entero/absoluto
consentimiento
consultar
consulado
contrato
controversia
convaleciente
cooperativa, cooperador/a
coordinador
copia/facsímil/duplicado
costo

counseling
crisis intervention
crutches
current
custodial parents
custody
customer

consejo, aconsejar
intervención durante una crisis
muletas
actual
padres con tutela
tutela, custodia/protección
cliente/usuario/consumidor

D

data
date of birth
death certificate
dentist
deduction
delegate
denture
department
Department of Health
Department of Social and Health Services
deprive
development
diagnosis
diarrhea
disability
disabled
discharge
disclosure
divorce
doctor
document
downtown
drug
drug addict

datos
fecha de nacimiento
certificado de defunción/muerte
dentista
deducción
delegar, delegado
dentaduras
departamento
Departamento de Salud
Departamento de Servicios Sociales y de Salud
privar
desarrollo
diagnosis/diagnóstico
diarrea
incapacidad
incapacitado/incapacitada
dar de alta
divulgación
divorcio
doctor/doctora
documento
centro/centro de la ciudad
droga
adicto/adicta a drogas/drogadicto/drogadicta

E

earnings	ingresos/ganancia/sueldo/jornal
Economic and Medical Field Services	Oficina de Servicios Económicos y Médicos
elderly	mayores de edad/ancianos/ancianas
eligible	elegible, que califica
emergency	emergencia
employee	empleado/empleada
employment	empleo/trabajo
Employment Placement Services	Servicios de Colocación de Empleo
enforcement officer	oficial de cumplimiento legal
environment	medio ambiente
epidemic	epidemia
establishment	establecimiento
estimate	estimar, estimado
evaluate	evaluar
evidence	prueba, evidencia
examination	examen
example	ejemplo
exception	excepción
expense	gasto
expire	vencer, caducar, expirar
explain	explicar
exploitation	explotación
extension	extensión
eyeglasses	anteojos, lentes/espejuelos

F

facility
fact
fair
fair hearing
false
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

instalación
hecho/dato (información)
imparcial/justa
audiencia imparcial/audiencia justa
falso
declaración falsa
trabajador agrícola
gobierno federal
impuestos federales
ayuda económica
apoyo económico
primera ayuda
estampillas de comida
cuidado de crianza
niño de crianza
hogar de crianza, hogar suplente
padres de crianza, padres suplentes
con frecuencia/frecuentemente
tiempo completo
función

G

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

embargar
recoger
generalmente
generar
lastimarse/golpearse, lesionarse
dar
glosario
gobierno
agradecido/agradecida
comestibles, víveres
paga bruta/paga total antes de deducciones
tutela
garantía
custodiar, guardar
normas/reglas
Ginecólogo

H

handicapped
harassment
head of household
health insurance
health service
hearing impaired
heart attack
high blood pressure
hip
hit
homeless
hospitalization
hotline
household income
housekeeper
housewife
housework
Human Resources Development

incapacitado/incapacitada/impedido/impedida
acoso, vejación
jefe de la familia/cabeza de la familia
aseguranza médica/seguro médico
servicio médico/servicios de salud
con impedimento al oído
ataque al corazón
presión sanguínea alta
cadera
pegar/golpear
persona sin hogar/sin casa ni hogar
hospitalización
línea de acción
ingreso total de la unidad familiar
empleado doméstico/empleada doméstica
ama de casa
quehaceres domésticos
Desarrollo de Recursos Humanos

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

identificación
ilegal
inmigrante
inmigración
Servicio de Inmigración y Naturalización
implementación
mejorar
incapacitado/incapacitada
ingreso
ayuda económica
fuente de ingresos
indigente (pobre)
inflación
influenza
lesión, golpe, lastimadura
inspector
institución
instrucciones
aseguranza/seguro
admisión
integridad
entrevista
investigación

J

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

cárcel
entrevista de trabajo/empleo
colocación de empleo/trabajo
entrenamiento de empleo/oficio
juez
juicio/fallo/decisión
judicial
jurado
justicia
justificación
Rehabilitación de Menores

K

keep
kidney
kitchen

guardar
riñón
cocina

L

laborer
landlord
language
lawsuit
lawyer
legal
legislative policy
lend
levy
liable
life insurance
license
list
liver
loan
long term care
low blood pressure
low income
lung

obrero/trabajador/labrador
dueño del hogar/apartamento/propiedad
idioma/lengua
demanda legal
abogado/abogada
legal
norma/ regla legislativa
prestar
proyecto de ley, embargo/retener
responsable
aseguranza de vida/seguro de vida
licencia
lista/tabla
hígado
préstamo
cuidado por largo plazo
baja presión sanguínea
bajo ingreso
pulmón

M

maiden name	apellido de soltera
maintenance	mantenimiento
manager	gerente/director/administrador/empresario
marital status	estado matrimonial
marriage	matrimonio
marriage certificate	certificado de matrimonio
maximum amount	cantidad máxima
medical assistance	asistencia médica
medical cost	gastos médicos
<u>medical coupons</u>	estampillas médicas
medical help	asistencia médica/ayuda médica
medical history	historial médico/historia clínica
medicine	medicina
member	miembro
mental health	salud mental
mentally ill	enfermo mental
middle name	segundo nombre
military service	servicio militar
minister	ministro
mistreat	maltrato/maltratar
molar	muela
money	dinero/plata
money order	giro postal
monitored	controlado
monthly	mensual
mortgage	hipoteca
mute	mudo/muda

N

national origin	origen nacional
nationality	nacionalidad
native	natal
necessity	necesidad
neck	cuello
need (to)	necesitar
neglect	descuido, negligencia
neighbor	vecino/vecina
neighborhood	vecindad/barrio/suburbio/comunidad
net	neto
net income	ingreso neto
notice	aviso/notificación
notify	notificar/avisar/informar
<u>nursing home</u>	asilo/hogar de ancianos e incapacitados
Nursing Home Services	Servicios para Asilo/Hogar de Ancianos

O

obligation	obligación/responsabilidad/deber
objection	objeción
obstacle	obstáculo
obtain	obtener/conseguir/lograr
occupation	ocupación/labor/tarea/trabajo
<u>Office of Support Enforcement</u>	Oficina de Ejecución Legal de Manutención
organization	organización/institución
original	original
orthopedic	ortopédico
outpatient	paciente externo
overpayment	sobrepago
own	ser dueño/propietario de...

P

pain
pamphlet
paralyzed
paramedic
parental rights
part-time
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

dolor
folleto
paralizado
paramédico
derecho de los padres
medio tiempo/parte de tiempo
pasaporte
paga/pagar/salario/sueldo
pago
pensión, retiro, jubilación
por ciento
permanente
permiso/autorización
petición
farmacia/droguería/botica
fotocopia/fascímil/duplicado
norma/regla
población
prioridad
sector privado
procedimiento/método/manera
profesión/empleo/carrera/ocupación
prueba/comprobante
promover/fomentar
propiedad
impuestos a la propiedad
acción judicial/juicio/proceso legal
protección
proveer/proporcionar
examen físico
terapia física
sector público

Q

quality control
quarter
question
questionnaire

control de calidad
trimestre
pregunta
cuestionario

R

receipts

records

referral

Refugee Assistance

refuse

registration

regulation

rehabilitation

rehabilitation aid

relationship

relative

rent

report

request

requirement

resident

resolution

responsibility

result

retirement

revenue

review

rights

role

recibos, comprobantes

expediente/acta

referir a /remisión/someter

Asistencia para Refugiados

rehusar/denegar

matrícula/registro/inscripción

regulación/reglamentación

rehabilitación

ayuda rehabilitacional

parentesco/relación

pariente

renta/alquiler

informe

pedir, solicitar

requisito/condición

residente

resolución

responsable

resultado

retiro/jubilación

ingreso/entrada

revisión

derechos

función

S

salary	salario/sueldo/jornal
sales taxes	impuesto sobre ventas
savings	ahorros
savings account	cuenta de ahorros
schedule	calendario/horario
self-support	mantener a sí mismo/vive de sus propios recursos
self-sufficient	autosuficiencia
sexual abuse	abuso sexual
shelter	refugio (n.)/protección (v. tr.)
<u>short term care</u>	<u>cuidado temporal/por corto tiempo</u>
sick	enfermo
signature	firma
situation	situación
Social Security	seguro social
Social Security Card	tarjeta de seguro social
Social Welfare Department	Departamento de Bienestar Social/Público
social worker	trabajador social/trabajadora social
Special Commitment Center	Centro Institucional de Detención Civil Especial
specialist	especialista
speech impediment	dificultades /impedimento del habla
stability	estabilidad
staff	personal/empleados/trabajadores
state fund	fondo estatal
state taxes	impuestos estatales
supplemental	suplementario/suplementaria
supplies	abastecimientos/suministros/provisiones
Support Enforcement Officer	Oficial de Ejecución Legal de Manutención
<u>support payment</u>	<u>pago de manutención</u>
survey	estudio/encuesta

T

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

cuidar/atender a
meta/objetivo
impuesto/contribución/arbitrio/tasación
temporal/provisional
terminación
traducir
traductor
transportación
tratamiento
verdadero

U

underpay
understand
union
unsigned
upset
urgent

poca paga/bajo salario
comprender, entender
sindicato, unión
sin firmar/no firmado
disgustado/disgustada
urgente

V

vaccinate
value
verify
veteran
veteran benefits
violate
visa
vocational
voucher

vacunar
valor
verificar
veterano
beneficios para veteranos
quebrantar, violar
visa
vocacional
comprobante, vale, justificante

W

wages
welfare
weekly
wheelchair
withdraw
witness
worker
workmen's compensation
write down

salarios/ingresos/jornales
bienestar
semanalmente, a la semana
silla de ruedas
quitar/retirar/sacar
testigo
trabajador/a, obrero/a
compensación legal por accidentes de trabajo
anotar

X

X-ray

radiografía/rayos-X

Y

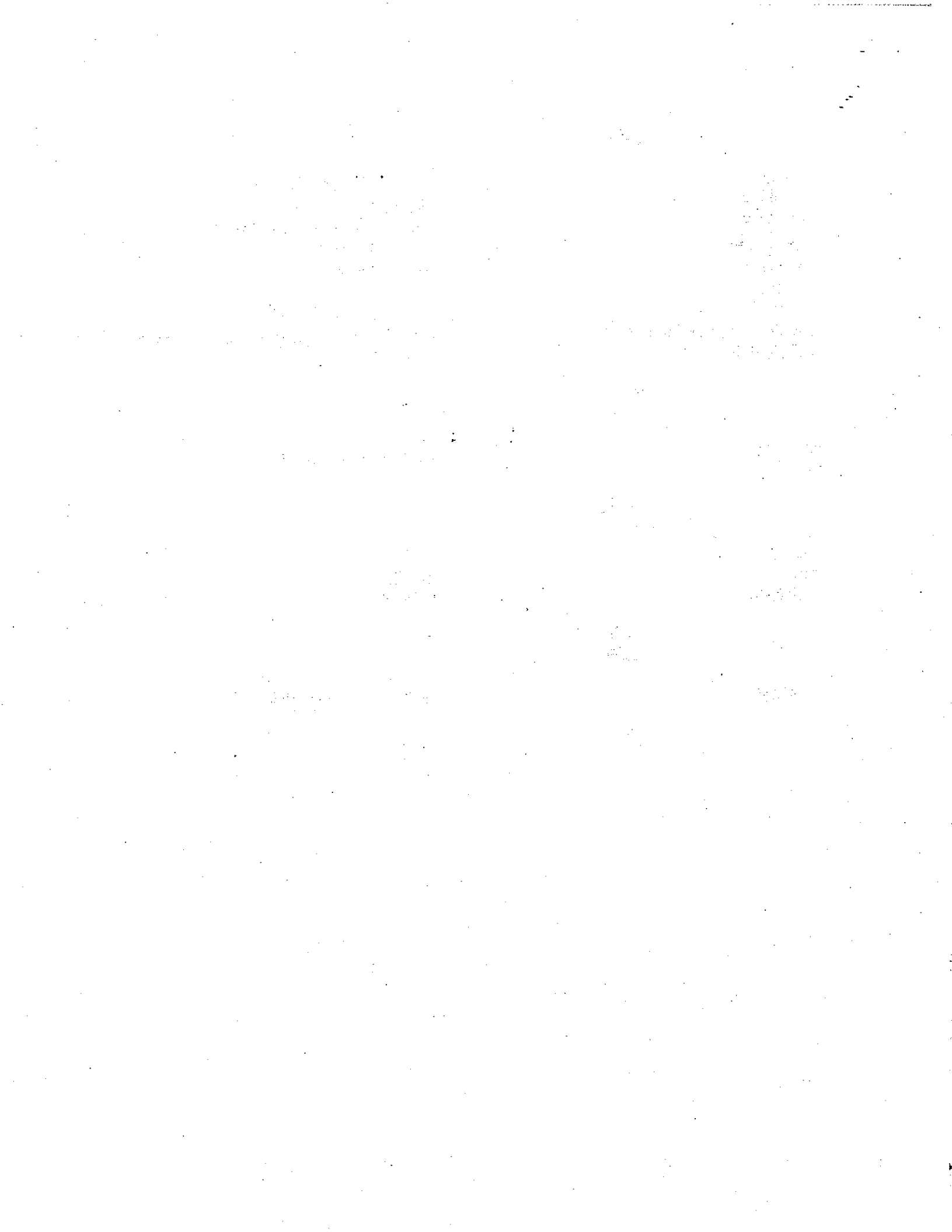
yearly
yet
young

anual
todavía
joven

Z

zip code

zona postal/código postal



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</p> <p style="padding-left: 40px;">Social and Health Services (DSHS)</p> <p>deprive</p> <p>detoxification</p> <p>develop</p> <p>development</p>
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Developmental Disabilities (DD) diagnosis diarrhea disability Disability Initiative Disability Insurance (DI) disable disagreement disburse disbursement discharge disclosure discriminate (against) discrimination dismiss dissolution of marriage diversity Diversity Initiative Division of Alcohol and Substance Abuse (DASA) Division of Child Support (DCS) Division of Children and Family Services (DCFS) Division of Community Services (DCS) Division of Developmental Disabilities (DDD) Division of Employment and Social Services (DESS) Division of Income Assistance (DIA) Division of Management & Operations Support (DMOS) division of property Division of Vocational Rehabilitation (DVR) divorce	doctor document domestic domestic violence downtown driving while intoxicated (DWI) drop a criminal charge drug drug addict E early intervention Earned Income Credit earnings Economic and Medical Field Services (EMFS) Economic Services Administration (ESA) elderly eligibility eligible emergency emotion emotional health employee Employee Services Division (ESD) employer supported child care employment Employment Placement Services enforcement officer enforceable entitle environment
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epidemic
equality
equipment
equity value (of a house, etc.)
escalator clause
Eskimo (race)
establishment
estate
estimate
estimated annual income
ethnic minorities
evaluate
Evergreen Legal Services (ELS)
evidence
examination
example
exceed
exception
exempt (from)
expedited service
expense
expire
explain
exploitation
extension
eyeglasses

F

facility
fact
fair
fair hearing
false

family size
farm worker
federal government
federal taxes
fidgety
figure
Filipino
family planning
financial aid
financially indigent
financial support
financial worker
first aid
food stamps
food products
foster care
foster child
foster home
foster parents
fraud
frequency
frequently
full time
funeral
funeral assistance
function
fund
funding

G

garnish
garnishment
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
H	hysterical
	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	

<p>K</p> <p>keep keep track of kid kidney kin kitchen knowledge Korean</p> <p>L</p> <p>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</p>	<p>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</p> <p>M</p> <p>maiden name maintenance malicious mischief manage Management and Budget (MB) Management Services Administration (MSA) Management Services Division (MSD) manager mandatory marijuana</p>
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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

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

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

Q

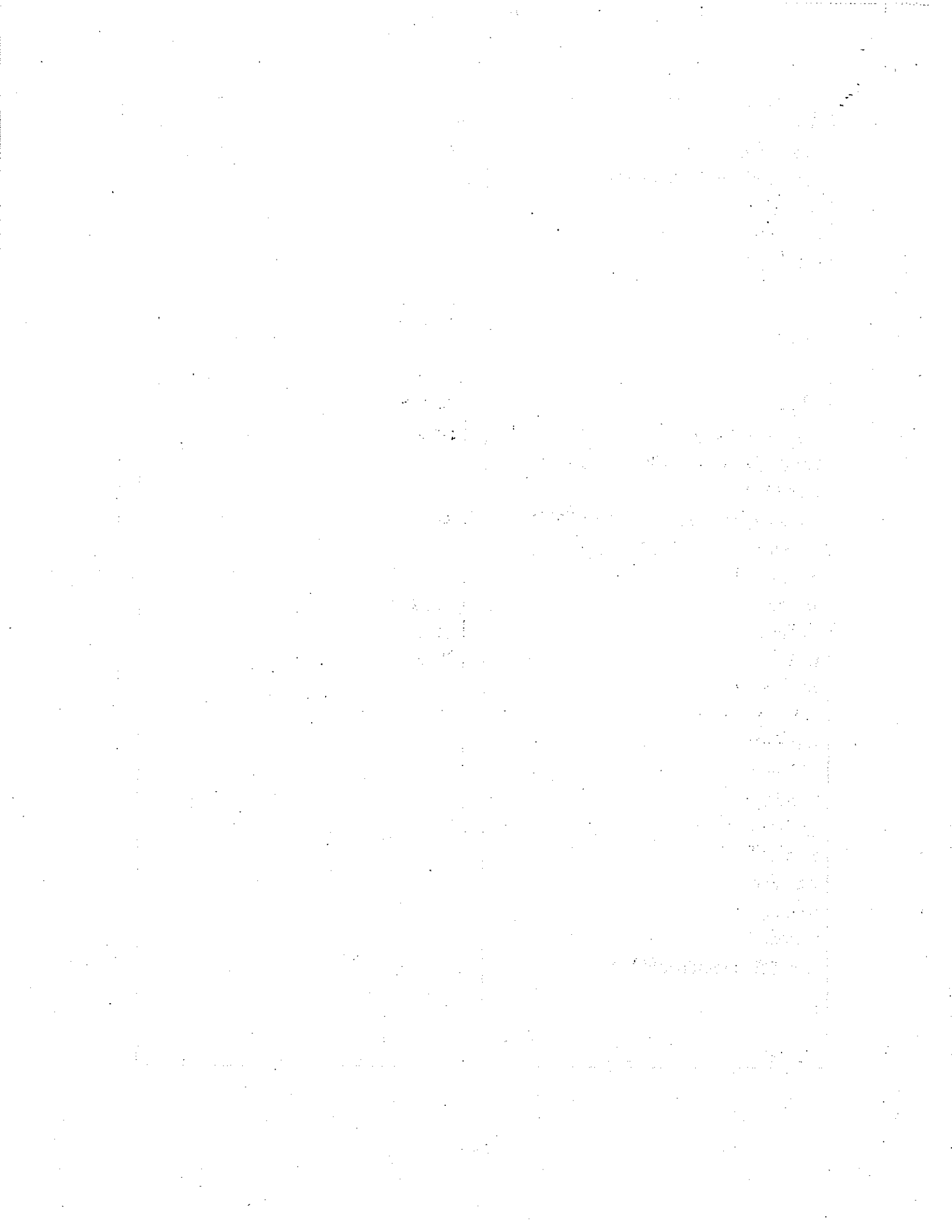
quadriplegia
qualification
qualified
qualify
Quality Control
quarter
query
question
questionable
questionnaire

quota	representative
	request
	requirement
R	reschedule
race	resident
rape	Residential Care Services Division (RCSD)
reapply	resolution
receipts	resolve
receptionist	resource
recipient	respite
reckless endangerment	respite care
reconciliate	responsibility
reconciliation	restitution
records	restraining order
recruit	result
redeem	retardation
reduce	retention
referral	retirement
Refugee Assistance	revenue
refuse	review
region	Revised Code of Washington (RCW)
regional office	revoke
registration	rights
regulation	risk assessment
rehabilitation	role
rehabilitation aid	rules
reimburse	Russian
reimbursement	
relationship	
relative	S
reluctant	
rent	safe
repatriate	safety
report	salary

sales taxes	spenddown
Samoan	spouse
separated	stability
savings	staff
savings account	standard
schedule	state fund
scope	statement
screening	state taxes
self support	statutory authority
self-sufficient	statutory rape
Senior Companion Program	street youth
service delivery	subpoena
settlement	subsidy
sexual abuse	substance abuse
sexual orientation	substantial
Sexual Orientation Initiative	substantially
shelter	subtract
short term	subtraction
sick	summon
Signed Exact English (SEE)	supervise
signature	supervision
single parent	supplemental
situation	Supplemental Security Income
sliding-fee scales	supplies
Small Claims Court	Support Enforcement Officer
Social Security	support order
Social Security Benefits	support payment
Social Security Card	survey
Social Security Number (SS#)	suspend
Social Welfare Department	suspension
social worker	
Spanish	
Special Commitment Center (SCC)	T
specialist	
speech impediment	Tactile ASL (American Sign Language)

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

