

**Study Guide for
Certified
Social Services Interpreters**

Korean -- English

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



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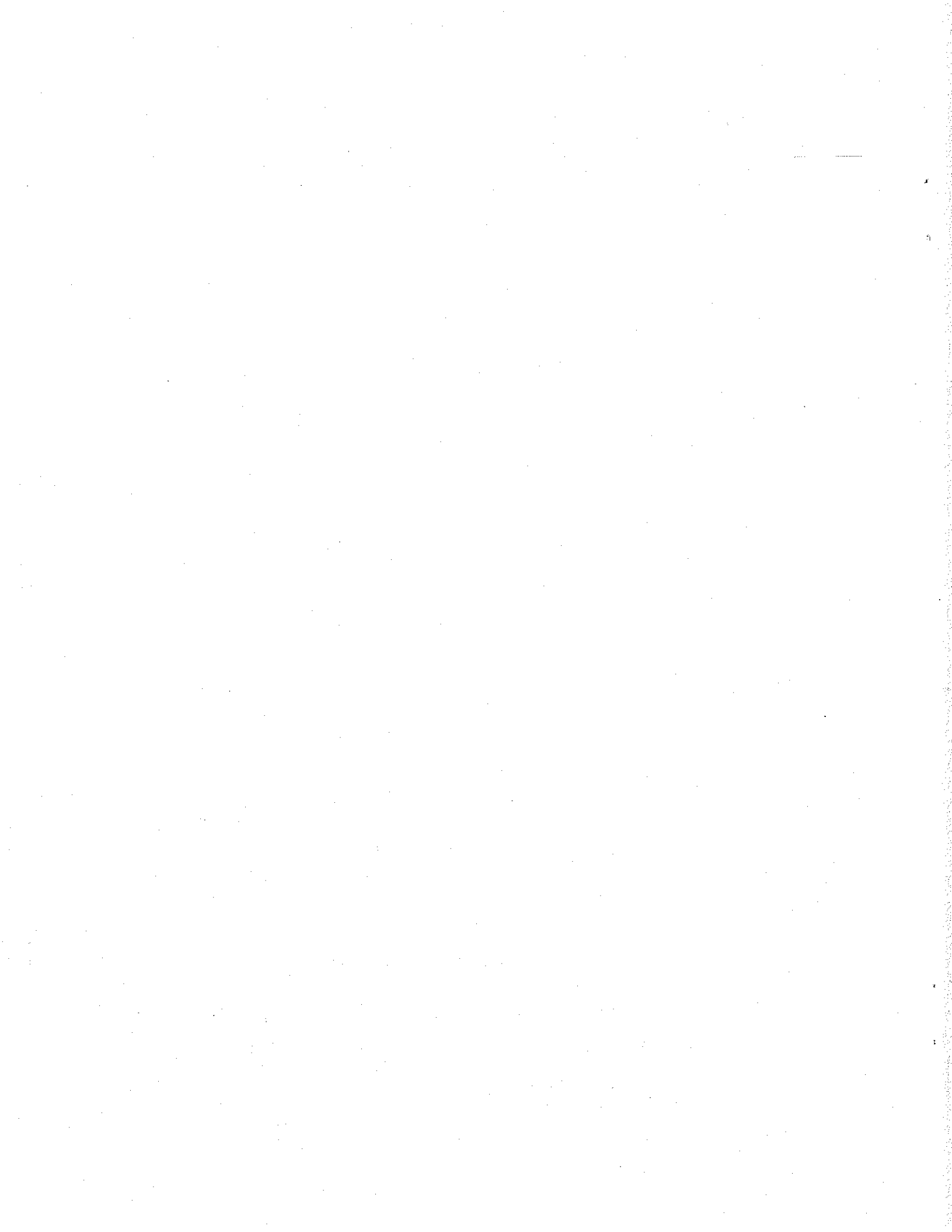


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PRACTICE EXAM FOR INTERPRETERS

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.*

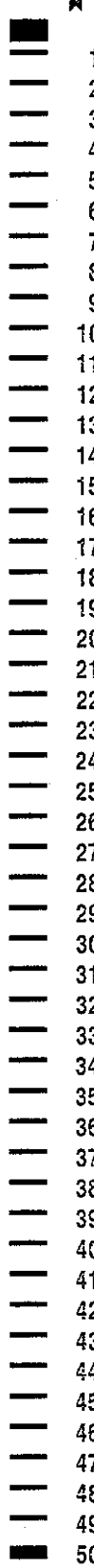
***Section Three** is designed to test your knowledge of the interpreters professional code of ethics. You will be given a statement, and will be asked to choose whether it's true or false.*

***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	3	4	5		1	2	3	4	5		1	2	3	4	5
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 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**

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. 만약 _____, 애썬스먼트 쉐타(평가/사정 쉐타)는 고객이 만약 상용자인가를 결정한다.
- A. 화학물질 증독으로 진단을 내려질 수도 있으면
 - B. 화학물질과의 진단을 위한 증독성이 정해지면
 - C. 진단이 증독성으로 내려졌으면
 - D. 화학물질 증독으로 진단이 내려지면
32. 각 신체 장애의 엄격한 평정(評定)을 기준으로하여, 이미 설정된 평가 체계에 따라 _____.
- A. 무능력으로 기준된 결정이 내려졌었다.
 - B. 무능력 결정이 내려질 것이다.
 - C. 무능력 기준된 결정이 내려진다.
 - D. 무능력 기준된 결정이 내려지고 있었다.
33. 직업 소개 업무 담당자는 관여자가 자금 자족을 하는데에 어떤 사회적인 장애가 그 사람을 가로막고 있다고 _____, 사회 사업 봉사원에게 소개시킨다/의뢰한다.
- A. 간혹 인정해서
 - B. 그 때에 인정했으니까
 - C. 인정하게 되면
 - D. 그 때에 인정할 데에서

34. _____ 양자/양녀가 되기를 기다렸지만, 가망성이 있는 어떤 부모들 중에는 아이들을 양자/양녀로 삼을수 있는 기본적인 필요 자격이 없었다.
- A. 많은 한 어린애가
 - B. 다량한 아동이
 - C. 대단히 아이가
 - D. 많은 어린이들이
35. 무능력자란 의학적인 면에서 그 어느 신체적 또는 정신적인 장애로 규정지을 수 있는 이유로 인하여 실질상 돈을 벌수 있는 일에 _____.
- A. 종사할 수 없는 사람을 말한다.
 - B. 약간 종사할 수 없는 누군가이다.
 - C. 종사할 수 없는 누구의 개인이었다.
 - D. 모두 종사할 수 없는 개인들일 것이다.
36. 사회 의료 보조 수혜자들은 교통/운송 업무부 직원들의 도움을 받아 (직원들에 의해) 의료 보호소 _____.
- A. 에 왕래 하게 된다/에 다니게 된다.
 - B. 로 왕래되는 중이다.
 - C. 로 운반한다.
 - D. 로 운반됐다.
37. 보건 사회부의 탁아비 지급은 _____.
- A. 현지 시장 탁아비율을 초과했을 수 없다.
 - B. 초과해서 현지 시장 탁아비율을 할 수 없다.
 - C. 현지 시장 탁아비율을 초과할 수 없다.
 - D. 현지 시장 탁아비 를 초과해서 평가할 수 없다.
38. 고객의 보조 수혜 자격이 없는 데에다 _____ 과불지급이 발생했다.
- A. 봉사 재공을 위한 보조 지급으로 인하여
 - B. 게다가 마련된 한 보조 지급 외에도
 - C. 마련된 한 보조 지급에도 불구하고
 - D. 마련된 한 보조의 지급들에도 불구하고

39. 통역자는 _____ 의사 전달(언어 소통)의 다리(가교)이다.

- A. 같은 언어를 사용하지 않는 두 사람들 사이에게
- B. 같은 언어를 사용하지 않는 두 사람들 사이에 놓인
- C. 같은 언어를 사용하는 두 사람들 속으로
- D. 같은 언어를 사용하는 두 사람들의 편에

40. 오역(誤譯)으로 팔미암아 의사가 병을 오진하고 _____ 부 적당한 약을 환자에게 처방했다.

- A. 고충의 상당한 크게 이유가 된
- B. 제일 상당한 고충을 일으켰던
- C. 상당한 고충을 일으키는
- D. 가장 최상의 상당한 고충을 일으키는

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.

(다음은 영어로 말하십시오.)

비밀성(秘密性)이란 기관에 알려진 정보의 부당한 누설(漏泄)로 부터 고객을 보호한다는 것을 보증하는 고객과 기관 사이에 존재하는 하나의 관계이다. 비밀성은 고객과 업무 담당자 사이의 비밀스런 유대 관계가 아니다. 모든 고객들은 기관과의 접촉에 있어서 비밀성을 가질 권리가 있다. 비밀성은 업무 담당자와 고객들 사이에서 생기는 신뢰의 근원이다. 이러한 신뢰는 효과적인 사회 봉사 업무의 불가결한 대비(對備)이다. 주(州)법과 연방 법은 어느 한 프로그램의 행정 과정에서 얻어진 사적인 정보가 부당하게 사용되는 것으로 부터 고객을 보호하고 있다. 비밀성은 공공 기관(정부) 관리에 있어서 고객이 개인적 자유를 가질 권리가, 공공 사회가 그의 행정 집행에 대해 필요한 정보를 입수할 수 있는 권리와 동등한 원칙으로 준수되기 때문에 신중을 요하는 일이다.

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:

정보와 알선은 업무 담당자와 관여인 사이에서 단 한번의 접촉으로 관련될 수도 있고 한 두어 번 더 접촉함으로써 관련될 수도 있다. 그렇지만, 접촉하는 수가 증가하게 되고 좀 더 철저한 봉사가 필요하다는 것이 명백하면 다른 방법의 봉사를 가하는 것이 필요할지도 모른다. 신중한 판단은 위기 방지 상담이 필요한지 또는 케이스 관리가 필요한지를 결정하는 업무 담당자에게 필요한 역할의 일부이다. 이러한 전문가적인 업무의 한계선을 평가하는 것은 봉사 담당자가 유대 관계에 수반해야 할 자격 있는 판단력의 일부이다.

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.

비밀성(秘密性)이란 기관에 알려진 정보의 부당한 누설(漏泄)로부터 고객을 보호한다는 것을 보증하는 고객과 기관 사이에 존재하는 하나의 관계이다. 비밀성은 고객과 업무 담당자 사이의 비밀스런 유대 관계가 아니다. 모든 고객들은 기관과의 접촉에 있어서 비밀성을 가질 권리가 있다. 비밀성은 업무 담당자와 고객들 사이에서 생기는 신뢰의 근원이다. 이러한 신뢰는 효과적인 사회 봉사 업무의 불가결한 대비(對備)이다. 주(州)법과 연방 법은 어느 한 프로그램의 행정 과정에서 얻어진 사적인 정보가 부당하게 사용되는 것으로부터 고객을 보호하고 있다. 비밀성은 공공 기관(정부) 관리에 있어서 고객이 개인적 자유를 가질 권리가, 공공 사회가 그의 행정 집행에 대해 필요한 정보를 입수할 수 있는 권리와 동등한 원칙으로 준수되기 때문에 신중을 요하는 일이다.

CONSECUTIVE EXERCISE

- Client:** 제 아버님은 양노원에 계십니다. 아버님께서 최선의 보살핌을 받으시도록 하기 위해서 제가 할 수 있는 일이 무엇입니까?
- 통역관:** **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.
- 통역관:** 제가 다만 말씀드릴 수 있는 것은 연방 정부와 주 정부의 규정에 달하도록 하기 위해서 양노 업무 담당 고문은 의료 보장 수혜자들에게 우수한 보살핌/보호를 제공하기 위해 지정된 양노원들을 자질 높은 요양 제공의 평가를 목적으로 년중 아무때나 예고 없이 방문하는 것입니다.
- Client:** 그 전문가들이 주의깊게 보는 점들은 어떤 것들입니까?
- 통역관:** **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.
- 통역관:** 방문 중, 검사관들은 입주자 보호가 연방 정부와 주 정부의 요청에 달하는가에 대한 평가를 목적으로 한, 확실적인 검사 절차를 이용합니다. 검사는 입주자들을 관찰하며, 직원들 및 입주자들과의 면담이나 기록서의 재 검토를 포함하여 환자들이 밟는 절차와 주위의 사정을 관찰/평가하는 것입니다.
- Client:** 제 아버님께서 받으시는 보호에 대해서 불평이 있을 경우에 제가 할 수 있는 일은 무엇입니까?
- 통역관:** **What can I do if we have a complaint regarding the care my father is receiving?**

대줄 수 있습니까?

통역관: **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.**

통역관: **네. 만약 고객/보조 신청자께서 언어 장애가 있는 경우, 보사부에서는 통역관을 대 드린다던가 다른 적합한 도움을 무료로 제공해 드릴 수 있습니다.**

Client: **제 질문들을 해명해 주셔서 감사합니다. 말씀해 주신 정보가 저한테는 큰 도움이 될 것입니다.**

통역관: **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.**

통역관: **천만에요. 도움이 되어 드렸다니 기쁘군요.**

Recording 1:

이 건(件)을 위한 행정 공회(公會)가 1993년 2월 1일, 토마스 제콥 스미스, 고참 행정 판사에 의해 개정되었다. 오늘은 2월 16일이다. 우리는 제이 캠프 건(件)의 기록으로 돌아 왔다. 항소인(抗訴人)인 캠프씨는 참석하지 않았지만, 그의 변호사로 기록되어 있는 켈리 로코씨와 보건사회부의 대변인으로는 양육비 집행 사무실의 에드워드 바로스씨가 입장(入廷)했음이 명백하다. 항소인의 변호사가 이 절차의 또 다른 진행 연기를 요청하고자 하나 보건 사회부가 이의를 주장한다. 항소인 측에서 아이와의 부자 관계를 확인하기 위한 혈액 검사를 할 것을 제기했다. 캠프씨는 아이의 잉태 당시 독일에 주둔 중이었다. 이 케이스는 검찰 총장실에서 논의 후, 상황에 기인하여 혈액 검사가 그다지 필요치 않음이 밝혀졌다. 보건 사회부의 견지로는, 설상 추정된 아버지가 그 아이의 본 아버지가 아니더라도 보호 양부로서 책임 질 가능성이 현저하다고 보기 때문이다.

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 his 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.

Redording 2:

항소인(抗訴人)인 루고씨는 1992년 12월 2일의 첫 판결을 재심할 것과 이를 번복할 것, 그리고 절대 의료 필요자 보조 프로그램에 따라 매리 베이 박사로부터 심리적 치료를 주(州) 정부-상환에 의해 계속 받을 수 있을 것을 허락할 것을 항소실에 청원합니다. 첫 판결은, 베이 박사가 공중 정신 위생소가 아닌, 자기 개인 사무실에서 치료하는 개인 의사라는 이유로, 의료적으로 필요해도, 주 정부의 베이 박사의 치료비 상환 거부를 지지하기 때문에 오심(誤審)입니다. 첫 판결은 또한 루고씨를 치료할 수 있는 단 하나의 효과적인 치유 근원을 잘라 버릴 수 있는 위태로움에 영향을 미치며, 그녀의 다중(多重) 인격 병 치료를 위한 항소인의 보호를 옹지 않게 거부하고 있습니다.

The Appellant, Ms. Lugo hereby petitions the Office of Appeals to review the Initial Decision date December 2, 1993 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	버림, 포기
abuse	학대, 악용, 남용, 오용
accessible	입수하기 쉬운, 접근하기 쉬운
accident	사고
account	계정, 구좌, 거래 계좌
achieve	이루다, 달성하다, 성취하다
adoption	양자 결연, 채택
Adult and Family Services	성인 및 가족 봉사 업무
advocacy	옹호, 지지, 변호, 법무
agency	기관, 청(廳), 국(局), 관청, 대리점
aging	노화(老化), 나이를 먹음, 늙음
Aging and Adult Services	연로자/노인 및 성인 봉사업무
agreement	동의, 협정, 계약, 승락
Alien Registration Card	영주권
Alcohol and Substance Abuse	술/알콜 및 마약 악용/남용
ambulance	구급차, 응급차
amount	금액, 액수, 총계에 달하다, ...이 되다
application	신청서, 지원(서), 적용
apply	신청하다, 적용하다, 응용하다
appointment	약속, 지정, 임명, 선정
approval	승인, 찬성, 허가
arrangement	마련, 배치, 준비, 조정
assessment	평가, 사정(査定)
assistance	보조, 원조
assistant	보조자, 조수, 부..., 조...
Assistance Program	보조 프로그램, 원조 프로그램
assurance	보증, 보장, 확신
attend	...에 참석하다, ...에 출석하다
Attorney General	주(州)의 검찰총장, 연방정부의 법무장관
authorization	승인, 권한 부여, 위임, 관허

B

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

봉대
측, 편, ...을 대신하여, ...을 위하여
수익자, 수령인
이익, 혜택, 연금
이중 언어를 하는, 2개 국어를 하는
청구서, 계산서, 명세서, 법안, 지폐
출생 증명서, 출생 신고서
눈 먼, 맹인, 장님의, 맹 목적의
수혈
(채무)증서, 증권, 채권
상관, 상사
기관저염
예산, 운영비, 경비, 생활비
사업, 실업, 상업, 장사, 직업, 사무

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
consult
consulate

계산하다, 추계하다, 산정하다
취소, 삭제
손해 사유, 손해 원인(이 되다)
수표, 계산서(회계 전표), 대조, 점검
체크링 구좌, 개인 수표 구좌/계정
어린이/아동 학대
육아, 탁아
어린이/아동 부(部)
어린이/아동 보호 봉사업무
어린이/아동, 청소년 및 가족 봉사업무
시민
시민권
요구/청구하다
사회복지 수혜자, 사회복지 신청자, 고객
진료소
지역사회 봉사자, 지역사회 활동가
불평/호소하다
보상(금), 배상(금), 보수, 수당, 급료
완전한, 완비한, 전부의, 완성하다
동의하다, 승인, 승락
...의 의견을 듣다, 의논/협의/상의하다
영사관

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

계약, 약정, 청구
 논쟁, 논의, 말다툼
 회복기 환자, 회복기의
 협동적, 협력적인
 조정자/가(家)
 복사/모방(하다), 사본
 비용, 가격, 대가
 상담, 개인 지도
 위기 방지 상담/위기 상담
 목다리
 현재, 현재의, 통용하고 있는
 보호 부모
 보호, 관리, 구금/감금, 후견
 고객, 손님

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

자료, 재료, 정보
 생년월일
 사망 신고서
 치과 의사
 공제, 차감
 위임하다, 대표자, 파견위원
 의치
 부(部), 국(局), 보건 사회부
 공중 위생부
 보건 사회부
 빼앗다, 박탈하다
 발달, 발전, 개발
 진단
 실사
 무력, 무능, 불구, 장애
 무능하게 되다
 퇴원, 면제/방면/해직하다
 폭로, 발표, 드러남, 밝힘, 누설, 명세함
 이혼

doctor
document
downtown
drug
drug addict

의사
문서, 서류, 기록
시내, 중심가, 도심지
약, 약품
마약 중독자, 마약 상습자

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

벌이, 소득, 이득
경제 업무 관리처/행정부
초로의, 나이가 지긋한, 노인
유자격의(자격이 있는), 적격의
비상사태, 응급, 긴급, 위급
고용인, 종업원
고용, 직장, 채용, 직(업), 일
취직 상담소, 직업 안정소, 직장 알선부
집행관, 시행관
환경, 주위, 주위 환경
전염병, 유행병
시설, 설립, 성립, 창립
견적/평가하다, 어렵잡다, 판단
평가하다, 검토하다
증거, 징후
검사, 시험, 진찰
예, 보기, 모범, 견본
제외, 예외
비용, 지출
만기/종료/완료되다, 끝나다
설명하다, 분명하게 하다
이용, 개탈, 불법 이용, 착취
연기, 연장
안경

F

facility
fact
fair
fair hearing

시설, 설비
사실, 실제, 진상
공정한, 공평한
공정 청문회

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

허위의, 거짓의, 가장된, 그릇된
 허위 진술
 농장 일꾼
 연방 정부
 연방 세금, 국세
 학비 보조, 재정 보조
 경제 보조/원조
 응급/구급 치료
 푸드 스탬프
 수양, 양육
 수양 아들/딸
 수양 가족
 수양 부모
 빈번히, 종종, 자주
 풀 타임, 상근, 전임의
 기능, 직무, 구실

G

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

(분급, 채권 따위들) 압류하다, 호출하다
 모으다
 일반적으로, 대체로, 보통
 야기/초래하다, 일으키다, 산출하다
 다치다, 상하다
 주다
 용어해설, 어휘/용어 풀이
 정부, 행정/통치(권)
 감사하는, 고마워하는
 식료품
 총 봉급/임금
 보호, 수호
 보증, 보장
 경계/보호하다, 지키다
 지침, 안내
 부인과 의사

H

handicapped
 harassment
 head of household

(신체, 정신)장애자
 괴롭힘, 애먹임
 가정

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

건강 보험
 위생 업무
 청각 장애
 심장 마비
 고 혈압
 둔부
 때리다, 치다, 타격을 주다, (차로)받다
 집없는(사람)
 입원
 긴급 통화선/긴급 직통 전화(선)
 가족 수입
 가정부
 주부
 가사, 집안 일
 인력 자원 기관

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

신분증
 불법의, 비 합법적인
 이민자
 이민
 이민 귀화 업무국
 시행, 이행, 수행
 개선하다, 개량하다
 무능하게 되다, 부 적당하게 되다
 수입, 소득
 수입 보조
 수입 출처
 궁핍한, 가난한, 곤궁한
 통화팽창
 유행성 감기
 부상, 상해, 상처
 검사관, 조사관, 검열관
 기관, (공공)시설, 협회, 설립
 지시, 명령
 보험
 접수 처리
 성실, 정직
 면담, 면접, 회견
 조사, 심사

J

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

유치장, 교도소, 구치소
 취직 면접/면담
 채용, 고용, 직업 배치, 일자리, 취직
 직업 훈련, 직업양성, 직업 교육
 판사, 재판관, 판단하다, 비판하다
 판단, 심판, 판결(서)
 사법의, 사법부, 재판소의
 배심원
 사법, 재판, 정의/공정, 사법관/재판관
 정당화하다
 소년 감화, 청소년 사회복귀

K

keep
 kidney
 kitchen
 knee

보관/보유하다, 지키다, 간직하다
 신장, 콩팥
 부엌, 취사장, 조리장, 주방
 무릎

L

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

노동자, 인부
 지주, 집주인, 주인
 언어, 말
 소송, 고소
 변호사
 합법적, 법률(상)의
 입법(상)의 정책, 입법부 정책
 빌리다, 빌려주다, 대여/대부하다
 징수하다, 과하다, 거두어 들이다
 책임져야 할, 책임 있는
 생명 보험
 면허증
 목록, 일람표, 명부
 간장, 간
 대부/대여(금), 융자(금)
 장기 치료
 저 소득(층)
 허파, 폐

M

maiden name	본성
maintenance	유지/지속/부양, 생계, 생활비(품), 정비
manager	지배인, 경영/관리인(자)
marital status	결혼 여부
marriage	결혼
marriage certificate	결혼 신고서/증명서
maximum amount	최대 금액
medical assistance	의료 보조
medical cost	의료비, 치료비
medical coupons	메디칼 쿠폰
medical help	치료, 의료 도움
medical history	치료/의료 경력
medicine	약
member	일원, 임원, 회원, 단원, 의원
mental health	정신 건강
mentally ill	정신병에 걸린
middle name	중간 이름
military service	군 복무
minister	목사
mistreat	학대하다, 혹사하다
molar	어금니
money	돈, 화폐, 금전
money order	우편환, 은행환
monitored	감시받다, 검사받다, 청취하다
monthly	매 달, 다달이
mortgage	저당, 담보
mute	병어리, 무언의

N

national origin	출신국
nationality	국적
native	출생지의, 본국 태생의, 토산의, ...태생
necessity	필요성, 필수품, 필연성, 필수적인 것
neck	목
need	필요, 소용, ...하지 않으면 안되다
neglect	소홀히 하다, 간과하다, 경시하다

neighbor
neighborhood
net
net income
notice
notify
nursing home
Nursing Home Services

이웃(사람, 동네)
근처, 인근, 동네, 지구, 지역
순수한, 순..., 총...
순 수입/소득
통지서
통지하다, 일리다, 고하다
양로원
양로원 봉사 업무

O

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

책임, 의무
반대, 이의
장애(물), 방해(물)
얻다, 손에 넣다, 획득하다
직업, 업무
양육비 집행 업무국
구성, 조직, 기구
고유의, 본래의, 최초/원래의
정형외과
외래환자
자기 자신의, 고유의, 소유하다

P

pain
pamphlet
paralyzed
paramedic
parental rights
passport
pay
payment
pension
percent
permanent

통증, 아픔, 고통
안내책자, 작은 책자, 팜플렛
마비되다, 활동 불능이 되다
응급 치료원/위생원
부모의 권리
여권
지불하다/돈을 내다/치르다/갚다, 봉급
지불(금), 납부(금)
연금
퍼센트, 프로
영구한, 불변의, 영속하는

permission	허가, 인가, 면허
petition	청원, 탄원, 신청서/진정서, 소장
pharmacy	약국
photocopy	사본
policy	정책
population	인구
priority	우선권
private sector	민간 단체, 민간 부문(분야)
procedure	절차, 순서
profession	직업
proof	증거, 증명, 확증
promote	진전/증진 시키다, 장려하다
property	재산
property taxes	재산세
prosecution	기소, 소추, 검찰당국
protection	보호, 보안, 옹호
provide	제공/공급/준비/대비/마련하다, 주다
physical exam	신체 검사
physical therapy	물리 치료
public sector	관공 단체, 공공 분야(부문)

Q

Quality Control Specialist	수량 관리 전문인, 자격 단속관
quarter	4분기
question	질문, 의심, 문제
questionnaire	설문지, 질문서

R

receipts	영수증
records	기록
referral	소개(받는 사람), 의뢰, 알선
Refugee Assistance	피난민 보조
refuse	거부/거절하다,
registration	등록
regulation	규칙, 규정, 규율
rehabilitation	사회복귀, 회복, 리해빌리테이션

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

사회복지 보조, 회복 보조
관계, 사이
친척
임대비, 집세, 방세
보고, 신고/통보하다, 보도하다
요청, 요구/신청하다
요구(물), 필요(조건/물)
거주하는, 임주의, 거주자, 수련자
결의, 결심, 과단
책임, 의무, 책무
결과, 결말, 성과
퇴직
수입원, 소득, 수입, 재원
(재)검토, 제조사
권리
역할, 임무

S

salary
sales taxes
savings
savings account
schedule
self support
self-sufficient
sexual abuse
shelter
short term care
sick
signature
situation
Social Security
Social Security Card
Social Welfare Department
social worker

봉급, 급여
판매세
저금, 저축, 예금
세이빙스/예금 계좌/계정
시간표, 일정/예정(표), 예정하다
자급, 자활, 자영
자급 자족할 수 있는, 자부심이 강한
성적 학대
거처, 은신처
단기 치료
병에 걸리다, 아프다
서명
상황, 사정, 경우
사회 보장
사회 보장(번호) 카드
사회 복지부
사회 봉사 업무원/담당자, 사회 봉사원

Special Commitment Center
specialist
speech impediment
stability
staff
state fund
state taxes
supplemental
supplies
Support Enforcement Officer
support payment
survey

특별/특정 범행 교도소
전문가(인), 전문 지식이
언어 장애
안정도/성
직원
워싱턴 주 재원/자금/기금
워싱턴 부 세금
보충의, 추가의, 부(副)의
보급물, 공급물
양육비 집행 관리원/업무원
양육비, 양육비 납부금
조사하다, 관찰/검사하다

T

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

돌보다, 보살피다
목표(물)
세, 세금
임시의, 일시의, 순간의
종지, 폐지, 만기, 종결
번역하다
번역가(관)
교통, 운송, 수송
치료, 취급, 처우, 처리
진실한, 정직한

U

underpay
understand
union
unsigned
upset
urgent

불 충분한 임금의 지급, 과소 지불
이해하다
연합, 조합, 합동
서명하지 않은
기분/속 상하게 하다, 마음 산란케 하다
긴급한, 절박한, 매우 급한

V

vaccinate
value
verify
veteran
veteran benefits
violate
visa
vocational
voucher

예방 접종을 하다
가치, 유용성, 쓸모
입증하다, 증명하다, 확증하다
제향/퇴역 군인
제향/퇴역 군인 혜택
위반하다, 이기다, 모독하다
사증
직업상의, 직업의
증서, 상환권, 증명서

W

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

임금, 급여
복지, 복지 사업, 후생
매 주, 주 1회의
휠체어
취소/철회하다
증인, 목격자
직원, 근로자
근로자 수당
기재하다, 적다, 쓰다

X

X-ray

엑스-레이/방선

Y

yearly
yet
young

매년, 연 1회의, 해마다
아직, 지금도
어린, 젊은

Z

zip code

우편 번호

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>
----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

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)

Community Services (CS)	cross-examination
community worker	crutches
compensation	Cuban
complain	current
complaint	custodial parents
complete	custody
compliance (in compliance with)	customer
compromise	
confidential	D
congregate	
congregate care	
consent	data
consolidate	date of birth
consult	deaf
consulate	Deaf & Hard of Hearing (DHH)
continuance	death certificate
contract	debt
controversy	decree
convalescent	deduct
convict	deductible
conviction	deduction
cooperative	deinstitutionalize
coordinate	delay
coordination	dentist
coordinator	delegate
copy	demographic
corrective action	denture
cost	department
counseling	Department of Health (DOH)
court order	Department of
cover	Social and Health Services (DSHS)
coverage	deprive
crime	detoxification
crisis	develop
crisis intervention	development

<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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<p>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</p> <p>F</p> <p>facility fact fair fair hearing false</p>	<p>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</p> <p>G</p> <p>gamish gamishment gather</p>
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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)

<p> implementation imprisonment improve incapacitated incentive incident income Income Assistance income source income tax credit incur independence independent independent living skills indigent inflation influenza (flu) injury immediate danger innocence in person inspector institution institutionalization Institution Services (IS) instructions insurance insurance policy intake intake interview integrity intention intentional intentionally interagency </p>	<p> interim interim care interment interment assistance Internal Revenue Services (IRS) interpret interpreter intervene intervention interview intimidate intoxicated intoxication intra-agency investigation invoice involve involvement </p> <p>J</p> <p> jail Japanese job interview job placement job training judge judgement judiciary jury justice justify Juvenile Rehabilitation Administration (JRA) </p>
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<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 notice notify nursing home Nursing Home Services nutrition</p> <p>O</p> <p>obligation objection objective obligation obstacle obtain occupation occur occurrence offender Office of Appeals Office of Child Care Policy Office of Children's Research Office of Constituent Relations Office for Equal Opportunity (OEO) Office of Financial Recovery (OFR) Office of Issuances Office of Language Interpreter Services and Translations (LIST) Office of Nursing Home/Hospital Audit Office of Operations Review Office of Operations Services Office of Special Investigation Office of Staff Services Office of Support Enforcement (OSE)</p>	<p>Office of Vendor Services ombudsman opiate opium option out-of-home services organization orientation original orthopedic outpatient overdue overestimate overpayment owe own</p> <p>P</p> <p>pain pamphlet paralyzed paramedic parental kidnapping parental rights parenting plan parole participant partnership part-time passport paternity pay paycheck</p>
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<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 (RCSD)
receipts	resolution
receptionist	resolve
recipient	resource
reckless endangerment	respite
reconciliate	respite care
reconciliation	responsibility
records	restitution
recruit	restraining order
redeem	result
reduce	retardation
referral	retention
Refugee Assistance	retirement
refuse	revenue
region	review
regional office	Revised Code of Washington (RCW)
registration	revoke
regulation	rights
rehabilitation	risk assessment
rehabilitation aid	role
reimburse	rules
reimbursement	Russian
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</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.