Washington State
DEPARTMENT OF
SOCIAL & HEALTH
SERVICES

# ADMINISTRATIVE POLICY NO. 7.21
### (Formerly 7.07)

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| **SUBJECT:** | Access to Services for Clients who are Limited English Proficient (LEP) |
| **INFORMATION CONTACT:** | Diversity Affairs Office<br>MS 45830 (360) 664-5949 |
| **AUTHORIZING SOURCE:** | Office of the Secretary<br>DSHS Administrative Policy 7.04<br>Revised Code of Washington (RCW 74.04.025)<br>Title VI of the Civil Rights Act of 1964 |
| **EFFECTIVE DATE:** | June 1, 1989 |
| **REVISED:** | August 20, 2004 |
| **APPROVED BY:** | *Kathleen Brockman*<br>Chief Administrative Officer |
| **SUNSET REVIEW DATE:** | August 20, 2006 |

## PURPOSE:

This policy ensures equal access to programs and services provided by the Department of Social and Health Services (DSHS) to eligible Limited English Proficient (LEP) clients. This policy establishes and maintains standards for DSHS employee.

For assistance in serving clients who are deaf, deaf-blind, or hard of hearing, refer to Administrative Policy 7.20.

## SCOPE:

This policy applies to all DSHS employees who provide services to DSHS clients who are Limited English Proficient.

## DEFINITIONS:

**Certified Bilingual Employee** - A DSHS staff member who has passed the required DSHS language examination or a DSHS recognized professional association examination (e.g., American Translators

Association, State of Washington Administrator for the Courts, Federal Court, etc.).

**Certified or Authorized Interpreter (for Spoken Languages)** - A person who has passed the required DSHS language examination, or has passed a DSHS recognized language examination offered by another organization.

**Certified or Authorized Translator** - A person who has passed the required DSHS written translation examination (in the certified languages, as updated {see chapter 388.03 WAC}) or has passed a DSHS recognized written translation examination offered by another organization.

**Client** - A person who applies for or receives services from DSHS.

**Contracted Service Provider** - A person or an agency that contracts with DSHS to provide the amount and kind of services requested by DSHS or provides services under the contract only to those beneficiaries individually determined to be eligible by DSHS.

**Interpretation** - As used in this policy, the oral transfer of a message from one language to another.

**Language Interpreter and Translator Code of Professional Conduct** - DSHS established standards to be met by interpreters and translators when providing language services to DSHS programs and clients. (See attachment.)

**Language Testing and Certification Program** - The unit within the Administrative Services Division, Office of Administrative Resources responsible for the administration of testing and certification for foreign languages for DSHS employees, contracted interpreters and translators.

**Limited English Proficient (LEP) Client** - A person who does not speak English as his/her primary language, who has a limited ability to read, speak, write, or understand English, and who is applying for or receiving DSHS services directly or through a contractor.

**LEP Cluster Coordinator** - A person assigned by the assistant secretary of each DSHS administration to coordinate language services for LEP clients.

**Primary Language** - The language that a client identifies as the language in which he or she communicates verbally and/or in writing.

**Translation** - The written transfer of a message from one language to another.

## POLICY:

### A. Provision of Services to Clients who are Limited English Proficient

In accordance with WAC, RCW and legal agreements, DSHS employees, organizational units, programs and services must ensure that LEP clients are given equal access to DSHS services and programs.

Language services are provided through one or more of the following methods:

1. Direct provision of services by certified bilingual employees in accordance with Personnel Policy 514;
2. Contracted interpreters (in person or over the phone); and

3. Contracted document translation services.

## B. DSHS Staff Responsibilities

DSHS Staff who work with clients must:

1. Identify LEP clients as early as possible during initial contact;
2. Identify and record the client's primary language, using the standard DSHS two-letter language code;
3. Inform clients of their right to language services, at no cost to them, when language services are necessary to access, establish or maintain a client's eligibility for DSHS programs or services.
4. Ensure that effective language services are provided to LEP clients. Contracted language services must be provided in accordance with the Language Interpreter and Translator Code of Professional Conduct.

## C. DSHS Administration Responsibilities

Each Administration in DSHS must:

1. Develop and implement policies and procedures for providing interpreter and translation services for their specific administration;
2. Arrange for DSHS staff training that informs staff of LEP-related laws and agreements, and promotes proficiency in working with LEP clients and interpreters;
3. Post multilingual signs in DSHS client waiting areas that explain the availability, at no cost to the client, of interpreter services; and
4. Include language in service provider contracts advising contracted service providers of their responsibility to provide or arrange for language services.

**Note:** Service providers under contract with DSHS must ensure equal access to DSHS clients receiving services. They must comply with all Federal (e.g., Title VI of the U.S. Civil Rights Act of 1964) and State regulations, as well as contractual requirements pertaining to the provision of language services.

## D. Verbal Communication

When communicating verbally with an LEP client, DSHS staff must determine the most appropriate method for verbal communication.

1. If an LEP client is not being served directly by an authorized bilingual employee, DSHS will communicate verbally with the client through a contracted interpreter.
2. DSHS programs may secure the services of an in-person interpreter or, if appropriate, an "over-the phone" interpreter when needed.
3. DSHS staff must consider the availability of interpreter resources, the length of the encounter and the effectiveness of telephone based interpreter services when determining which interpreting option is best for a given situation.

**Note:** Children, family members and friends may not be used as interpreters.

## E. Written Communication

When communicating with LEP clients in writing, DSHS staff, in accordance with federal and state laws and legal agreements, must determine the most appropriate method for written communication.

1.  Staff must choose among the following methods, considering which is the most appropriate for the client and situation:

    a.  Provide fully translated written communication in the client's primary language;
    b.  Provide a written summary of the written communication, indicating the subject of the communication and its significance, in the client's primary language;
    c.  Provide a note or letter in the client's primary language that provides method(s) of contacting DSHS for assistance in understanding the communication; or
    d.  Provide an oral interpretation of the written communication.

2.  Staff may consult with their administration's LEP Cluster Coordinator for assistance in determining the most appropriate method for communicating in writing.

3.  If DSHS publications or forms need to be translated, DSHS staff must follow the requirements outlined in Administrative Policy 7.02 (Publications) or Administrative Policy 11.02 (Forms).

## F.  Language Testing and Certification Unit Responsibilities

The Language Testing and Certification Unit is responsible for:

1.  Establishing systems, methods, and procedures for certifying, screening and/or evaluating the language skills of bilingual employees, interpreters and translators;
2.  Ensuring that bilingual employees, interpreters and translators are notified of the DSHS Language Interpreter and Translator Code of Professional Conduct; and
3.  Maintaining and providing upon request lists of certified and/or authorized bilingual employees, interpreters and translators.

## G.  LEP Cluster Coordinator Responsibilities

The LEP Cluster Coordinator Group is responsible for:

1.  Developing and implementing department-wide policies, procedures, and systems to ensure equal access to programs and services for LEP clients;
2.  Developing, implementing, and monitoring interpreter and translation service contracts used by DSHS to ensure equal access to programs and services for LEP clients;
3.  Training and providing guidance to DSHS staff regarding interpreter and translation service contracts, and LEP policies and procedures; and
4.  Monitoring the provision of language services within each administration.

# Attachment

# 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 individuals 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 materials.

**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.

**6.    Compensation**

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

**7.    Non-discrimination**

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, socio-economic or educational status, or religious, political, or sexual orientation. If interpreters/translators are unable to ethically perform in a given situation, the interpreters/translators shall refuse or withdraw from the assignment without threat or retaliation.

## 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 that would affect their objectivity in the delivery of service. Providing interpreter/translation services for family members or friends may violate the individual's right to confidentiality, constitute a conflict of interest, or violate a DSHS contract or subcontract.

## 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 individuals for whom they are interpreting/translating, or engage in any other activities that may be construed to constitute a service other than interpreting/translating. Interpreters are prohibited from having unsupervised access to clients, including but not limited to phoning clients directly, other than at the request of a DSHS employee or DSHS-contracted service provider (e.g., medical provider). Interpreters are also prohibited from marketing their interpreter services to clients, including but not limited to, arranging services or appointments for clients in order to create business for themselves. Additionally, interpreters shall not transport DSHS clients for any DSHS business, including social service or medical appointments.

## 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. Interpreters/translators 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 and/or prohibition from serving DSHS clients.

## 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.**

**DSHS** Washington State Department of Social & Health Services

# ELIGIBILITY A-Z MANUAL

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## LIMITED ENGLISH PROFICIENCY (LEP)

Revised: May 1, 2006

**Purpose:** This category provides staff with basic information about Community Service Office responsibilities in identifying the need for and providing services to LEP clients. LEP services are intended to assure that persons limited in their ability to read, write and or speak English have equal access to department programs and services. The provision of qualified interpreters and fully translated letters to LEP clients is required under the Reyes Consent Order (implementing previous Pre-Determination Settlement Agreements in 1983 and 1987 between the Region X Office for Civil Rights and DSHS) as well as by state (RCW 74.04.025) and federal laws (Title VI of the Civil Rights Act and implementing regulations at 45 CFR Part 80).

Effective January 18, 2003

| WAC 388-271-0010 What are limited English proficient (LEP) services? |
| --- |
| 1. The department provides limited English proficient (LEP) services to you if you are limited in your ability to read, write and/or speak English. These services provide a way for us to communicate with you even though you are limited in your ability to communicate in English. LEP services are provided in your primary language by authorized bilingual workers or by contracted interpreters and translators. Your primary language is the language you have indicated on your application or your eligibility review as the language you wish to communicate in with the department. |
| 2. LEP services include: <br><br> a. Interpreter (verbal) services in person and/or over the telephone; and <br><br> b. Translation of department forms, letters and other printed materials. |
| Click on the Washington State Register (WSR) numbers below to go to the official filings for this WAC at the Washington State Code Reviser's web site. <br> **Current Version:** WSR 03-01-115, effective 1/18/03 - Rev. 246 |

## CLARIFYING INFORMATION

1. The department provides interpreter and translation services in accordance with DSHS Administrative Policy 7.21.

2. Each CSO has designated at least one staff to assist in coordinating interpreter and translation services for their office.

3. Affected staff are required to participate in "How to Work with an Interpreter" training. This training covers the following topics:

    a. LEP laws and regulations

    b. Differences between bilingual workers and contracted interpreters

    c. How to access the services of an interpreter in all situations; and

    d. How to effectively conduct an interview with an interpreter.

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**Interpreter Services**

Effective January 18, 2003

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**WAC 388-271-0020  What are the department's responsibilities in providing me with an interpreter?**

1. If you have trouble speaking and/or understanding English, and a bilingual worker is not available to assist you, we get a qualified interpreter in your primary language to help you communicate verbally with us. A qualified interpreter is someone who is fluent in English and your primary language and is trained on the Interpreter Code of Professional Conduct.

2. Interpreter services are provided in-person or over the telephone.

3. We pay for the interpreter. You do not have to pay anything.

4. If a worker from our department feels that they are not able to communicate with you well enough to provide adequate services, they may request the services of an interpreter even if you did not ask for help.

5. We will provide interpreter services to you in a timely manner so that we can process your case within the processing timeframes defined in chapter 388-406, 388-418, and 388-434 WAC.

Click on the Washington State Register (WSR) numbers below to go to the official filings for this WAC at the Washington State Code Reviser's web site.
**Current Version:** WSR 03-01-115, effective 1/18/03 - Rev. 246

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# CLARIFYING INFORMATION

1. Clients are asked to determine whether they have trouble reading, writing or speaking English on the application form. Even those clients who may speak and appear to understand some English do not necessarily have the skills to understand their rights and responsibilities, letters and other forms of communication provided to them as recipients of Department services.

2. If the client elects to have an interpreter, the file is flagged **LEP** and services are provided at no cost and without significant delay.

3. Family members and friends should not be used for interpretive services

4. The department has contracts with brokers that schedule interpreter services at a minimum hourly rate. Contact your CSO Interpreter Services Coordinator to request an interpreter through the interpreter brokerage system.

5. On-demand telephone interpreter services are available as backup to the department's statewide interpreter contracts. Contractor information is available at the following web address:
   https://fortress.wa.gov/ga/inet/servlet/PCAContractDetailSv?contnbr=07601.

   a. Services are paid for at a per-minute rate;

   b. On-demand telephone interpreter services are typically used for interpreting needs that are emergent and / or short in duration. As such, on-demand telephone interpreter services may be required for emergency applications and walk-ins.

   c. When calling a client on the telephone or receiving an incoming client call, you can use conference call capabilities to get an interpreter on the line.

   d. Ensure that both the client and the interpreter are aware that such phone calls are covered by DSHS confidentiality rules.

   See: **INTERVIEW REQUIREMENTS - Interpreter Services**

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## Written Translation Services

Effective January 18, 2003

**WAC 388-271-0030 What are the department's responsibilities in providing me with written communication in my primary language?**

1. We provide fully translated written communication in your primary language. This includes, but is not limited to:
   a. Department pamphlets, brochures and other informational material that describe department services and client rights and responsibilities;

   b. Department forms, including applications and individual responsibility plans, that we ask you to complete and/or sign; and

   c. Department letters as described in chapter 388-458 WAC.

2. We pay for the written translation. You do not have to pay anything.

3. We will provide translated documents to you in a timely manner so that we can process your case within the processing timeframes defined in chapter 388-406,

> 388-418, and 388-434 WAC.
>
> Click on the Washington State Register (WSR) numbers below to go to the official filings for this WAC at the Washington State Code Reviser's web site.
>
> Current Version:  WSR 03-01-115, effective 1/18/03 - Rev. 246

## CLARIFYING INFORMATION

1. Letters must be sent to LEP clients in their primary language. These letters (including all worker fill-ins) must be fully translated for clients whose primary language is anything other than English.

2. For these clients, if an English language letter is sent or if the client has signed an English form that must be fully translated, the Department must reissue the translated letter and give the client time to respond. As a result, actions taken based on the previously released English language letter must be rescinded.

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## Translated ACES Correspondence

1. The following letters are generated by ACES and mailed from State Office:

    a. All Automated Case Maintenance (ACM) Letters in supported languages. These letters cannot be added to or changed; and

    b. Letters that are the result of the worker taking an action on a case when the Primary Language Code is a supported language.

2. The following letters must be printed locally and sent to one of the authorized contracted translation agencies through the Fax Translation Service:

    a. Letters that are the result of the worker taking an action on a case when the Primary Language Code is an unsupported language.

    b. Letters than have free-form text added to them - the free-form text can be translated by a certified bilingual worker, if one is available in the CSO, rather than sending the text to a contracted agency.

| ACES supported languages include the following: | |
|---|---|
| Cambodian | Chinese |
| Korean | Laotian |
| Russian | Spanish |
| Vietnamese | Somali will become a supported language in early 2003. |

## WORKER RESPONSIBILITIES

1. **To ensure LEP clients receive adequate services:**
   a. Identify the client's primary language at first contact.

   b. Inform LEP clients of their right to interpreter (verbal) and translation (written) services and that these services are available to them without charge or significant delay. This includes informing walk-in clients.

| NOTE: | Use the services of an interpreter if you feel you are unable to communicate with the client well enough to provide quality services, even if the client tells you they do not need an interpreter. |
|---|---|

   c. Ensure interpreter and translation services are provided in a timely manner so that LEP cases can be processed within the processing timeframes defined in Chapters 388-406 - Applications, 388-416 - Certification Periods and 388-434 WAC - Eligibility Reviews and Recertifications.

   d. Clearly mark LEP case records with "LEP" and the client's primary language on the front of the record

   e. Indicate any language needs on all referrals of LEP clients to other divisions, administrations, or agencies;

   f. Ensure LEP clients have the same safeguards of confidentiality as English proficient clients; and

   g. Provide assistance to LEP clients in understanding and completing forms. Remember that LEP clients may have learning disabilities, cognitive problems and/or may be illiterate in their native language. Include screening for Necessary Supplemental Accommodation (See: Necessary Supplemental Accommodation- NSA).

| NOTE: | Authorized representatives of LEP clients receive letters for the LEP client in English. |
|---|---|

2. **Provide fully translated DSHS forms in the primary language of the LEP client whenever appropriate:**
   a. Some DSHS forms are available in non-English languages at the following DSHS Forms and Records Management (FRMS) web site: http://asd.dshs.wa.gov/FRMS/FRMS-download.htm and the Internet web site: http://www1.dshs.wa.gov/msa/forms/

   b. If the form has been translated and is not available online, FRMS will fax a copy of the translated form to your CSO. The following is FRMS contact information:

|  |  |
|---|---|
| Phone | 360.664.6029 |
| FAX | 360.664.6186 |

Email      osterkd@dshs.wa.gov

c. If the form, is not available online, and has not been translated into the language needed for the client, make a request for the translated document through your CSO Translation Coordinator (CSO TC). The CSO TC will complete the General Translation Services Request from (DSHS 17-099) and submit it to the ESA Translation Services Coordinator via fax (360.413.3491) or email (tejedab@dshs.wa.gov).

d. The ESA Translation Services Coordinator will email a copy of the form to the CSO TC when the translation is complete. The translated form will also be posted at the FRMS web-site.

| NOTE: | Fill-in text can be included on a DSHS form that is being translated for the first time. This information must be provided to the ESA Translation Services Coordinator when the "whole form" translation request is made. |
| --- | --- |

3. **Provide fully translated DSHS publications in the primary language of the client whenever appropriate.**

   a. Some translated publications are available through the DSHS Internet at http://www1.dshs.wa.gov/geninfo/pubs3.html

   b. Publications in languages not available online can be ordered by completing a Communications Request form (DSHS 16-097) and submitting it to Publications Management via fax: 360.902.7669 or email: morganl@dshs.wa.gov

4. **When to use the FAX Translation Services:**

   a. Locally generated or client specific documents are translated expeditiously through the FAX Translation Services process. These documents could include posters and CSO developed flyers. This process is coordinated through the CSO TC.

   b. The CSO TC processes the translation order by completing the Fax Translation Order form (DSHS 17-120) and faxing it, with the client specific document that needs to be translated, to an authorized contracted translation agency. Contractor information is available at the following web address: http://www.ga.wa.gov/pca/pcacont.htm

| NOTE: | If a specific client needs information contained in a form immediately, you can request the services of an interpreter to explain the information or request a rush translation of the form from the CSO TC. |
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5. **When you get the final completed translated document from the CSO TC:**

   a. Make a copy of the English and translated documents;

   b. Mail the originals of both documents to the client; and

   c. File the copies in the case record.

6. Continue benefits through the advance notice period if the action requires advance notice and the fully translated letter is mailed within the 10-day advance notice period.

## ACES DOCUMENTATION

1. On the ADDRESS [ADDR] screen:

   a. Enter the client's Primary Language (PL) for the language the client reads and understands. (For clients that do not read any language, the PL code should be "EN" for English). The PL codes are listed in alphabetical order by language on F1 Help from the PL. There are 88 PL codes currently available in ACES.

   b. If the client needs assistance with communicating verbally, indicate that an interpreter is needed in the Interpreter Needed field.

2. Document the following information in the ACES NARRATIVE:

   1. The date the translation request was given to the CSO translation coordinator.

   2. The date the translated letter, form or publication was mailed or given to the client.

   3. The name of the interpreter who provided services for an interview with an LEP client.
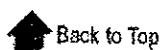
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STATE OF WASHINGTON
Department of Social and Health Services
(DSHS)

Professional Language Certification

# Examination Manual
Updated: March 2006

Division of Administrative Services
Language Testing and Certification
(LTC)

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# OVERVIEW

The language certification examination administered by the Department of Social and Health Services (DSHS) is considered both a proficiency-based and a criterion-referenced evaluation process. In other words, language proficiency in English and a second language as well as interpreting/translation skills are measured according to minimum competency standards determined by the nature of work involved, and by experienced practicing court interpreters/translators, social services interpreters/translators, bilingual professionals in their respective fields of practice, and language specialists.

This Manual, then, is prepared to provide comprehensive information on the evaluation and certification process. More specifically, the main purpose of this Manual is to familiarize test candidates with the general testing and certification process, test information and exam procedures, the format and content of different tests, and the evaluation criteria employed in evaluating bilingual proficiency.

Readers should be advised that this Manual is not intended to serve as training materials for enhancing test performance, nor does the Manual purport to substitute for techniques of improving interpreting/translation skills, acquisition of specialized terminology, academic preparation, or practical experience as a language interpreter and/or translator.

# Examination Policy Statements

## No-comment, no-return policy
This agency adopts a no-comment, no-return policy for all the tests it offers. Once an examination is administered, it becomes the property of this agency. The agency will not release the examination to anyone, including the test candidate, nor will the agency discuss specific contents of the examination with the test candidate or any other party. Submitting the Examination Application Form attached to this Manual signifies a test candidate's acceptance of this policy.

## Test critique policy
Consistent with our no-comment policy, specific test items or erroneous answers will not be discussed with the test candidate. However, critique in broad areas of test performance is available if a request for such critique is submitted in writing.

## Appeal policy
Request for appeal of test results should be submitted to this office, in writing, within two months from the date of the score report letter. No appeals will be honored if the requests are made thereafter.

# Eligibility for Testing

Anyone who is currently employed by DSHS in a bilingual capacity, or applying for DSHS positions with bilingual requirements, or currently working under contract to serve DSHS clients, or wishing to work under contract to serve DSHS clients is eligible to take any of the certification or screening examinations. There are no minimum qualification requirements in formal educational background, years of interpreting/translation experience, or other language-related experience. However, all the tests administered by this agency, both written and oral, assess language proficiency in each of the tested language pairs at a level that is comparable to their respective professions.

# Languages Tested and Types of Test

DSHS language testing includes test of certificated languages and screening languages. Broadly speaking, there are five types of tests that are intended to evaluate the bilingual proficiency and interpreting/translation skills of five categories of people, i.e., DSHS employees and new recruits with bilingual assignments, contracted interpreters providing oral interpretation services to DSHS social service programs, contracted translators providing written translation services to DSHS social service programs, medical interpreters providing oral interpretation services to DSHS clients in medical settings, and licensed agency personnel whose agency is providing services to DSHS under contract.

**Certificated Languages** (Social Service interpreters, Medical interpreters, Translators, and DSHS employees and new recruits with bilingual requirements):

| | | | |
|---|---|---|---|
| Cambodian | Chinese-Mandarin | Laotian | Spanish |
| Chinese-Cantonese | Korean | Russian | Vietnamese |

**Screening Languages** (Social Service interpreters and Medical interpreters --- Translator testing not available for screening languages):

| | | |
|---|---|---|
| Albanian | American Indian | Amharic |
| Arabic | Armenian | Bengali |
| Bikol | Braille (English) | Bulgarian |
| Burmese | Cebuano | Cham |
| Chamorro | Chiu Chow | Czech |
| Danish | Dari | Dutch |
| Estonian | Farsi | Fijian |
| Finnish | French | Georgian |
| German | Greek | Haitian |
| Hakka | Hebrew | Hindi |
| Hmong | Hungarian | Ibo |
| Ilocano | Ilongo | Indonesian |
| Italian | Japanese | Kikuyu |
| Kmhmu | Latvian | Lithuanian |
| Macedonian | Malayalam | Malaysian |
| Marathi | Marshallese | Mien |
| Norwegian | Oromo | Pashto |
| Persian | Polish | Portuguese |

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| Punjabi | Puyallup | Quechua |
| Romanian | Salish | Samoan |
| Serbo-Croatian | Shona | Slovak |
| Somali | Sudanese | Swahili |
| Swedish | Tagalog | Tamil |
| Thai | Tibetan | Tigrigna |
| Toishanese | Tongan | Trukese |
| Turkish | Ukrainian | Urdu |
| Visayan | Yakama | Yoruba |
| Yugoslav | Zulu | |

Plus any other language(s) and dialect(s) of any language not listed.

# Test Schedule

Normally, testing is conducted once a month from February to November for all languages statewide. No testing is offered in the months of December and January due to potential hazardous driving conditions.

Due to limited sitting capacity for the written test and limited time slots for the oral test per test session, test appointments are scheduled on a first-come-first-served basis. Therefore, it is not practical to publish and distribute the testing schedule for any meaningful purpose.

Test candidates can pick and choose their test sites when they register for testing. They will not be able to, however, pick and choose their test dates due to the unavailability of information about open time slots on a given test day. Once an application is processed by Language Testing and Certification (LTC), a test date and time will be assigned to the candidate. If the assigned date or time in the test confirmation letter does not work for the candidate, he/she needs to contact LTC to reschedule the test within ten (10) calendar days from the date the confirmation letter is sent. Otherwise, the assigned test date and time will be made secured and the "test re-scheduling policy" will apply. In other words, if a candidate cannot keep a test appointment and does not contact LTC to reschedule the test within ten calendar days from the date the confirmation letter is sent, the candidate needs to pay another test fee should he/she decides to re-schedule for the same test.

For more information about test fee and test re-schedule policies, please consult appropriate articles under Registration Policies.

# Test Sites

DSHS testing is currently offered at six locations statewide. Since test sites are subject to change based on facility availability, the volume of test applications, and other factors, candidates should pay special attention to their test confirmation letter, which contains specific information on test date, test time, and test location.

**Test sites in Eastern Washington:**

Spokane --- Shilo Inn

E 923 Third Ave., Spokane

Yakima --- Yakima DSHS Building
           1002 North 16th Avenue, Yakima

Test sites in Western Washington:

Everett --- The First Congressional Church
          2624 Rockefeller Ave. Everett

Seattle --- American Red Cross
          1900 25th Avenue South, Seattle

Olympia --- The United Churches of Olympia
          11th Avenue at Capitol Way, Olympia

Camas --- Zion Lutheran Church
          824 NE 4$^{th}$ Avenue, Camas

For driving directions to each of the test sites, please consult Driving Directions to Test Locations enclosed with your confirmation letter.

# Test Registration

Test registration for DSHS assignment pay **employees and applicants** for DSHS bilingual positions (except Yakima area) is normally done over the telephone. Whenever possible, a candidate may take both the written and oral tests on the same day, if the position requires written and oral skills.

Test registration for all other candidates, however, follows a different format. It involves the following steps:

1.     A candidate downloads, completes, and prints the Examination Application (05-218) form from the LTC internet website: http://www1.dshs.wa.gov/msa/ltc   Candidates who do not having internet access may call LTC 360-664-6111 to request a copy of the Examination Manual which contains the Examination Application form.
2.     The candidate mails the completed Examination Application form together with the appropriate payment to LTC.
3.     LTC, based on time slot availability, sends the candidate a registration confirmation letter together with a pretest package. The pretest package contains driving directions to test locations and study guides including Sample Written Test Questions, Sample Oral Exercises and audio practice tape (for first time test takers only), List of Terminology, and Code of Professional Conduct.
4.     When registering for the oral test, or retaking a test, there is no need to call LTC. The candidate simply completes the application form that comes with the score report letter and mails it with the appropriate payment to LTC. Another confirmation letter will be sent when the candidate is scheduled for testing.

# Registration Policies

The following registration policies apply to all test candidates with certain exceptions indicated by "*":

RP1   No walk-in registration at the test sites will be allowed.

RP2   No telephone registration will be allowed.*

RP3   Completed examination application form without the required payment will not be processed.*

RP4   Money orders, bank checks, and personal checks are the only acceptable forms of test fee payment. No cash or any other forms of payment will be accepted. LTC will not be liable for any loss if payment is not made by the required methods.*

RP5   Payment remitted for the wrong amount will be returned with the application.*

RP6   Score report letters will not be sent to candidates whose personal checks have been returned for insufficient funds.*

RP7   If the candidate has a disability and needs a reasonable accommodation, please request the accommodation in the application form or during the initial telephone contact with LTC. Supporting documents such as a physician's statement about the accommodation must be attached to the application.

RP8   Candidates must attend the test session as indicated in the registration confirmation letter. No free rescheduling will be granted if candidates fail to attend the confirmed test session.

RP9   If candidates arrive late for the written test but still decide to go ahead and take it, they will be taking the test at the loss of their own time. Late arrival for the oral test may result in loss of the assigned time slot. No free rescheduling will be granted for late arrivals, whether candidates decide to take or not to take the test.

RP10  If upon receiving your confirmation letter you realize that you will **not** be able to keep your appointment, please call our office immediately. **If we do not hear from you within ten (10) calendar days from the date the confirmation letter was sent, your appointment date will be made secured and all registration policies will take effect.**

RP11  Test fees are non-refundable. If candidates fail to attend the confirmed test session in the event of an emergency, instead of refunding the test fee, the test session may be re-scheduled **only once** with supporting documentation such as police reports or physician statements about the emergency.*

RP12  Candidates will receive their registration confirmation letter and a pretest package within 10 working days after their application form and payment are received. It is the candidates' responsibility to contact LTC if they have not received the confirmation letter and pretest package within this time frame.

RP13  There is no attempt limit in trying to pass any of the tests. A completed examination application form and payment are required for each and every test attempt.

RP14  While a test is pending appeal, no reschedule application of the same test will be accepted.

RP15  It is the candidates' responsibility to inform LTC of any change of name, mailing address, telephone numbers, and e-mail address. A name change request has to be made in writing with a photo copy of a court document such as a marriage or divorce certificate.

* Except DSHS bilingual staff, applicants for openings of DSHS bilingual positions, and licensed agency personnel.

# Test Fee Schedule

The following test fees apply to all languages being tested by LTC and are subject to change over time.

**Testing for Certificated Languages** (Spanish, Vietnamese, Cambodian, Laotian, Mandarir Chinese, Cantonese Chinese, Russian, Korean):

Social Services Interpreter Test:
Written Test:            $30.00 per attempt
Oral Test:               $45.00 per attempt
Simultaneous Test (retake only):  $25.00 per attempt

Medical Interpreter Test:

Written Test:            $30.00 per attempt

Oral Test:               $45.00 per attempt

Translator Test:
Written Test:            $50.00 per attempt

**Screening for Non-Certificated Languages** (Languages other than certificated languages listed above):

Written Screening (social service **OR** medical): $30.00 per attempt
Oral Screening (social service **OR** medical):    $45.00 per attempt, per language

# Test Evaluation

Both objective scoring and holistic scoring are employed in the test evaluation process, depending on the nature of the test or subtests. Wherever possible, a computerized scanner is used for objective scoring. Otherwise, highly skilled certified interpreters/translators are used for test evaluation. To maximize scoring objectivity and consistency, evaluators are trained and monitored in following detailed rubrics for objective and holistic evaluation.

Following are the indicators being evaluated for various types of test or subtests:

Employee Writing Subtest --- objective evaluation:
Syntax --- structure (word order, agreement, length, phrasal and clausal embeddings), grammar, mechanics
Completeness --- ideas, facts, key words and expressions
Organization --- cohesion (transition, conjunction, continuity), coherence (pronominal reference, consistency)
Readability --- register (social/cultural), clarity, fluency

Employee Translation Subtest --- objective evaluation:
Faithfulness --- inaccuracy, omission, embellishment
Syntax --- structure (word order, agreement, length, phrasal and clausal embeddings), grammar, mechanics
Readability --- register (social/cultural), reading level, fluency

Oral Test --- Sight Translation:

Objective evaluation (80%):
Pronunciation --- phoneme, tone, stress, intonation
Fluency --- hesitation, fragmentation, incomplete sentence
Vocabulary --- inaccuracy, omission, embellishment, repetition
Grammar --- parts of speech, word order, agreement, verb tense, clause

Holistic evaluation (20%):
Register, idiomaticness, delivery time, coherency

Oral Test --- Consecutive Interpretation:

Objective evaluation (80%):
Pronunciation --- phoneme, tone, stress, intonation
Fluency --- hesitation, fragmentation, incomplete sentence
Listening comprehension --- rate of speech, length of sentence, length of speech
Vocabulary --- inaccuracy, omission, embellishment, repetition
Grammar --- parts of speech, word order, agreement, verb tense, clause

Holistic evaluation (20%):
Register, retention, response time, coherency

Oral Test --- Simultaneous Interpretation:

Objective evaluation (80%):
Pronunciation --- phoneme, tone, stress, intonation
Fluency --- hesitation, fragmentation, incomplete sentence
Listening comprehension --- rate of speech, length of sentence, length of speech
Vocabulary --- inaccuracy, omission, embellishment, repetition
Grammar --- parts of speech, word order, agreement, verb tense, clause

Holistic evaluation (20%):
Accuracy, enunciation, pace/speed, coherency

# Test Score Reporting

Test scores will normally be available within 4 weeks for the written test, and 6 weeks for the oral test from the test date. Test scores are considered confidential information and will not be released over the telephone. Once the scores are available, a score report letter will be mailed to the mailing address provided by the candidate. If the candidate wishes to have test scores sent to a specific organization or individual, the request must be made by the candidate personally. LTC will verify the candidate by checking identification information, and the candidate needs to provide the name and mailing address of the organization or individual to whom the score report letter will be sent.

Once candidates pass the required testing, they are considered certified (for certificated languages) or authorized (for screening languages). The effective date of the certification/authorization is the date

shown on their score report letter. The score report letter can be used as verification of certification or authorization status.

Any candidate who has not received a score report letter within the time frame quoted above, he/she should contact LTC at 360-664-6111.

# Certification

## I. Types of Certificate

**For certificated languages**, certified status will be granted to DSHS bilingual employees, interpreters, and translators once they pass the required examinations. Certificates will be mailed to candidates within a month from the date they pass all examination requirements. It is the responsibility of the candidate to inform LTC of any change of name and address, to check the accuracy of information presented on the certificate, and to contact LTC if a certificate is not received within the normal time frame. For information on what examinations are required for which type of certification, consult the following:

DSHS Employees and New Recruits: **Employee Test**

>**Cluster One** --- Oral Test
>(Office Assistant, Office Assistant Senior, Office Assistant Lead, Office Support Supervisor, Secretary, Secretary Senior, Secretary Lead, Secretary Administrative, Secretary Supervisor, Executive Secretary, Forms and Records Analyst, Homemaker, Human Resource Assistant, Human Resource Development Specialist, Support Enforcement Technician)

>**Cluster Two** --- Written and Oral Tests
>(Financial Services Specialist, Fiscal Technician-Accounting, Store Clerk, Supplies Technician, Quality Control Specialist, Work First Program Specialist)

>**Cluster Three** --- Written and Oral Tests
>(Vocational Rehabilitation Administrator, Vocational Rehabilitation Counselor, Vocational Rehabilitation Counselor Trainee, Vocational Rehabilitation Counselor Intern, Rehabilitation Aide)

>**Cluster Four** --- Written and Oral Tests
>(Community Worker, Service Delivery Coordinator, Community Services Program Manager, Community Resource Program Manager, Assistant to CSO Administrator)

>**Cluster Five** --- Written and Oral Tests
>(Social Worker, Mental Health Program Administrator, Mental Health Administrative Services Chief, Mental Health Program Specialist, Mental Health Counselor, Juvenile Rehabilitation Counselor, Institutional Counselor, Psychiatrist Aide)

>**Cluster Six** --- Written and Oral Tests
>(Support Enforcement Officer, Financial Recovery Enforcement Officer, Developmental Disability Case/Resource Manager, Developmental Disability Outstation Manager)

>(Note: Positions not listed will be categorized on a case by case basis)

Licensed Agency Personnel: **LAP Test**
   --- Written and Oral Tests (Except clerical positions*)

Social Service Interpreters: **Social Service Interpreter Test**
   Level One (Basic) --- Written Test, Sight Translation and Consecutive
   Interpretation Test (**must take and pass written test first**)
   Level Two --- Written Test, Sight Translation, Consecutive Interpretation and
   Simultaneous Interpretation Test (**must take and pass written test first**)

Medical Interpreters: **Medical Interpreter Test**
   --- Written and Oral Tests (**must take and pass written test first**)

Translators: **Translator Test**
   --- Written Translation Test

\*      Clerical positions of Licensed Agency Personnel only need to take the same test as DSHS employee Cluster One.

## II. What Certification Means

Per Chapter 388-03 WAC (Washington Administrative Code), DSHS policies, and the consent decree between DSHS and Legal Services, all DSHS staff serving in a bilingual capacity and interpreters/translators providing bilingual services to DSHS clients under contract, are required to obtain certification status by successfully passing a bilingual fluency test. No bilingual duties will be assigned to any staff and no interpreter service will be assigned to any contractor without proper certification or authorization.

For DSHS positions requiring bilingual skills, once candidates become certified, they are eligible to receive assignment pay; For job applicants (new recruits) applying for DSHS bilingual positions, passing the required test enables them to be qualified for these positions if they also pass the test administered by Department of Personnel; For individuals who wish to interpret and/or translate for DSHS clients, being certified/authorized makes it possible to work under contract for the Department.

If so desired, it is the responsibility of certified/authorized interpreters and translators to contact and negotiate contracts with local DSHS contracted agencies, or directly with local DSHS offices where there is no DSHS contracted agency. LTC does NOT provide contract services. For general questions regarding testing and certification or other related issues, please see the hot links at the LTC website: http://www1.dshs.wa.gov/msa/ltc

## III. Lists of Certified/Authorized Interpreters and Translators

A certified interpreter/translator is defined as one who has met the testing requirements for any certificated language, and an authorized interpreter is defined as one who has met the testing requirements for any screening language (see Languages Tested and Types of Test listed previously). Lists of certified interpreters, certified translators, and authorized interpreters are published and distributed to DSHS contracted agencies, local DSHS offices, LEP Cluster Coordinators, and Regional LEP Coordinators. The lists are updated regularly to include newly certified and authorized interpreters/translators. The purpose of distributing the lists is to enable contracted agencies and DSHS service programs to locate and contact certified or authorized interpreters when needed. Some information contained in the lists, such as mailing address and

phone numbers, may be considered confidential. Therefore, any interpreter/translator who does not want to have such information printed on the lists should contact LTC at 360-664-6111 to have it removed.

# Test Development

ince DSHS is testing various categories of personnel with different nature of employment, different approaches were utilized in test development. Nevertheless, the general process of test development, regardless of which test type, would more or less involve the following procedures:

- Consultation with Department of Personnel
- Consultation with interpreter program managers or coordinators
- Consultation with specialists in related fields of practice
- Analysis of Class Specifications and Specification Questionnaires
- Survey of bilingual positions
- Development of test guidelines
- Development of proficiency guidelines
- Development of test specifications
- Review of related written materials circulated in DSHS and medical settings
- Research of other related written materials
- Item development
- Item review by related specialists
- Test review by stakeholders and other interest groups
- Test revision
- Pilot testing
- Test Validation

# Test Validation

Content validity was the approach adopted for DSHS test validation. Several groups of professionals were involved in this process.

Psychometricians from academic institutions and Department of Personnel were consulted on the technicalities of item development and test construction. Every test item was reviewed by these psychometricians, and their input was taken into account in test revision.

Language teachers and language specialists were involved in the content validation aspect of the process by checking the technicalities of language employed in the tests, and checking test items against proficiency guidelines and test specifications.

Subject matter experts (SME) constituted the largest group of professionals in the test validation process. SMEs participating in the process ranged from line workers, supervisors, managers, to bilingual physicians of various specialties. Feedback from the SMEs included quantitative ratings on specific indicators and qualitative open-ended critiques/comments/suggestions.

# Pilot Testing

ilot testing was conducted to clarify test instructions and test items, to provide reference for benchmark setting, and to iron out the routine of test administration as well as timing.

Cautions were taken in identifying pilot test participants. Efforts were made to make sure that only those who would not need to take the same test when it is administered on full scale were eligible to take part in pilot testing.

# Item Reliability

Following is item reliability information for the tests that had reasonable sample size for statistical analysis when the statistics were performed (one test circle/grading session):

Statistical program:
  QuickSCORE II
Data collection criteria:
  By test type;
  Computer scannable dichotomous scale items;
  All-inclusive, by test period.
Statistics:
  Kuder-Richardson formula 20 (KR20) for internal consistency

**Medical Certificated Written Test**
  Reliability coefficient: 0.91

**Social Service Certificated Written Test**
  Reliability coefficient: 0.89

**Medical Screening Written Test**
  Reliability coefficient: 0.91

**Social Service Screening Written Test**
  Not available due to inadequate sample size.

**Employee Written Test**
  Not available due to inadequate sample size.

# Test Reliability

Statistical program:
  SPSS 13.0
Data collection criteria:
  All languages;
  Test-retest/parallel forms;
  Time lapsed between attempts – within one year;
  Data as recent as needed to generate reasonable sample size (some tests).
Statistics:
  Cronbach's Alpha for internal consistency;
  Pearson product moment correlation for test-retest/parallel forms correlation;
  $t$ test for significance of correlation coefficient.

## Medical Certificated Test

Written test:
    N = 56
    Cronbach's Alpha = .87
    Pearson correlation: $r = .78$
    Correlation is significant at the 0.01 level (2-tailed, $p < .000$)
    df = 54; critical value = .35

Oral test:
    N = 72
    Cronbach's Alpha = .76
    Pearson correlation: $r = .62$
    Correlation is significant at the 0.01 level (2-tailed, $p < .000$)
    df = 70; critical value = .30

## Social Service Certificated Test

Written test:
    N = 76
    Cronbach's Alpha = .92
    Pearson correlation: $r = .86$
    Correlation is significant at the 0.01 level (2-tailed, $p < .000$)
    df = 74; critical value = .30

Oral test:
    N = 72
    Cronbach's Alpha = .82
    Pearson correlation: $r = .71$
    Correlation is significant at the 0.01 level (2-tailed, $p < .000$)
    df = 70; critical value = .30

## Medical Screening Test

Written test:
    N = 20
    Cronbach's Alpha = .87
    Pearson correlation: $r = .80$
    Correlation is significant at the 0.01 level (2-tailed, $p < .000$)
    df = 18; critical value = .56

Oral test:
    N = 20
    Cronbach's Alpha = .71
    Pearson correlation: $r = .58$
    Correlation is significant at the 0.01 level (2-tailed, $p < .007$)
    df = 18; critical value = .56

## Social Service Screening Test

Written test:
> N = 13
> Cronbach's Alpha = .75
> Pearson correlation: r = .63
> Correlation is significant at the 0.05 level (2-tailed, p < .022)
> df = 11; critical value = .68

Oral test:
> N = 21
> Cronbach's Alpha = -.111
> Pearson correlation: r = -.068
> Correlation is not significant (2-tailed, p < .770)
> df = 19; critical value = .55

## Employee Test

Written test:
> N = 40
> Cronbach's Alpha = .81
> Pearson correlation: r = .71
> Correlation is significant at the 0.01 level (2-tailed, p < .000)
> df = 38; critical value = .39

Oral test:
> N = 72
> Cronbach's Alpha = .85
> Pearson correlation: r = .78
> Correlation is significant at the 0.01 level (2-tailed, p < .000)
> df = 70; critical value = .30

# Correlation between Sight Translation and Consecutive Interpretation

Statistical program:
> SPSS 13.0

Data collection criteria:
> All-inclusive, by test period;
> Variable test periods to generate reasonable sample size (some languages).

Statistics:
> Pearson product moment correlation;
> *t* test for significance of correlation coefficient.

## Medical Certificated Oral Test

### All Languages:

N = 164
Pearson correlation: r = .75
Correlation is significant at the 0.01 level (2-tailed)
**Cambodian:**
N = 7
Pearson correlation: r = .78
Correlation is significant at the 0.05 level (2-tailed)
**Chinese:**
N = 14
Pearson correlation: r = .64
Correlation is significant at the 0.05 level (2-tailed)
**Korean:**
N = 16
Pearson correlation: r = .84
Correlation is significant at the 0.01 level (2-tailed)
**Laotian:**
N = 2
Pearson correlation: r = 1.00
Correlation is significant at the 0.01 level (2-tailed)
**Russian:**
N = 56
Pearson correlation: r = .77
Correlation is significant at the 0.01 level (2-tailed)
**Spanish:**
N = 51
Pearson correlation: r = .71
Correlation is significant at the 0.01 level (2-tailed)
**Vietnamese:**
N = 18
Pearson correlation: r = .79
Correlation is significant at the 0.01 level (2-tailed)

## Other Tests

Not available.

# Test Information and Exam Procedures

I.   Test for **DSHS Employees and New Recruits**

**The Written Test** (90 minutes)

The written test for DSHS employees with bilingual duties is composed of five sections. Section one is a vocabulary test. This section consists of two parts. Part one is a synonym test of general vocabulary commonly encountered in the Department (Department specific). Part two is a test of words-in-context. Words or phrases included are among those typically used in a particular position cluster or in a particular service area (position cluster specific). For example:

(Department specific):

**eligible**

A. attainable        B. enable        C. qualified        D. specified

(Position cluster specific):

Assistance is provided for the purpose of promoting **self-sufficiency**.

A. self-abnegation                    C. self-development
B. self-adequacy                      D. self-sponsoring

Candidates will need to choose from A, B, C, and D the word or phrase that most closely means the same as the underlined word or phrase.

Section two is a Cloze test of reading comprehension. Two short texts are included. The content of one text is Department specific, and the content of the other text is relevant to a particular position cluster or field of service. Key words or phrases are left out throughout each text. Candidates will need to "fill in" the blanks to "recover" the text by choosing a word or phrase from four options provided. For example:

While you are on assistance, the support ___1___ by OSE repays the State. When your grant stops, this assignment stops and current support belongs to you. Support owed before you go off assistance ___2___ to the State.

1. A. collected        B. enforced        C. given        D. paid
2. A. awards          B. confers         C. returns      D. issues

Section three is a brief test of writing skills. Candidates will need to summarize, in their own words and in the same language as the original text, a passage of certain length with no more than a given number of sentences.

Sections four and five are translation tests — from English into another language and vice versa. The content of the source text is relevant to services provided by a particular program.

**The Oral Test** (20 minutes)

The oral portion of the employees' test consists of two parts. Part one is a sight translation. The candidate will have a total of 3 minutes to orally translate a short English paragraph into a target language. Candidates may review the text silently before interpreting, but the review time will count towards the overall 3 minutes.

Part two is a situational interpretation exercise. A pre-recorded conversation between an English and a non-English speaking persons will be played with a pause after each speaker. The pause allows adequate time for the candidate to interpret from one language into another. Candidates will be permitted to take notes during this exercise. Note pads and pencils will be provided. A total of 2 repeats (2 segments between pauses) will be allowed during the entire exercise, if they are so requested by the candidate.

The entire oral test will be audio-recorded for scoring accuracy and documentation. The recorded test will be scored by independent raters retained by LTC, who are highly skilled professionals and/or certified interpreters.

ئ.   Test for **DSHS Social Service Interpreters**

**The Written Test** (90 minutes)

The written test for social service interpreters is a screening test. It consists of four sections, all in multiple choice formats. Section one: standard English grammar; Section two: terms or usages commonly encountered in various DSHS service programs; Section three: professional code of ethics; Section four: brief writing test. All items in Sections one, two and three are in English, while items in Section four are in the language a candidate is testing for.

For each item in sections one, two, and four, the candidate will need to make the best choice from four options provided; while for section three, the candidate will need to identify whether each given statement is true or false.

**The Oral Test** (30 minutes)

Oral test for social service interpreters will ONLY be administered to those candidates who have successfully passed the written screening test. For this portion of the test, each candidate will orally interpret in three exercises (three sections):

Section one — sight translation: The candidate will be given three minutes to orally render an English text into a target language, and another three minutes to orally render a non-English language text into English. The candidate may silently review each text before interpreting, but the review time will be part of the three minutes allowed for each text.

Section two — consecutive interpretation: A pre-recorded conversation between an English and a non-English speaking persons will be played. The candidate will assume the role of the interpreter. The recorded conversation has built-in pauses. The pauses allow adequate time for the candidate to render the interpretation. The candidate will be permitted to take notes during this exercise. Note pads and pencils will be provided. If so requested by the candidate, a total of 2 repeats (2 segments between pauses) will be allowed during the entire exercise.

Section three — simultaneous interpretation: Two short recordings will be played at a slower-than-normal speaking speed. The candidate will need to listen to the recordings through headphones and simultaneously interpret the statements from English into a target language.

The entire oral exam will be audio-recorded for scoring accuracy and documentation. The recorded test will be scored by independent raters retained by LTC, who are highly skilled professionals and/or certified interpreters.

As stated previously, interpreters taking the oral test for the first time will be given all three sections of the oral test, although they only need to pass the first two sections (sight translation and consecutive interpretation) to acquire basic (level one) certification status. If level-one certified interpreters wish to obtain level two status, they may register to only retake the simultaneous section. The fee for retaking the simultaneous section of the oral test is $25.00.

Level two certification status will be automatically granted to those who pass all three sections of the oral test.

III. Test for **DSHS Translators**

**Written Translation Test** (120 minutes per direction)

DSHS translators are referred to those who provide written translation services to the Department under contract. The translator test is available in the Spanish, Vietnamese, Cambodian, Laotian, Chinese, Russian, and Korean languages. At this point, only one direction of translation test, i.e., English to target language, is offered to contracted translators. Certificates issued to those who have passed the test(s) will specifically reflect the test requirement(s) they have met.

The translator test covers such subject matter areas as social services, legal services, and medical services. Categories of texts included in the test range from general to semi-technical.

To test for a translator certificate, the candidate must choose and translate three texts out of four. Failure to follow test instructions (requirements) will result in an invalid test. Only one test will be given to an individual candidate at a time.

Reference materials, including dictionaries, will be allowed during the translator's test. Pencils, answer sheets, and erasers will be provided.

The translation test will be graded by professional translators on a pass/fail basis. Specific grading guidelines will be followed in determining the pass or fail of a test.

Test for **Medical Interpreters**

**The Written Test** (90 minutes)

The written test for medical interpreters has five sections, all in multiple choice formats. Section one — code of ethics: In this section, statements regarding professional code of conduct are written in the English language, and the candidate will need to determine whether each statement is true or false.

Section two — medical terminologies: This section covers such areas as parts of the body, symptoms, disease/illness/injury/physical disorder, treatment, prescription, medical personnel, and miscellaneous health related expressions. All stems in section two are in the English language while all options are in a non-English language. For each question, the candidate will need to identify the target language equivalent of the English word/term in the stem.

Section three — clinical/medical procedures: Both stems and options in this section are in the English language. The candidate will need to choose from those given options the one that best describes each procedure.

Section four — brief writing test in the English language: The candidate will need to choose an option to best complete each unfinished sentence.

Section five — brief writing test in a non-English language: The format of this section is exactly the same as that of Section four, except that all items are written in a language other than English.

**The Oral Test** (30 minutes)

The oral test for medical interpreters is composed of two parts — sight translation and consecutive interpretation.

Part one — sight translation: The candidate will be allowed six minutes to orally render an English text into a target language, and another six minutes to orally render a non-English language text into English. The candidate may silently review each text before interpreting, but the review time will be part of the six minutes permitted for each text.

Part two — consecutive interpretation: Some pre-recorded audio materials will be played in this exercise. The candidate will assume the role of an interpreter. The recorded materials have built-in pauses. The pauses allow adequate time for the candidate to render the interpretation. The candidate will be given the freedom to take notes during the exercise. Note pads and pencils will be provided. A total of 2 repeats (2 segments between pauses) will be allowed during the entire exercise upon the candidate's request.

The entire oral exam will be audio-recorded for scoring accuracy and documentation. The recorded test will be scored by independent raters retained by LTC, who are highly skilled professionals and/or certified interpreters.

V.     Test for **Licensed Agency Personnel (LAP)**

Licensed Agency personnel is referred to individuals in a licensed non-DSHS agency providing services to DSHS clients under contract with certain DSHS programs such as Mental Health and Alcohol and Substance Abuse.

**The Written Test** (90 minutes)

The written test for Licensed Agency Personnel follows the same format as DSHS Employee Cluster Five written test. However, because of the different recruitment testing procedures employed by the state and licensed agencies, the weight placed on assessing LAP language skills differs from that of DSHS employees to a certain extent (refer to Test for DSHS Employees).

**The Oral Test** (20 minutes)

The oral test for Licensed Agency Personnel is the same as the oral test for DSHS employees (see Test for DSHS Employees).

# Screening Test for
# Non-Certificated Language Interpreters

Non-certificated language interpreters are referred to those who speak a language other than the regular DSHS certificated languages, namely, Spanish, Vietnamese, Cambodian, Laotian, Mandarin Chinese, Cantonese Chinese, Russian, and Korean.

The scope of screening testing for non-certificated language interpreters is relatively narrower than that of certificated languages testing. While consideration is given to assess an interpreter's English and the target language skills, a desirable comprehensive approach of testing is not possible due to limited resources.

Screening tests are available for social service interpreters and medical interpreters. Anyone who speaks English and a second language other than the above-listed certificated languages and is currently working under contract, or wishing to work under contract is eligible to take either the social service interpreter screening test or the medical interpreter screening test, or both. The screening tests are not available in any certificated language.

A score report letter will be mailed to the candidate once he/she finishes a portion (written or oral) of a test. Candidates who pass both the written and oral screening tests will be issued an authorization letter stating his/her eligibility to provide language services to DSHS programs.

The process of test registration for screening languages is the same as that for certificated languages (see Test Registration).

All registration policies stated in this Manual that are applicable to certificated language interpreters also apply to screening language interpreters.

# Screening Test Information and Exam Procedures

I. Screening Test for **DSHS Social Service Interpreters**

**The Written Screening Test** (75 minutes)

The written screening test for DSHS social service interpreters consists of three sections, all in multiple choice formats. Section one: standard English grammar; Section two: terms or usages commonly encountered in various DSHS service programs; Section three: professional code of conduct. All items in the written screening test are in the English language.

For each item in sections one and two, candidates will need to make the best choice from four options provided; while for section three, candidates will need to identify whether each given statement is true or false.

Candidates will use a standard computer scannable answer sheet to record their answers. All items in the written screening test are designed for objective computer scoring.

**The Oral Screening Test** (30 minutes)

Candidates **must take and pass the written screening test first** before they can take the oral screening test. The oral screening test for DSHS social service interpreters has three parts. Part one is a sight translation exercise of ten unrelated sentences from English into a target language; Part two is a memory retention test; Part three is a consecutive interpretation exercise from a target language into English.

The oral screening test will be audio recorded for the purpose of scoring and record keeping. Objective scoring will be the only method employed in evaluating the oral screening test.

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## II. Screening Test for **Medical Interpreters**

### The Written Screening Test (75 minutes)

The written screening test for medical interpreters is composed of four sections, all in multiple choice formats. Section one: professional code of conduct; Section two: medical terminologies; Section three: clinical/medical procedures; Section four: indirect writing test in the English language. All items in the written screening test are in English.

For each item in section one, candidates will need to identify whether each given statement is true or false. For each item in sections two, three, and four, candidates will need to make the best choice from four options provided.

Candidates will use a standard computer scannable answer sheet to record their answers. All items in the written screening test are designed for objective computer scoring.

### The Oral Screening Test (30 minutes)

Candidates **must take and pass the written screening test first** before they can take the oral screening test. The oral screening test for medical interpreters has three parts. Part one is a sight translation exercise of ten unrelated sentences from English into a target language; Part two is a memory retention test; Part three is a consecutive interpretation exercise from a target language into English.

The oral screening test will be audio recorded for the purpose of scoring and record keeping. Objective scoring will be the only method employed in evaluating the oral screening test.

# Test Day Reminders

* Candidates should bring a picture I.D. to present to the test proctors at the sign-in desk.

* Candidates should arrive early for sign-in. This will insure that the test will begin and end on time.

* The written test will begin and end as scheduled. Therefore, if candidates arrive late for the written test but still decide to go ahead and take it, they will be taking the test at the loss of their own time. Late arrival for the oral test may result in loss of the assigned time slot.

* No reference materials, including dictionaries, will be allowed for Employee's Test and Interpreter's Test. Answer sheets, pencils, and erasers will be provided. However, reference materials, including dictionaries, will be allowed for the Translator's Test.

* Any scratch paper used during the oral test by the candidate for note taking or otherwise must be submitted to the Test Proctors before the candidate leaves the test room.

* Any cheating behavior, if discovered by Test Proctors, may result in the cancellation of a candidate's eligibility for taking the test.

# Candidates:
# Please save this Manual for future reference!
* If you have further questions, please call our office at 360-664-6111.

# NOTES

Washington State Department of Social & Health Services
MSA Management Services Administration

PROFESSIONAL LANGUAGE CERTIFICATION
# EXAMINATION APPLICATION

**PLEASE NOTE:**
**THIS IS NOT AN APPLICATION**
**FOR EMPLOYMENT.**

| LAST NAME | FIRST NAME | SOCIAL SECURITY NUMBER | DAY TELEPHONE NUMBER (INCLUDE AREA CODE) ( ) |
|---|---|---|---|

| HOME MAILING ADDRESS (NOT EMPLOYER OR AGENCY) | APARTMENT/SUITE NUMBER | HOME TELEPHONE NUMBER (INCLUDE AREA CODE) ( ) |
|---|---|---|

| CITY | STATE | ZIP CODE | COUNTY | E-MAIL ADDRESS |
|---|---|---|---|---|

## TESTING FOR CERTIFICATED LANGUAGES

TEST OF INTEREST * (ONE TEST AT A TIME; CHECK ALL APPROPRIATE BOXES, FOR EXAMPLE, ☐ MEDICAL INTERPRETER TEST, ☐ WRITTEN TEST)

*When registering for Medical or Social Services interpreter tests, you must take the written test first. You have to pass the written test before you can register for the oral test.*

☐ **Medical Interpreter Test:**
  ☐ Written test - **$30.00** per attempt
  ☐ Oral test - **$45.00** per attempt

☐ **Social Services Interpreter Test:**
  ☐ Written test - **$30.00** per attempt
  ☐ Oral test - **$45.00** per attempt
  ☐ Simultaneous test (retake only) - **$25.00** per attempt

☐ **Translator Test:**
  ☐ English to target language - **$50.00** per attempt

LANGUAGE OF INTEREST (CHECK ONE)
☐ Cambodian      ☐ Korean      ☐ Chinese-Cantonese      ☐ Russian
☐ Laotian        ☐ Spanish     ☐ Chinese-Mandarin       ☐ Vietnamese

## SCREENING FOR NON-CERTIFICATED LANGUAGES (LANGUAGES NOT LISTED ABOVE)

*When registering for Social Services interpreter screening or Medical Interpreters screening tests, you must take the written test first. You have to pass the written test before you can register for the oral test.*

☐ **Social Services Interpreter Screening Test**
  ☐ Written test - **$30.00** per attempt
  ☐ Oral test - **$45.00** per attempt per language

☐ **Medical Interpreter Screening Test**
  ☐ Written test - **$30.00** per attempt
  ☐ Oral test - **$45.00** per attempt per language

Language (please specify **one language only**):

PREFERRED TEST SITE (MARK EVERY SITE YOU ARE WILLING TO TEST AT AND NUMBER IN PREFERENCE ORDER)
☐ Everett      ☐ Yakima      ☐ Seattle      ☐ Olympia      ☐ Spokane      ☐ Camas

SPECIAL ACCOMMODATION, IF NEEDED (PLEASE SPECIFY)

**\* Note:** You can only take <u>one</u> portion (written or oral) of one test (e.g., Medical Interpreter Test) at a time. The test fee should be paid by check or money order in the *exact amount* shown above. Score report letters will not be sent to candidates whose checks have been returned for insufficient funds. Make sure you can attend the test session as indicated on your confirmation letter, because the test fee is non-refundable.

| **NO CASH will be accepted!** **Payment should be made payable to: DSHS/LTC Testing** | Please mail this completed form with your payment to: | DSHS/LANGUAGE TESTING AND CERTIFICATION PO BOX 45820 OLYMPIA WA 98504-5820 |
|---|---|---|

You will receive your confirmation letter and a pretest package within approximately one month from the date this Examination Application form and your payment are received.

------------------------------------------------

## DO NOT DETACH. PLEASE COMPLETE THE FOLLOWING

LTC

Applicant name (please print): _____

Amount Paid

$

## Chapter 388-03 WAC
**Last Update: 2/22/00**

# Rules and regulations for the certification of dshs spoken language interpreters and translators

## WAC Sections

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**388-03-010**
**What is the purpose of these rules?**

These rules:

(1) Establish the qualifications for department certified and qualified interpreters and translators; and

(2) Establish the requirements and procedures for administering and evaluating the department's interpreter and translator examinations.

[Statutory Authority: RCW 2.43.010, 74.04.025, and 74.08.090. 00-06-014, § 388-03-010, filed 2/22/00, effective 3/24/00.]

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**388-03-020**
**What is the scope of these rules?**

These rules apply to any person who:

(1) Seeks employment with the department as a bilingual employee;

(2) Wishes to provide services to the department as an interpreter or translator; or

(3) Provides department services to limited English proficient (LEP) clients.

[Statutory Authority: RCW 2.43.010, 74.04.025, and 74.08.090. 00-06-014, § 388-03-020, filed 2/22/00, effective 3/24/00.]

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**388-03-030**
**What definitions are important to understanding these rules?**

The following definitions are important to this chapter:

**"Authorized interpreter or translator"** means a person who has been certified by a certification agency recognized by the department.

**"Certified bilingual employee"** means a department employee who is certified, as bilingual, by passing a

department fluency examination or a department recognized professional association and is required to use their bilingual skills in their work.

**"Certified interpreter for spoken languages"** means a person who has passed any of the following fluency examinations:

(1) Department's social services interpreter or medical interpreter certification examination;

(2) State of Washington office of the administrator for the courts interpreter certification examination;

(3) Federal courts interpreter certification examination.

**"Certified translator for spoken languages"** means a person who has passed any of the following fluency examinations:

(1) Department's translator certification examination;

(2) American Translators Association (ATA) accreditation examination.

**"Code of professional conduct for interpreters and translators"** means department standards that must be met by all interpreters and translators when they provide language services to department programs and clients. Any violation of this code may disqualify an interpreter or translator from providing services to the department.

**"Department"** means the department of social and health services (DSHS).

**"Examination manual"** means the language interpreter services and translations section's professional language certification examination manual. To obtain a copy of this manual, telephone or write the LIST office at:

Department of Social and Health Services

Language Interpreter Services and Translations

P.O. Box 45820

Olympia, WA 98504-5820

(360) 664-6037

Or visit the LIST web site at: http://asd.dshs.wa.gov/html/oar_list.htm.

**"Interpretation"** means the oral or manual transfer of a message from one language to another language.

**"Language interpreter services and translations"** or **"LIST"** means the section within the department that is responsible for administering and enforcing these rules and providing the services contained in this rule.

**"Limited English proficient (LEP) client"** means a person applying for or receiving department services, either directly or indirectly, who, because of a non-English speaking cultural background, cannot readily speak or understand the English language.

**"Qualified interpreter for spoken languages"** means a person:

(1) Who has passed a department bilingual fluency screening test in a language other than a department certified language; or

(2) Is authorized by the department pursuant to WAC 388-03-114 to interpret a language based on certification obtained from another state or country which is comparable to the certification process used by the department for its certified languages.

**"Source language"** means the language from which an interpretation and/or translation is rendered.

**"Target language"** means the language into which an interpretation and/or translation is rendered.

**"Translation"** means the written transfer of a message from one language to another.

## 388-03-050
**What is the department's "code of professional conduct for language interpreters and translators"?**

The "code of conduct" is the professional standard established by the department for all interpreters/translators providing language services to department programs and clients. Any violation of this code may disqualify an interpreter or translator from providing those services. Specifically, the code addresses:

(1) **Accuracy.** Interpreters/translators must always express the source language message in a thorough and faithful manner. They must:

(a) Omit or add nothing;

(b) Give consideration to linguistic variations in both the source and target languages; and

(c) Conserve the tone and spirit of the source language.

(2) **Cultural sensitivity-courtesy.** Interpreters/translators must be culturally knowledgeable, sensitive, and respectful of the individual(s) they serve.

(3) **Confidentiality.** Interpreters/translators must not divulge any information obtained through their assignments, including, but not limited to, information from documents or other written materials.

(4) **Disclosure.** Interpreters/translators must not publicly discuss, report, or offer an opinion on current or past assignments, even when the information related to the assignment is not legally considered confidential.

(5) **Proficiency.** Interpreters/translators must pass the department's required bilingual fluency certification examinations or screening tests in order to meet the department's minimum proficiency standard.

(6) **Compensation.** Interpreters/translators must:

(a) Not accept additional money, consideration, or favors for services reimbursed by the department through language services providers;

(b) Not use the department's time, facilities, equipment or supplies for private gain or other advantage; and

(c) Not use or attempt to use their position to secure privileges or exemptions.

(7) **Nondiscrimination.** Interpreters/translators must:

(a) Always be neutral, impartial and unbiased;

(b) Not discriminate on the basis of gender, disability, race, color, national origin, age, creed, religion, marital status, or sexual orientation; and

(c) Refuse or withdraw from an assignment, without threat or retaliation, if they are unable to perform the required service in an ethical manner.

(8) **Self-evaluation.** Interpreters/translators must accurately and completely represent their certification, training, and experience.

(9) **Impartiality-conflict of interest.** Interpreters/translators must disclose to the department any real or perceived conflicts of interest that would affect their professional objectivity. Note: Providing interpreting or translating services to family members or friends may violate the family member or friend's right to confidentiality and/or may be a real or perceived conflict of interest.

(10) **Professional Demeanor.** Interpreters/translators must be punctual, prepared, and dressed appropriately.

(11) **Scope of practice.** Interpreters/translators must not:

(a) Counsel, refer, give advice, or express personal opinions to their interpreting/translating clients;

(b) Engage in activities with clients that are not directly related to providing interpreting and/or translating services;

(c) Have unsupervised contact with clients; and

(d) Have direct telephone contact with clients unless requested by DSHS staff.

(12) **Reporting obstacles to practice.** Interpreters/translators must always assess their ability to perform a specific interpreting/translating assignment. If they have any reservations about their ability to competently perform an assignment, they must immediately notify their clients and/or employer and offer to withdraw without threat or retaliation. They may remain on the assignment until more appropriate interpreters/translators can be retained.

(13) **Ethical violations.** Interpreters/translators must immediately withdraw from assignments that they perceive are a violation of this code. Any violation of this code may disqualify them from providing services to the department.

(14) **Professional development.** Interpreters/translators must continually develop their skills and knowledge through:

(a) Formal professional training;

(b) On-going continuing education; and

(c) Regular and frequent interaction with colleagues and specialists in related fields.

[Statutory Authority: RCW 2.43.010, 74.04.025, and 74.08.090. 00-06-014, § 388-03-050, filed 2/22/00, effective 3/24/00.]

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**388-03-060**
**What is the responsibility of the language interpreter services and translations (LIST) section in certifying spoken language interpreters and translators?**

Language interpreter services and translations (LIST) is the section within DSHS responsible for:

(1) Establishing and publishing systems, methods, and procedures for certifying, screening and/or evaluating the interpretation and/or translation skills of bilingual employees, interpreters and translators who work with department clients, employees, and service providers;

(2) Ensuring that certified or qualified bilingual employees and language service contractors are aware of DSHS's code of professional conduct for interpreters and translators.

[Statutory Authority: RCW 2.43.010, 74.04.025, and 74.08.090. 00-06-014, § 388-03-060, filed 2/22/00, effective 3/24/00.]

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**388-03-110**
**What certification/qualification requirements apply to interpreters and translators?**

(1) To be department certified, any department staff member serving in a bilingual capacity or any contracted interpreter/translator providing bilingual services to department clients must pass a bilingual fluency test. No bilingual duties will be assigned to any staff and no contract will be granted to any contractor without proper certification. Once certified:

(a) Department employees in positions requiring bilingual skills are eligible for assignment pay;

(b) Applicants for bilingual positions with the department qualify for those positions if they have also passed the applicable department of personnel employment examination; and

(c) Individuals not employed by the department who wish to interpret and/or translate for department clients can be retained by contracted interpreting agencies.

(2) Interpreters can be certified or qualified as:

(a) Social services interpreters by the department; and/or

(b) Legal interpreters by the office of the administrator for the courts; and/or

(c) Medical interpreters by the department.

(3) Translators can be certified by the department or by the American Translators Association (ATA).

(4) When certified and/or qualified, interpreters and translators providing services to department programs and clients must comply with the department's code of professional conduct for interpreters and translators.

(5) Any violation of the code of professional conduct may disqualify an interpreter or translator from providing services to the department, regardless of whether their contract is directly with the department or indirectly through a language agency serving department clients.

[Statutory Authority: RCW 2.43.010, 74.04.025, and 74.08.090. 00-06-014, § 388-03-110, filed 2/22/00, effective 3/24/00.]

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## 388-03-112
### When do I become a certified or qualified interpreter or translator?

(1) For certified languages, you are considered certified once you pass the required tests.

(2) The effective dates of your certifications are the dates shown on your score report letters.

(3) If necessary, you can use your score report letters to verify your certification status.

(4) Your certificates will be mailed to you within a month from the date you pass all examination requirements. It is your responsibility to:

(a) Inform the LIST section of any change of name and address;

(b) Check the accuracy of the information presented on your certificate; and

(c) Contact the LIST section if your certificate is not received within the normal time period.

(5) For screening languages, you are considered qualified once you pass both the written and oral tests. Instead of a certificate, an authorization letter will be issued to qualified interpreters who pass the required screening tests.

[Statutory Authority: RCW 2.43.010, 74.04.025, and 74.08.090. 00-06-014, § 388-03-112, filed 2/22/00, effective 3/24/00.]

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## 388-03-114
### Can I become a department certified interpreter or translator without taking a department examination?

There are three ways that you may gain department recognition as an interpreter or translator without taking the department's certification examinations.

(1) If you hold either a state of Washington office of the administrator for the courts interpreter certificate or a federal

court interpreter certificate, the department will recognize you as a certified social services interpreter without requiring you to take its examination. However, you must formally submit a written request for recognition and attach a photocopy of your official certificate.

(2) If the American Translators Association (ATA) accredits you as a certified translator, the department will recognize you as a certified translator without requiring you to take its examination. However, you must formally submit a written request for recognition and attach a photocopy of your official certificate.

(3) If you hold either an interpreter or translator certification from another state or U.S. territory or another country that is comparable to DSHS certification and based upon similar requirements, LIST may recognize your certification. In your request for DSHS recognition, you must submit a photocopy of your official certificate and a copy of the official test manual containing evaluation criteria and passing benchmark. Your request should be submitted to LIST. LIST will decide all requests on a case-by-case basis.

[Statutory Authority: RCW 2.43.010, 74.04.025, and 74.08.090. 00-06-014, § 388-03-114, filed 2/22/00, effective 3/24/00.]

## 388-03-115
## Who determines if my request is "sufficiently documented"?

The department determines if your request is sufficiently documented. It may request further proof of your qualification. In all cases, the department's decision regarding the sufficiency of your documentation is final.

[Statutory Authority: RCW 2.43.010, 74.04.025, and 74.08.090. 00-06-014, § 388-03-115, filed 2/22/00, effective 3/24/00.]

## 388-03-116
## What if the certification documents requested by the language interpreter services and translations section are in a foreign language?

(1) All documents submitted to LIST in a foreign language must be accompanied by an accurate translation in English.

(2) Each translated document must bear the affidavit of the translator, sworn to before a notary public, certifying that the:

(a) Translator is competent in both the language of the document and the English language; and

(b) Translation is a true and complete translation of the foreign language original.

(3) Applicants must pay all costs related to translating any documents relevant to their request for department certification.

[Statutory Authority: RCW 2.43.010, 74.04.025, and 74.08.090. 00-06-014, § 388-03-116, filed 2/22/00, effective 3/24/00.]

## 388-03-117
## What happens to my request for department recognition as an interpreter or translator?

When LIST receives your written request for recognition and the required documentation of your qualification, it will:

(1) Process your request as expeditiously as possible; and

(2) Give you written notification of its decision; and

(3) File your request and enter your name, if your request is approved, into its electronic data base of authorized interpreters and translators.

[Statutory Authority: RCW 2.43.010, 74.04.025, and 74.08.090. 00-06-014, § 388-03-117, filed 2/22/00, effective 3/24/00.]

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**388-03-118**
**Does the department maintain lists of certified/qualified interpreters and translators?**

(1) To enable contracted language agencies and department programs to locate and contact certified and/or qualified interpreters and translators, the department maintains lists of certified interpreters, certified translators, and qualified interpreters.

(2) These lists are published and distributed to department contracted language agencies, local department offices, LEP cluster coordinators and regional LEP coordinators.

(3) Any interpreter or translator who considers some information on the list to be confidential, such as mailing addresses and telephone numbers, can have that information removed by writing the Language Interpreter Services and Translations section at: P.O. Box 45820, Olympia, WA 98504-5820.

(4) These lists are updated quarterly to include newly certified and qualified interpreters/translators.

[Statutory Authority: RCW 2.43.010, 74.04.025, and 74.08.090. 00-06-014, § 388-03-118, filed 2/22/00, effective 3/24/00.]

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**388-03-120**
**Who can take the department's interpreter/translator certification and screening examinations?**

(1) You are eligible to take any DSHS interpreter/translator certification or screening examination if you are:

(a) Currently employed by DSHS in a bilingual position; or

(b) Applying for DSHS positions with bilingual requirements; or

(c) Currently working with DSHS programs through contracted language agencies; or

(d) Wishing to work with DSHS programs through contracted language agencies.

(2) There are no education and experience requirements for taking an examination. If you fit into one of the above listed categories, you are eligible to take an examination. However, you must remember that all written and oral tests administered by the department assess language proficiency at a professional interpreter/translator level.

(3) Screening tests will not be substituted for any certificated language tests.

[Statutory Authority: RCW 2.43.010, 74.04.025, and 74.08.090. 00-06-014, § 388-03-120, filed 2/22/00, effective 3/24/00.]

### 388-03-122
**What type of test is given by the department to certify and qualify interpreters and translators?**

(1) Certification examinations evaluate bilingual proficiency and interpreting/translation skills by comparing your proficiency and skill to minimum competency standards.

(2) Minimum competency standards are determined by the nature of the work involved and by experienced practicing court interpreters/translators, social services interpreters/translators, bilingual professionals, and language specialists.

(3) Five different types of tests are used to evaluate the bilingual proficiency and interpreting/translation skills of the following categories of people:

(a) Department employees and new recruits with bilingual assignments (employee test);

(b) Contracted interpreters providing oral interpretation services to department social service programs (social services interpreter test);

(c) Contracted translators providing written translation services to department social service programs (translator test);

(d) Medical interpreters providing interpretation services to department clients in medical settings (medical interpreter test); and

(e) Licensed agency personnel whose agency is providing contracted services to the department (licensed agency personnel test or LAP test).

(4) For a list of the specific types of examinations and languages tested (and other important testing information), see the most recent edition of the "professional language certification examination manual" published by the language interpreter services and translations section.

(5) Examinations for interpreters include written and oral components. Interpreters must pass the written test before they take the oral test.

(6) Examinations for DSHS bilingual employees usually include written and oral components and these can be taken on the same day.

(7) Examinations for translators include only a written translation component.

[Statutory Authority: RCW 2.43.010, 74.04.025, and 74.08.090. 00-06-014, § 388-03-122, filed 2/22/00, effective 3/24/00.]

### 388-03-123
**What is a screening test?**

(1) A screening test is a test administered by the department to candidates who wish to become "qualified interpreters." Qualified interpreters, also referred to as noncertificated language interpreters, are individuals who speak a language other than the department's seven certificated languages, which are Cambodian, Chinese (either Cantonese or Mandarin), Korean, Laotian, Russian, Spanish and Vietnamese.

(2) The scope of a screening test is narrower than the scope of a certificated language examination. Screening tests assess a candidate's English and target language skills but the broader, more comprehensive type of assessment used in a certificated language examination is not possible because of limited department resources.

(3) Screening tests are only available for social services interpreters and medical interpreters.

[Statutory Authority: RCW 2.43.010, 74.04.025, and 74.08.090. 00-06-014, § 388-03-123, filed 2/22/00, effective 3/24/00.]

## 388-03-124
### How do I register for a certification or screening examination if I am a department employee or an applicant for a bilingual position with the department?

Normally, you can register over the telephone by calling the LIST section at (360) 664-6038. In the Yakima area, you should contact the DSHS Region 2 Personnel Office at:

104 North 3rd Avenue

Yakima, WA 98902

(509) 575-2008

[Statutory Authority: RCW 2.43.010, 74.04.025, and 74.08.090. 00-06-014, § 388-03-124, filed 2/22/00, effective 3/24/00.]

## 388-03-125
### How do I register for a certification or screening examination if I am not a department employee or an applicant for a bilingual position with the department?

To register for a certification or screening examination you must follow these steps:

(1) Call the LIST office and request a copy of the examination manual, an examination application form and a schedule of upcoming test dates.

(2) Complete and return the examination application form with the required examination fee.

(3) Wait to receive your examination confirmation letter and pretest package from LIST. If you have not received your letter and package within fifteen working days after you mailed your application and payment, it is your responsibility to contact the LIST office. It is also your responsibility to inform LIST if your name, mailing address or telephone number changes.

(4) If you are only registering for the oral test or registering to retake a test, you do not need to call the LIST office. Simply complete the application form enclosed with your test score report letter and return it to LIST with the appropriate fee. A confirmation letter will be mailed to you when LIST receives your application and payment.

(5) Walk-in registration at a test site is not allowed under any circumstances.

(6) Telephone registration is allowed only for department employees and applicants for department bilingual positions.

[Statutory Authority: RCW 2.43.010, 74.04.025, and 74.08.090. 00-06-014, § 388-03-125, filed 2/22/00, effective 3/24/00.]

## 388-03-126
### What does my pretest package contain?

Your pretest package contains directions to the testing site and a study guide that includes sample test questions, sample oral exercises, a list of important terminology and a copy of the department's code of professional conduct.

[Statutory Authority: RCW 2.43.010, 74.04.025, and 74.08.090. 00-06-014, § 388-03-126, filed 2/22/00, effective 3/24/00.]

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**388-03-130**
**What examination fees must I pay?**

The following examination fees apply to all languages tested by LIST:

**Testing for certificated languages:**

| **Social services interpreter test** | |
|---|---|
| Written test | $30.00 per attempt |
| Oral test | $45.00 per attempt |
| Simultaneous test (retake only) | $25.00 per attempt |
| **Medical interpreter test** | |
| Written test | $30.00 per attempt |
| Oral test | $45.00 per attempt |
| **Translator test** | |
| Written test | $50.00 per attempt |

**Screening for noncertificated languages:**

| **Social services or medical** | |
|---|---|
| Written screening | $30.00 per attempt |
| Oral screening | $45.00 per attempt, |
| | per language |

[Statutory Authority: RCW 2.43.010, 74.04.025, and 74.08.090. 00-06-014, § 388-03-130, filed 2/22/00, effective 3/24/00.]

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**388-03-132**
**How do I pay my examination fees?**

(1) You may pay your examination fees with a personal check, certified check, cashier check or money order made out to the "department of social and health services." Do not send cash. LIST will not be responsible for lost cash payments sent through the mail.

(2) If your check or money order is for the wrong amount, LIST will return your payment and your application. You will have to resubmit your application with a correctly prepared check or money order.

(3) If your bank returns your personal check to LIST because of insufficient funds, LIST will not send you a score report letter until your check clears the bank.

[Statutory Authority: RCW 2.43.010, 74.04.025, and 74.08.090. 00-06-014, § 388-03-132, filed 2/22/00, effective 3/24/00.]

388-03-133
**Are my examination fees refundable?**

(1) All examination fees are nonrefundable except:

(a) If you die before taking the examination, your examination fees are refundable to your estate; or

(b) If you officially move out of Washington state before taking the examination, your examination fees can be refunded to you.

(2) If you fail to attend your confirmed test session(s) because of an emergency, your test session(s) may be rescheduled but your test fee will not be refunded. A rescheduling due to an emergency will be done only once and only if the emergency is properly documented. Examples of proper documentation would be official police reports or signed physician statements.

[Statutory Authority: RCW 2.43.010, 74.04.025, and 74.08.090. 00-06-014, § 388-03-133, filed 2/22/00, effective 3/24/00.]

**388-03-135**
**What requirements apply to the scheduling of interpreter and translator certification and screening examinations?**

(1) LIST schedules all department interpreter and translator examinations. Normally, testing for all languages is conducted once a month, statewide, from February through November. No testing is offered in December and January due to potential hazardous driving conditions. (See the examination manual for details.)

(2) If you require special arrangements for taking your test due to a disability, you should indicate this special need during your initial contact with LIST.

(3) LIST testing is currently offered at six statewide locations. (See the examination manual for details.) Testing site locations can change because of scheduling factors and varying demand for testing services. To stay informed, you should regularly consult LIST's master test schedule. Also, carefully read your test confirmation letter because it contains specific information on test date, test time, and test location.

(4) You must attend the test session(s) indicated in your registration confirmation letters. Except in bona fide emergency situations (see WAC 388-03-133(2)), you will not be allowed to reschedule your examination if you fail to attend your assigned test session(s). If you miss your scheduled examination for reasons other than an emergency, you may schedule another examination by reapplying to take the test and paying the appropriate testing fee.

(5) All requests for a change in testing schedule must be made within ten calendar days from the date your confirmation letter is sent; otherwise LIST considers your test appointment "confirmed" and your examination fees will not be refunded.

[Statutory Authority: RCW 2.43.010, 74.04.025, and 74.08.090. 00-06-014, § 388-03-135, filed 2/22/00, effective 3/24/00.]

**388-03-138**
**What procedural requirements apply to administering certification and screening examinations?**

(1) The department has a "no-comment, no-return" examination policy. Once an examination is given, it becomes the property of the department and it will not be released to anyone, including test candidates.

(2) The department will not discuss specific examination content, including specific test questions or answers, with test candidates or any other party. Candidates can receive general critiques of their test performance if they submit a written request.

(3) Passing scores for the different examinations are established by the department based on bilingual fluency required by law, testing technicalities and the language needs of the department. Test scores will only be reported to candidates in writing. No score information will be released over the telephone to anyone.

(4) All interpreter and translator candidates must follow the test instructions. A failure to follow the instructions may result in an invalid test. Invalid tests will not be scored and, therefore, no test results will be reported to the candidate.

(5) If a candidate arrives late for the written test but decides to go ahead and take it, they will take the test during the remaining time allowed. The lost time resulting from their late arrival will not be made up.

(6) If a candidate arrives late for an oral test, they may lose their assigned time slot. A lost time slot resulting from a late arrival will not be made up.

(7) Tests will not be rescheduled because a candidate arrives late at a testing site except in the case of a bona fide emergency. If you are too late to take the test for some reason other than an emergency, you may schedule another examination by reapplying for the test and paying the appropriate fee.

[Statutory Authority: RCW 2.43.010, 74.04.025, and 74.08.090. 00-06-014, § 388-03-138, filed 2/22/00, effective 3/24/00.]

## 388-03-140
## What if a test candidate is suspected of cheating?

If a test administrator suspects cheating during an examination with reasonable evidence, the accused candidate may be declared ineligible for all interpreter and translator certification/qualification tests administered by the department.

[Statutory Authority: RCW 2.43.010, 74.04.025, and 74.08.090. 00-06-014, § 388-03-140, filed 2/22/00, effective 3/24/00.]

## 388-03-150
## How does the department score my bilingual examinations?

(1) Depending on the nature of the test or test section, the department uses either an objective or a holistic scoring method to evaluate your examination.

(2) Please consult the examination manual for the evaluation indicators used by the department for each test or sub-test.

[Statutory Authority: RCW 2.43.010, 74.04.025, and 74.08.090. 00-06-014, § 388-03-150, filed 2/22/00, effective 3/24/00.]

## 388-03-152
## When does the department mail my test scores?

Score report letters will be sent to candidates when they finish either portion (written or oral) of the test:

(1) For a written test, your scores should be available within two to four weeks from the date you took the examination.

(2) For oral tests, you should receive your scores within four to six weeks from the date you took the examination.

(3) If you wish your test scores mailed to a specific organization or individual, you must personally notify the department in writing and provide the name and mailing address of the organization or individual to whom your score should be sent.

(4) If you do not receive your score report letters within the suggested time periods, you should contact LIST at (360) 664-6037.

[Statutory Authority: RCW 2.43.010, 74.04.025, and 74.08.090. 00-06-014, § 388-03-152, filed 2/22/00, effective 3/24/00.]

## 388-03-154
## Can I appeal my test scores?

You have two months, from the date your test score letter is sent, to appeal your test score. Note:

(1) Your appeal must be submitted to the department in writing.

(2) Your appeal will not be honored if it is filed beyond the two-month appeal period.

(3) You will not be allowed to reschedule an examination while your score is being appealed.

[Statutory Authority: RCW 2.43.010, 74.04.025, and 74.08.090. 00-06-014, § 388-03-154, filed 2/22/00, effective 3/24/00.]

## 388-03-156
## How many times can I retake a failed test?

You can retake a failed examination until you pass it. However, if you fail a test three times, you must wait six months before taking it a fourth time and wait six months between each subsequent attempt. Each time you retake the test you must pay an examination fee.

[Statutory Authority: RCW 2.43.010, 74.04.025, and 74.08.090. 00-06-014, § 388-03-156, filed 2/22/00, effective 3/24/00.]

## 388-03-170
## Can the department deny or revoke my certification or qualification status?

The department may deny or revoke either your certification or qualification status if it is proven that you committed one or both of the following acts:

(1) You have not been truthful when dealing with the department; or

(2) You have violated the department's code of professional conduct.

## 388-03-172
### What procedures must the department follow if it denies or revokes my certification or qualification?

If it is alleged that you have not been truthful when dealing with the department or that you have violated the department's code of professional conduct, the department, before denying or revoking your certification or qualification, must:

(1) Immediately investigate the allegations made against you; and

(2) Within sixty days of receiving the allegation, determine if you committed the alleged violations; and

(3) Within five days of reaching its decision, give you written notification of the decision. The department's notification must be delivered to you by certified mail.

## 388-03-174
### Can I appeal the department's decision to deny or revoke my certification or qualification?

If the department denies or revokes your certification or qualification, you have the right to appeal its decision by using the adjudicative proceeding process in chapter 34.05 RCW and chapter 388-08 WAC. However, the department encourages you to first try to resolve your dispute through a less formal process like mediation.

## 388-03-176
### How do I request an adjudicative hearing?

To request an adjudicative hearing, you must:

(1) File a written application with the department's board of appeals within twenty-one days of receiving the department's decision to deny or revoke your certification or qualification.

(2) Your written application must include:

(a) A copy of the department's decision that you are contesting; and

(b) A specific statement of the issue(s) and the law involved; and

(c) Your reasons for contesting the department's decision.

(3) Your written application must be delivered to the board of appeals in person, electronically by fax or by certified

mail.

(4) Once the board of appeals receives your written application, an adjudicative hearing will be scheduled.

(5) The adjudicative hearing will be governed by the provisions of chapter 34.05 RCW, Administrative Procedure Act.

[Statutory Authority: RCW 2.43.010, 74.04.025, and 74.08.090. 00-06-014, § 388-03-176, filed 2/22/00, effective 3/24/00.]