

**Washington State Supreme Court
Interpreter Commission**

July 25, 2018

Meeting Packet

**Washington State
Administrative Office of the Courts
1112 Quince Street SE
PO Box 41170
Olympia, WA 98504-1170
Phone: 360-753-3365**

**Interpreter Commission
Meeting Agenda**



Interpreter Commission Quarterly Meeting
Wednesday, July 25, 2018
SeaTac AOC Office, 18000 International Blvd. SW, SeaTac, WA
Suite 1106, Large Conference Room, 8:45 am-11:45 am

Call-In Number: 1-360-704-4131 (toll-free for 6 callers)

AGENDA

• Call to Order	Justice Steven González	
• Approval of March 30, 2018 Minutes	Justice González	P. 3
• Chair's Report <ul style="list-style-type: none"> • BJA Court Interpreting Task Force Updates • LAP Review and Approval Process • Fall Commission Meeting and Interpreter Forum Location • Representative Recruitment Update • Questions on Benchcard 	Justice González Jeanne Englert AOC Staff Justice González AOC Staff Justice González	P. 11
• Committee and Partner Reports <ul style="list-style-type: none"> • Education Committee Meetings Report • AWSCA/SCJA Evaluation • 2018 Fall Conference Update • Pre-Proposal Planning/Preparation • Issues Committee Meetings Report • Non-credentialed Interpreters: GR. 11.1 Final Approval 	Katrin Johnson Judge Andrea Beall	P. 13 P. 19 P. 26 P. 24
• Court Interpreter Program Report <ul style="list-style-type: none"> • Commissions Manager Report <ul style="list-style-type: none"> • Joint Ed. Comm. Update • Commissions Activity Update • Interpreter Program Updates <ul style="list-style-type: none"> • NCSC VRI Database • Filipino/Tagalog Training • 2018 Exams and Trainings • Status of CEU Reporting 	Cynthia Delostrinos AOC Staff	P. 35
• Business for the Good of the Order		
• Adjourn	Justice González	

Next Meeting: September 28, 2018 (Specifics TBD)

Meeting Minutes



Interpreter Commission Meeting
Friday, March 30, 2018
AOC SeaTac Office Building
18000 International Blvd, Seattle, WA 98188

MEETING MINUTES

Members Present:

Justice Steven González
Judge Andrea Beall
Francis Adewale
Eileen Farley
Maria Luisa Gracia Camón
Thea Jennings
Katrin Johnson
LaTricia Kinlow
Dirk Marler
Linda Noble
Fona Sugg
Elisa Young
Alma Zuniga

AOC Staff:

Cynthia Delostrinos
Robert Lichtenberg
James Wells
Jeanne Englert

Guests:

Donna Walker

Members By Phone:

Judge Teresa Doyle

Members Absent:

Judge Laura Bradley

CALL TO ORDER AND INTRODUCTIONS

The meeting was called to order by Justice Steven González at 8:45am.

APPROVAL OF DECEMBER 8, 2017 MEETING MINUTES

Minutes were approved with modification.

CHAIR'S REPORT

The Commission observed a moment of silence and remembrance for Lynne Lumsden. A few attendees shared some of their thoughts and memories of her.

Donna Walker, a nominee for Commission membership, introduced herself and described the work she has done and interest in access to the justice system.

BJA Taskforce

The Commission reviewed the work done so far by the Board for Judicial Administration's Taskforce and heard updates about their work:

- One of the main objectives is to expand the court interpreter reimbursement program, beginning with addition of more rural courts.
- A survey had been sent out to the courts about their interpreter services. The survey summary had been provided to the Commission. Highlights included a large increase of costs of providing interpreters.
- Judge Sean O'Donnell will be replacing Judge Downes, who will be retiring June 1, 2018.
- The Taskforce hopes to get consumer feedback from the parties who use interpreter services and would be part of an outreach plan.
- Some feedback and suggestions from Commission members included:
 - Check with legislators who are interested supporting the bill and getting their thoughts on what would make compelling arguments. Mr. Adewale could help reaching to legislators in Eastern Washington.
 - A survey may be useful in getting customer service feedback and partnering with local organizations could increase participation. Being approached for information by a community member rather than a government would be more effective.
 - Legal aid attorneys could provide valuable feedback.
 - Industries and companies with a large LEP workforce could help provide support for the initiative.

Reviewing Language Access Plans

Courts have begun submitting the Language Access Plans (LAP). Review of the LAPs submitted by courts in the reimbursement program would occur in the summer. A workgroup was created to review the plans, which included: Ms. Camón, Ms. Jennings, and Ms. Sugg.

May Forum Planning

A forum that included LEP community members would be postponed until the September meeting to allow more time for outreach. In place of the forum in May, the Commission could have a meeting to coincide with an interpreter calendar at a court to observe cases using court interpreters. It was proposed to hold the next Commission meeting and court observation on June 13 at Tukwila Municipal Court.

Annual Report Draft Review

The Commission plans to have its annual report available for the District and Municipal Courts Association in June. Ms. Johnson and Ms. Jennings volunteered to review the report created by AOC staff.

Commission Membership

The Commission reviewed which members are approaching the end of their terms:

- Members approaching their final terms: Ms. Sugg and Ms. Zuniga.
- Members who may be re-nominated: Ms. Jennings, Mr. Marler.

To find new members, some potential contacts are: Washington Defenders Association, Washington Association of Criminal Defense Lawyers, and Washington Association of Municipal Attorneys.

Non-Certified Interpreters

The Commission discussed their authority to investigate complaints about non-credentialed interpreters and discipline those interpreters, if necessary.

- The Commission's disciplinary policy applies to only credentialed interpreters, although non-credentialed interpreters do fall in the scope of the Commission in some areas.
- Changes to the authority of the Commission may require changes to state law or court rules. Changes may affect the workload of some Commission members and AOC staff.
- Recently a complaint regarding a non-certified interpreter had been brought to the Commission.
 - If the interpreter had been certified, the complaint would have gone to the Issues Committee for an initial review.
 - The court who made the complaint was asked to investigate the issue, although the issue did not occur in the courtroom.

The Commission discussed the responsibilities of courts for the actions of their employees and other court officers. If there is a complaint against a lawyer, some potential avenues for investigation and discipline would be the bar association, the police, or human resources depending on the nature of complaint.

The Commission tasked the Issues Committee to review the scope of the Commission's authority on non-credentialed interpreters and how to make changes to the Commission's authority.

COMMITTEE AND PARTNER REPORTS

Education Committee

Judicial College Faculty

Each year there is a presentation on court interpreters at the Judicial College. The Education Committee is looking for a new judge to act as a presenter and several suggestions were made: Judge Damon Shadid, Judge Ketu Shaw, Judge Michael Diaz, Judge Mary Logan, and Judge Ellen Kalama-Park. The Committee will also consider adding an interpreter to be part of the panel.

2018 Judicial Conferences

District and Municipal Court Judges Association

One presentation will discuss the presence of immigration enforcement in the court and how it can affect victims of domestic violence. A certified interpreter will be on the panel. A survey had also been sent out to court interpreters to learn more about their experiences. Out of 40 to 50 responses, four interpreters indicated they had some had experiences involving ICE or border patrol agents in the courthouse.

Fall Judicial Conference

The topic of the interpreter session will be language access for family members of juvenile offenders. The presentation will include a cultural competency element and will consider contacts outside of the court room. If an interpreter is one the presenters, it was suggested that they should receive get a per diem and receive compensation since other presenters are often compensated.

Issues Committee

Recommendations on GR 11.2

The Commission discussed the most recent draft of the update Code of Conduct for court interpreters found in General Rule 11.2.

- Using "legal proceedings" versus "judicial system" when referring to the scope of the Code of Conduct. State statute often uses the term legal proceedings, but since the Code applies to out of court proceedings, the broader term of judicial system was more appropriate here.
- The Commission unanimously approved to submit this draft of GR 11.2 to the Supreme Court Rules Committee.

MOTION: Submit the draft presented at this meeting to the Supreme Court Rules Committee for review.

Access To Justice Board Liaison Report

The most recent Access to Justice (ATJ) conference reviewed the goals that were set the previous year one-by-one. They considered the organizations in the coalition and what kind of progress was being made. The Commission discussed how they could be involved with the ATJ board, such as providing resources or trainings about interpreters to community groups and civil legal aid organizations.

Outreach Ad Hoc Committee

An ad hoc committee had been created at a previous meeting, which included: Ms. Young, Ms. Zuniga, Ms. Farley and AOC staff. Others are welcome to join. The Commission reviewed the draft outreach plan, which included a number of important goals and targeted audiences. Some points during the discussion included:

- What should be the priorities for the Commission and which activities might fall outside of its mandate.
- Involving community members in planning and discussion to reach the community itself. The current networks the Commission relies on may not be enough.
- Including non-Commission members on a new committee for communications and outreach.
- Recruiting is big undertaking with many facets. To recruit more interpreters, the professions needs to be viable. There needs to be enough work and pay for someone enter and stay in the profession
- Judges and policy makers need to understand the importance of language access.
- Staff support is limited in outreach.
- Language access is a vital issue. A person's life can depend on the word that you use and the way that they say it.
- Funding is a critical element - high standards cannot be sustained without it.
- There is a regulatory side and a policy side. The policy is broader but can have ripple effect on regulation.

COURT INTERPRETER PROGRAM REPORT

Mentoring Proposal

Ms. Camón gave a presentation about the mentoring program she has been leading at Seattle Municipal Court:

- The program recently began its second cohort in the first phase of the program. Interpreters in the first cohort are currently in a follow up program.
- The program is language-neutral with 12 sessions in the first phase. Half of the sessions are in-person and half are webinars. Participants are also given homework.
- Members of the first cohort attended the AOC's Ethics and Protocol Class.
- Main topics of the sessions include: modes of court interpreting, remote interpreting, glossary building, note-taking, and other practice skills.
- The mentoring program could be expanded to other courts. Webinars can be recorded so only in-person trainings would need to be created.
- Participation in the mentoring program could eventually become a requirement for interpreters working in the courts.
- It could become a requirement in the credentialing process for future interpreters and could be a requirement for non-credentialed interpreters who work in the courts. Interpreters who are already credentialed could allowed to get education credits to take part.

Commission Manager Report

Ms. Delostrinos mentioned some projects that the other Supreme Court Commissions are working on:

- Youth and Justice Forums in Yakima on April 20 and Seattle on April 21. Commission members were encouraged to visit and observe. These forums introduce young people to positions in the justice system, which many may have a negative view of.
- Poverty Simulation Trainings in a number of locations in the state. Commission members were invited to attend or volunteer.

Interpreter Program Updates

Compliance Cycle report:

- This weekend is the last day of the cycle.
- Interpreters had been given an extension because some interpreters had trouble entering their requirements into the Interpreter Profile System.
- As of Thursday Morning – about 74% are compliant.
- People who weren't in compliance were send a form they could fill into either requirements into and they could email into us.
- Most profiles are now working properly. About 20 have some issues that we're still trying to solve.
- In a few weeks, we will have a meeting among the discipline committee regarding those who are not compliant.

Oral Exams in 2017

- Two interpreters passed: 1 Spanish and 1 Russian. First new certified interpreters in from Eastern Washington in several years.
- Because two people passed at Spokane Superior, their court is holding the Ethics and Protocol class. They will be joined by a new registered Punjabi and Samoan interpreter who recently passed the exams. About 10 non-credentialed interpreters from a variety of languages will also attend.

Written Exams in 2018

- Will be given in Eastern and Western Washington on April 7 in Spokane and April 14 and 15 in Shoreline.
- About 250 have signed up. Largest sign up for many years. Possibly due to increased, targeted outreach. Also the interested parties list may have helped.
- Candidates speaking about 40 to 50 languages have signed up. More details will be available at the next meeting when we know exactly who did take the exam.

Action Items
<i>Issues Committee</i> – Review the scope of the commission authority on non-cred interpreters and what they want that scope would be.
Ms. Johnson – Choose a new judge as a presenter at the Judicial college and look for an interpreter as a co-presenter.
Ms. Farley – Send contact information to Ms. Johnson about the DSHS and the Juvenile Justice Task Force, who is doing a state-wide survey.
Ms. Camón – Will write up a proposal regarding the mentoring project and how to make it more established.
AOC Staff – Send Oregon court customer survey to Ms. Englert.
AOC Staff – Keep the Commission informed about the progress and investigation regarding the complaint made about the non-certified interpreter.
AOC Staff – Send rule change to committee in October.

Chair's Report

The Supreme Court
State of Washington

STEVEN C. GONZÁLEZ
JUSTICE
TEMPLE OF JUSTICE
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OLYMPIA, WASHINGTON 98504-0929



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June 21, 2018

Chief Justice Mary Fairhurst
Supreme Court
415 12th Ave SW
Olympia, WA 98501-2314

Dear Chief Justice Fairhurst,

The Board for Judicial Administration (BJA) created the Interpreter Services Funding Task Force to advocate for adequate and sustainable funding for court interpreter services.

People need to be able to communicate in the courtroom. Individuals must be able to present information and understand proceedings and rulings, attorneys must be able to talk to their clients to effectively represent them and judges need accurate information to make sound rulings. State and federal laws require Washington courts to provide meaningful access to court proceedings and court services for all participants.

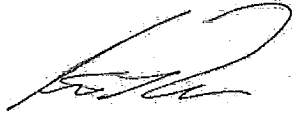
Over the past two years, Washington courts have experienced increased court interpreter costs and difficulties finding qualified interpreters. Around one-half of the courts exceeded their allocated budgets. To meet growing demands, state funding will help courts provide quality and timely interpreter services.

The Task Force submitted a budget request, Trial Court Funding for Language Access to expand the AOC Interpreter Reimbursement Program. The Reimbursement Program currently provides limited funds to only 33 courts. No new courts have been able to apply for these funds since the program's inception in 2008. Increased funds will allow more courts, especially small and rural courts, access to quality interpretation.

At the June BJA meeting, the BJA prioritized Trial Court Funding for Language Access budget package as their #1 priority. We hope the Court Funding Committee and the Supreme Court will see the value of increased state funding for court interpretation and maintain this as their top priority.

Thank you for your consideration of this request. The Interpreter Commission will fully support any efforts made to fund these important services.

Respectfully,

A handwritten signature in black ink, appearing to be "Steven González", written in a cursive style.

Justice Steven González
Interpreter Commission Chair
Supreme Court

cc: Court Funding Committee
Supreme Court
Interpreter Services Funding Task Force Chairs

Committee Reports



Interpreter Commission- Education Committee
May 3, 2018 (12:00 p.m. – 1:00 p.m.)
Teleconference

MEETING MINUTES

Members Present:

Katrin Johnson
Eileen Farley
Linda Noble
Fona Sugg

AOC Staff:

Robert Lichtenberg
James Wells

Guest:

Jim Harvill

Members Absent:

Francis Adewale

Meeting Called to Order

- Meeting minutes for the March meeting will be sent out for approval by email.
- Introduction to Jim Harvill

Judicial Conference Session

An interpreter-related proposal was accepted for a choice session. The topic involves cases with families who face linguistic and cultural barriers. Parents who are limited English proficient (LEP) face a number of challenges and will be possible topics of the presentation:

- Before a juvenile case gets to a court room, there are number of steps LEP parents go through that impact the case and involve communicating with other parties. Reviewing the process from the probation office and other offices involved in juvenile proceedings could help identify trouble spots.
- Some courts do have some resources for juvenile proceedings for Spanish-speakers but rarely for other languages. Looking at where the system works for Spanish-speakers could help find where things were needed for other languages.
- Some LEP parents do have some English skills but may require an interpreter for some proceedings.
- Judges can sometimes see indications that an LEP parent isn't understanding.

- Children and LEP parents may ask questions after a hearing outside the courtroom. An interpreter may not always be available by that time.
 - In some cases an attorney needs to make a motion for payment of the interpreter for consultation outside the courtroom. This can be a procedural hurdle.
- Dependency proceedings that involve more than one LEP party.

The panel for the presentation was interested in having exercises or skits for the presentation. The Committee discussed elements that could be included:

- Skits could illustrate points made during the lecture portion of the presentation.
- The skit could illustrate some cultural issues:
 - Some LEP parents work as migrant agricultural workers and are not always available to attend court. This can give the mistaken impression to the court.
 - Some parents come from cultures where they view the role of parent differently. They may leave believe their child should have more responsibility for their actions than typical American parents.
- A truancy case may be good topic for a skit. There are several steps in this process, including a sit-down with a truancy panel.
- The presentation could include exercises where the audience can better understand the experience of the interpreters and LEP party:
 - Illustrate that being bilingual is not sufficient for interpreting by having audience members shadow a speaker.
 - Could include some of the challenges faced in court by interpreters such as background noise or conversations.
 - Show the challenges with telephonic interpreting.
 - Show the difficulties of an LEP party to receive interpretation through headphones.
- An exercise or discussion about the kinds of the linguistic challenges that interpreters face when interpreting to demonstrate to judges why the idea of interpreting word-for-word is impossible.
- Discussing how tailoring language and guidance to parents to better explain what their responsibilities are under American law.

LAP Presentations

Mr. Lichtenberg recently gave a presentation about Language Access Plans (LAP) in Eastern Washington. Based on the review of LAPs that courts have submitted to the AOC so far, the presentation could be modified to include the need for courts to provide some procedures in LAP.

Future Education Sessions

The schedule for the 2019 judicial and court staff education conferences has been announced. Committee members are encouraged to think about possible topics for

these conferences and other kinds of education session outside of judges and court staff.

Action Items
Committee Members – Send any further ideas to Katrin for skits or demonstrations for the fall conference before May 14.
Committee Members – Send ideas for future education sessions to Katrin in preparation for the next Committee call in June.
Katrin – Send out doodle poll for next Committee call in early in June before commission meeting.
Katrin – Send out March meeting minutes to Committee for electronic approval



Interpreter Commission- Education Committee
June 26, 2018 (4:00 p.m. – 5:00 p.m.)
Teleconference

MEETING MINUTES

Members Present:

Katrin Johnson
Francis Adewale
Eileen Farley
Linda Noble
Fona Sugg

AOC Staff:

Robert Lichtenberg
James Wells

Meeting Called to Order

- Minutes from May meeting approved.

Judicial Conference Session

The Committee discussed creating a skit that will be part of an education session at the fall judicial conference in September. The topic involves cases with juveniles with parents who are limited English Proficient (LEP). This group often face linguistic and cultural barriers. The panel will talk about the different parts of the process the children and parents go through to get judges thinking about whether or not an interpreter was used at each step and whether or not the interpreter was qualified.

Possible Settings for the Skit:

- Truancy case – This could be a good vehicle to display multiple settings where communication breakdown could occur. However, these cases involve a lot of administrative procedures, which may not make a good setting for skit for judges.
- Juvenile community youth board – These boards are often part of diversion and is made up of adults and youths. Types of restitution are discussed, which could be a place that where LEP parents face confusion.
- Probation officer meeting
- Preliminary appearance – This setting may provide a location where LEP parents could become lost in the conversation and become anxious about not understanding what will happen with their children. The stakes can be higher. Judges in that audience may be better able to relate to this kind of scenario.

Language for the Skit

Spanish would be a good language to use. One of the members of the panel will be a Spanish interpreter and Spanish interpreters would be the easiest to find if more interpreters are needed for the skit.

Crime used for the Skit

The cultural barriers faced by LEP parents could be illustrated by using an issue that is a considered crime here but not necessarily in all cultures. Children may be reluctant to discuss certain issues in open court, especially with their parents present. Some potential crimes discussed include, statutory rape, assault, and inappropriate texting.

The Committee will look into cases where there were communication issues and cultural issues and can try to get a transcript for this kind of case. Attorneys who work with juveniles could be consulted to create a realistic scenario.

Practice Advisory

The Committee has been asked to draft a tip sheet for judges working with interpreters in dependency and termination cases. This could be an additional method of education outside of the annual conferences. This could be a good way to get information out to the courts and also be related to the upcoming fall conference.

Judicial Conferences for 2019

The Committee discussed the three main annual judicial conferences that will take place in 2019. No specific theme has been announced for any of the sessions. The Committee look at the possibility of creating a session with content that could be easily tweaked for other kinds of audiences so that the time and effort spent on developing the sessions could be transferred to other groups.

Court Staff training

The annual Institute for New Court Employees (INCE) will no longer include a special session on interpreters. Instead there will be a session on access to justice, which will include component on interpreting. The Committee will look at other court staff trainings meetings where an interpreter session could be added. These trainings may be able to reach the court staff who work with interpreters more directly.

Alternative Training Modalities

Much of the energy of the Education Committee goes into judicial education, however, looking the judicial system more broadly may be necessary to have a stronger impact. It

would be important that the various actors in court are on the same page regarding interpreters and best practices. Focusing on other audiences or mixed audiences could be beneficial. Holding webinars or creating videos that could be used more than once and by more people could also be a valuable way of using the Committee's resources.

At the next Interpreter Commission meeting, other Commission members can be asked about other topics that could be used for trainings, other groups that can be targeted for trainings and other ways of delivering trainings, such as webinars.

Next meeting

- July 17 at noon.

Action Items
<i>Ms. Farley</i> will look into finding court transcripts that would be appropriate for the judicial conference skit.
<i>Committee Members</i> – Consider ideas and topics for tip sheets that could be sent out to the courts and send to Ms. Johnson and AOC staff.
<i>AOC Staff</i> – Check with the AOC education group to see if there are any themes or preferred topics for the judicial conference in 2019.



2018 Superior Court Judges' Spring Program
Session Evaluation
Immigration's Impact on the Judiciary
Monday, April 9, 2018

Please check the appropriate box to indicate your evaluation of this course.

	YES	NO	NA
1. I gained important information.	85	4	4
2. Substantive written materials (if provided) assisted my learning.	74	9	9
3. The course was well organized/coordinated.	76	8	8
4. The faculty engaged/involved me in meaningful activities.	41	36	36

Please rate the faculty on a scale of 1 to 5 (1 = poor; 5 = excellent)

	Overall Teaching Effectiveness	Made clear connection to the workplace	Well prepared and organized	Average Score
Ms. Melania Calderari-Waldron	4.40	4.52	4.57	4.50
Judge David G. Estudilo	4.08	4.41	4.38	4.29
Ms. Grace Huang	4.09	4.07	4.35	4.17

What aspect of the course did you find most valuable and why?

Comments:

- Thank you.
- Handout was helpful. Presentation would have benefited from more time for questions and less reading of powerpoint.
- ER 413-practical information and good information from audience. Overall too little time dedicated to a critical issue.
- Very much appreciated interpreter perspective.
- All relevant and important in these uncertain times as to immigration. I frequently see frightened people in court because of immigration consequences.
- GR 413.
- The interpreter perspective was valuable. Presenters did a good job of presenting materials on a subject that changes frequently.
- Very good.
- The volume of information raised the issue for me to study this area [more].
- The written and printed materials.
- Questions from the audience.
- Interpreter section was the best. Succinct and related to everyday situations.
- The interpreter-not aware of the[ir] dilemma.
- This topic is changing so suddenly that I think it was as clear and coherent as could be expected. I especially appreciate the interpreter's perspective and considerations of their own backgrounds.

- Very helpful and specific in terms of relationship to our work.
- Useful overview of immigration law on matters that came before judges.
- I am somewhat confused about the evidence rule.
- Immigration changes our ability to protect jurors coming to courthouse without risking ICE intervention, ER 413.
- Too much stuff crammed into session, couldn't get in depth at all. Didn't really provide much useful information. Rules, just presented more problems without solutions.
- The interpreter perspective was very enlightening.
- Interesting, relevant topic.
- Good update on a rapidly changing landscape. Interpreter piece was eye opening.
- Loved the interpreter perspective. Ms. Calderari-Waldon was wonderful.
- Excellent across the board.
- Speakers seemed rushed.
- Making it a bit more practical verses so theoretical. I would like real life situations and how applicable law might help resolve the issue. I would put more emphasis on family law impacts.
- The first portion regarding federal policy should have been dramatically shorter. Most of it isn't directly relevant to issues we must decide. ER 413 was good and is a model of what we should see at conference. Should have been longer with hypotheticals. U Visa portion was appropriately short given that is isn't very relevant to our work in a direct way. Interpreter had good Information but felt very rushed.
- Good topic, speakers clearly knowledgeable.
- Review of the proposed statute, so I can be aware of changes to my standard practice. Discussion of U Visa requests good so see what other courts are doing.
- Way too much information for the limited time, may want to break it down into areas of law. An introduction but needs more specifics.
- The interpreter presentation was of little value insofar as it was an exposition of opinions and experiences of the speaker. These things are of very little value to me. The other 2 were useful and informative.
- Ms. Huang is very knowledgeable but she presented too much information too fast.
- ER 413, U Visa, practical issues. ICE. Problem: Nothing about applying ER 413 to family law, where immigration status comes up all the time.
- Too much detail on things that are not as relevant to our work. Presentation would have been much improved by having interpreter first-set the tone and call to action.

The AOC endeavors to promote equality and impartiality in our courses. Please check the appropriate box below. Diversity issues (e.g. gender, race, culture, sexual orientation, religion, disability) were:

Not relevant to topic	Relevant to course and addressed adequately	Relevant to course but not addressed adequately
0	67	6

Comments:

- I like Grace but this was not her best presentation. She did not have enough time to cover her materials. The interpreter was excellent.
- Would have appreciated discussion about what to do when ICE tries to detain an individual in our courtroom.

- Outside of ER 413, unclear how this impacts judges on a regular basis. Interesting information but not that practical. I'm more interested in nuts and bolts issues.
- Just not very engaging for a morning session.
- ER 413 and U Visa presentation & discussion was most valuable to what we do. If speaker cannot tell me how I should change what I do in my job based upon their subject matter, I'm not very interested.
- Unexplained acronyms in slides can be confusing and distracting.
- Discussion of ER 413, U Visa (was unfamiliar with that).
- If there is to be a "diversity" aspect it must be directly addressed. It cannot be implied or get "credit" by implication. Here I think it was "implied" but not directly addressed.
- One note to Grace-don't apologize for lack of time (or anything) you are a compelling speaker.
- Too much information for time period. Try to cover less and allow more in depth discussion. Very timely and important issues.
- Ms. Huang's powerpoint was difficult to read and was of little use to me. It contained long and impossible to remember links to other websites.
- Ms. Huang needed the bulk of the time allotted for all 3 speakers.
- Excellent presentation.
- Presentation was too focused on details without activities to provide practical information.



**2018 Superior Court Administrators' Spring Program
 Session Evaluation
 Immigration's Impact on the Judiciary
 Sunday, April 8, 2018**

Please check the appropriate box to indicate your evaluation of this course.

	YES	NO	NA
1. I gained important information.	13	1	0
2. Substantive written materials (if provided) assisted my learning.	13	1	0
3. The course was well organized/coordinated.	14	0	0
4. The faculty engaged/involved me in meaningful activities.	6	4	3

Please rate the faculty on a scale of 1 to 5 (1 = poor; 5 = excellent)

	Overall Teaching Effectiveness	Made clear connection to the workplace	Well prepared and organized	Average Score
Ms. Milena Calderari-Waldron	4.50	4.43	4.57	4.50
Ms. Grace Huang	4.57	4.21	4.57	4.45
Ms. Sara Sluszka	4.36	4.00	4.43	4.26

What aspect of the course did you find most valuable and why?

Comments:

- The issues with regards to interpreter was insightful-ICE has not intruded in our county due possibly to our small size and understanding challenges for interpreters was more applicable to what our county deals with.
- Very interesting and informative.
- Information about interpreters.
- Information regarding access and interpreters. Would have been nice to hear additional feedback regarding interpreter's perspective on access.
- The discussion on interpreters. I sent an email to our interpreter coordinator to find out if our interpreter hearings were published for public review.
- Interested in hearing interpreter calendar could be rushed as an ICE tool.
- Very relevant. Very complicated topic. It would have been good to have more time on this issue.
- Wow! Very great presenters, but very sad topic.
- A good reminder that ICE doesn't dictate policy in Courts.
- ICE arresting victims.

The AOC endeavors to promote equality and impartiality in our courses. Please check the appropriate box below. Diversity issues (e.g. gender, race, culture, sexual orientation, religion, disability) were:

Not relevant to topic	Relevant to course and addressed adequately	Relevant to course but not addressed adequately
0	11	0

Comments:

- Need to work on interpreter/ICE policy with AOC.
- Thank you.

Proposed Revision to GR 11.1:

a) Purpose and Scope. This rule establishes the Interpreter Commission (Commission) and prescribes the conditions of its activities. This rule does not modify or duplicate the statutory process directing the Court Interpreter Program as it is administered by the Administrative Office of the Courts (AOC) (chapter 2.43 RCW). The Interpreter Commission will develop policies for the Interpreter Program and the Program Policy Manual, published on the Washington Court's website at www.courts.wa.gov, which shall constitute the official version of policies governing the Court **Certified** Interpreter Program.

(b) Jurisdiction and Powers.

~~All court interpreters who are credentialed by the State of Washington AOC in either a certified or registered language category are subject to the rules and regulations specified in the Interpreter Program Policy Manual~~

Every interpreter serving in a legal proceeding must comply with GR 11.2, the code of professional responsibility, and are subject to the rules and regulations specified in the Court Interpreter Disciplinary Policy Manual.

The Commission shall establish three committees to fulfill ongoing functions related to issues, discipline, and judicial/court administration education. Each committee shall consist of at least three Commission members and one member shall be identified as the chair.

(1) The Issues Committee is assigned issues, complaints, and/or requests from interpreters for review and response. If the situation cannot be resolved at the Issues Committee level, the matter will be submitted by written referral to the Disciplinary Committee.

(2) The Issues Committee will also address issues, complaints, and/or requests regarding access to interpreter services in the courts, and may communicate with individual courts in an effort to assist in complying with language access directives required by law.

(3) The Disciplinary Committee may sanction any interpreter serving in a legal proceeding for a violation of GR 11.2, the code of professional responsibility, and has authority to decertify or deny certification of credentials to interpreters based on the disciplinary procedures for: (a) violations of continuing education/court hour requirements, (b) failure to comply with Interpreter Code of Professional Responsibility (GR 11.2) or professional standards, or (c) violations of law that may interfere with their duties as an interpreter in a legal proceeding. The Disciplinary Committee will decide on appeal any issues submitted by the Issues Committee.

(c) Establishment. The Supreme Court shall appoint no more than 15 members to the Interpreter Commission, and shall designate the chair

of the Commission. The Commission shall include representatives from the following areas of expertise: judicial officers from the appellate and each trial court level (3), spoken language interpreter (2), sign language interpreter (1), court administrator (1), attorney (1), public member (2), representative from ethnic organization (1), an AOC representative (1), and other representatives as needed. The term for a member of the Commission shall be three years. Members are eligible to serve a subsequent 3 year term. Members shall serve on at least one committee and committees may be supplemented by ad hoc professionals as designated by the chair. Ad hoc members may not serve as the chair of a committee.

(d) Regulations. Policies outlining rules and regulations directing the interpreter program are specified in the Interpreter Program Manual. The Commission, through the Issues Committee and Disciplinary Committee, shall enforce the policies of the interpreter program. Interpreter program policies may be modified at any time by the Commission and AOC.

(e) Existing Law Unchanged. This rule shall not expand, narrow, or affect existing law, including but not limited to chapter 2.43 RCW.

(f) Meetings. The Commission shall hold meetings as determined necessary by the chair. Meetings of the Commission are open to the public except for executive sessions and disciplinary meetings related to action against a certified interpreter.

(f) Immunity from Liability. No cause of action against the Commission, its standing members or ad hoc members appointed by the Commission, shall accrue in favor of a certified court interpreter or any other person arising from any act taken pursuant to this rule, provided that the Commission members or ad hoc members acted in good faith. The burden of proving that the acts were not taken in good faith shall be on the party asserting it.



Interpreter Commission - Issues Committee
Tuesday, April 03, 2018 (12:00 p.m. – 1:00 p.m)
Teleconference

MEETING MINUTES

Members Present:

Judge Beall
Thea Jennings
Alma Zuniga

AOC Staff:

Robert Lichtenberg
James Wells

Members Absent:

LaTricia Kinlow
Linda Noble
Elisa Young

Call to Order

Approval of previous meeting minutes were tabled until the next meeting because there was not a quorum of members who were present at the last meeting.

CEU Request for Credits for Teaching and Attending Course to Train Interpreter Candidates

A credentialed interpreter has asked for education credits for teaching a class two times and has asked for credit for attending the part of the class she was not teaching. The class was a preparation class for the oral exam, which is a type of class credits are not normally approved for. The Committee discussed the current policy and looked for parallels in the policy for attorneys getting education credits from the Washington State Bar Association.

The Committee decided that there could be a benefit from teaching the same class twice and the interpreter should be given credit for teaching the class twice. However, credit should not be given for attending the class.

Commission and AOC Governance of Non-Credentialed Interpreters

The Issues Committee was tasked with reviewing the policies regarding interpreters who work in courts but are not credentialed. Some issues discussed:

- State law (RCW 2.43.080) states interpreters must follow the Code of Conduct for Court Interpreters regardless of their status of being credentialed.

- Court Rule gives the Interpreter Commission authority for disciplinary action over credentialed interpreters but not non-credentialed interpreters. However, the general scope of the Commission extends to all interpreters.
- Many states have a centralized scheduling office which makes it easier to share and investigate issues regarding non-credentialed interpreters.

The Committee will continue looking into more background information on the topic and continue the conversation at later meetings.

Action Item Summary
AOC Staff – Provide policy language and briefing paper regarding the Commission's disciplinary authority over interpreters and scope over interpreters. In particular, the areas of the disciplinary policy that may be amended to include non-credentialed interpreters.
AOC Staff – Look at other states and how they investigate and discipline non-credentialed interpreters.



Interpreter Commission - Issues Committee
Tuesday, May 01, 2018 (12:00 p.m. – 1:00 p.m)
Teleconference

MEETING MINUTES

Members Present:

Judge Beall
Linda Noble
Alma Zuniga

AOC Staff:

Robert Lichtenberg
James Wells

Members Absent:

Thea Jennings
LaTricia Kinlow
Elisa Young

Call to Order

A quorum of members was not present to hold a formal meeting or approve motions. The members that were present discussed the agenda items and how to proceed with more information at the next meeting.

Oral Exam Rescore Request

The AOC received a request for an exam rescore from a test candidate who took the oral exam in 2017. The candidate is requesting that the simultaneous section of her oral exam be rescored. The scores meet the criteria set in the policy for a rescore. The policy states the Committee's decision on whether or not to allow the rescore should be based specific allegations of fundamental errors in the methodology used in evaluating or scoring the exam. The candidate did not include this in her request.

Test candidates receives their scores for each section of the exam but do not receive detailed information about their errors. The Committee discussed the difficulties in alleging fundamental errors when candidates receive very little feedback specifically about their exams. The candidates are able to see the general guidelines raters follow when reviewing exams. Guidelines from the National Center for State Courts on reviewing appeals mostly refer to the issues involving the conditions and environment where the test is taken.

AOC staff will ask the test candidate to provide additional reasoning for their request and also supply the candidate with the policy and information on how the test is rated. The Committee will review the policy in the future to make the process and

requirements more transparent and clear about what would be considered sufficient reasoning to grant a rescore.

Interpreter Commission Authority over Un-credentialed Interpreters

Changes to the authority of the Interpreter Commission would involve changes to General Rule 11.1. If possible a briefing paper would be created before the next Commission meeting with recommendations on how the language in GR 11.1 could be changed. More details about what kind of authority might want and how the policy would be change could happen afterwards.

Action Items
<i>Linda and Bob</i> – Work on proposed language changes to GR 11.1 that can be reviewed at the next Issues Committee meeting.
<i>AOC Staff</i> – Send out previous minutes for online vote on approval.
<i>AOC Staff</i> – Follow up with test candidate requesting rescore asking for additional information and supply the candidate with the rescore policy.



Interpreter Commission - Issues Committee
Tuesday, June 12, 2018 (12:00 p.m. – 1:00 p.m)
Teleconference

MEETING MINUTES

Members Present:

Judge Beall
Thea Jennings
Linda Noble
Elisa Young
Alma Zuniga

AOC Staff:

Robert Lichtenberg
James Wells

Members Absent:

LaTricia Kinlow

Call to Order

Minutes from the May meeting were approved.

Interpreter Background Check

The AOC recently ran a background check on an interpreter who is in the credentialing process. Since the conviction took place a long time in the past and there was nothing on the record since, the Committee unanimously decided that the conviction should not be a barrier to this interpreter getting a credential.

MOTION: Allow the interpreter to complete the certification process.

The Committee discussed the possibility of creating a set of guidelines to follow for this situation to maintain consistency in their decisions. However, the number of possible scenarios would make crafting guidelines too difficult and that deciding on a case-by-case basis is a better approach.

Interpreter Commission Authority over Non-credentialed Interpreters

The Committee discussed the Interpreter Commission's authority over interpreters who were not credentialed.

Policy

- The General Rules (GR) do give authority to the Commission over all interpreters working in the court and does not preclude the Commission from making policy regarding non-credentialed interpreters.
- The disciplinary policy does not currently address non-credentialed interpreters, but could be modified to address this group.
- GR 11.1 could be modified to make the authority more explicit the authority over non-credentialed interpreters and possibly reference disciplinary policy. Any changes should not be too specific.

Sanctioning

- The Commission has the authority to revoke the credentials of a credentialed interpreter, but this kind of sanctioning would not apply to non-credentialed interpreters.
 - A letter could be sent to all courts if a non-credentialed interpreter is sanctioned. It would be up to the court's discretion whether or not they would hire that interpreter again.
- Creating a large database of the non-credentialed interpreters would be cumbersome, but there should be tracking of complaints and other issues raised against non-credentialed interpreters.

Some change would be needed to make GR 11.1 consistent with the recent updates to GR 11.2. Some basic changes had already been suggested and further changed could be made to address the issue of non-credentialed interpreters. Changes to GR 11.1 and 11.2 could go to the Supreme Court for review at the same time this October.

Next Meeting

- July 10, 12:00 pm to 1:00 pm

Action Items
<i>AOC Staff</i> – Prepare a draft of changes to GR 11.1 and the disciplinary policy for review at the next Issues Committee meeting
<i>AOC Staff</i> – Begin drafting the GR 9 cover letter related to the change to GR 11.1 and 11.2.



Interpreter Commission - Issues Committee
Tuesday, July 10, 2018 (12:00 p.m. – 1:00 p.m)
Teleconference

MEETING MINUTES

Members Present:

Judge Beall
Thea Jennings
LaTricia Kinlow
Linda Noble
Elisa Young

AOC Staff:

Robert Lichtenberg
James Wells

Members Absent:

Alma Zuniga

Call to Order

- Minutes approved from June meeting approved.

Policy Changes Regarding Non-credentialed Interpreters

GR11.1 Revisions

- Ensure that references to code of conduct, code or professional responsibility, etc. are consistent with the language used in the revised GR11.2.
- Add language to the "Jurisdictions and Powers" section to include language that all interpreters working in a legal proceeding are subject to the procedures outlined in the Court Interpreter Disciplinary Policy Manual in addition to the code of professional responsibility.
- Language regarding legal proceedings can remain since it would not be effective to enumerate all possible settings.
- References to "credentialed" in GR 11.1 (a) and other sections of GR11.1 can be removed when the language also applies to all interpreters regardless of their credentialed status.

In the Proposed Disciplinary Policy Language Changes (Early Review) document:

- References to "court-appointed" should be removed since there may be legal settings where this policy should apply to even if the interpreter isn't appointed by the court.

- Other references to “court-appointed” in the Disciplinary Policy Manual should be updated with the broader sense of legal proceeding in mind.

Currently there are separate policy manuals for certified interpreters and registered interpreters. After the update to GR 11.1 and 11.2 are approved, these manuals may be combined. The language in the manual can also be updated to be consistent with changes to the language in the General Rules.

Action Items

<i>AOC Staff</i> – Make revisions to the to the GR11.1 based on this meetings feedback and send to Committee by email for the Committee’s n review prior to Commission meeting
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Court Interpreter Program Reports

Interpreter Program Report
Interpreter Commission Meeting
July 25, 2018

Filipino/Tagalog Training

The Filipino/Tagalog Court Interpreter training class concluded in mid-June after 10 weeks of class. The class met weekly for two hours per session. There were 23 total participants: 10 from Washington and 13 from California.

This class was unique in how much of the course content was language specific. About half of the content was in Filipino. Other than Spanish, there are very few opportunities for interpreters to have such a high amount of language-specific training. We will be looking at evaluations of the class and test results to help identify the strengths and weakness of the class. If successful, this model of collaborating with other states and incorporating more language-specific content will hopefully be something we can replicate in the future.

The Washington participants were given the option to take a special session of the oral exam this summer so that there would not be a long break between the end of the class and the normal oral exam administration that will happen in October. Three class participants are expected to take advantage of the special session while a few of the other participants plan to take the exam in October. The California test administration will take place in September.

Trainings and Exams in 2018

Trainings

Ethics and Protocol Class

The Ethics and Protocol Class is a required part of the credentialing process and is typically the last step to complete. Half of the class is devoted to studying the code of conduct for court interpreters and half covers a number of practical matters related to working in a court setting and working as a court interpreter.

We held the Ethics and Protocol Class for the first time in eastern Washington on April 6, 2018. It took place at the Spokane Superior Court House. There were three faculty members, two from western Washington and one from eastern Washington.

There were 16 total participants in the class who interpret in 14 languages. Four participants attended the class as a mandatory part

Languages Spoken by Attendees	
Arabic	Kiswahili
ASL	Punjabi
Dari	Romanian
Farsi	Russian
French	Ukrainian
Kinyarwanda	Samoaan
Kirundi	Spanish

of the credentialing process. The remaining participants were invited by the local courts and the Court Interpreter Program as guests.

Court Interpreter Orientation

The Court Interpreter Orientation is a mandatory part of the credentialing process and interpreters are required to attend before taking the oral exam. The class covers a number of topics, including the structure of Washington State courts, legal terminology, the modes of interpreting used in courts, and interpreter skill building.

The Court Interpreter Orientation was held on June 16 at Shoreline Community College and June 23 at Gonzaga. There were 57 attendees in western Washington and 16 attendees in eastern Washington. Six of the attendees in eastern Washington were not in the credentialing process but were invited because of their experience working the court and because there are few other trainings opportunities in the area. Judge Tam T. Bui of Snohomish County District Court and Judge Michelle Szambelan of Spokane Superior Court were two of the presenters. A PhD student from Washington State University, who is studying court interpreter training, also attended.

Exams

Written Exam

The written exams were held on April 7 in Spokane and on April 14 and 15 in Shoreline. There were 231 test candidates who took the exam. This was the largest number of candidates since 2010. Sixty-seven test candidates passed representing about 17 languages.

Oral Exam

The registered language exams are scheduled individually and will take place throughout this July and August. Six candidates are expected to take the registered exams.

The certified oral exams will take place in October. They are tentatively scheduled for October 6 and 7 in Spokane and October 13 and 14 in Shoreline. Registration will open the first week in August.

There will be a special test session for Filipino (Tagalog) interpreters who attended our online training. Three candidates are planning to take the exam in the last week of August.

Compliance Status

The deadline for the most recent compliance period was originally December 31, 2017. A general extension was given to all interpreters because of technical issues with the Interpreter Profile System, which is an online application that interpreters use to keep track of their continuing education credits.

Many of the technical issues have been resolved. About 20 interpreter profiles in the application still have issues that may affect their next reporting period. All interpreters had the option of submitting the compliance requirements using paper instead of the online application.

As of July 19, 2018:

- 27 interpreters have not completed their compliance requirements.
 - About 12 interpreters have not completed any requirements or communicated with the court interpreter program.
- 11 Interpreters retired at the end of 2017 (Czech, Farsi, Spanish and Thai)

Interpreter Program Report
Review of Credentialed Interpreters
Interpreter Commission Meeting
July 25, 2018

Credentialed Interpreter Numbers

As of July 19, 2018, there are 344 interpreters covering 43 languages on the Washington State AOC list of credentialed interpreters. There are 266 interpreters in certified languages and 88 interpreters in registered languages. About half of all credentialed interpreters are Spanish interpreters and about 15 interpreters are credentialed in more than one language.

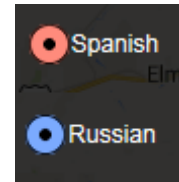
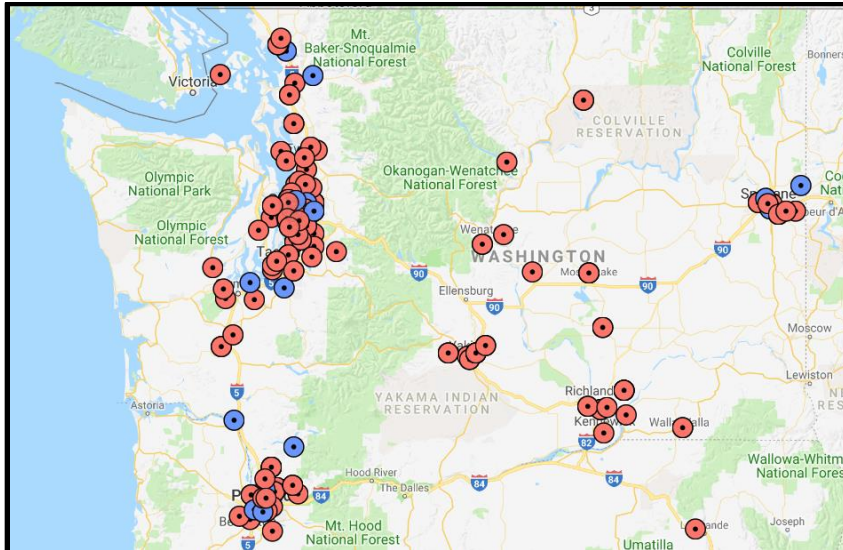
Number of Interpreters per Language

Language	Interpreters	Language	Interpreters
Albanian	1	Kurdish-Kurmanji	1
Amharic	7	Laotian	1
Arabic	1	Mandarin-Chinese	14
Bosnian/Croatian/Serbian	2	Oromo	2
Burmese	1	Polish	4
Cantonese	7	Portuguese	3
Czech	1	Punjabi	5
Dutch	2	Romanian	9
Farsi	7	Russian	33
French	4	Samoan	3
German	3	Somali	2
Greek	1	Spanish	178
Haitian Creole	1	Swahili	3
Hebrew	2	Tagalog (Filipino)	4
Hindi	5	Thai	3
Hungarian	1	Tigrinya	1
Ilokano	1	Turkish	1
Indonesian	1	Ukrainian	3
Italian	1	Urdu	2
Japanese	7	Vietnamese	13
Khmer	3	Yoruba	1
Korean	9		

Locations of Interpreters

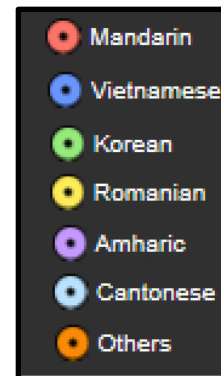
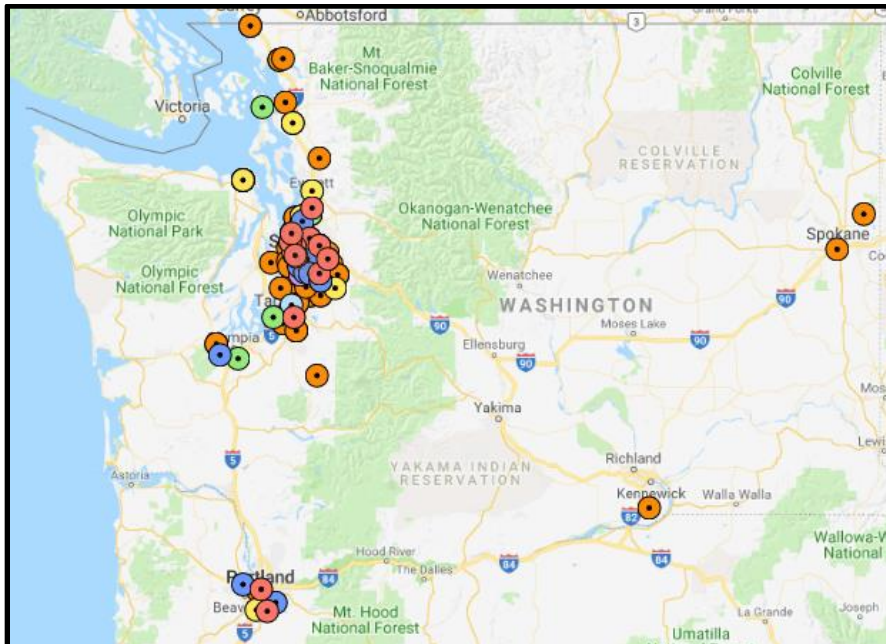
The maps below show the locations of interpreters based their ZIP codes. Interpreters that share the same ZIP code may not be shown separately. Approximately 40 credentialed interpreters have addresses outside Washington State. Half of these interpreters live in Oregon and about a third live in California.

Locations of Interpreters for Spanish and Russian



Locations of Interpreters of Languages other than Spanish or Russian

East of the Cascades there are three interpreters in languages other than Spanish or Russian. Those three languages are: Albanian, Bosnian/Croatian/Serbian, and Japanese.



** Only the 6 languages with the highest number of interpreters are differentiated by color. The remaining languages are grouped under "Others"*