

**Washington State Supreme Court
Interpreter Commission**

September 12, 2014

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

Friday, September 12, 2014 (8:45 a.m. – 11:45 a.m.)

AOC SeaTac Facility, Small Conference Room

18000 International Blvd., Suite 1106, SeaTac, WA 98188

AGENDA

1. Call to Order	Justice Steven González	
2. New Member Introductions and Committee Assignments	Justice Steven González	Page 1
3. Approval of May 30, 2014 Minutes	Justice Steven González	Page 5
4. Chair's Report <ul style="list-style-type: none"> • Chair's Statements • 2015 Commission Meeting Dates • 2015-17 AOC Budget Overview and Commission Priorities (tentative) 	Justice Steven González AOC Staff	Page 13 <i>(handout)</i>
5. Committee Reports <ul style="list-style-type: none"> • Online Interpreter Scheduling Final Report (incl. KC Proviso Report Update) • Discipline Committee Update: Interpreters Compliance for Past Reporting Cycle • Education Committee Meeting Report • DCMCJA Spring Conference Proposals 	Linda Noble and Sam Mattix AOC Staff Sam Mattix AOC Staff	Page 15 Page 61 Page 47 Page 51
6. Court Interpreter Program Reports <ul style="list-style-type: none"> • 2014 Registered Exam Test Results • Korean Community Outreach Update • Administrative Hearing Notices for Pro-Se Individuals • DV/SA Training Evaluations • IT Governance Submittal and Status • ODHH WAC for ASL in Courts: Status 	AOC Staff	Page 55 Page 63 Page 69
6. Business for the Good of the Order	Justice Steven González	
7. Adjourn	Justice Steven González	

Persons with a disability, who require accommodation, should notify Robert Lichtenberg at 360-350-5373 or robert.lichtenberg@courts.wa.gov to request accommodations.

Next Meeting: Friday, December 5, 2014, 8:45 am – 11:45 am. AOC SeaTac Office, Small Conference Room.

**New Member Appointments
&
Committee Assignments**

The Supreme Court
State of Washington

BARBARA A. MADSEN
CHIEF JUSTICE
TEMPLE OF JUSTICE
POST OFFICE BOX 40929
OLYMPIA, WASHINGTON
98504-0929



(360) 357-2037
FAX (360) 357-2085
E-MAIL J_B.MADSEN@COURTS.WA.GOV

September 8, 2014

Honorable Andrea L. Beall
Puyallup Municipal Court
929 E. Main, Suite 120
Puyallup, WA 98372

Re: Appointment to Interpreter Commission

Dear Judge Beall:

You were nominated for appointment to the Interpreter Commission and the Supreme Court's Administrative Committee has confirmed your appointment. Your term is through September 30, 2017.

On behalf of the members of the Supreme Court, I wish to thank you for your willingness to serve on the Interpreter Commission. I am confident that this important board will benefit from the expertise and experience you have to offer.

Sincerely,

Barbara A. Madsen
Chief Justice

c: Hon. Steven González, Chair
Danielle Pugh-Markie, AOC
Robert Lichtenberg, AOC

Honorable Andrea Beall

District and Municipal Court Representative

Andrea Beall is the Municipal Court Judge for the City of Puyallup. She was appointed in 2012 to fill the term of retiring Judge Stephen Shelton and was elected to her first four-year term in 2013. Judge Beall began her legal career as an associate in a small firm providing misdemeanor indigent defense services to several municipalities. She remained with the firm for her entire career as an attorney, and was managing partner at the time she left to join the judiciary.

Judge Beall has a Bachelor of Arts from the University of Washington with a dual major in Political Science and Society and Justice. She immediately went on to law school and graduated from Seattle University School of Law with a Juris Doctor cum laude.

Since joining the judiciary, Judge Beall has volunteered to serve as a judge for the YMCA mock trial competitions at both the district and state levels. She also had the opportunity to coach a mock trial team from the Rogers High School in the Puyallup School District.

Off the bench, Judge Beall enjoys spending time with her husband and two daughters, who both attend elementary school in Puyallup. She is an avid football fan lucky enough to be a Seahawk season ticket holder. She also enjoys golf, travel and exercise – soon to be participating in her third half-marathon.

Meeting Minutes



Interpreter Commission
Friday, May 30, 2014 (8:45 a.m. – 11:45 a.m.)
AOC SeaTac Facility, Large Conference Room
18000 International Blvd., Suite 1106, SeaTac, WA 98188

MEETING MINUTES

Members Present:

Justice Steven González
Kristi Cruz
Eileen Farley (Phone)
Dirk Marler
Sam Mattix
Linda Noble
Alma Zuniga

Members Absent:

Thea Jennings
Judge James Riehl
Theresa Smith
Fona Sugg
Judge Greg Sypolt

Guests:

Berle Ross, Office of Deaf and Hard of Hearing
Eric Raff, Office of Deaf and Hard of Hearing

Via Telephone:

Martha Cohen, King County Superior Court
Eric Kruger, Enterprise Architect, AOC
Frank Maiocco, Kitsap Superior Court
Emma Garkavi, Seattle Municipal Court

AOC Staff:

Danielle Pugh-Markie
Robert Lichtenberg

CALL TO ORDER AND WELCOME

The meeting was called to order by Justice Steven González. Members and guests introduced themselves and Eileen Farley joined by telephone.

FEBRUARY 28, 2014 MEETING MINUTES

The February 28, 2014 Commission meeting minutes were unanimously approved. AOC staff will correct some typos and post them to the AOC website.

CHAIR'S REPORT

2015-17 AOC Budget Request:

Recently, Justice González presented a request to support additional interpreter funding on behalf of the Trial Courts Operations Funding Committee to the Board of Judicial Administration (BJA). The BJA adopted the request and it is now part of the budget requests that are BJA-endorsed. Mr. Lichtenberg attended the BJA presentation as well and answered questions about the use of online technologies such as online scheduling and remote video interpreting to assist courts in securing interpreter services.

Justice González reported that the proposed \$38,000 reduction in the last budget request didn't happen and that the Commission is actually asking for increased funding for the Interpreter Program. The court administrators representing trial courts are on board with this request. Although it's not likely that the Program will receive everything asked for, it is important the BJA recognizes and supports the importance of interpreter funding.

Failure to Request an Interpreter:

King County recently held a hearing where an interpreter was necessary, but never requested. Justice González sent King County a letter regarding the matter and their response provided some confirmation that more recognition is needed regarding court interpreter issues. However, a limited purpose, with our limited authority, has been achieved as a result of sending the letter. Justice González expressed hope that they are going to address training and to follow-up on this matter.

Mr. Lichtenberg would like to see the issue of pro se parties that do not have the ability to request an interpreter addressed. The courts may need to consider responding with an action plan that can address all questions. Mr. Lichtenberg is looking into this nationally to see if there has been any movement elsewhere.

Members discussed the idea of a standard form in multiple languages on how to obtain and request an interpreter. The question was raised whether such requests cover all case types or just civil cases. It was noted that administrative law hearings generally have information about making language requests already on the hearing notice. The Issues Committee will explore how parties are currently notified and how to arrange for interpreters for court criminal and civil appearances. Mr. Lichtenberg and Mr. Mattix will work together providing samples of notices so that the Issues Committee will have those models to work from.

COMMITTEE REPORTS

Online Interpreter Scheduling (Ad Hoc):

Mr. Mattix and Ms. Noble shared a draft report outlining a comprehensive model to serve as guiding principles for any jurisdiction developing an online scheduling system. The Committee would like input from Commission members and feedback from stakeholders that are involved in interpreter scheduling processes. As Mr. Andrew Bauch, a King County Budget Analyst, is currently working on the Interpreter Funding proviso report for King County that is due the end of June, the Committee would like to be able to have input from the report to present to him prior to that. Commission members discussed at length the structure of the guiding principles and how best to communicate their message. The Commission's perspective is to ensure that we have an efficient system that provides quality interpretation, while respecting all professionals. Mr. Lichtenberg will contact Mr. Bauch and let him know that the Commission is working on a final draft and that we invite him to a meeting to discuss it once it is finalized.

Ms. Cruz will redraft the guiding principles to reflect what was discussed at the meeting and submit the new draft to Ms. Noble for distribution to all Commission members for their input.

Ms. Pugh-Markie reported that she and Mr. Lichtenberg will be submitting a request in the next couple of days through the Administrative Office of the Courts' IT Governance process to request the implementation of a statewide online scheduling tool. With the guiding principles document and the additional input received today, the Interpreter Program will provide information as part of the request that will assist in determining staffing needs and costs and how the system might be implemented.

Disciplinary Committee - Interpreter Compliance:

On April 22, 2014, the Disciplinary Committee met via conference call to review and discuss interpreters that remain out of compliance for failing to complete and/or submit their continuing education credits, court hours or Oath of Interpreter. With recommendations from AOC staff, the Committee's decision was to decertify three interpreters, suspend five interpreters for a period of three months and grant a three-month extension to 14 interpreters. As a matter of AOC procedure, if at any time during the three-month suspension or extension an interpreter comes into compliance, the disciplinary action will be removed immediately. Currently, one Spanish interpreter has come into compliance.

Discussion was had on the matter of how courts receive notice regarding interpreters that are deemed out of compliance by the Disciplinary Committee. Presiding judges, court administrators and court interpreter coordinators are notified by the Interpreter Program of all disciplinary actions electronically via listserv. The Court Interpreter Program's online directory is also a source for compliant and non-compliant interpreters. Ms. Farley would like to explore additional ways to publicize interpreter qualifications and will follow-up with the Washington State Bar Association on their process.

Disciplinary Committee –Grievances:

There are currently two grievances filed with the AOC Interpreter Program: 1) The program received notice that an interpreter failed to report a criminal conviction in another state and the complainant also alleged the interpreter was involved in allegations of extortion; and 2) an allegation of incompetence from one interpreter about another interpreter referred by Judge Judith Hightower to the Interpreter Program.

A flow-chart was presented to Commission members of the steps that need to be taken by the Disciplinary Committee in reviewing these grievances. However, the Committee is currently without a chair and one will need to be appointed before reviewing the grievances. The chair has to be someone with judicial experience and cannot be the Commission chair. Mr. Marler agreed to act as interim chair until which time the two judicial vacancies are filled and a new chair is appointed. Mr. Marler will review both grievances and make a recommendation on how to proceed. Also, recognizing that the current Committee membership is only three, Ms. Zuniga was added as a fourth member. Members further discussed the two pending judicial vacancies. AOC staff will reach out to the state judicial associations for nominations. In addition, current

members, Ms. Sugg and Ms. Jennings, were recommended for the following committees: Ms. Sugg, Education Committee and Ms. Jennings, Issues Committee. Mr. Lichtenberg will contact both members and ask if they are willing to participate on noted committees.

COURT INTERPRETER PROGRAM UPDATES

Interpreter Program Budget History and Commission Priorities:

At the last Commission meeting in May, Justice González asked AOC staff to pull together numbers from the last five years of the program. A “working” history was provided that demonstrated where the program has been. Because the Interpreter Program and Interpreter Commission have several new members/staff, Ms. Pugh-Markie proposed a “fresh” start in regards to the budget. She proposed time be set aside at the next Commission meeting to look at the vision. Justice González would like the Commission to also look carefully at GR11 and the Commission rules.

Video Remote Interpreting (VRI):

Mr. Lichtenberg reported that Pierce County has started a remote interpreting pilot with a company called Stratus Video that provides a tablet laptop access to a remote interpreter through their own video program software. Stratus is a subsidiary company of a larger ASL-only video relay service provider operating through the Video Relay Services (VRS) program funded by the Federal Communications Commission.

Currently, Stratus is getting more involved with individual Washington courts, with its VRI services proposal having been sent to a few county courts. Frank Maiocco has let Stratus know that the Washington courts need to be assured that our court-certified interpreters are provided in the remote service. Stratus is challenged with getting WA court-certified interpreters for certain languages on their service platform and into their business plan.

Mr. Kruger, AOC Enterprise Architect, explained the IT governance processes, which involves a 5-step review process. The AOC has a portal for submitting requests which get escalated to different levels and may go eventually to the Judicial Information Steering Committee for implementation scheduling and processing. That process takes a while but the result is a statewide solution. He explained that if the service implementation were to be done on local courts’ IT networks on a court by court basis, they have more speed and agility to deploy and control the outcome. But the downside is the city or county has to do everything to get there. He stated that over the longer term, the total costs of ownership are usually less with a statewide implementation.

He explained that the new superior court case management system being implemented by the AOC will allow for a more efficient way for individual courts to track and secure interpreter resources using query tools and a common database. Ms. Garkavi noted that it will also allow courts to identify resources for rarer languages that can be shared among all.

It will improve business opportunities for those language practitioners and they will more likely be willing to provide their rare language interpreting skills to other local courts.

The Commission discussed the feasibility of implementing online scheduling through the AOC and it was determined it would be worthwhile to combine online scheduling and VRI in the same analysis and to look at options for local court involvement if such a tool were offered. Mr. Maiocco advocated for centralization due to the fact that having multiple courts with multiple VRI companies under contract increases the complexity of ensuring quality interpreters are available as those companies would be competing for the same rare language pools and may 'Balkanize' those resources. He and Ms. Garkavi also expressed doubt that it would be economically worthwhile for interpreters to work on-line as they do not normally work for pay in 15 minute increments or the like and courts cannot ensure how long an assignment will last or when it will begin. In addition, some courts have their own desire to work with interpreters that are not AOC-certified and who pass their own vetting approach and thus may not want to use a centralized service platform. Ms. Cruz also expressed concern that the use of interpreters' time would not be court-driven, but vendor driven, with the possibility that an online interpreter could have been working for hours on several cases during the day and experiencing interpreter fatigue, thus compromising accuracy. She mentioned that the national endeavor is to create a centralized court-driven VRI resource for the courts. Mr. Raff pointed out that on a per-minute basis, VRI is cost-effective only up to a point after which it becomes more expensive than a live person and should be limited to simpler events, such as at court service windows open to the public and the like.

Mr. Marler explained that with other AOC-implementation priorities currently underway, the near-term likelihood of implementing a statewide, centralized scheduling or VRI tool is remote, however it is important to allow the IT governance review about the online scheduling option to be completed. Justice González noted the divergence of interest in VRI and the need for additional awareness about VRI among judges.

Proposed Administrative Rulemaking for ASL Interpreters in WA Courts

Mr. Raff provided the Commission members with background about the effort by the Office of the Deaf and Hard of Hearing (ODHH), an agency within the Department of Social and Health Services to implement administrative code rules (WAC) that create a pool of sign language (ASL) interpreters qualified to work in the courts pursuant to RCW 2.42.130 and .170. After surveying other states about their certification or licensing practices and the number of ASL interpreters they have for court-related work as well as best practices in regulating the quality of the interpreting pool, ODHH worked with the AOC to craft rules that will lead to a list of interpreters for the AOC to distribute to the courts. The rules are written in such a way that the courts can individually craft their own payment terms with interpreters based on the unique factors involving the interpreter's skills and the case assignment without specifying a level of pay per se.

ODHH will be issuing a Code Reviser notice for public comment as soon as it is released for comment by DSHS and requests that the Commission provide input on the WAC. ODHH hopes that this list will also enable the AOC and ODHH to include ASL court interpreters in training opportunities.

2014 Written Exam Results:

Mr. Lichtenberg provided information about the 2014 Written Exam in a handout to the Commission members, explaining that about 60% of the candidates taking the test failed and 40% passed. At the time of the Commission meeting, a small number of interpreters have applied to take the Orientation to the Oral Exam training, with only two from Eastern Washington applying. Mr. Lichtenberg noted that only 10% of the people pass the oral examination after attending Orientation and sees a need to provide training to improve their ability to pass it.

Tribal-State Consortium Plan

Ms. Pugh-Markie reported there has been an effort in Washington to keep a dialogue open between tribal and state courts around a myriad of issues. The first official meeting was last year at the judicial fall conference in Wenatchee where several tribal judges and state court judges came together with facilitators Mr. Fred Fisher and Judge Bill Thorn, a leading tribal expert from Utah. They came up with a robust list of issues that include 1) addressing current plans now underway on how to keep the consortium moving, and 2) the sharing of interpreters, how do we include tribal courts into the reimbursement plan? Currently, there is just over \$600,000 a year allocated to court interpreter reimbursement and does not include tribal courts. She noted that contracted funds are fully expended before the end of an annual fiscal period, and Justice González noted that adding tribal courts to the reimbursement program would mean that the funding would run out sooner for those other courts now in the program. She stated that this is just the start of the bigger conversation as efforts are being made to move this tribal-state consortium down the road prior to September.

Community Outreach Update:

Mr. Lichtenberg reported receiving an e-mail from an attorney named Margaret Pak-Enslow, who has been selected by the Korean-American Bar Association to chair their outreach effort to recruit more community members to serve as court interpreters. He plans to meet with her this Fall to move this forward. He would like to work with other stakeholder groups to do similar outreach efforts while this language group's needs are being addressed through outreach efforts by the Interpreter Program.

Domestic Violence/Sexual Assault Training (Next Steps):

In May this year, a one-day training on Domestic Violence and Sexual Assault was presented in three different locations (Seattle, SeaTac and Spokane) for credentialed court interpreters, courthouse facilitators, court interpreter coordinators and advocates. It was issue specific and free to all participants. Credentialed court interpreters and certified ASL interpreters were given first priority and registration was filled within 48 hours.

The level of interest established the need and desire for more trainings for interpreters, with a strong interest in doing multi-disciplinary trainings bringing together judicial officers, court staff, advocates and attorneys. Ms. Pugh-Markie proposed moving forward in working with the Bar and Associations on interpreter best practices. Notable areas are 1) the Washington State Bar Association free CLEs during lunch (Ms. Zuniga

will provide a copy of the last notice she received from the Bar); 2) the Northwest Justice Project YouTube language access videos (a new video was just filmed that provides the perspective of deaf clients telling attorneys how best to work with them); and 3) a “top ten” list of suggestions for attorneys working with court interpreters (AOC staff will explore where that document is currently located). In addition, Ms. Pugh-Markie has proposed a “road show” as a way to reach more people, in more counties, and let them know that we exist and that we are here for them. Webinars are also being considered for various topics such as confidentiality, domestic violence, and vicarious trauma.

Justice Gonzalez suggested that the next step is to do prep work but have a chance at the Commission level to do some brainstorming and thinking about what we can be most effective in doing and about what funds we need to seek to do those things.

OTHER BUSINESS

Ms. Cruz reported that the WASCLA Conference is scheduled for October 24-25, 2014, possibly in the SeaTac area. As chair of the WASCLA Planning Committee, she may be contacting members for assistance. She is currently looking for a keynote speaker.

Ms. Cruz also reported that the Governor’s Interagency Council on Health Disparities has provided some language access recommendations to the Governor, which include the following recommendations: 1) all state agencies create language access plans, and 2) create a cabinet level, language access position to assist in inter-agency coordination of language access issues in State government. Because the AOC has been involved with the Interagency Limited English Proficiency work group from the beginning, the AOC or the IC may want to consider writing a letter of support to the Governor’s office to support these recommendations.

NEXT COMMISSION MEETING

Friday, September 12, 2014

8:45 a.m. – 11:45 am.

SeaTac AOC Facility

Decision Summary	Status
<i>Disciplinary Committee:</i> Mr. Marler will serve as interim chair of the Disciplinary Committee until the new replacement(s) for either of the two outgoing judges is selected to the Commission.	Ongoing
<i>Issues Committee:</i> To review various court notices sent to parties to a case on how to request interpreters and make recommendations for improvements as needed.	Referred to AOC and Mr. Mattix to gather materials; Future Action
<i>Future Agenda Placeholder:</i> Review of the Commission’s vision and use of fiscal resources available to the Interpreter Program	Future Action for Next Commission Meeting

Action Item Summary	
<p>Notices of Right to Interpreter/How to Request: Mr. Lichtenberg and Mr. Mattix will work together providing samples of notices so that the Issues Committee will have those models to work from.</p>	<p>Future Action (Pending appointment of Issues committee chair)</p>
<p>Ad Hoc Committee Report: Mr. Lichtenberg will contact Mr. Bauch and let him know that the Commission is working on a final draft and that we invite him to discuss it once it is finalized.</p> <p>Ms. Cruz will redraft the guiding principles to reflect what was discussed at the meeting and submit the new draft to Ms. Noble for distribution to all Commission members for their input.</p>	<p>Future Action (Update: Done, except KC report did not include AOC comments and the revised report will be presented at the September meeting)</p>
<p>New Committee Member Appointments: Mr. Lichtenberg will contact Ms. Sugg (Education Committee) and Ms. Jennings (Issues Committee) and ask if they are willing to participate on those noted committees.</p>	<p>Future Action (currently underway)</p>
<p>Budget Planning and Commission Goals: Add to the next Commission meeting an agenda item to look at the Commission's vision and use of fiscal resources available to the Interpreter Program, taking into consideration GR11 and the statutes affecting court interpreter issues.</p>	<p>Future Action (currently underway)</p>
<p>ODHH Rulemaking Comments: AOC staff will distribute to Commission members the public comment draft of the proposed DSHS/ODHH court interpreter administrative rules governing ASL interpreters.</p>	<p>Future Action</p>
<p>Community Outreach Follow-up: AOC staff will meet with Korean community resources to discuss and finalize outreach strategies to recruit more Korean-speaking persons to serve as court interpreters.</p>	<p>Completed</p>

Chair's Report



WASHINGTON
COURTS

INTERPRETER COMMISSION 2015 MEETING DATES (DRAFT)

EVENT	DATE	LOCATION
Interpreter Commission Meeting	February 2, 2015 8:45 am-11:45 am	AOC Facility, SeaTac (small conference room)
Interpreter Commission Meeting	May 29, 2015 8:45 am-11:45 am	AOC Facility, SeaTac (conference room TBD)
Interpreter Commission Meeting	October 2, 2015 8:45 am-11:45 am	(Suggest other WA location)
Interpreter Commission Meeting	December 4, 2015 8:45 am-11:45 am	AOC Facility, SeaTac (small conference room)

Committee Reports



September 12, 2014

TO: Interpreter Commission
FROM: Ad Hoc Committee on Interpreter Scheduling
RE: Report for May 30, 2014 to September 12, 2014

Ad Hoc Committee Members:

Sam Mattix
Kristi Cruz
Bob Lichtenberg
Tara Cook
Marti Maxwell
Linda Noble (Chair)

Guiding Principles Document

At the May 30, 2014 meeting of the Interpreter Commission, the Commission discussed the draft documents: Guiding Principles for Interpreter Scheduling and Introduction to the Guiding Principles.

The Guiding Principles and Introduction have been edited by Kristi, Sam and Linda. A draft was sent to all Ad Hoc Committee members and received no further comment or revisions. It should be noted that the Chair received an auto-reply to the e-mail sent to Tara Cook advising that she is no longer employed by King County District Court. The information sent to her personal e-mail address received no response. The Chair recommends removing Ms Cook from the Committee. Latest drafts of the Guiding Principles and Introduction are included in this report for the Commission's review.

King County Proviso Response to the King County Council regarding interpreter services

On 19 June, Sam, Bob and Linda held a conference call with Andrew Bauck, KCEO - Office of Performance, Strategy and Budget (PSB) for King County, tasked with compiling a proviso response to the King County Council on interpreter services in the county. The intention was to provide him with a copy of the Guiding Principles with the goal of considering them prior to publication of the proviso response. However, by this time the response had been completed. On July 8 Mr Bauck provided us with a copy of the proviso response and the response was sent to Commission members. Commission members are encouraged to read this proviso response, which was presented at the King County Council Budget and Fiscal Management Committee

Ad Hoc Committee on Interpreter Scheduling Report to Commission Meeting Sept. 12, 2014

Meeting on Sept. 3, 2014. A motion to acknowledge receipt of the Proviso passed after presentation and questions from councilmembers on the committee. A video of the portion of the meeting relating to this issue is available at the King County website (http://king.granicus.com/MediaPlayer.php?view_id=4&clip_id=4887) beginning at 48:40 and continuing to roughly 1:12:00. A number of statements made during the presentation raise serious concern about the lack of understanding of the role of interpreters both in the courts and in public health as well as the nature of the profession (e.g. the “registered” category is a lower standard than “certified”; the skills required of medical interpreters are fundamentally different from those required of court interpreters and there is no way for them to overlap; there would be minimal savings to the county by consolidating the various departments within the county utilizing interpreter services; district court requires a lower standard for interpreters because the cases are usually not subject to appeal...)

The proviso report is scheduled for discussion by the KC Council at large on Sept. 22, at which time public comment will be permitted. The question for the Commission at large is whether it can play a role in the discussion for the purposes of correcting misinformation and proposing administrative savings through the use of more efficient scheduling practices.

Snohomish County Courts

In August Bob was successful in reaching the appropriate individuals (Marilyn Finsen and Chris Shambro) at Snohomish County courts to address concerns about their on-line scheduling system, which, like that of King County District Court, has been “gamed” by interpreters to secure jobs. It appears that these individuals had been unaware of the issue and would seek information from KCDC about the CAPTCHA feature used there. As of Aug. 28, Chris Shambro advised that he still had not received the requested information from King County and would keep us apprised of any change to that status.

Interpreter Commission, Online Interpreter Scheduling Systems

June, 2014

Scheduling of court interpreters is complex. Considerations include the availability of interpreters in a given language, the location and length of the encounter, the qualifications of the interpreter, the proximity of the interpreter to the court, the amount of notice the court has regarding the need for the interpreter service, and so on. Individual courts around the State have developed internal mechanisms to schedule interpreters. Over the past decade technology has played a growing role in the scheduling process.

Technology for scheduling interpreter services can assist courts in scheduling interpreters efficiently and effectively, and some courts have implemented online or automated scheduling systems. Because of concerns raised with the Interpreter Commission regarding online scheduling systems currently in use around the State of Washington, the Interpreter Commission here provides a brief overview of the identified issues and offers Guiding Principles for courts to consider when implementing an online scheduling software program.

Issue 1: The Business Requirements of some online scheduling systems focus on availability only and do not factor in the qualifications of an interpreter for a particular assignment.

Some online scheduling systems post available appointments to a site accessible to interpreters where the assignments are on a first come, first-served basis. They do not necessarily factor in the appropriate match of the interpreter to a specific assignment. Neither do these online scheduling systems factor in continuity of interpreter services within or throughout a case. In cases where there are multiple hearings, the preferred approach would be to have consistent interpreters throughout the matter. Scheduling interpreters for one party at one hearing and then the other party at the next hearing would be problematic. Additionally, an unintended consequence of this type of general distribution method is that tech-savvy interpreters have created computer systems, called bots or scripts, which monitor the job postings and take the job for themselves virtually the instant the assignment is posted. Other less tech savvy interpreters have friends or family members constantly monitor the website for available jobs.

Another type of scheduling system broadcasts assignments via text message to a large pool of interpreters simultaneously. In many languages the degree of competition for jobs is so intense that interpreters must accept the job within seconds or lose it.

These types of systems can, however unintentionally, create the following undesirable situations:

- If an interpreter wants to continue working in a court that utilizes these systems, the interpreter must accept assignments instantly, without first reviewing either their calendar, the nature of the job, or the defendant's name, etc.; because the postings are first-come, first-served and if the interpreter doesn't accept the job almost instantly then the job will be taken by someone else.
- The limited English proficient or deaf or hard-of-hearing person does not have consistent language access services throughout a case.
- An interpreter ends up accepting an assignment without knowing there is a conflict with one or more parties in a case because the system does not track which interpreter has worked on the case previously.
- Court time is wasted having to reschedule hearings where an interpreter is not appropriate for the situation or has a conflict that is identified on the day of the hearing.
- Interpreters who have created systems to automatically capture the jobs for themselves end up with the bulk of the work and other qualified interpreters are leaving the field due to a lack of available work.
- Because a computer program is pulling the assignments as posted, it increases the chance that an interpreter has booked themselves for assignments in 2 courts at the same time, as well as an interpreter taking an assignment that had they reviewed the type of case they would know they are not qualified to interpret.
- Interpreters are distracted from other work or driving by having to respond instantly to text messages or lose needed work.

RESULT: Online scheduling systems and software programs that oversimplify the scheduling process or facilitate the use of unethical practices designed to secure work undermine the integrity of the judicial system. Additionally, the Code of Conduct for Court Interpreters, GR 11.2, Sections C and D¹, are violated when an interpreter resorts to such practices. These systems can appear to reward those engaging in unethical practices with the majority of work while forcing others, possibly more skilled, out of the profession due to lack of employment.

One solution to avoid this situation is to include a CAPTCHA feature in the online scheduling software program to require interpreters accepting assignments to verify a series of letters or numbers before they can proceed to accept an assignment. A CAPTCHA (an acronym for "Completely Automated Public Turing test to tell Computers and Humans Apart") is a type of challenge-response test used in computing to determine whether or not the user is human. This

feature is included in many online systems now and is very helpful in hindering the BOT software.

In the case of “mass broadcast” scheduling systems, the system can easily be altered to stagger the broadcasts in reasonable increments and through a rotation of the pool, allowing each interpreter enough time to review the request and respond appropriately before the request is sent to the next interpreter.

Another approach is to include a terms of use agreement within the online scheduling system that an individual interpreter must agree to before proceeding with taking assignments. Such an agreement would include compliance with the Code of Conduct and could include commentary with examples related to assignment acceptance. One model for this approach is from the Registry of Interpreters for the Deaf (RID), Code of Ethics, Tenet 6,² Ethical Business practices. See relevant section of the Code of Ethics below. Ultimately, the Guiding Principles have been designed to assist courts in creating the Business Requirements necessary to balance the interest of all stakeholders and in creating a system that maintains ethical standards of interpreters.

Issue 2: Courts have an interest in developing and maintaining an adequate pool of the most highly qualified court interpreters to best serve the needs of Limited English Proficient and Deaf and Hard-of-Hearing persons and judges throughout the state in an efficient and cost-effective manner.

An efficient scheduling system takes into account the need to use resources in a way that promotes the industry, while understanding that interpreters must be adequately educated, trained, and compensated in order to attract and retain the caliber of professionalism necessary to perform at every level within the legal system. The state makes an initial investment in personnel through recruiting, training and testing; value is added to the personnel through exposure, experience and continuing education. It is therefore in the long-range interests of the court to provide incentives to keep qualified interpreters in the field. Retention is one of the best returns on investment.³

RESULT: qualified interpreters leave the field of interpreting because they are now disconnected from the scheduling process and they feel devalued by the process of online scheduling. Courts fail to retain qualified interpreters because of their inability to earn a living commensurate with their skill and training.

The Interpreter Commission has an interest in ensuring that courts have access to an adequate pool of qualified interpreters available to meet the needs of courts as they interact with LEP and deaf or hard-of-hearing individuals. Courts have a multitude of ways in which they can

meet the language needs of these communities. In making efforts to meet these needs, it is important to recognize unintended consequences of various approaches and to work to inform design and selection of delivery systems to avoid negative consequences. In this regard, the Interpreter Commission decided to form a committee to evaluate existing automated or semi-automated scheduling systems and identify any barriers which they create for different stakeholders (judicial officers, LEP/DHH persons, interpreters, schedulers) and then to define Guiding Principles which could serve as the basis for the design and selection of such systems. It is vital to recognize that any automated system is only as good as the principles upon which it is created, and those principles must consider the needs of all the stakeholders in order to truly serve the long-term goals of equal access to justice.

There are certainly many ways in which technology can be used to increase efficiency. But the value of interpreter scheduling IT solutions is inextricably linked to the long-term objectives of language access. The attached “guiding principles” reflect an effort to ensure that all relevant factors are considered when scheduling interpreters in order to assure high quality, appropriate language access in a cost-effective manner. The principles themselves are broad enough to be applied in diverse venues and on any scale. They serve as the basis for writing the “rules” governing an automated or semi-automated scheduling system. The following Guiding Principles are intended to assist courts as they review or implement an online interpreter scheduling system.

¹ Relevant sections from GR 11.2, Code of Conduct for Court Interpreters:

(c)

When a language interpreter has any reservation about ability to satisfy an assignment competently, the interpreter shall immediately convey that reservation to the parties and to the court. If the communication mode or language of the non-English speaking person cannot be readily interpreted, the interpreter shall notify the appointing authority or the court.

(d) No language interpreter shall render services in any matter in which the interpreter is a potential witness, associate, friend, or relative of a contending party, unless a specific exception is allowed by the appointing authority for good cause noted on the record. Neither shall the interpreter serve in any matter in which the interpreter has an interest, financial or otherwise, in the outcome. Nor shall any language interpreter serve in a matter where the interpreter has participated in the choice of counsel.

² RID Code of Ethics, Tenet 6, Business Practices, http://www.rid.org/UserFiles/File/NAD_RID_ETHICS.pdf

³ Washington boasts a robust interpreter certification process and for the most part courts throughout the state acknowledge the requirement to use certified interpreters. However, certification is but the first step on a life-long journey of constantly improving one's knowledge and skills, and ability to respond to all the professional and ethical dilemmas interpreters face. The code of ethics provides guidelines, but the ability to react appropriately in the variety of situations presented comes only from experience and continuous learning.

Why should the AOC place a premium on retaining interpreters? Aside from the commitment to equal access to justice, which has no quantifiable value in monetary terms, there is an actual cost to inadequate interpretation in the form of appeals. Regardless of the outcome of these appeals, they are costly—far more so than the initial costs of proper interpretation. Further, one can reasonably assume that only a fraction of instances of inadequate interpretation which affects the lives and liberty of individuals is ever brought to light. The most recent case of Ponce v. State of Indiana (last citation below) is yet another example of the necessity of high caliber interpretation in the courts.

<http://www.najit.org/certification/FAQarticleBenmaman.htm>

<http://www.languageaccess.us/Documents%20and%20Links/ProteusSum2005w%20Interpreters%20as%20Officers%20of%20the%20Court.pdf>

<http://www.languageaccess.us/Documents%20and%20Links/Interpreters%20and%20Their%20Impact%20PDF.pdf>

<http://www.in.gov/judiciary/opinions/pdf/06051401rdr.pdf>

RID Code of Ethics text:

6.0 BUSINESS PRACTICES

Tenet: Interpreters maintain ethical business practices.

Guiding Principle: Interpreters are expected to conduct their business in a professional manner whether in private practice or in the employ of an agency or other entity. Professional interpreters are entitled to a living wage based on their qualifications and expertise. Interpreters are also entitled to working conditions conducive to effective service delivery.

Illustrative Behavior - Interpreters:

- 6.1 Accurately represent qualifications, such as certification, educational background, and experience, and provide documentation when requested.
- 6.2 Honor professional commitments and terminate assignments only when fair and justifiable grounds exist.
- 6.3 Promote conditions that are conducive to effective communication, inform the parties involved if such conditions do not exist, and seek appropriate remedies.
- 6.4 Inform appropriate parties in a timely manner when delayed or unable to fulfill assignments.
- 6.5 Reserve the option to decline or discontinue assignments if working conditions are not safe, healthy, or conducive to interpreting.
- 6.6 Refrain from harassment or coercion before, during, or after the provision of interpreting services.
- 6.7 Render pro bono services in a fair and reasonable manner.
- 6.8 Charge fair and reasonable fees for the performance of interpreting services and arrange for payment in a professional and judicious manner.

Guiding Principles for Design of Interpreter Scheduling System

- PRINCIPLE 1: GENERIC
- PRINCIPLE 2: APPROPRIATE
- PRINCIPLE 3: AVAILABLE
- PRINCIPLE 4: EFFICIENT
- PRINCIPLE 5: REPLICABLE/REPRODUCIBLE
- PRINCIPLE 6: AMENDABLE/EXTENSIBLE
- PRINCIPLE 7: DYNAMIC AND RESPONSIVE
- PRINCIPLE 8: SCALABLE
- PRINCIPLE 9: QUALITY ASSURANCE
- PRINCIPLE 10: SUPPORT

PRINCIPLE 1: GENERIC

The basic principles upon which the system is based and the circumstances and parameters they encompass.

- **not technology-defined**
 - guiding principles are independent of a particular technology
- **not language-defined:**
 - independent of languages served by scheduling system (serves oral languages and non-oral languages – visual, tactile)
 - independent of language of scheduling system (system architecture does not mandate user interface language)
- **not setting-limited¹:**
 - **examples of multiple settings** which may share interpreter resources: all public services, including judicial (criminal, civil, administrative), legal, law enforcement, corrections, emergency services, social welfare, health, mental health, education, transportation
 - **applicable** to multiple settings
 - **adaptable** to multiple settings

¹ ADA mandates SL interpreter services for D&HH in multiple settings. Title VI prohibits discrimination on the basis of national origin by all state and local agencies receiving federal money. King County is currently conducting a review of its many language service offices which mostly do not coordinate with each other.

- **responsive** to multiple settings which use same interpreter resources but with different criteria, e.g. different interpreter codes of conduct and protocols, credentials, allowable modes
- **common/shared interpreter infobase** between multiple settings (infobase contains interpreter contact information/qualifications/preferences/individual calendars).
- **not dependent on individual expert scheduler:**
 - makes it possible for non-expert schedulers to do the job “right”: system simulates the judgment and behavior of an individual who is both an experienced professional interpreter and an interpreter services manager, who has extensive knowledge of setting requirements and constraints and has extensive, well-developed resource networks
 - rules (setting requirements and constraints) are explicit and reviewable by scheduler

PRINCIPLE 2: APPROPRIATE

These points to establish the appropriate interpreter and mode/means to provide meaningful language access to justice. In languages with a large interpreter pool, there may be multiple appropriate matches, in which case distributing the work among them is the goal.

- **interpreter with requisite skill level for assignment and suited/acceptable to LEP**
 - Appropriate interpreter selection made possible by feature specification **match** between service request and interpreter profile, with ordering of available interpreters to contact by **prioritizing** (“weighting”) relevant features in match and not including irrelevant features;
 - **Make explicit rules²** that guide the decision-making process.
 - List “appropriate” interpreters in order of appropriateness, with a point ranking for each assignment, and with contributing weighted factors apparent to scheduler. For service requests for which there is a pool of appropriate interpreters, offer jobs on a rotating basis, so all get opportunities to work and to develop and maintain their skills.
 - Set rule-based thresholds that interact with case feature set and interpreter availability to drive decision-making process to look further afield as needed, e.g. out of state to obtain in-person interpreters
- **mode/means, suited/acceptable for requirements of assignment and to LEP**
 - **examples of modes/means:** simultaneous interpretation, consecutive interpretation, sight translation, summary interpretation, team interpreting, in-person, jail – visitor booth (through glass), jail – face-to-face (same room), telephonic, VRI, caption, TTY

² Example **interpreter selection** rules:

Non-negotiables – interpreter cannot interpret medical interview for own relative; mutual intelligibility – interpreter must be able to communicate intelligibly with LEP and with court;

Weighted preferences: “certified” in felony trials for certified languages; match interpreter and client with awareness of psycho-socio-ethnic-political considerations, e.g. Serbo/Croatian/Bosnian, Sudanese/S. Sudanese, Iraqi Chaldean/Kurd/Shia/Sunni; gender match between victim and interpreter in sex cases; preferred language of LEP given weight over LEP’s alternative languages; preference for interpreter who previously interpreted for same LEP on same case.

- Appropriate modes/means selection made possible by **rule-based³ feature specification match** between service request and modes/means available, **with weighted ordering** of modes/means and excluding irrelevant, unavailable or disallowed modes/means.
- Set **thresholds** (e.g. urgency, cost, interpreter availability) for use of remote modes/means – If threshold is met, scheduling system will list available remote interpreters.
- See Appendix A: Example rules for appropriate use of RI, and Appendix B: Determining availability of an on-site interpreter

PRINCIPLE 3: AVAILABLE

This section addresses issues around creating and maintaining an adequate pool of interpreters across regions and languages.

- **enough** – in each language based on demand, minimum of two competent interpreters/language
- **when needed** – other commitments do not interfere with availability to interpret
- **where needed** – local, or willing and able to travel if needed
- **recruitment**
 - only to remedy supply shortfall; not to exacerbate oversupply
 - tailor to meet shortfall for languages and regions where the pool of appropriate interpreters does not meet demand
- **retention through good working conditions and viable income**
 - “fair” distribution of work assignments to maintain supply of appropriate interpreters with viable livelihood and current skills (= “be available”)⁴
 - pay commensurate with interpreter’s investment in becoming and maintaining professional interpreter skills and credentials. If enough work exists in an interpreter’s language, interpreter should have a viable livelihood (= “be available”)

³ Example **mode/means selection** rules:

Non-negotiables – in-person interpreter for LEP defendant in felony trial;

Weighted preference: (1) default/standard practice: in-person interpreter for LEP witness testimony < 10 minutes duration during felony trial. , (2) permissible/non-standard and non-preferable: RI for LEP witness testimony < 10 minutes duration during felony trial. , (Author was present at a April 2014 murder trial in another state which resulted in a mistrial due to problems with telephonic interpretation of in-person witness testimony lasting a few minutes.) (1) default/standard practice: simultaneous and team interpretation of English court proceedings for LEP defendant during felony trial, (2) permissible/non-standard and non-preferable: consecutive interpretation and/or solitary interpreter for LEP defendant during felony trial. (1) default/standard practice: remote interpretation (RI) for DUI police stops - to administer Miranda, field sobriety tests (FST), and blood alcohol concentration (BAC) tests. (2) permissible/non-standard but preferable to (1): Certified bilingual police officer does DUI stop procedures without using an interpreter.

⁴ Eliminate “piranha pit”/ “feeding frenzy” job openings that distract interpreters from their work or from driving ... just so they can survive financially by getting any job at all; design system that cannot be gamed by tech-savvy interpreters to claim all jobs the instant they are posted

- maximize utilization of interpreter by efficient scheduling, so interpreter gets more assignments and thus more pay, with less down time and less unreimbursed travel
- link scheduling systems, especially for hard-to-fill jobs in rare languages, in order to increase number of jobs for interpreters of rare languages (thus increasing interpreters' income viability) while simultaneously improving interpreter availability for these hard-to-fill jobs: a win-win proposition
- **Coordinate interpreter scheduling, both intra-system and inter-systems**
 - maximize interpreter availability by being able to view/track interpreter assignments intra-system⁵ (within own jurisdiction/venue) and interpreter availability and proximity inter-system⁶ (in other jurisdictions/venues)
 - resolve concerns that prevent such coordination⁷.

PRINCIPLE 4: EFFICIENT

Effective management of interpreter services across jurisdictions by streamlining, reducing duplicative efforts and sharing data means better allocation of resources.

- **use of time, money, personnel, travel, technology**
- **Coordinate interpreter scheduling intra-system and inter-systems**
 - coordinate between systems based on some level of access to individual interpreters' calendars, at a minimum indicating times unavailable; and preferably indicating accepted assignments and locations (home, specific or general assignment location).^{8 9}
 - coordinate/integrate interpreter scheduling with e-Court case management systems to automate

⁵ base real-time intra-system coordination on automated check-in/check-out (implemented in 1Lingua)

⁶ base real-time inter-system coordination on interpreters' calendars (implemented in 1Lingua)

⁷ Examples of concerns that prevent coordination:

(1) Schedulers for Superior and District courts housed in the same building won't cooperate because they don't want to cause "double dipping": Interpreter jobs for two departments within the same county can result in payment of overlapping minimums if one assignment finishes quickly after which the interpreter reports to an assignment in another department.

(2) Interpreters, after receiving 2-hour minimum payment for morning work in a court, are reluctant to wait unpaid for three or more hours until the afternoon for another job in the same court and NOT get paid another minimum for the afternoon. So they turn down the afternoon job – and are reluctant to let schedulers see their calendar which shows they are available that afternoon, in hopes of finding a job elsewhere that will pay them another minimum for the afternoon. As a result, the court has to bring in someone else for the afternoon– and so pays another minimum to that interpreter.

⁸ This is efficient for interpreters who work in multiple jurisdictions and venues; otherwise schedulers have to contact them individually for each assignment to check their availability, or else interpreters have to maintain updates to their calendar separately with each scheduler or scheduling system. The author works occasionally for New Mexico which has a unified court system and is implementing Gridcheck online interpreter scheduling. NM judiciary interpreters are requested to maintain their online Gridcheck availability calendar. This is efficient for NM courts and for interpreters who work exclusively in NM courts. But the author travels to interpret in many states (and does RI for even more locations); in addition WA does not have a unified court system; therefore he cannot separately maintain updated calendars with each jurisdiction and venue that uses his services.

⁹ Google calendar has capability to access, link and synchronize calendars, and set differing levels of access. The author has provided his Google business calendar link to some courts and language agencies, so they can check his availability before calling to offer a job.

reminders to request, revise requests and cancel interpreters.^{10 11}

- **Integrate automated interpreter invoice and payment functions into scheduling system**
 - record and calculate reimbursable travel time and mileage based on home address and consecutive assignment locations
 - automate check-in and check-out by use of scan codes; integrate with real-time reporting of individual interpreter availability within scheduling system
- **Integrate language access data collection and reports into scheduling system for court jurisdiction, state AOC, and other managers and consultants**

PRINCIPLE 5: REPLICABLE/REPRODUCIBLE

The system is designed to be utilized by anyone anywhere.

- **“Expert System”**
 - System guides users to replicate/reproduce the judgement and behavior of a human or an organization that has expert knowledge and experience in interpreter scheduling.
 - System contains a knowledge base containing accumulated experience and a set of rules for applying the knowledge base to each particular situation that is described to the program.
- **knowledge-based**
 - The goal of knowledge-based systems is to make the critical information required for the system to work explicit rather than implicit.
- **rule-based¹²**
 - The goal of rule-based systems is to make the decision-making criteria required for the system to work explicit rather than implicit.
- **System equips, guides, trains and educates users**
 - System equips by providing users with extensive knowledge bases relevant to scheduling task at hand.
 - System guides users by showing available options to consider which are relevant to specific service request.
 - System trains and educates users by providing explicit rules and criteria on which to base specific

¹⁰ There is much room to improve efficiency here: Often interpreters are not scheduled for subsequent hearings – so proceedings must be continued at cost of time and money; or changes have occurred so that interpreters are not needed as originally scheduled, but interpreters are not notified and so they appear when not needed, for which the court must pay them and interpreters incur time and travel expenses as well.

¹¹ Related efficiency improvement needs: Once the author flew to an out-of-state assignment in which the LEP defendant was not transported from the holding facility (40 minutes distant) to court for the hearing. And sometimes LEP defendants fail to appear because they are in custody on other charges in another jurisdiction, e.g. defendants FTA at hearing in Snohomish County District Court because they have been picked on other charges in King County.

¹² See examples of explicit rules previously mentioned under “2. APPROPRIATE”

service request decisions, and helping them learn to make consistently well-reasoned and well-informed choices.

PRINCIPLE 6: AMENDABLE/EXTENSIBLE (this guiding principle drives guiding principle 7. DYNAMIC and RESPONSIVE)

The system lends itself to change with new information and expansion to encompass new requirements.

- **can be enhanced with additions to the knowledge base or to the set of rules.**
 - able to improve system by compiling information from or linking to external databases, e.g. links to searchable state & national & professional interpreter registries/directories, Ethnologue¹³, CIA Factbook¹⁴, online mapping software;
 - compile knowledge gained during scheduling work – esp. information important for scheduling decision not otherwise available (e.g. rare language need linked to a particular case, rare language resource linked to a particular interpreter, relay-interpretation need/resource, particular judge’s preference or aversion to a particular interpreter, prior interpreter to retain: case-linked, conflicted interpreter not to request: case-linked)

PRINCIPLE 7: DYNAMIC and RESPONSIVE (derivative of appropriate, available, efficient)

The system is designed for automatic real-time updates based on changes in interpreters’ and courts’ schedules or requirements.

- **Monitor for changes in knowledge bases, especially case information¹⁵, case schedule¹⁶, individual interpreters’ calendars**
- **Respond to changes in knowledge bases¹⁷.**

¹³ Ethnologue contains information on 7,106 known living languages. including information about alternate names of languages, their geographical distribution, population, and relationship to other languages. For an example of information available potentially relevant to interpreter scheduling, try searching Ethnologue for “Marshallese” or “Mam”.

¹⁴ CIA Factbook provides information on the history, people, government, economy, geography, communications, transportation, military, and transnational issues for 267 world entities.

¹⁵ E.g. Does client need an interpreter? Does client require interpretation in a different language than previously noted?

¹⁶ Often proceedings are scheduled without checking interpreter availability first. This is a problem for languages with few competent court interpreters, e.g. There are only three NCSC-certified Laotian interpreters in the U.S.!

¹⁷ Example system responses:

- Make available updated information to User in response to User queries
- Prompt/Notify the User regarding updated information relevant to scheduled assignments
 - prompt User to select and execute appropriate action(s) (e.g. issue notifications to appropriate persons, cancel interpreter, find another interpreter, add team interpreter, change to RI, change telephone number to use, notify of toll-free call-in number and PIN, send exhibits by email attachment prior to RI)
 - execute appropriate action unprompted (e.g. issue notification to appropriate persons using individualized appropriate modes of communication) and notify User of action
- Execute appropriate action Unprompted (e.g. issue notification to appropriate persons using individualized modes of communication: text, voicemail, email) without notifying User

PRINCIPLE 8: SCALABLE (derivative of appropriate, efficient, generic)

The system is designed to be implemented at a variety of levels.

- **Scalable for centralized systems and for de-centralized (local) systems:**
 - national¹⁸, statewide, region (e.g. Puget Sound), county, municipal, court, hospital

PRINCIPLE 9: QUALITY ASSURANCE

The system seeks to establish transparent, yet discrete means for providing feedback directly to interpreters, the goal being improvement and quality, not shaming or blacklisting.

- **Feedback channels for user-stakeholders**
 - schedulers, interpreters, judges, attorneys, accounting, data managers/analysts
- **Problem resolution**
 - interpreter performance
 - complaint resolution: code of conduct, punctuality, dress
 - notification to interpreter if blacklisted, giving grounds and path to reinstatement (no more secret blacklists with no recourse for blacklisted interpreters)
 - Confidential “back-channel” for feedback from stakeholder user of interpreter service to interpreter about areas needing improvement, e.g. accent reduction, distracting habit while interpreting, etc.
 - scheduler performance
 - incorrect interpreter match (interpreter selection – inappropriate or inefficient)
 - inappropriate mode/means (team, in-person/RI, audio equipment issues)
 - avoidable paid cancellations and continuances due to ineffective coordination between stakeholders
 - scheduling system performance
 - “suggestion box” for stakeholder input about ways to remedy and improve system

PRINCIPLE 10: SUPPORT

Establishes clear guidelines for resolving technical problems and requesting changes.

¹⁸ For interpreter scheduling to be scalable on the national level, especially for nation-wide RI, there must be relief from requirements to file and pay state or local taxes in multiple jurisdictions: Such requirements impose an onerous burden on individual interpreter contractors and pose a huge barrier to widespread practice for interpreters in rare languages. It should be sufficient for contract interpreters to pay all business taxes based on the physical address of their office. (The author just paid 7 years of back taxes on gross receipts from another state.)

- **Technical Support Help desk: technical support to use existing system**
- **Channel between system owner/manager and IT staff responsible for system design to request improvements & added features**
- **Managerial Support:**
 - Clarity about who is in charge - who to see to resolve issues: “The buck stops here!”

Appendix A

Example rules for appropriate use of Remote Interpreting (RI):

RI Manual Draft -Final Draft version.docx, page 7 paragraph 3

As a guiding principle, RI may be used in place of on-site interpreting whenever it will allow for meaningful language access. Courts should ensure LEP court-users are able to fully and meaningfully participate in the proceedings. If it is determined that using RI would negatively impact access for any reason, an on-site interpreter should be used instead.

RI Manual Draft -Final Draft version.docx, page 40

<i>RI Appropriateness</i>	<ul style="list-style-type: none">● Urgent, emergent or unexpected situations where no interpreter is available● Routine matters for which the quality of the interpretation will not be unduly compromised and the duration is expected to be short● Interpreter for a language of limited diffusion is needed and no on-site interpreters are reasonably available
<i>RI Inappropriateness</i>	<ul style="list-style-type: none">● Trials, long hearings or complicated evidentiary hearings● Proceedings involving many individuals● Proceedings involving parties who are elderly, very young, have mental illness or those who have profound speech or language problems● Anticipated emotionally charged or contentious testimony

Appendix B

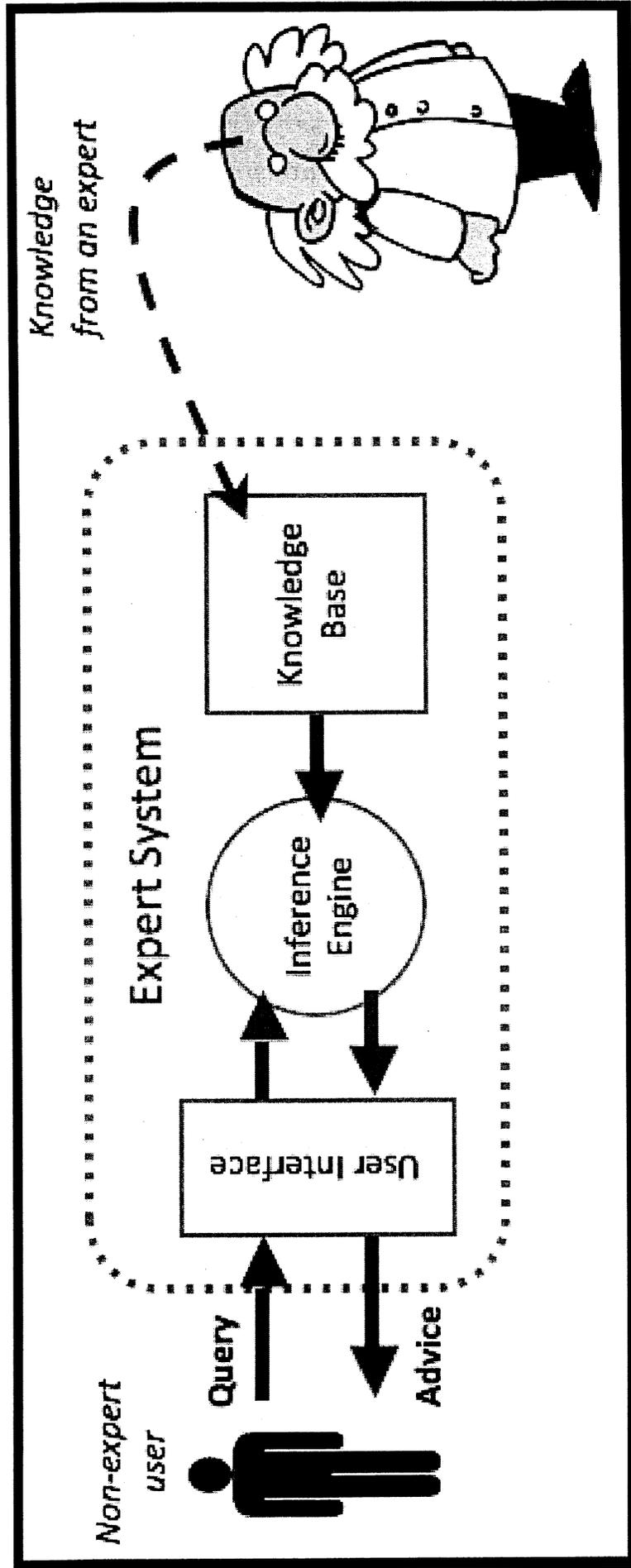
Determining availability of an on-site interpreter

RI Manual Draft -Final Draft version.docx, page 7 paragraph 5

For purposes of this guide, the availability of an on-site interpreter should be determined by the interpreter coordinator or other court staff responsible for assigning the interpreter through the analysis of a number of factors. This analysis should include the proximity of a court-certified interpreter, whether a court-certified interpreter can be on-site when the event is scheduled, and overall cost of court-certified interpreters who are being considered (including interpreting fees and travel expenses).

Appendix C

Diagrams of Expert Systems not designed for interpreter scheduling
(copied from the internet without attribution)



QUERY: Should we approve a \$700 purchase for Mr. Jones?

RESPONSE: Yes



INFERENCE ENGINE

The inference engine is the computer program that runs the expert system. It processes queries by checking rules in the knowledge base against the customer database.

Jones is customer account 0000-9999.

Jones has a \$5,000 credit limit.

Jones has spent \$1,529 in the current period.

Jones has made two transactions today.

KNOWLEDGE BASE

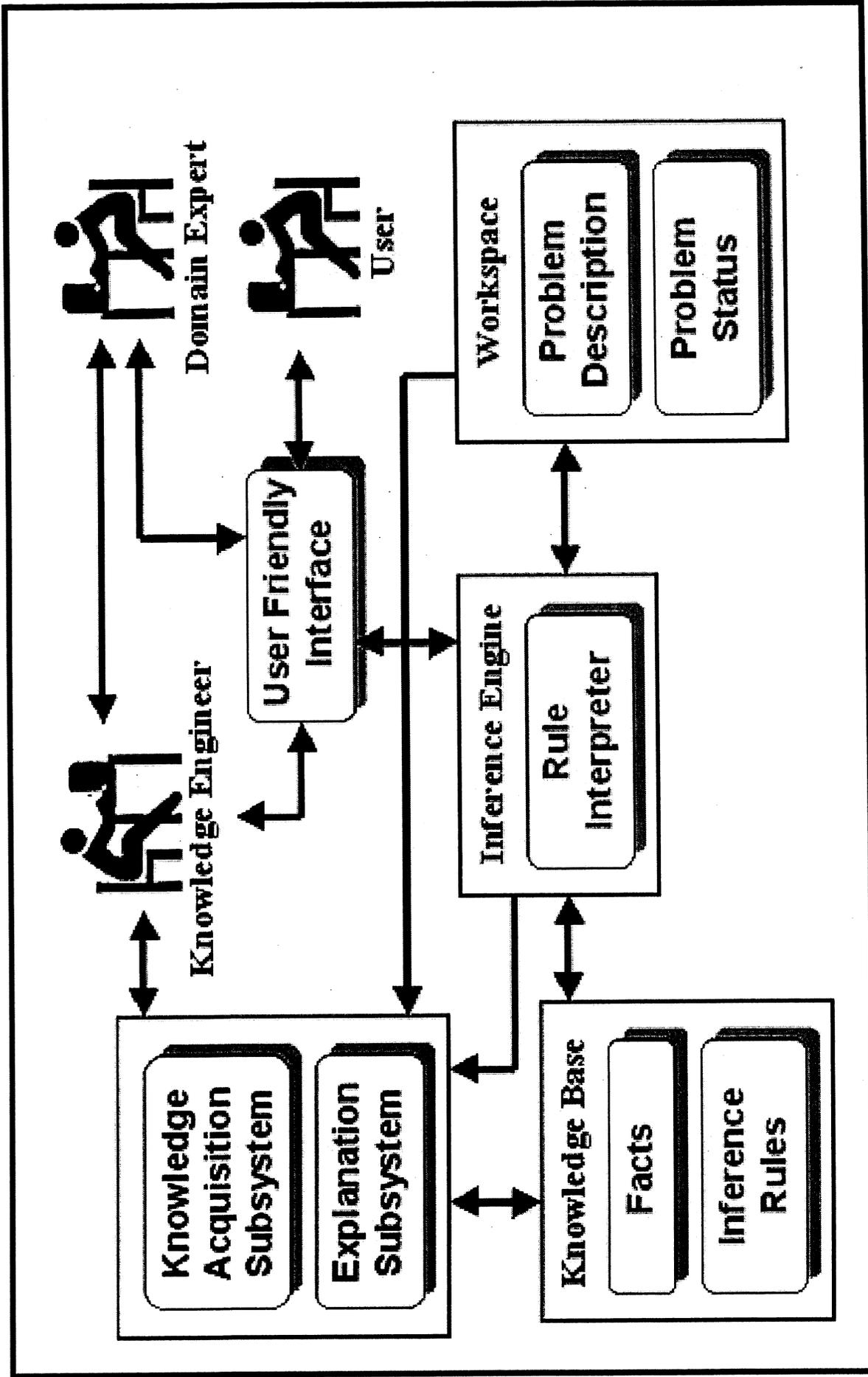
RULES

Authorize purchase only if the customer has an active account.

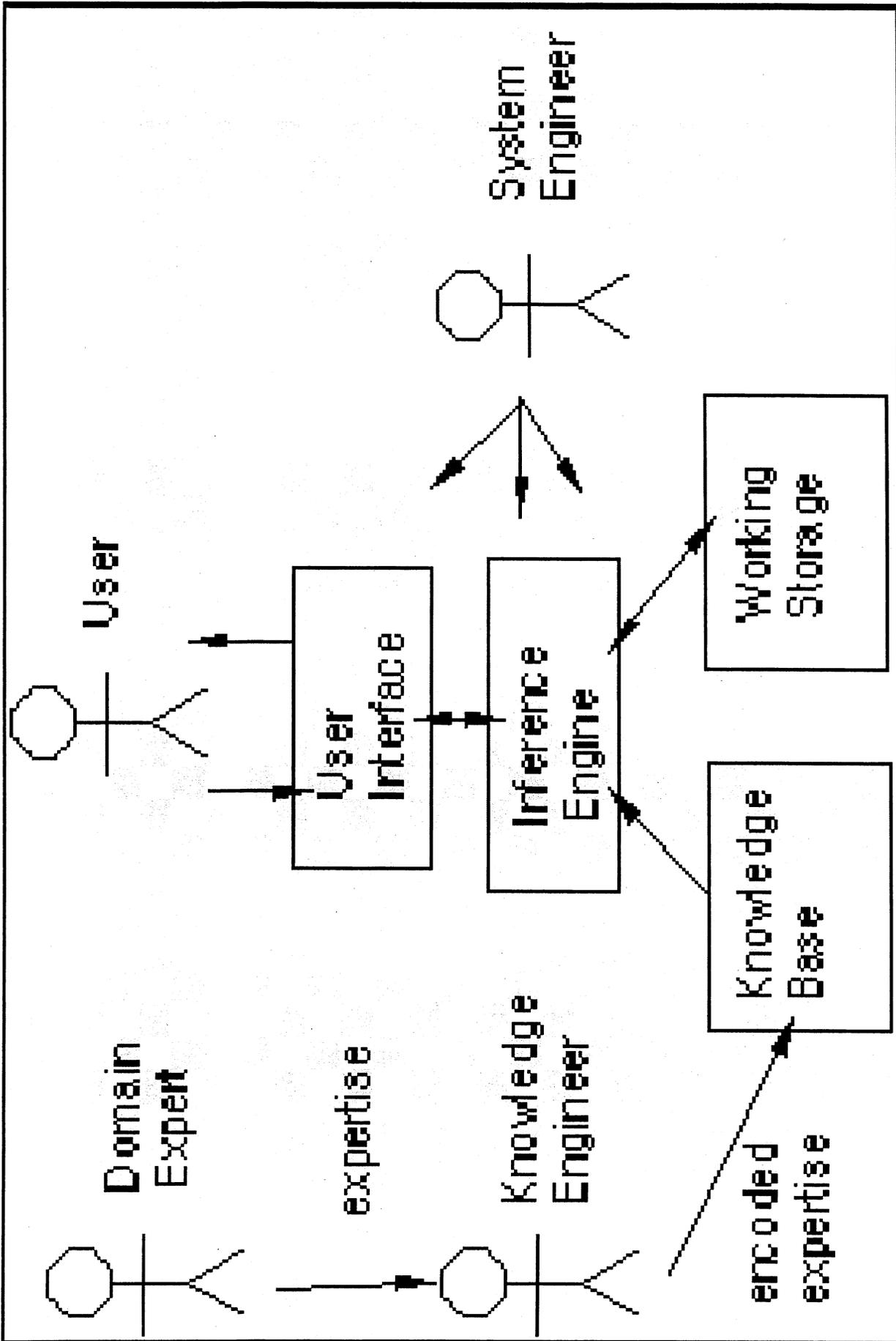
Authorize purchase only if the customer hasn't exceeded his or her credit limit.

Authorize purchase automatically if the customer has made less than three purchases today.

CUSTOMER DATABASE

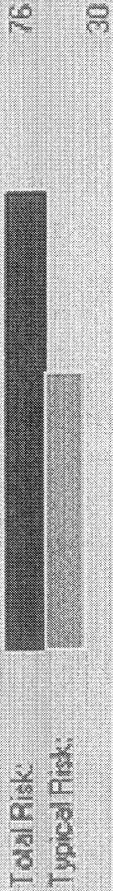


NOTE: Interpreter Scheduling System needs to have Two User Interfaces: Client User (scheduler), and Vendor User (interpreter)

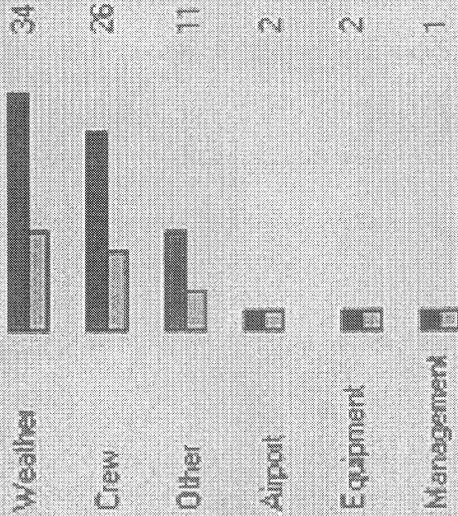


NOTE: Interpreter Scheduling System needs to have Two User Interfaces:
 Client User (scheduler), and Vendor User (interpreter)

Detail Risk Analysis for Flight 95



Risk Components and Contribution

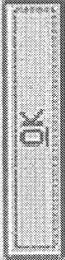


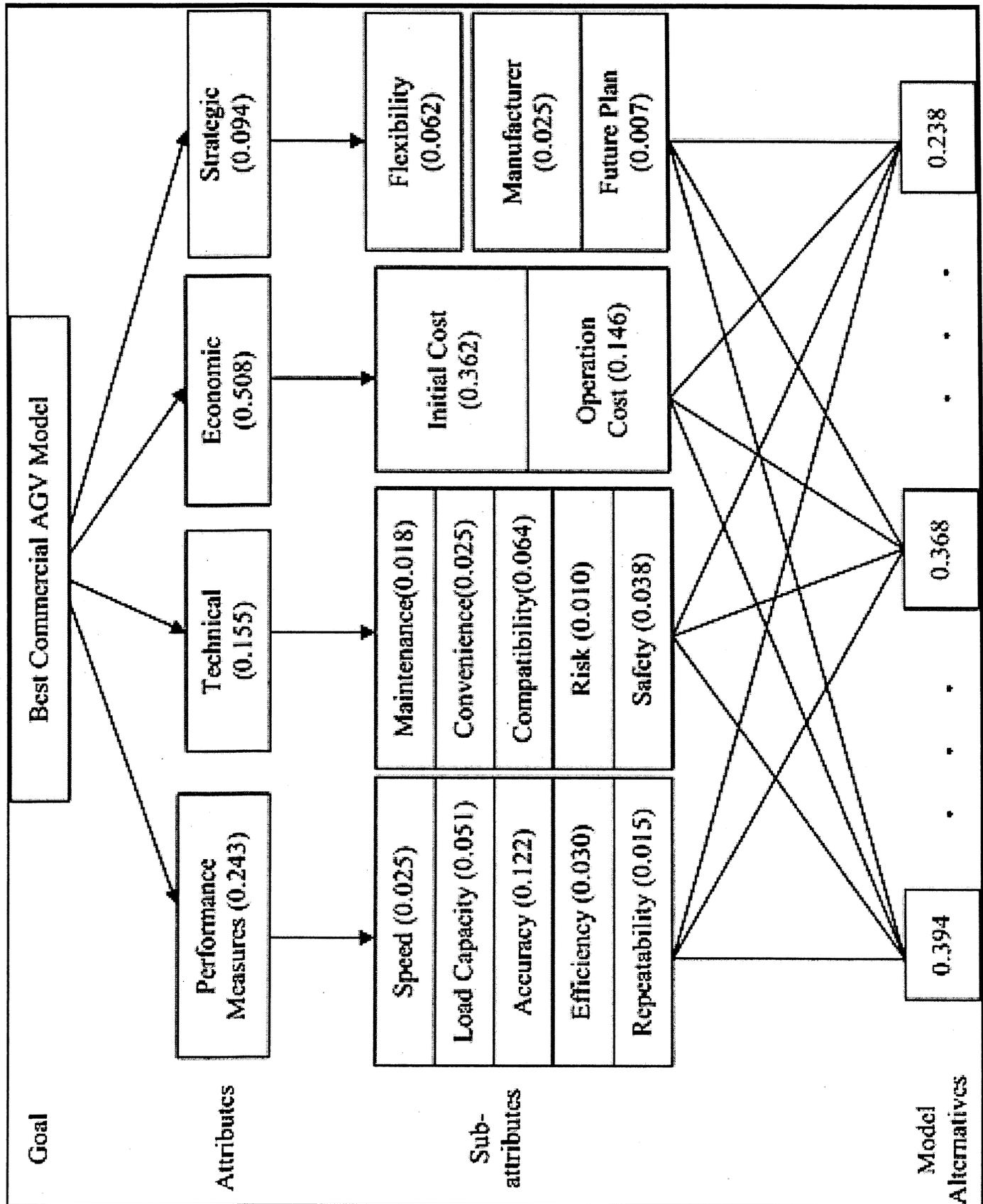
Contribution Breakdown

	Risk Value	Typical
Weather	34	10
Visibility	19	4
Turbulence	11	4
Ceiling	4	2
Flight Crew	26	9
Fatigue	9	4
Experience	12	3
Airport Recency	5	2

Suggested Risk Migration Strategies:

Monitor flight carefully. High Risk because of poor visibility and considerable turbulence. Additionally, aircraft experience is low and crew may be fatigued.





REVIEW OF THE

Interpreter Services in King County Proviso Response

(June 30, 2014)

It is encouraging to see King County's efforts to better understand how it provides language interpretation services to its Limited English Proficient (LEP) population. King County currently faces a constellation of problems that has direct bearing on the provision of said services:

- LEP population increase
- Compliance with Title VI of the 1964 Civil Rights Act (1)
- Budgetary woes

This proviso response has been crafted without consulting with one of the main stakeholders – independent contractor interpreters – or other government agencies facing similar challenges. Below is a list of the main reporting problems:

1. Stagnant interpreter rates
2. Fragmented scheduling/ invoicing
3. Flawed proprietary software
4. Lack of some stakeholders' input
5. Lack of proper accounting of administrative costs
6. No specialized measurements
7. No tapping into other funding resources
8. Inaccurate perceptions of the profession

1. STAGNANT INTERPRETER RATES

State courts currently participating in the Administrative Office of the Courts (AOC) interpreter expense reimbursement program pay freelance interpreters \$50/hr. with a 2-hour minimum and sometimes even more. Independent contractor interpreters' rates in King County Superior and District courts not only have been stagnant since the 1990's but in fact decreased in January 2010 when Superior Court's hourly rate went from \$50 to \$45 per hour (2) representing a 10% pay cut. In contrast, medical and social services interpreters' rates rose from \$21/hr. in 2010 to \$37.10/hr. in 2015 (3). This rate increase was ushered in by the consolidation of all scheduling and invoicing under a single statewide contract coordinated by a single language company. Through this procurement reform, WA State saved millions in taxpayer dollars.

2. FRAGMENTED SCHEDULING/INVOICING

The objective of any consolidation effort for ancillary services is to increase the efficiency of operations and manage resources effectively. A Software as a Service (SaaS) business model seems to be the best approach for complex web-based applications exclusively dedicated to interpreter services management. Government agencies should avoid sinking funds and IT staff developing specialized software that will quickly become obsolete. King County District Court’s web based system has been gamed by computer-savvy interpreters with some very detrimental results (4). It makes more sense to adopt a SaaS business model allowing the government agency to switch to a better vendor or software system every couple of years as different needs and circumstances arise. After all, language interpretation is by definition an ancillary service even in the United Nations.

Some King County Municipal Courts have come together to develop a joint Language Assistance Plan, Payment Policy, and create an interpreter calendar schedule. In 2012, two of these courts began using a SaaS called 1Lingua resulting in some important savings.

Municipal Courts	SeaTac	Tukwila
2013	\$ 26,992	\$ 40,722
2012	\$ 26,511	\$ 63,806
2011	\$ 30,265	\$ 59,230
2010	\$ -	\$ 59,850
2009	\$ -	\$ 65,086

Concerns expressed on the report about conflicts of interest stemming from scheduling the same interpreter for two opposing parties (prosecution and defense) while valid, can be dealt with by careful management. This is current practice in many other state and even federal consolidated court interpreter systems (5).

3. FLAWED PROPRIETARY SOFTWARE

The web based scheduling system used by King County District Court, while more efficient than contacting interpreters individually by email or phone, has some serious limitations listed below:

- Piranha pit scheduling assumes all interpreters within a language are equal
- It has been gamed by bots (6)
- It is blind, meaning that it does not allow for the lumping of cases in close geographical proximity
- Limits coordinators’ ability to choose one interpreter over another
- It is expensive to maintain
- Requires frequent human intervention diminishing the gains achieved through automation
- Does not provide customized reports for auditing purposes
- Does not generate automated invoices

4. LACK OF SOME STAKEHOLDERS' INPUT

In the interpreting services industry, there are several identifiable stakeholders: buyers/payers (King County and ultimately the taxpayer), end users (LEP population and legal/medical/social services providers), the requesters (schedulers), service providers (interpreters) and intermediaries (language companies). This report was issued without consulting one of the main stakeholders: the independent contractor interpreters providing the service. In fact, the entire report appears to be skewed towards King County requesters' views with anecdotal input from some end users. King County employees currently managing and coordinating interpreters have a stake in preserving the *status quo*. It would have also been quite enlightening to reach out to other county courts, health jurisdictions, or state agencies and hear what they had to say. As it is, the report is too internally focused, paying little attention to widely accepted industry best practices.

5. LACK OF PROPER ACCOUNTING OF ADMINISTRATIVE COSTS

In any cost analysis of a services program, administrative cost (admin staff) must be reported separately from the direct services cost (staff and independent contractor interpreters). This report lumps, under the "labor" category, King County administrative employees' salaries together with those of its staff interpreters. As a rule of thumb, any service program that devotes more than 15% of its overall budget to administrative costs is by definition inefficient and wasteful. When we subtract the salaries of staff interpreters from the "labor" costs, it appears that some of the King County agencies showcased in this report are spending up to 50% of their interpreter services budget on administrative costs. Consolidation of administrative staff performing similar duties for different agencies within the same county by sharing single scheduling/invoicing software should bring down those administrative costs thus devoting more of the budget to actually providing the service as opposed to managing it.

6. NO SPECIALIZED MEASUREMENTS

While King County agencies disclosed the yearly amounts spent in interpreter services, there is no reporting of how many interpreted encounters were served, in which languages, or how many billing hours were paid. There is no accounting of the interpreter/LEP ratio for languages of great demand (e.g. Spanish). A ratio of 1:1, meaning one interpreter serving one single LEP individual, is expensive by definition. Accordingly, many interpreter coordinators strive to lump LEP individuals of the same language for the same morning or afternoon. These efforts are sometimes called "interpreter calendars" or more colloquially, as an example, "Vietnamese Tuesdays." Staggering of appointments is also very helpful. Instead of requesting 5 Spanish interpreters for 5 appointments at 10 am, coordinators can have 1 Spanish interpreter servicing appointments staggered every 45 minutes. For large Spanish calendars, for example, many courts have teams of 2 or 3 interpreters working several courtrooms in the same morning. This assembly line approach is ideal for arraignments, infractions, and misdemeanors.

The report makes no mention of the percentage of No Shows and Late Cancellations (NS/LC). As a rule of thumb, any service program that has more than 5% of NS/LC is bleeding out funds. A NS/LC appointment generally is rescheduled resulting in a second interpreter request thus paying twice for the same service. The report also does not mention those instances when out-of-state interpreters were brought in to work in King County and for which languages. WA State has one of the most robust concentrations of skilled interpreters for dozens of languages. For languages where there are ample WA court certified/registered interpreters, bringing out-of-state interpreters should be carefully audited.

WA Court Interpreters AOC Certified/Registered	#	WA Court Interpreters AOC Certified/Registered	#
Albanian	1	Laotian	1
Amharic	5	Mandarin	10
Arabic	1	Polish	4
Burmese	2	Portuguese	3
Cantonese	7	Punjabi	4
Czech	2	Romanian	8
Dutch	1	Russian	31
Farsi	8	Samoan	1
French	2	Serbo-Croatian	1
German	2	Spanish	167
Hebrew	2	Swahili	1
Hindi	4	Tagalog	4
Hungarian	1	Thai	6
Indonesian	1	Tigrinya	1
Italian	1	Turkish	1
Japanese	4	Ukrainian	3
Khmer (Cambodian)	4	Urdu	2
Korean	9	Vietnamese	14
Kurdish	1	TOTAL	320

7. NO TAPPING INTO OTHER FUNDING SOURCES

We take exception to the report's claim that it is unlikely that King County courts would receive any funding should they apply for AOC funding under RCW 2.43.040 (page 10-11). In 2008, King County Superior Court did indeed receive some left over AOC funding as a reward to its (albeit unsuccessful) application to the reimbursement program. HB 1542, introduced during the 2013-14 legislative session at the behest of the Board of Judicial Administration, would have expanded the AOC program reimbursing 50% of the interpreter expenses incurred by ALL state courts (7). We have reason to believe that this bill will be reintroduced at the next legislative

session. Should this piece of legislation pass, King County courts could receive such funds. We urge King County Council to coordinate efforts with its counter-parts in other counties, as well as the Washington State Association of Counties (WSAC), in support of this sorely needed piece of legislation.

We must emphasize, however, that AOC encourages Language Assistance Plans based on multi-court cooperation. When Snohomish County courts acquired the web-based system currently used by King County District Court, it successfully consolidated scheduling for Superior, District and Juvenile Courts as well as the Public Defenders. Thanks to this multi-court approach, Snohomish County not only was chosen as a recipient of AOC funds but also saved approximately \$50,000 by eliminating duplication of efforts. Pierce County courts also have consolidated scheduling and invoicing. Unfortunately, King County courts' pattern of non-cooperation may indeed jeopardize future AOC funding for interpreter expense.

Washington State Health Care Authority's Medicaid Administrative Claiming program (MAC, formerly MAM) reimburses local health jurisdictions, public hospitals and other government agencies for some of the cost of their allowable Medicaid administrative activities, when those activities support provision of services as outlined in the Washington State Medicaid Plan. These Medicaid federal matching funds can cover interpreter services (8). Apparently, when Medicaid was moved from DSHS into HCA, King County Public Health lost its MAC funding which included paying 50% of the interpreter expenses incurred by serving Medicaid LEP enrollees (9). However, through inter-local agreements with the Health Care Authority, local health jurisdictions and agencies are currently able to receive federal reimbursement for some of the administrative costs associated with performing allowable activities (10).

HCA is also in charge of managing an optional program to assist healthcare providers in assuring eligible Medicaid clients who are Limited English Proficient (LEP) or Deaf and Hard of Hearing have access to needed services (11). HCA covers 100% of the interpreter expense provided the services are requested through their statewide coordinating entity, currently CTS Language Link. Under this statewide contract, interpreter services are delivered in all three modalities: on-site, over the telephone or video. Considering that King County has the largest LEP population in the state and that a large portion of this population is now covered by Medicaid because of the Affordable Care Act, it behooves King County administrators to work closely with HCA in order to get as much of its interpreter expense reimbursed by federal funds. The inclusion of these MAC freelance interpreters in the bargaining unit as defined in RCW 41.56.030(10) has been highly contested first by DSHS and now by HCA (12). Should the Washington Federation of State Employees (AFSCME Council 28) prevail in the appeals process, King County's Public Health could see most of its interpreter expenses covered by federal funds through MAC.

8. INACCURATE PERCEPTIONS OF THE PROFESSION

The belief that there are distinct pools of interpreters is a fallacy, especially in Languages Other Than Spanish (LOTS). Anecdotal evidence notwithstanding, market demands do not allow many interpreters to work solely in one single venue or one single area of interpreting (13 pg. 17). As

of August 2014, there are 320 WA AOC Court certified/registered interpreters for all languages. However, 51% of current WA Court certified/registered interpreters are also WA DSHS Medical certified/authorized while 40% are DSHS Social Services certified/authorized (14). In fact, 38% of WA AOC court certified/registered interpreters hold all three credentials (WA Court plus DSHS Medical & Social Services). The reality is that most interpreters render their services wherever they are requested.

Interpreters are expected to provide accurate and faithful services regardless of where they work. Any notion that the quality of interpreting should be higher for a defendant charged with murder than those provided to a cancer patient is inherently immoral.

Since freelance interpreters are self-employed and small business owners by definition, mostly sole proprietors, compensation is by far the most important factor when deciding to provide services in one venue as opposed to another. Interpreting is a profession where approximately 70% (13 pg. 29) of the services are provided by independent contractors. In order to make a living, freelance interpreters supplement their income by providing other language services such as teaching, translating, transcribing, editing, or proof reading (13 pg. 19). In fact, many WA court certified/registered interpreters have been certified as translators by either the American Translators Association (ATA) or the DSHS.

WA Court Interpreters AOC Certified/Registered	#	%
Court Total	320	100
Court Only	122	38
Court + DSHS Medical	164	51
Court + DSHS Social	127	40
Court + DSHS Medical & Social	112	35

In conclusion, there is ample evidence in the language interpretation industry that the consolidation of scheduling and invoicing under a SaaS business model results in great savings. When HCA adopted a SaaS business model with a single statewide coordinating entity (15), the biannual budget went from \$23M to \$17.7M despite a spike in the demand (from 196,176 appts. in 2012 to 213,964 appts. in 2013) and a rate increase for interpreters (from \$21/hr. in 2010 to \$32.50/hr. in 2014) (3). Eliminating the duplication of efforts achieved through a web based application; correct accounting and auditing practices; and a deep understanding of its peculiar (mostly contracted) labor force is crucial for the financial well-being of any language

access program, especially in a highly linguistically diverse jurisdiction such as King County where the demand will most likely continue to increase.

SOURCES

- (1) DOJ letter to King County Superior Court January 2014
<http://www.justice.gov/crt/about/cor/agreements.php>
- (2) December 15, 2009 letter from KCSC Director of Court Operations to freelance interpreters.
- (3) <http://interpretersunited.wfse.org>
- (4) http://www.courts.wa.gov/programs_orgs/pos_interpret/index.cfm?fa=pos_interpret.display&fileName=interpreterCommission
- (5) Interpreter Services for US District Court, Southern District of NY coordinates interpreter services requested by courtroom deputies, law clerks, probation officers, assistant US attorneys and court-appointed defense counsel.
http://sdnyinterpreters.org/docs/requesting_interpreters
- (6) Interpreter Commission Minutes December 2013
- (7) <http://apps.leg.wa.gov/billinfo/summary.aspx?bill=1542&year=2013>
- (8) <http://www.hca.wa.gov/medicaid/mac/pages/index.aspx>
- (9) <http://www.bizjournals.com/seattle/blog/health-care-inc/2013/07/seattle-public-health-agency-faces.html?page=all>
- (10) <http://www.hca.wa.gov/medicaid/mac/Pages/lhj.aspx>
- (11) <http://www.hca.wa.gov/medicaid/interpreterservices/pages/index.aspx>
- (12) Public Employment Relations Commission Decision 10871-A – PECB, King County Superior Court Case No. 12-2-24215-1 Order on Judicial Review, Courts of Appeals Division I Appeal No. 705415.
- (13) Natally Kelly, Robert Stewart, and Vijayalaxmi Hegde *“The Interpreting Marketplace. A Study of Interpreting in North America Commissioned by Interpret America.”* 2010, Common Sense Advisory, Inc. Free download at
<http://interpretamerica.net/index.php/publications>
- (14) Information on WA interpreters’ credentials is publicly available on the AOC court interpreter program webpage
http://www.courts.wa.gov/programs_orgs/pos_interpret/index.cfm and the DSHS Language Testing and Certification webpage <http://www.dshs.wa.gov/ltc/>
- (15) HCA Interpreter Services is an optional program to assist providers in assuring eligible Medicaid clients who are Limited English Proficient (LEP) or Deaf and Hard of Hearing have access to needed services. The HCA Interpreter Services program is currently operating in two service areas with one contractor.
<http://www.hca.wa.gov/medicaid/interpreterservices/pages/index.aspx>



September 12, 2014

TO: Interpreter Commission
FROM: Education Committee
RE: Report for February 28, 2014 to September 12, 2014

At the February 28, 2014 meeting of the Interpreter Commission, Sam Mattix was appointed chair of the Education Committee, however the Education Committee did not meet until August 14, well after the next Interpreter Commission meeting on May 30. During those first three months the new chair discussed with AOC staff the scope and duties of the Education Committee per RCW 2.43 and GR 11, and reviewed all Interpreter Commission minutes available online (3/9/2007 – 9/13/2013) to extract all Education Committee reports and other reports of relevant activities or decisions of the commission up to the time the committee ceased functioning.

Education Committee membership was clarified at the Interpreter Commission meeting on May 30. Members are:

Bob Lichtenberg, AOC Language Access Coordinator
Eileen Farley
Fona Sugg
Kristi Cruz
Linda Noble
Sam Mattix (chair)
Theresa Smith

Following that meeting, members were contacted to schedule teleconference meetings and they were provided reports of discussions to-date regarding scope and duties of the committee, and extracts from IC minutes of past Education Committee reports and related activities.

Education Committee has met by teleconference twice in this reporting period, on August 14 from 11:00 am – 12:00 pm and on August 28 from 12:00 pm – 1:00 pm. We discussed the scope of the committee at length before coming to agreement that “judicial officers” as used in GR 11.1 (Purpose and Scope of Interpreter Commission) refers to judges and commissioners, and does not include interpreters or lawyers; and that it is distinct from the term “officers of the court” which does include interpreters and lawyers. Under, GR 11.1(b) “Jurisdiction and Powers”, sub-point (3) states: “The Education Committee shall provide ongoing opportunities for training and resources to judicial officers and court administrators related to court interpretation improvement.” We decided to make sure that our committee resumes its duties as specified in GR 11.1(b)(3), with these reasons and considerations:

- It is what GR 11.1 mandates. If we want to make changes to the GR it is a long, involved process; let's at least make sure we are doing what we are required to do before proposing changes to the GR to expand our mandate.
- Education Committee has been dormant; let's begin by doing what is required before beginning or committing to other good efforts; let's make sure we have the capacity to do our assigned task before asking for other work
- GR 11.1(b)(3) is not a straitjacket: AOC minutes (2007-2013) demonstrate that Issues Committee and Education Committee have both done work beyond what is specified in GR 11.1(b) "Jurisdiction and Powers", but which is relevant to issues or education pertaining to language access to justice in our state.
- The full commission may delegate matters which fall within GR 11.1 "Purpose and Scope of Interpreter Commission" to a committee, even though the assignment is not included in GR 11.1(b) "Jurisdiction and Powers" of that committee. A good example comes from the May 30 commission meeting when Education Committee was charged with reviewing issues of interpreter continuing education reporting and compliance.
- Education Committee members expressed their collective interest and commitment to work with AOC Language Access staff to promote education and resourcing for language access to justice in Washington State.

Current Action Items:

1. Bob will obtain information from Judith Anderson about trainings and presentations provided by AOC in conjunction with members of the Education Committee to judicial officers and court administrators since 2010, and also will obtain a list of scheduled trainings and presentations through 2015. This information should be provided to the Education Committee before the next scheduled Education Committee meeting.
2. (Subsequent to Action Item 1) Education Committee will identify gaps in coverage (regional or by type) and work with AOC to establish a calendar for training that fulfills our committee's mandated role. With such a calendar in place, members of the Education Committee can sign up to assist Bob and the AOC in trainings.
3. Bob will provide information, before the next scheduled Education Committee meeting, regarding the current procedure for interpreters to report continuing education credits and how issues of non-compliance are handled.

Next Education Committee meeting:

September 19, 2014 from 12:00 pm – 1:00 pm by teleconference (arranged by AOC staff)

Background gleaned from past Interpreter Commission minutes:

Minutes of 25 IC meetings (3/9/2007 – 9/13/2013) are available online, many of which contain Education Committee reports. These reports mention:

- Trainings of judges and court administrators, e.g. at Judicial College, Superior Court Administrators conferences and Superior Court Judges' Association (SCJA) conferences, DMCJA (District and Municipal Court Judges Association) conferences, at annual training for Guardians ad Litem, at trainings for Pro Tem Judges. These sessions were conducted by AOC staff, often assisted by volunteer presenters from among IC members and WITS (WA State Court Interpreters and Translators Society)
- Development and dissemination of educational materials, e.g. "Top 10 Suggestions for Attorneys Working with Court Interpreters" (publication date February 2011, probably this is the "Attorney Fact Sheet" mentioned in IC minutes, February 4, 2011.)
- DV/Ethics Workshops for AOC-certified/registered interpreters (in 2007)

Other "educational" efforts reported in IC minutes, but not under Education Committee:

- Bench Card
- Establishment of translation protocol (in 2008), revisited when CLAC released a comprehensive guide for translation of legal documents (see IC minutes, April 22, 2011).
- Coordination between Pattern Forms Committee and IC, with IC providing policy oversight to PFC
- Translation of informational documents into Spanish: The Washington Guide to Courts, Self-Represented Persons in Municipal Court; Self-Represented Persons in District Court; and Self-Represented Persons in Superior Court Civil Proceedings.
- Identification of other translated resources, e.g. by King County courts and NJP.
- Training events for interpreters
- Test administration for credentialing of interpreters

In the past, the Education Committee's role generally did not pertain to training or credentialing of interpreters, and it was an open question whether its role pertained to education of attorneys. The only training for certified/registered interpreters mentioned in IC minutes as part of an Education Committee report is the DV/Ethics workshops in 2007. And the only attorney-specific product of the Education Committee is "Top 10 Suggestions for Attorneys Working with Court Interpreters".

Lichtenberg, Robert

From: Apgar, Stephanie
Sent: Thursday, September 04, 2014 4:31 PM
To: rcallner@cj.state.wa.us; Diseth, Veronica; Fisher, Margaret; Janet.garrow@kingcounty.gov; joanf@wsba.org; dan@goandfish.com; Delostrinos, Cynthia; Ferrell, Wendy; McCurley, Carl; Lichtenberg, Robert; m_john_p@msn.com; Harvey, Sharon; Isavina@nwjustice.org; Zitzelman, Philip; Alfasso, Lynne; Sullins, Nan; Apgar, Stephanie; Wyer, Kathleen; mindy.breiner@tukwilawa.gov; Delostrinos, Cynthia; trish.kinlow@tukwilawa.gov; cweaver@dol.wa.gov; PJEDUCATION@LISTSERV.COURTS.WA.GOV; DMCJA@LISTSERV.COURTS.WA.GOV; MROSS@co.pierce.wa.us; mmoreno@spokanecounty.org; Marler, Dirk; Bondon, Shirley; Happold, Stephanie; Pugh-Markie, Danielle; Delostrinos, Cynthia; Dittman, Pam; Radwan, Ramsey; Harvey, Sharon; Hahn, Sondra; Skreen, Janet; Lichtenberg, Robert; Sullins, Nan; Flynn, Beth; Tawes, Caroline; willie.gregory@seattle.gov; Dittman, Pam; charles.delaurenti@kingcounty.gov; Fairhurst, Justice Mary; Gonzalez, Justice Steve; Johnson, Justice Charles W.; Steve.rosen@seattle.gov; Stephens, Justice Debra L.; Yu, Justice Mary; Madsen, Justice Barbara A.
Cc: AOC DL - JSD JIS ED
Subject: DMCJA 2015 Spring Program Request for Proposals
Attachments: BLANK 2015 DMCJA Edu Proposal Form.doc

Request for Proposals for the 2015 DMCJA Spring Program:

On behalf of the DMCJA Education Committee, you are invited to submit a session proposal for the 2015 Spring Program. The program is tentatively scheduled for June 7-10, 2015. This request for proposals from your commission, committee, group, or self are for educational content that fits the needs of the District and Municipal Court Judges across the state. Proposals must be submitted using the attached proposal form and submitted no later than October 24, 2014. If you have any questions please contact the DMCJA Education Committee Chair Judge Joseph Burrowes at Joseph.Burrowes@co.benton.wa.us, Co-Chair Judge Karen Donohue at Karen.Donohue@seattle.gov, or Stephanie Apgar at Stephanie.Apgar@courts.wa.gov

Stephanie A. Apgar
Court Education Professional
Administrative Office of the Courts
PO Box 41170
Olympia, WA 98504-1170

360-704-4138 direct
360-956-5719 fax
stephanie.apgar@courts.wa.gov

DMCJA Education Proposal for Spring Program 2015

Please Return no later than October 24, 2015 to

Stephanie.Apgar@courts.wa.gov

Name of person, group, or committee submitting the Proposal: _____		Type: <input type="checkbox"/> Plenary <input type="checkbox"/> Choice	Time: <input type="checkbox"/> 90 Minutes <input type="checkbox"/> 3 Hours <input type="checkbox"/> Other:	Size Limit?
Contact Information for Proposal: _____ _____				
Target Audience: <input type="checkbox"/> Experienced Judges <input type="checkbox"/> New Judges <input type="checkbox"/> Experienced Commissioners <input type="checkbox"/> New Commissioners	Identified Need:			
Topic or area of Law for Proposal:				
Potential Faculty:				
Describe the purpose of the session and key issues to be presented. Explain what judicial officers will learn in the course.				
Generally, describe the knowledge and skills that judicial officers will gain from this session and how they may apply these to their work in the courts.				
Describe the case law, best practices, or nuts and bolts issues that will be addressed.				

DMCJA Education Proposal for Spring Program 2015
Please Return no later than October 24, 2015 to
Stephanie.Apgar@courts.wa.gov

Describe how the session will actively engage the audience in adult learning/ interactive instructional methods.

Anticipated Cost?

Funding Resources:

If you have any questions please contact one of the following committee members: Chair Judge Joseph Burrowes at Joseph.Burrowes@co.benton.wa.us; Co-Chair Judge Karen Donohue at Karen.Donohue@seattle.gov or Stephanie Apgar at Stephanie.Apgar@courts.wa.gov

Court Interpreter Program Updates

Lichtenberg, Robert

From: Dan Shin <dshin@phillipsburgesslaw.com>
Sent: Wednesday, September 03, 2014 4:04 PM
To: Margaret Pak Enslow; Lichtenberg, Robert; Delostrinos, Cynthia
Cc: Tina Ho; Thomas J Lee (tle@thomasleelaw.com); Thomas Lee; Jessica Yu (jessica.yu@stokeslaw.com); Rachel Luke; Chung, James
Subject: RE: Community Outreach Seeking Court Interpreters for Korean Language
Attachments: Legal Seminar Proposal.docx

Good afternoon,

Margaret, thank you for connecting us. We really appreciate your hard work on this committee.

Robert and Cynthia, our Korean American Bar Association legal seminar proposal is attached. We are finalizing details this evening, and I will send you a final version in the morning.

The seminar is scheduled for Saturday, October 11 from 9 am to 2 pm at the Ramada Inn Seatac. We will be covering five major topics: criminal, family, immigration, business, and real estate. We are planning to 100 guests. Each session is 50 minutes long under a very tight time frame given the long day and the audience attention span.

My thought is to group you with the immigration section for a 5 to 10 minute presentation on interpretation services.

One item that we could definitely use help with is the use of simultaneous interpretation services and equipment. What better way to demonstrate this topic than to bring some of your best court certified interpreters to interpret during the five sessions. We did not budget for interpretation services or equipment. Is that something that your offices could provide? If so, I will prepare a request letter on our letterhead and submit that to you in the morning.

Dan Shin

Attorney | Phillips Burgess PLLC

Olympia: 360-742-3500 | 724 Columbia St. NW Suite 140 | Olympia WA 98501

Tacoma: 253-292-6640 | 505 Broadway St. Suite 408 | Tacoma WA 98402

www.phillipsburgesslaw.com

From: Margaret Pak Enslow [mailto:margaret@enslowmartin.com]
Sent: Wednesday, August 27, 2014 11:27 AM
To: Dan Shin
Cc: Tina Ho
Subject: Re: Community Outreach Seeking Court Interpreters for Korean Language

Attached is contact info for Bob and Cynthia.

On Wed, Aug 27, 2014 at 11:24 AM, Margaret Pak Enslow <margaret@enslowmartin.com> wrote:

Dan and Tina,

I had a fruitful meeting yesterday with Bob Litchenberg (Language Access Program) and Cynthia Delostrinos (Minority and Justice Commission). Here are the highlights.

- Both LAP and MJC want to participate in the Oct. 11 legal seminar.
- Bob has committed to organizing a presentation regarding the need for Korean interpreters, especially court certified interpreters. He will prepare written material and hopefully someone from KABA can translate it. He will invite Korean court certified interpreters to make the presentation, and if no one is available, he will make the presentation. He asked if KABA is advertising the legal seminar in Korean and English publications, and offered to write a blurb about the Language Access Program if wanted.
- Cynthia from MJC said that MJC would be very interested in financially sponsoring the legal seminar. A request should be on KABA letterhead to the Commission and sent to Cynthia at cynthia.delsotrinis@courts.wa.gov. She will forward it to the chairs of the commission.
- Bob and Cynthia are very interested in KABA's legal seminar and hope that it could be a model for other bar associations. Bob was curious if any Korean judges would be participating in the seminar, but I didn't know the answer.

Who is heading up the legal seminar? Might make sense to connect that person with Bob directly.

Thanks,
Margaret



KOREAN AMERICAN BAR ASSOCIATION OF WASHINGTON

2014 - 2015

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KOREAN AMERICAN BAR ASSOCIATION LEGAL SEMINAR PROPOSAL

Purpose: To provide Korean foreign nationals and Korean Americans with foundational information regarding the American legal system, to raise the collective legal IQ of the Korean community, and to reduce common and preventable legal mistakes and problems. We will be covering five major subject areas: criminal law, family law, immigration law, business law, and real estate law.

Date: Saturday, October 11

Venue: Ramada Inn Tukwila at 15901 W Valley Hwy, Tukwila, WA 98188 or KOAM TV in Federal Way or other venue

Schedule:

9:00 - Opening remarks - Consul General Moon

9:10 - Session 1 - Criminal law – David O’s team

10:00 - Session 2 - Family law – Rachel Luke’ team

10:50 - Break

11:00 - Session 3 - Immigration law – Thomas Lee’s team with Robert Lichtenberg (Language Access Program), and Cynthia Delostrinos (Minority and Justice Commission)

11:50 - Lunch - sponsored by (Wilshire Bank and New York Life)

12:15 - Session 4 - Business law – Jessica Yu’s team

1:05 - Session 5 - Real Estate law – Dan Shin’s team

2:00 - Closing remarks – Dan Shin

Hosts and supporting organizations: Korean Consulate General, Korean American Coalition, Korean Chamber of Commerce, Washington State Korean American Association, Wilshire Bank, New York Life, Washington Courts

\$3,500 Budget: \$700 for venue, \$500 for promotion and materials, \$2,300 for lunch and refreshments, \$? for interpretation services

kaba@kaba-washington.org

www.kaba-washington.org

Marketing

- Create Event Flyers
- Distribute Event Flyers
 - H-Mart
 - Pal-Do
 - Churches
 - .
 - .
 - .
 - .
 - .
 - .
- Korean media – press release and interview
 - KOAM TV – Dan to set-up – Jessica to interview
 - Korean Christian Daily – Dan to set-up – Jessica to interview
 - Radio Hankook – Dan to set-up – Jessica to interview
 - .
 - .
 - .
 - .
- Contact community leaders:
 - KWA - Dan
 - Washington Korean American Association – Dan
 - KAGRO – Dan
 - Korean Hotel Association - ?
 - Korean Dry Cleaner’s Association - ?
 - Korean Community Service – David Ko
 - My Service Mind – James Chung
 - .
 - .
 - .
 - .
 - .

Operations

- Master of Ceremonies - Chewon
- Book event – Dan & Joana?
- Cater food – Dan
- Simultaneous Interpretation – Dan with Robert and Cynthia?
- Finances – Rachel Luke



KOREAN AMERICAN BAR ASSOCIATION OF WASHINGTON

2014 - 2015

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Michelle Lee

Mindy DeYoung

Pia Kamimura

Steven Kim

Thomas Lee

William Kim

Young-Ji Ham

Student Liaison

Anna Cunningham

(UW)

Winston Choe (SU)

Tina Ho (SU)

**SENT VIA EMAIL TO CYNTHIA.DELOSTRINOS@COURTS.WA.GOV AND
ROBERT.LICHTENBERG@COURTS.WA.GOV**

Cynthia Delostrinos
Minority and Justice Commission
State of Washington
1206 Quince St SE
P.O. Box 41170
Olympia, WA 98504

Robert W. Lichtenberg
Language Access Program Coordinator
State of Washington
1206 Quince St SE
P.O. Box 41170
Olympia, WA 98504

September 8, 2014

Re: Korean Legal Seminar

Dear Ms. Delostrinos:

The Korean American Bar Association will be holding a legal seminar covering five common areas of law (criminal, family, immigration, business, and real estate) for the Korean community on Saturday, October 11, 2014 at the Ramada Inn Tukwila, further details enclosed in our flyer.

We are requesting financial support to staff the seminar with court certified Korean interpreters during the seminar and also to obtain interpretation equipment. We are planning for 100 attendees, many of whom would benefit from the provision of simultaneous English to Korean translation since our presentation will be conducted in English.

Thank you for your consideration, and I look forward to connecting with you soon.

Sincerely,

Daniel Shin

kaba@kaba-washington.org

www.kaba-washington.org

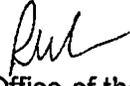
DNS
Enclosures



July 27, 2014.

Callie T. Dietz
State Court Administrator

TO: Superior Court Presiding Judges
District and Municipal Court Presiding Judges
Superior Court Administrators
District and Municipal Court Administrators

FROM: Robert Lichtenberg, Senior Court Program Analyst 
Court Language Access Program, Administrative Office of the Courts (AOC)

RE: NOTICE OF DECERTIFIED CERTIFIED AND REGISTERED
COURT INTERPRETERS

Please note that the interpreters listed below are no longer court certified or registered. The Court Interpreter program, in accordance with Commission policy, decertified them on July 1, 2014, for failure to comply with their continuing education requirements. Their names have been removed from the list of court interpreters located at www.courts.wa.gov. The interpreters have 20 days from July 23, 2014, to appeal this decision. Pursuant to RCW 2.43, s/he may not, with limited exception, be used as an interpreter in court proceedings in Washington State.

HOW TO IDENTIFY CERTIFIED or REGISTERED COURT INTERPRETERS

Washington State court interpreters have a photo identification badge. The badge identifies the interpreter as an officer of the court and we ask that all interpreters wear their badge in court. The badge for Certified interpreters is printed in a horizontal direction and the badge for Registered interpreters is printed in a vertical direction. They both bear the gold seal of the Supreme Court, a color photo of the interpreter, certification number, and specific language. In addition, ALL currently credentialed interpreters are listed on the AOC website identified above. If an interpreter is not listed on the website, s/he is not a Washington State Certified or Registered court interpreter.

Please share this information with the judges and court interpreter program staff in your court. If you have any questions, please do not hesitate to contact me at (360) 350-5373 or robert.lichtenberg@courts.wa.gov.

NAME	LANGUAGE	IDENTIFICATION #
Adriana Nodal-Tarafa	Spanish	10729
Harumi Branch	Japanese	10712
Paul Kariuki	Swahili	10772
Olysses Mangune	Tagalog	10684

STATE OF WASHINGTON
OFFICE OF ADMINISTRATIVE HEARINGS FOR THE
HEALTH CARE AUTHORITY
949 Market Street, Ste. 500
Tacoma, WA 98402
Phone: (253) 478-6888 - Fax; (253) 593-2200

In The Matter Of:

Docket No: O4-2014-HCAXXXXXXX
Id No: #####

AAAAAA BBBB BBBB

Notice of Prehearing Conference

Appellant.

The Office of Administrative Hearings (OAH) has set your case for prehearing conference with Administrative Law Judge XXX Y. ZZZ. During the prehearing conference, we will schedule the hearing, discuss the issue for hearing, hearing procedure, and other matters related to the hearing. RCW 34.05.431; WAC 10-08-130. If you do not call in as directed, your case will be dismissed, you will lose your hearing right and the Health Care Authority (HCA) decision you appealed will automatically become final.

Your hearing will begin at the following time:

DATE: May XX, 2014 TIME: X:X0 pm., Pacific Time

If you no longer need to have this hearing,
Please notify us in writing by mail, fax, or email:

Office of Administrative Hearings
949 Market St Suite 500

Tacoma, WA 98402
Fax: (253)593-2200
Email: hcamagi@oah.wa.gov

At that time, dial 1-877-668-4490. When asked, enter XYZ Enter # again when asked for a PIN.

If the Administrative Law Judge has already started the conference call, you will hear the judge and the other participants, and they will be able to hear you. If not, you will hear "Please Continue to hold" until the Administrative Law Judge starts the Conference call.

If you have any problems joining the conference Call or you do not hear from the Administrative Law Judge within 10 minutes after the time of hearing, call the Office of Administrative Hearings at (253) 478-6888, so a staff person can assist you.

Changing the Time: if you must change the hearing date or time, call the HCA representative to see if the representative will agree to move the hearing to a different time, called a "continuance". Afterwards, Contact OAH to request a continuance.

NOTICE OF PREHEARING CONFERENCE
Docket NO. O4-2014-HCAXXXXXXX Page 1 Of 2

Changing Contact information: Every time your address or phone number changes, report those changes to OAI-I immediately. Otherwise you might miss important mail or telephone calls about your case.

Interpreter or Accommodation: if you need an interpreter or need an accommodation for a hearing or speech impairment, We will provide an interpreter at no cost. Please contact the Office of Administrative Hearings at the number above.

Further information about the Hearing Process: General information about the hearing process can be found on the Office of Administrative Hearings website at www.oah.wa.gov.

Weapons: Firearms and other dangerous weapons are prohibited at hearings and in all Office of Administrative Hearings offices. WAC 10-20-010.

Dated at Tacoma, Washington on April XX, 2014, and mailed to the following:

NOTICE OF PREHEARING CONFERENCE
Docket NO. O4-2014-HCAXXXXXXX Page 2 of 2

Notify the Office of Administrative Hearings IMMEDIATELY if your phone number or address changes. We need to send you notices and other mail about the hearing.

Interpreter Hearing: If you need an interpreter due to limited ability to speak English or due to a hearing or speech impairment, we will provide an interpreter at no cost. If you have a disability and need accommodation by the Office of Administrative Hearings when using our facilities or services, we may be able to help. Please contact the Office of Administrative Hearings at the number listed below.

Important: If you use a cell phone, be sure you are in an area with good reception and your phone is fully charged before the call. If you do not have a phone you can use for the hearing, contact your WorkSource office. Firearms and other dangerous weapons are prohibited at hearings and in all Office of Administrative Hearings offices. WAC 10-20-010.

If you have questions, contact the Office of Administrative Hearings at:

Office of Administrative Hearings
2420 Bristol Court SW
Olympia, WA 98502

Interpreting for Victims of Domestic Violence & Sexual Assault Cases Course
Conducted May 15 – 17, 2014
Evaluation Results

A total 131 out of 141 attendees submitted an evaluation of the course.

45/47 evaluations submitted - Thursday, May 15

48/52 evaluations submitted - Friday, May 16

38/42 evaluations submitted - Saturday, May 17

Q1. What kind of DV/SA settings do you work in?

132 responded.

33% indicated they work in trial court settings only.

18% indicated they work in trial court and law enforcement investigation.

Seven of that group also indicated they worked in other settings: attorney/client, client/victim interviews, hospital/DFCS, immigration (2), restraining order hearings juvenile court, other.

11% indicated they work in trial court, law enforcement investigation and a program of services. One of that group indicated they also work in CPS/mental health settings.

11% indicated they work for a program of services. Two of that group indicated they also work in other settings, including foster parenting.

9% indicated they work in other settings: coordinator, counseling, DCFS (Child Protective Services), family law facilitator, healthcare; interviews/shelters, medical and mental health, program director for DV/SA program, social work/counseling, treatment settings or medical, VRS settings.

3% indicated they work in trial court and a program of services. One of that group indicated they also work in shelters and support groups for both victims and offenders.

3% indicated they work in law enforcement investigation and a program of services. Two of that group indicated they also work in other settings, such as crime victims/L&I WA and legal. Meetings, depositions, bookings, registering.

12% indicated they do not yet work in DV/SA type settings. Three of that group indicated they work in other settings such as court interpreting, general interpreting and unexpected work scenarios.

Q2. Approximately, how many hours of DV/SA type interpreting assignments do you do on a 6-month basis?

131 responded.

38% people indicated they work approximately 1-10 hours in a 6-month period.

29% work approximately 11-25 hours.

10% work approximately 26-50 hours.

10% work 51 or more hours in a 6-month period.

13% indicated the question was not applicable to them.

Q3. Overall, how would you rate the quality of the course?

129 responded.

69% rated the course as excellent.

26% rated the course as good.

Less than 5% rated the course as average or less.

Q4. How would you rate the trainers?

129 responded in the **morning** sessions.

67% rated the morning sessions as excellent.

26% rated the morning sessions as good.

Less than 7% rated the course as average or less.

127 responded in the **afternoon** sessions:

76% rated the afternoon sessions as excellent.

21% rated the afternoon sessions as good.

Less than 3% rated the course as average or less.

Q5. How would you rate the usefulness of the training to your work as an interpreter?

123 responded.

63% rated the usefulness of the training as excellent.

28% rated the usefulness as good.

7% rated the usefulness as fair.

Less than 2% rated the course as poor.

Q6. Did the course live up to your expectations?

129 responded.

98% indicated yes, the course lived up to expectations.

Less than 2% indicated no.

Q7. Were there important topics not covered which should have been?

115 responded.

73% indicated there were no important topics not covered.

26% indicated there were important topics not covered.

Less than 1% indicated that there were important topics not covered.

Q8. Were the training materials sufficient?

125 responded.

94% indicated the training materials were sufficient. One person noted "morning PowerPoint would have been helpful to take notes."

Less than 6% indicated that the materials were insufficient.

Q9. What topic or aspect of this training did you find the most valuable and why?

- The list of verbs of violence – very helpful; a lot of new (slang) words.
- Analysis of terms and concepts. Consensual vs. assaultive language. Sometimes we use words without understanding the implications.
- I learn more DV vocabulary and sexual assault cases.
- Terminology – chance to brainstorm with colleagues on common issues.
- 108 verbs of violence – great resource!
- Vocabulary discussions – terminology lists.
- Terminology helped refresh my knowledge and make one understand various aspects of word use.
- Verbs of violence, exercises, skit.
- Time to discuss terminology with other interpreters.
- The brainstorming of target language for terms of violence.
- Vocabulary discussion.
- Viewpoint of victim – explained, emphasized. Vocabulary work, discussion with same lg. colleagues. Functioned for many participants as secondary trauma debrief.
- Vocabulary list – like! (Terminology). Networking.
- The vocabulary list and bringing it to our attention.
- The necessary vocab/terminology for this field and courts protocols, interpreter role.
- Vocabulary – other ways/options to interpret.
- Analyzing verbs of violence to break down to a core meaning and discuss neutral way to express in ASL.
- Terminology, exercises.
- An eye-opener into the world of legal interpreting, DV and SA. 108 verbs of violence were really helpful.
- Sharing with colleagues.
- Discussing with other interpreters different meaning of words on list, then role playing ethical scenarios.
- Ethical – (**nine** responded “ethics”).
- Ethics. I learned some new information compared to the standards we were given on the local level!
- Interpreters code of ethics, conducts and responsibilities.
- The ethical dilemmas and vicarious effects of trauma. It is nice to know that I am not the only one who has been affected to some degree from this job.
- Ethics because it gave me clear and specific answers as to what to do in certain cases and why.
- Would love more time language-specific. Ethics discussion was great! Made me think.
- Confidentiality and privilege information. Ethics role playing and examples. Looking forward to reading the articles, resources – dos and don'ts.
- Interpreters can't afford the luxury of ethics if they would be retaliated.
- Ethical dilemmas. Dealing and coping with vicarious trauma. Professional introduction great preventive measure.
- I liked the professional dilemmas and ethics portions the best.
- Exercises with case illustration. Networking with other professionals.

- Exercises.
- Each and every topic.
- Everything good!
- Mr. Han on story preservation.
- Vicarious trauma (**twenty-two** responded “vicarious trauma”).
- Vicarious trauma because I’d never thought about it before I came here.
- Vicarious trauma and the discussions, very important for proper interpreting.
- Vicarious trauma. Suggestions on self-help techniques.
- Personal coping strategy of vicarious trauma.
- Vicarious trauma, but not enough time used to talk about self-care.
- Vicarious trauma educational.
- Vicarious trauma – would love to have a more in-depth workshop on this topic alone.
- Vicarious trauma, collegial input and feedback.
- Discussion of vocabulary and vicarious trauma.
- Hearing feedback from other interpreters on how they cope with vicarious trauma. Can we do this again?
- Vicarious trauma, not just information but an expert (counselor/social worker) to lean an exercise in healing.
- Wendy Lau’s introduction and vicarious trauma. Good to see things from the victim’s perspective and good information about vicarious trauma.
- Enjoyed working with other interpreters.
- Positioning.
- When the interpreters are at the table talking about our experience or our language.
- The real-life situations brought up in the afternoon sessions were very useful.
- Examples from real life.
- The conduct of the interpreter and how it can affect the outcome of the trial.
- All. Introduction was helpful, nice review/introduction. Wish we had more time.
- Very important information we interpreters need to know.
- Everything was useful.
- Cultural differences and lack of equivalents in languages where the culture has different standards.
- Every topic is excellent!
- Breakouts – talk with partner/table mates.
- Different nuances imbedded in the terms.
- Getting my credits.
- I especially appreciated the input from morning people, learning things from non-interpreters! Sometimes it’s just too much interpreters talking to interpreters.
- Practice exercise; this gives me an opportunity to learn real cases.
- Attending with a colleague because we could discuss practical applications. Grouping ASL interpreters for table discussions.
- Liked hearing other languages similar to ASL problems.
- Was interesting to hear perspectives from all the languages.
- All of it (**four** responded “all of it”).
- All of it was wonderful.
- The whole program helped me.

- The scenarios; it's hard to know what to do in certain situations when we are encountering them for the first time. Scenarios are great!
- Scenarios. Second half of a.m. session. Self-care. Working in DV situations.
- Guiding principles for interpreters working in DV/SA.
- Sensitivity in DV/SA and self-care.
- Good opportunity to talk about DV with colleagues.
- The introductory session on defining DV/SA/rape.
- I found that the discussion regarding interpreting the detail of DV/SA to be the most valuable.
- PowerPoints – to allow reviewing the material at my own pace at home.
- Expertise of interpreting experience.
- Group discussions and exercise, rare opportunity to discuss/consult with colleagues outside of any working environment.
- I appreciated the discussion on the different wording that can be used – I appreciate how difficult the nuance between languages is.
- How to clarify roles to both victim and court before miscommunications/misunderstandings.
- It was all so helpful. Wish we could have one focused on ASL only interpreter.
- I schedule interpreters for court appearances. This was very useful and I believe it will lead to further training request for court staff and judges and attorneys.
- Participants sharing examples.
- Knowing that interpreters and advocates are being trained to work with each other.
- Group work and mock interview.
- The whole morning was great. Cannon and Wendy were interesting and smooth speakers.
- The discussion about privilege and confidentiality was enlightening and helpful.
- Yes, I will be more aware of situations that may arise and challenges that I could face.

Q10. What topic or aspect of this workshop did you find least valuable and why?

- Verbs of violence.
- The scenarios, we always do those.
- Part of the guiding principles – many interpreters are very experienced.
- All topics were very interesting and useful.
- Role play with partner at our table.
- More time on vicarious trauma. Either expand or delete it. Very important information.
- Vicarious trauma. Too much was put into too little time.
- Vicarious trauma – because I haven't had a problem with it. Few traumatic interpretation experiences. But good for possible future situations.
- Vicarious trauma – have already taken multiple workshops on this topic.
- I am very interested in vicarious trauma, so as it was covered today was review. I would like a more in-depth discussion. No need for role playing scenarios.
- We did not need to spend as much time on vicarious trauma as we did. Perhaps half of the time could have been used to discuss another topic.

- Wendy Lau spoke so quickly I could not follow her, even after someone asked her to slow down.
- All was great.
- Sharing.
- Spoken language examples but it was still helpful. I am an ASL interpreter so some of the things were different for all interpreters.
- All of them were interesting.
- The ethics portion, only because it's repetitious. I realize it's a requirement.
- Ethical dilemmas. I believe that if the interpreter's ethic code is followed it's unlikely to encounter a dilemma situation.
- Material was too basic and not specific enough in terms of a concrete set of suggestions or guidelines for interpreters to follow that are beyond the normal code of ethics.
- All was pertinent and helpful. Education on ethical matters enables interpreters to better adhere to code and not be afraid to speak up when necessary.
- Some things just don't translate into sign language. It makes some exercises challenging.
- At this point, I found all of it valuable.
- None (**twelve** responded "none").
- Groups of people having side conversations. Perhaps more could be done to control it.
- Initial PowerPoint presentation.
- Not having a PowerPoint for an session.
- Screen way too low. Could only see top half from back of room. Also boo for tiny print! If you're going to have small print on the screen, give a handout to see while the image is up.
- Too close to the PowerPoint. Hard on neck not being allowed to choose seating options.
- Running out of time. Running out of time.
- Rudimentary interpreting exercise was not the best way to utilize the time.
- Level was too elementary for experienced interpreters.
- I would have liked more discussion on the meanings of DV/SA terminology.
- All are great!
- It was all wonderful and beneficial. Thank you for making it all possible.
- Last hour and a half because of information overload and fatigue.
- Not sure.
- Professional guidelines.
- Guiding principles were too basic.
- What may have been very basic and repetitive for me was nonetheless extremely valuable for interpreters with less experience in this field.
- Positioning of spoken language interpreters for attorney meetings.
- Excellent.
- Everything was great, maybe we needed a little bit more time.
- Role playing an interpreter but only because I am not an interpreter.
- None was least valuable, just wish there was more time.
- Wish we had three days to learn this. Wealth of information, short time to learn.
- Even though I do not interpret in court situations or settings, I found the situation dilemmas and mock attorney client interview very educational and informative.

- Compression of topics from three to one day. Thanks.
- I do not interpret in court, but the information was still relevant.
- Everything was.
- All were valuable (**five** responded “all were valuable”).
- Truly, it was all valuable – liked it all.
- I think the whole workshop was valuable.
- I personally loved the class.
- The discussion was cut short because of time restraints. I recognize it’s hard to fit a three-day training into one day and I appreciate the effort.
- Mock attorney client interview was not really applicable to ASL interpreters.

Q11. How closely did the training meet your needs?

- It was my first experience with DV/SA cases – it was excellent.
- Review and credits towards Washington State Continuing Education Requirements. Continued learning for its own sake.
- Good.
- Closely.
- Very close (**thirteen** responded “very close”).
- Very closely. It was very informative.
- Very close to my needs.
- It was very informative.
- It was a good workshop.
- Quite.
- DV/SA specifics were good!
- I was really impressed by everyone’s presentation and participation with the audience.
- Very well (**six** responded “very well”).
- Very well, just too much information in too short of time.
- Very well. I came to get a greater understanding in general. Good jumping off point to lead me to more resources.
- Very well. Most of this answers questions I have had regarding some legal interpreting.
- It was great – very well done!
- Very well put together!
- Well. It was very good to find out about resources and reinforce our skills.
- This was awesome!! Full day of workshop for free! Thank you so much!
- Helpful.
- Interesting topic to discuss further.
- Close (**five** responded “close”).
- Very closely, helped me to empathize with other interpreters with situations they have faced in the past.
- It is close to what I do in court and great lecturers.
- 100% (**two** responded “100%”).
- It met my expectations and filled in some of the gaps.
- I found the training very useful for future work.
- More than I expected.

- It was excellent.
- It filled out some gaps in terms of providing useful insight into a few unclear points.
- Very satisfied – lots of food for thought.
- Better than what I actually expected.
- Perfectly serve our needs.
- Fine.
- Great topics, good information and presenters.
- Very good reminder for what we should do.
- This was as good as others.
- I was hoping for something more hands-on instead of a lot of listening at the beginning... afternoon better.
- Very informative. More applications within medical and mental health settings when legal issues arise would be helpful.
- It gave a lot of lesson on DV and SA.
- Far more than I expected.
- Fabulous!
- I enjoyed it. Will be able to use in the future.
- Just fine.
- Excellent!
- I was familiar with most of these concepts/strategies. It is helpful to review, but I would like more focus on examples of guiding principles in use.
- This gave a clear indication of the need for more focused training for this field.
- Currently, somewhat. I do foresee that I will use it more. I look at this as prep work.
- Totally.
- Pretty well. Would like to have discussed working with CDI/deaf interpreters and more scenarios for interpreting practice.
- A+.
- I was hoping for some emphasis on laws/statutes, etc., that govern courtroom interpreting. Was hoping for language that would help us avoid advocates being called to interpret. But I liked the training.
- I liked how it did meet my needs in a way I didn't realize – some things such as specific words I interpret that I will now do differently.
- Excellent match.
- Good start to my consideration of doing legal interpreting in the courts.
- It was timely. Recently was invited to meet with Coalition on awareness and intervention of domestic violence/sexual assault in my community.
- Better than I had thought as I am not an interpreter.
- I thought we would be shown DV and SA vocabulary in sign.
- I haven't been in court settings and haven't been exposed to DV/SA cases much, so this training was way beyond my expectations.
- Closer than I thought! Thought might be focused more toward spoken language, but this was very helpful to ASL too!
- This was an outstanding training.
- Almost a 10.
- It exceeded my expectations.

- It was helpful to get perspectives from both spoken language and ASL interpreters.
- This raised my awareness of what to expect in court or legal interview setting and what I should do to prepare. Also of how my work at the hospital or police response can impact future court proceeding.
- Very informative and useful.
- It did. The vicarious trauma section will help me. I foresee experiencing vicarious trauma and already have in medical and social services settings.
- I don't currently work in the courts, but I can see the need to seek future training.
- Reassuring that I'm doing my job correctly and great resources and networking.

Q12. How useful will the material be to you in your practice/work?

- Sort of a review of material (concepts, issues, themes) learned either in the course of S.W. practice and specialized interpreter training (i.e., the Voice of Love Curriculum – more complete course offered every year in various cities throughout the USA).
- Quite useful.
- Very useful (**thirty-six** responded “very useful”).
- I think just being aware of the vicarious trauma and how to address it was invaluable.
- The vicarious trauma and the violence verbs will be helpful as I mentor new interpreters.
- I got many nuggets I can use.
- Much!
- Yes, the handouts.
- Yes useful! It will help a lot! Thinking over with my colleagues was very helpful!
- It will help me be more/better prepared for future interpreting assignments.
- They will help me to feel more comfortable.
- I believe the material will be very useful.
- Will read the material over.
- Very good.
- The materials are very good for me to prepare for DV and SA cases.
- I am starting to build my own glossary for DV/SA. Very informative session!
- Excellent terminology list.
- I always love glossaries.
- Vocabulary list would be a great source for further study.
- The list of 108 Verbs of Violence will be very useful.
- It will be very useful.
- Very, especially a list of verbs.
- Greatly.
- It will give different perspective for future settings.
- Somewhat.
- Very important.
- It opened my eyes. I will be using it as a guidance before each assignment.
- I can identify symptoms of vicarious trauma more easily, although I feel I can handle it fairly well.
- A good deal!
- The material is useful; but to put into practice would require follow up practice sessions.

- Average.
- Always nice to learn new things and or different perspectives.
- It will be useful in a general way.
- A lot of useful material for self-study and application/use.
- We give us more and different ideas and perspective.
- Very useful; I will no longer feel guilty or tempted to push the box of Kleenex toward a sobbing defendant or victim.
- I want more assertive recommendations for best practice. This material is not specific enough.
- Great place to start.
- Great!
- It was great information and it is very useful material that I can use.
- Not sure.
- The interaction with peers really helped.
- Materials were useful during training session, will study them at home and decide how useful.
- Great! Much to read that will help us in future work.
- I primarily work freelance and VRS. I will be able to apply a lot of this information on a daily basis.
- 100%.
- To improve on details which will enhance the quality of my work.
- I will take this back and hope to pass on the training as well as schedule further.
- I learned so much today. I will surely research more on using varied vocabulary related to these issues.
- Very useful. I can use the information in my everyday medical, treatment and VRS (video relay).
- Extremely helpful.
- Helpful (**two** responded "helpful").
- Very much, if I get to that point in the courts.
- It will be a good resource for further study.

Q13. What, if any changes (including addition or omission of topics) would you recommend be made to this course?

- Please, do them more often.
- Everything was very informative.
- Resources for coping skills.
- Keep as is! Excellent!
- I would like it if there was more inclusion of male victims included in the language of the presentation.
- Legal definitions of some terms – not how you "feel" about them.
- An evening presentation also!
- Just longer training time. Two days at least.
- More hands on activities and speaking and practices.
- I would like a DV glossary (English/Spanish).

- More specific DV/SA terminology for participants to work on with language partner. Specific terminology from legal standpoint. (Th28)
- Add meeting or a session with judges/attorneys who practice in the DV/SA setting.
- Please add a list of weapons that are most commonly used in cases of DV and SA.
- Deaf presenter on DV and SA to see some more appropriate sign vocab and remain in a neutral none leading interpretation. Recommend Terry Dockett and Bob Lichtenberg.
- The AP11 DV presentation should be tailored more to court interpreters and our role/code of ethics.
- How to apply DV issues with medical, social work.
- None (**eight** responded “none”).
- None. I was totally satisfied.
- It would be good to have more time for training. It is very helpful.
- More time on topic. More practice opportunities.
- Less comments from the audience to allow the topic to get off from the presenters’ presentation (morning session). I wanted to get through the material.
- Vicarious trauma; more on the ethical issues.
- I would like to do follow-up on Vicarious Trauma, etc.
- More time on vicarious trauma.
- Study conjoining techniques (for V.T.) more in-depth/possibly through exercises or skits.
- A two-day training would be great. More time on vicarious trauma.
- More time for vicarious trauma. Perhaps a bit on the roles of other personnel involved, including their guiding principles/boundaries.
- I am glad you addressed vicarious trauma.
- As I stated in question #9, I would really love to have a more in-depth workshop that only focuses on vicarious trauma from the interpreter’s perspective.
- Remember the male victims/survivors as well as gender neutral.
- Have time for mediation, exercise sessions.
- Sometimes our worst enemy is the interpreter coordinator trying to save money – not the judges. This should be addressed.
- Limiting questions/controlling the flow of discussion would be helpful in terms of time management.
- Some of the information between ASL and spoken language ethics and protocol is different. It would be great if we could get on the same page.
- More role plays.
- More ethical information on filling in applications for U visas and related documents.
- I think we should continue the discussion on ethical issues and to continue to develop the terminology.
- Ethics.
- Have two shorter sessions or three. Errors! Re: the author of Being Wrong K. Schultz.
- Open to non-certified languages, especially those associated with more conservative culture.
- The only thing I would change is the amount of time for the workshop. Stretch it out to two days and it would be perfect!
- Time!!

- I think separating topics and going more in-depth on each would help. It did feel quite rushed but the presenters are all awesome – knowledgeable and professionals all!
- If can be repeated/on-going, break into sequential classes so topics can be explored, practiced in greater depth.
- Morning session speaker – hard to understand; dropped her voice at the ends of sentences and spoke too fast.
- More time for each subject. Great overall information but definitely could be more in-depth.
- More of the first session, more specific principles.
- More time, more day.
- Opportunity to do some interpreting scenarios.
- No changes – all was good.
- Longer – more time.
- Just let us know what is on the screen we have in print form.
- Program more time for each subject, even if less items are addressed.
- One day was not enough. Definitely need more than one day to absorb all the information. Felt a little overwhelmed.
- Pick one or two topics and go more in-depth.
- Judges training.
- Make it into a two-day training.
- I would continue to keep the peer interpreter discussions short. We have other opportunities to talk to each other, I want to hear the experts.
- Be more inclusive of visual languages along with spoken languages. Maybe collaborate with visual language interpreters.

Additional Comments:

Thursday's comments:

- Excellent workshop! Two thumbs up. Thank you very much.
- Thank you very much.
- We always want more time!
- Thank you! (**Six** responded "thank you!".)
- I'm so grateful for the work you are all doing. It was wonderful to have experienced a workshop around DV/SA in which the language and attitude around victims and perpetrators held so much dignity, understanding and respect. Thank you!
- This training could be important also to be presented to many non-credentialed interpreters, working in courts. As Interpreter Coordinator, I work with many non-credentialed interpreters in Somali Dinka and many other languages. Would be especially important as it includes (this training) a lot of training in proper ethics and role of the interpreter. Important to stress gender-neutral information in the introduction – lots of victims of rape are men.
- Please inform about parking before the fact. It would have helped to know you paid for it.
- So wonderful to be treated so well and have a hotel. Just great! Makes us all feel more professional and respected!!

- Language specific glossaries would be useful.
- Very good conference! Wonderful speakers, hotel was great except no phone service!!! Excellent conference!
- I wish we did not have to rush through the material. Excellent training opportunity.
- Thank you so much for this opportunity. I am very grateful! I hope to serve deaf people even better after this workshop!
- Thank you for this opportunity to learn and network with colleagues in this region. Very useful to make contacts in our language pairs. Isabel was great as a presenter – enthusiastic and knowledgeable. The younger attorneys who presented in the morning did a good job too – very nice to see interest in interpreters and in our work in DV/SA.
- I enjoyed every aspect of the program. Thank you.
- Well done! Good structure and flow! Like it!
- I appreciate the resources we have been given. Thanks to all who had a part in putting on this seminar.
- I am new to this, but this was a wonderful way to get a chance to see what may lie ahead. Thank you so much!
- Excellent! Learned lots of information and the workshop was fabulous. Thank you!

Friday's comments:

- Questions to the victims should be phrased to bring out more details to the event.
- Videos great addition.
- Thank you! (**Four** responded "thank you!".)
- Time well spent. Excellent training.
- The presenters need to keep in mind the type of target market. Very repetitive and too basic.
- Thank you to all presenters. You did a phenomenal job. Thank you to all participants.
- Enjoyed the training.
- Bob should use an interpreter so no one misses anything he says.
- Thank you for providing this workshop/training.
- Everything was clear, well organized. Thank you so much! Excellent work!
- Thank you for presenting and facilitating this conference/workshop. I found it very informative. The material was presented in an interesting way that kept my attention. I wish we had another day to go more in-depth. I would also love more training on advocacy and the role of the advocate in DV/SA situations, specific to Deaf and HoH victims. Thanks again!
- As an ASL interpreter, I loved hearing the perspectives and practices of our spoken language colleagues! I don't believe I have ever been to a training with them in the past and I did appreciate that aspect.
- Thank you for a great training!
- Explore possibility of multi-disciplinary workshops...judges, lawyers, advocates, interpreters.
- I would like to see a cross-professional training on multi-cultural sensitivity. Judges, lawyers, social workers, and interpreters have preconceived ideas about how people act or should act, as well as what their expectations are or should be.

- Overall, it was very good. There was one troubling (to me) comment that went unaddressed. One man commented that an example of sexual assault was “always having a headache.” I found that comment offensive but was obviously in the minority because everybody (it seemed) roared with laughter. It was inappropriate given the setting and topic and I did not feel comfortable calling him out in front of everyone. I think there was a missed opportunity to talk about bias. I really enjoyed the information though. Would be interested in the longer victim’s perspective version.

Saturday’s comments:

- Internet group – network opportunities, educational opportunities, Facebook closed group, Linked In.
- Thank you so much for arranging this training! Especially with spoken language interpreters! This is such an important topic that comes up in so many settings, so I really appreciate this support from our state AOC and ODHH.
- Thank you (**two** responded “thank you”).
- Thank you – it was great!
- The personalities and knowledge of the presenters made it a smooth day of information sharing.
- Well done – very qualified presenters. Great materials provided even pens and notepads!
- Again, very well done!
- Nice venue to come together as interpreters and discuss these topics being led by great experts. As an interpreter we work alone most of the time, no opportunities to discuss these issues. This was great to hear from others. Offer this again in the expanded three-day version. Preferably in this wonderful hotel in Spokane.
- Thank you everyone for all the hard work you put into this event. All the arrangements were beyond amazing and the workshop was fantastic!!
- Loved having both spoken language interpreters and ASL interpreters. Other workshop topics: note taking strategies during court. ASL interpreters don’t often use that technique, would love to have some training from spoken language interpreters.
- Please hold more seminars in the city of Spokane. It was nice not to have to fly to another city for a class.
- I was surprised the training took place in a casino, and where smoking is allowed in the building. The training was great, one of the better I have attended, but passing through the casino was difficult, and the noise and smell of smoke unpleasant.