

**Washington State Supreme Court
Interpreter and Language Access
Commission
(ILAC)**

February 21, 2025

Meeting Packet

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

Meeting Agenda



WASHINGTON
COURTS

Interpreter and Language Access Commission Quarterly Meeting

Friday, February 21, 2025 - 8:30 AM to 12 Noon PM

Via Zoom

<https://wacourts.zoom.us/j/82407531432>

Meeting ID: 824 0753 1432

AGENDA

<ul style="list-style-type: none"> • Call to Order • Housekeeping • Member Introductions 	Judge Diaz	
Chair's Report (<i>Order Subject to Change</i>)		
<ul style="list-style-type: none"> • Approval of previous meeting minutes • Legislative updates • ASL Interpreter Exam Update • Language Access Team Update <ul style="list-style-type: none"> - Language Access and Reimbursement Program (LAIRP) - Court Interpreter Program Update • Impacts of Recent Changes in Federal Policy <ul style="list-style-type: none"> - Letter from Chief Justice Stevens - Background on previous presence of immigration enforcement at courthouses - Guidance for court interpreters - ILAC Members Sharing <p><i>Members can share the concerns or activities from the organizations/communities they represent.</i></p> 	Judge Diaz Judge Diaz and James Wells James Wells Tae Yoon Eunyoung Kim James Wells Judge Diaz Eunyoung Kim ILAC Members	P 5 P 10 P 11 P 12 P 13
Committee and Partner Reports		
<u>Issues Committee Report</u>	Judge Oakes or Designee	P 16
<u>Education Committee Meetings Report</u>	Iratxe Cardwell or Designee	P 18
<ul style="list-style-type: none"> • Judicial College 		
<u>Translation Committee Report</u>	Luisa Gracia or Designee	P 20
<ul style="list-style-type: none"> • Translation Protocol 		
<u>Liaisons Report</u>		
<ul style="list-style-type: none"> • Office of the Deaf and Hard of Hearing (ODHH) • Office of Administrative Hearings (OAH) 	Berle Ross Cristina Labra or Tony Griego	
Guest Presentation		
<ul style="list-style-type: none"> • Artificial Intelligence in the Courts 	Judge O'Donnell	

Meeting Minutes



**Interpreter and Language Access
Commission Quarterly Meeting**
Friday 12.06.2024 | 8:45 AM – 12:00 PM
Virtual Conference Via Zoom

Meeting Minutes

Members:

Judge Diaz
Judge Oaks
Ashley Callan
Annalisa Mai
Anita
Ahumada
Donna Walker
Iratxe Cardwell
Luisa Gracia
Naoko Shatz
Florence Adeyemi
David Poland
Chelle Hunsinger de
Enciso
Judge Okoloko
Lillian Hawkins
D'Adre Cunningham
Irine Kariuki
Leticia Camacho

AOC Staff:

James Wells
Eunyoung Kim
Tae Yoon
Leonard Alvarez
Laura Sanchez

Guests:

Vanna Sing
Jennefer Johnson
Laura Dodson
Yolanda López
Nancy Leveson
Diane Jennings
Judge Don Dowie
Ebony Jordan
Stacey Romero
Jessie Ritts
Pawel Smal
Koastyantin Unguryan
Diana Noman
Nicole Pierce

CALL TO ORDER

The meeting was called to order.

Judge Díaz provided a brief introduction of members, and recognized guests in attendance.

CHAIR'S REPORT

Meeting minutes for September meeting-approved.

New Member Committee Appointments

New Members have indicated their interest in the following committees:

- Leticia Camacho:
 - Issues and Translation Committees.
- Irine Kariuki:
 - Issues and Disciplinary Committees
- D'Adre Cunningham:
 - Education Committee
- Lillian Hawkins:
 - Issues and Education Committees

Current members who would like to change their membership:

- Iratxe: Recently became chair of the Education Committee and would like to step away from the Disciplinary Committee and remain on the Translation Committee.
- Luisa and Iratxe: One can become a committee member with the other serving as an alternate.

Former ILAC member remaining on one committee:

- Diana Noman left ILAC in September but would like to continue serving on the Translation Committee.
- James Wells will establish a thread so that committee chairs can communicate with one another. A possible meeting for the committee chairs was suggested.

Legislative Updates

- James provided a brief overview of the legislative process.
- A copy of the proposed RCW changes found on pgs.11-19 in the packet.
- List of supporters from the 2024 Legislative Session has been included.
- ILAC members were encouraged to recommend other groups that we can contact to find additional support or other strategies.
- James should be notified by December 31 of any contacts who may be able to provide support at hearings.

ASL Interpreter Exam Update

- The Letter of Support requested and the last meeting has been sent to ODHH
- The AOC plans to meet with RID for an update on the progress in developing an exam.

Language Access Team Updates

- Court Interpreter Program Update
 - A brief update was provided and full report included in the packet.
- Interpreter Scheduling
 - James will provide a short update.
- Language Access and Reimbursement Program (LAIRP)
 - Tae-provided a short update and a report is in the packet.

HOPE Card Presentation

- Lillian Hawkins and Laura Dodson presented on the **opt-in Hope Card** Project.
- Full slide presentation found in packet on pgs.21-41.
- The project allows individuals who have protection orders to carry around their documents on a small card about the size of a driver's license.
- *Hope Card* will launch on 01/01/2025.
- *Hope Card* is free of charge.
- Any changes to the protection order will require a New *Hope Card*. It is being estimated that an initial and renewal *Hope Card* will take up to 14 business days to process.
- One *Hope Card* per each protected party, plus one spare card will be issued.
- Users can visit www.courts.wa.gov/hopecard for form and more details.
- Currently the *Hope card* and requesting form are not available in the primary language of the survivors.
- Question presented on whether *Hope Cards* can indicate the primary language of the holder of the *Hope Card*.
- Ongoing efforts to provide options/access to the *Hope Card* to the Deaf, Blind and Hard of Hearing community.

OAH Presentation

- Diane Jennings and Judge Don Dowie from OAH presented on the office of Administrative Hearings Spanish Hearings services.
- OAH participated in the Governor's results Washington Agency design challenge and used feedback from customers through focus groups of Limited English Proficiency (LEP) participants in OAH hearings to develop the existing process and novel approach of holding administrative hearings in Spanish. Process only known to exist in the territory of Puerto Rico.
- The goal of Spanish hearings at OAH has been to provide meaningful participation with impartial, quick and easy to access processes.
- OAH Spanish hearings continue to be available to claimants via the leadership of Administrative Judge (ALJ) Dowie and two more ALJs at OAH.
- OAH has added an in-house Spanish interpreter, a governance team, court program coordinator and Spanish club for ALJs ongoing learning and training.
- OAH plans to expand Spanish hearings to their Public Assistance and Division of child support caseloads.

Committee and Partner Reports

Education Committee Meetings Report

- Conference updates
 - ILAC co-sponsored a session at the Fall Judicial Conference with the Equity and Access Team. ILAC intended to co-sponsor a session with the Gender and Justice Commission at the spring judicial conferences, which would have been an interactive training about protection orders and would have included an interpreter and language access component.
 - The session was not accepted due to overlap in content with another session.
 - The team is working on the session hoping to host a different setting.
- Remote Interpreting Survey

- Survey highlights provided on pg.46 in the packet.

Translation Committee Report

- Research Process ongoing.

Issues Committee Report

- Committee has not met since the previous ILAC meeting.
- No new issues to report.

Disciplinary Committee Report

- Committee has not met since the previous ILAC meeting.
- No new issues have been reported.

Liaisons Update

- ATJ – Vanna Singh will have an update to share.
- ATJ Conference in Yakima Sept 18-19 2025.
- Conference details: [-AEJ](#)

ILAC Onboarding

- Presentation on proposed onboarding activities.
- Intention to meet with New Members as part of onboarding orientation.
- Draft of upcoming ILAC New Member Handbook was presented as a highlight of what is coming up for ILAC members in 2025.

Chair's Report

LANGUAGE ACCESS AND INTERPRETER REIMBURSEMENT PROGRAM

February 2025

PARTNERS , UPDATES , AND NEXT STEPS



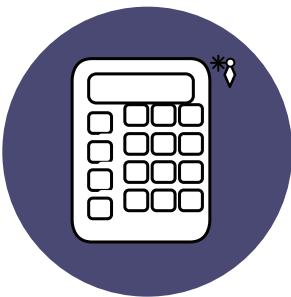
FY2025 PARTICIPATING COURTS

Total number of executed contracts-124



STATUS UPDATE - FY25 Q1

- 105 Invoices Received
 - Total reported cost - \$2.39 million
(Approximately \$80,000 increase from FY24)
 - Total approved claims - \$1.09 million
(10% denied due to non-qualifying events)
 - 29% of total program funds



WHAT'S NEXT

- Deadline for FY25 Q2 Submission
 - February 28, 2025
- Revenue Sharing
 - Reallocate funds amongst participating courts based on Q1 & Q2 data
 - Estimated to affect approximately 100 courts
 - Notification Letter sent in May

“Thank you for the opportunity to participate in this partnership to provide improved interpreter access to the community.”



LAIRP APPLICATION UPDATES

- Updated Template
 - New languages added
 - Mileage effective January 2025
- LAIRP Dashboard
 - Cleaning and preparing application data
 - Display data for various time frames and categories



OTHER INITIATIVES

- Budget Package for additional funds
 - Currently going through the review process
- Presentation at the DMCMA Spring Program
 - *Elevate and Save: Maximizing Court's Budget with AOC Reimbursement Programs*
 - Collaboration with 4 different AOC programs

WA AOC Court Interpreter Program

Program Report/February 202

Program Highlights

Credentialing (Testing and Training)

- NCSC Certified Interpreter Oral Exam is scheduled for April of 2025

Outreach/ Educational Institution Collaboration

- Highline Community College Paralegal Program – Court Interpreter Career presentation
- Skagit Legal Aid and the court interpreter program have been collaborating on establishing a Court Interpreter Certificate program and the program proposal has been submitted to Whatcom Community College

AOC Court Credentialed Interpreter Outreach

- Oral exam overview and other outreach/education materials
- Annual Survey was distributed in February
128 responses and 15 languages represented. The survey covers various topics such as WA credentialed interpreter professional satisfaction, continuing education needs, and remote interpretation. Will share the highlights in the newsletter this Spring

Sent: Monday, February 3, 2025 8:47 AM

Subject: Information & Resources – Immigration Enforcement in and Around Courthouses

Importance: High

This e-mail is sent on behalf of Chief Justice Debra L. Stephens to the listservs for the presiding judges and administrators of the Superior, Juvenile, District, and Municipal courts.

Dear Colleagues:

I am writing because I've received calls from a number of you with concerns about how to address the possibility of immigration enforcement activities in or around our courthouses in light of the recent Executive Orders. I know some courts are working through their policies and responding to media inquiries. This email is intended to assist you, by collecting and sharing guidance and resources available on the Washington Courts website, and to let you know we are in conversation with our legal advisors in the Attorney General's Office. State laws remain in place that protect the integrity of judicial proceedings and the open and safe access to our courts.

While we do not yet know whether courthouses will be targeted, I thought it would be helpful for you to have links to the existing resources on the Washington Courts website and the recent Executive Orders.

Washington Laws, Court Rules and Guidance Resources

- Courts Open to All Act: [2567-S.SL.pdf](#)
- Court Rule: [GR 38 Open Access to Courts](#)
- Reporting Requirements – see our Washington Court website: [Washington State Courts - News, Reports, Court Information](#) – click on the “Resources” banner, then the “Publications” Tab, and scroll down to **Civil Arrests at Courthouses**. There you will see information about legislative reporting requirements. These include the Law Enforcement Action Reporting Form and FAQs, as well as a Model Policy for courts to follow the Courts Open to All Act.

Federal Directives to ICE & DOJ Employees

- [Interim Guidance: Civil Immigration Enforcement Actions in or near Courthouses](#) -- the guidance includes the following:
 - ICE can act “in or near courthouses when they have credible information that leads them to believe the targeted alien(s) is or will be present at a specific location, and where such action is not precluded by laws imposed by the jurisdiction in which the enforcement action will take place.”
 - Retains certain protections/limitations in the 2018 directive, including that agent “should generally avoid enforcement actions in or near courthouses, or areas within courthouses that are wholly dedicated to non-criminal proceedings (e.g., family court, small claims court),”
 - ICE officers or agents must coordinate with the relevant local Office of the Principal Legal Advisor (OPLA) office before conducting enforcement actions in or near courthouses to determine whether jurisdiction-specific legal limitations apply.
- [Interim Policy Changes Regarding Charging, Sentencing, And Immigration Enforcement](#)

As we continue to address the many open questions about the scope of immigration enforcement actions in our jurisdiction, I ask that you continue serving your community as you always have during challenging times. Courts must remain steadfast in our commitment to protect the integrity of our proceedings and ensure that individuals can access our courts without fear or intimidation.

Be assured that we will keep you updated as we learn more. I ask that you share this communication with each judge in your court and with your staff as appropriate. Please do not hesitate to contact me directly with any concerns.

Sincerely,
Debra Stephens
Chief Justice

Draft Language for Letter to Court Interpreters Regarding Immigration Enforcement at Courthouses

As a Washington State credentialed court interpreter, you may encounter the presence of federal immigration enforcement at the courthouses in WA while providing your interpreting service. Some of you often accept assignments in federal immigration court and may find certain situations unfamiliar and difficult to navigate.

When a difficult situation arises during a court proceeding, it is required of court interpreters to remain calm and maintain a professional integrity in order to promote public trust and confidence in the administration of justice. We hope this guidance serves as a reminder of the tools you have in your toolbox as a professional court interpreter to navigate potentially stressful situations while serving the language justice needs.

Court Rules as guidance

GR 11.2 CODE OF PROFESSIONAL RESPONSIBILITY FOR JUDICIARY INTERPRETERS

Importance of maintaining neutrality

(4)[2] As officers of the court, interpreters serve the court and the public, regardless of whether publicly or privately retained. Interpreters must uphold neutrality by avoiding any behavior that creates the appearance of favoritism toward anyone. Interpreters should maintain professional relationships with persons using their services, discourage personal dependence on the interpreter, and avoid participation in the proceedings in any capacity other than providing interpreter services. During the course of the proceedings, interpreters should not converse with parties, witnesses, jurors, attorneys, or friends or relatives of any party, except in the discharge of their official functions.

Impartiality and Personal Detachment

(4)[1] Interpreters should strive for professional detachment. They should uphold impartiality by avoiding verbal and nonverbal displays of personal attitudes, prejudices, emotions, or opinions. Interpreters must faithfully render all statements, even those they find personally objectionable, without allowing their own views or opinions to interfere.

Importance of confidentiality

(5)[2] Interpreters are also routinely privy to communications that, while not necessarily privileged by law, are conveyed in confidence. In order to preserve the integrity of the judicial process, interpreters have an ongoing duty to refrain from disclosing information obtained in their professional capacity. This duty is consistent with CJC 2.10.

Behavioral guidance

Clear Professional boundaries

When you are contracting a Washington State court, you are required to provide your language interpretation service for the matter involving the case that you are assigned to. If a federal enforcement office approaches you with a request to assist them, you may clarify that your service is limited to the case at hand only and refer them to the judge or court administrator.

Request a break when maintaining your composure becomes difficult

It is your duty to recognize it when you are emotionally overwhelmed or distracted to continue your interpretation due to the circumstances you are in, request a break without stating any reason and regain your composure so your performance is unimpeded by your emotion.

(1)[3] Interpreters have the duty to immediately address any situation or condition that impedes their ability to accurately interpret. Examples include, but are not limited to, linguistic ambiguities, unfamiliar terms, inaudible speech, inability to see a speaker, background noise or distraction, and pace of speech.

Questions or concerns

Please contact ...

Committee Reports



**Interpreter Commission
Issues Committee Meeting
February 13, 2025**
Zoom Videoconference
4:00 PM – 5:00 PM

Meeting Minutes

Participants: Judge Oaks, Henry Cruz, Luisa Gracia, Naoko Inoue Shatz, Elliott Schwebach, Michael Paugh, Leticia Camacho, Chelle Hunsinger de Enciso, John Plecher, Noel Brady, Iratxe Cardwell, James Wells, Tae Yoon, Leonard Alvarez, Eunyong Kim, Laura Sanchez.

Introduction of the Language Access Plan (LAP)

- Guests from the Washington State Bar Association-WSBA introduce themselves and the LAP.

LAP Discussion

WSBA representatives introduced their language access plan:

- This is their first LAP and is meant to enhance how the Bar engages with members of the public who do not speak English.
- They are looking for the LAP to be a strong foundation to build off of.
- One of the primary interactions relates to the grievance process.

Committee Feedback on WSBA Language Access Plan:

- Provide definitions of concepts such as language access and language justice.
- Caution about using AI for translations. Without the support of humans, AI translations are not accurate.
- Suggestion for the Bar Association to consider the availability to search for an attorney by language skills they speak for Limited English Proficiency (LEP) individual to feel they can reach out to someone that speaks their native language.
- Not all Deaf & Hard of Hearing (DHH) who use American Sign Language (ASL) are fluent in written English. Videos of signing would be more accessible.
- It may be more appropriate to increase the priority of legal rights in the translation priorities.
- Consider including guidance for attorneys on how to work with interpreters, such as avoiding idioms

- If the bar is not an outlier for what is considered a definition for language justice, look for unconsolidated or reference of what is considered language justice.
- The WSBA should consider establishing a way to assess a bilingual attorneys language skills.
- Language Line is not always sufficient and credentialed court interpreters should be used in some interactions.
- The ABA conference that took place at could be useful: [ABA Conference on Language, Justice, and Technology](#)
- Suggestion to check “In the Loop: A reference guide to American English Idioms” for English phrases to avoid. On US Department of State website, and Iowa Courts website
[In the Loop A Reference Guide to Am 34A595424C1B1.pdf](#).
- Consider having a glossary for translations.
- Suggestion for disclaimers for webpages using automated translation must be available in languages other than English.
- Suggestion to collaborate with professional translators for accuracy and legality.



**Interpreter Commission
Education Committee Meeting
January 28, 2025
Zoom Videoconference
12:00 PM – 1:00 PM**

Meeting Minutes

Present: Ashley Callan, Chelle Hunsinger de Enciso, Iratxe Cardwell, Donna Walker, Diana Noman, Lillian Hawkins, Amber Robinson-ASL Inter., Leonard Alvarez, James Wells, Tae Yoon, Laura Sanchez.

Court Interpreting presentation summary at the 2025 Judicial College

- Presented by Diana Noman and Donna Walker.
- Judges asked follow-up questions regarding what to do in certain situations during hearings where American Sign Language-ASL services are needed/requested.
- Donna addressed the differences in spoken languages services vs. ASL services vs. Deaf interpreters' services and the accommodations, team interpreting strategies, and time requirements needed to render meaningful services.
- Diana presentation included the different modes of interpreting. She also addressed translations and transcribe services, and the specialized equipment needed. Hands-on exercises included asking the judges to perform simultaneous interpretation.
- Suggestion made for next time bench cards are updated, include a bullet point regarding not being good practice to ask an interpreter to translate 911 calls or police recordings and materials for the trial on the spot during court hearing.


Review of Remote Interpreting Resources

- Overview to Identify priority documents for review and updates.
- Suggested creating an ad hoc group to discuss additional resources.

Planning for the year ahead

- Brainstorm training topics and priorities for the upcoming year (Fall Conference)- Include remote simultaneous interpretation, AI for interpretation and translation services, WebEx and ZOOM.

Next Meeting: TBD

	<p style="text-align: center;">Interpreter and Language Access Commission Translation Committee Meeting December 13, 2024 Zoom Videoconference 12:00 PM – 1:00 PM</p>
Meeting Minutes	

Present:

Members: Luisa Gracia, Laurie Garber, Laura Friend, Leticia Camacho, Diana Noman, Annalisa Mai, Joy Moore, Iratxe Cardwell,

Guests: Cristina Labra, Irine Kariuki

AOC Staff: Leonard Alvarez, Laura Sanchez.

Previous Meeting Minutes

- Previous meeting minutes of October and November approved.

Scheduling upcoming committee meetings for FY 2025

- January 17th, February 14th and March 21 approved.

Reviewed Table with Committee Topics

- Committee members contributed comments, concerns, and questions about several of the overall topics, including Document Repository, Website Translation, and Language Demography. For example, the concern about quality assurance if previously-translated documents were added to a repository of translations.


Quick Poll

- Committee members provided feedback on their familiarity and comfort with Microsoft TEAMS: All members have some familiarity. Some reservations expressed about features that might be preferable in Zoom.

Survey responses

- Survey presented to courts of limited jurisdiction was summarized: A summary of courts' responses to the survey were presented to committee members

Next meeting: January 17th

	<p style="text-align: center;">Interpreter and Language Access Commission Translation Committee Meeting January 17, 2025 Zoom Videoconference 12:00 PM – 1:00 PM</p>
Meeting Minutes	

Present:

Members: Luisa Gracia, Laurie Garber, Laura Friend, Diana Noman, Joy Moore, Iratxe Cardwell

Guests: Cristina Labra, Irine Kariuki,

AOC Staff: Leonard Alvarez, James Wells, Tae Yoon, Laura Sanchez.

Previous Meeting Minutes

- Previous meeting minutes of December approved.

Discussion of 2nd draft Guidelines

- Summary of CLD Survey Responses. Courts seek:
 - Consistency of terms
 - Guidance provided by ILAC
 - AOC support for translations
- Translation Survey: Courts indicated that court forms, signage, and instructions are the content most often requiring translation
- Overview of Translation Guidelines Draft #1: Committee members were asked to provide feedback regarding the sample draft of Guidelines Draft. The Committee endorsed:
 - The organizational structure of Securing translation as a three-part process; sources for translation services; qualifications and QA for process
 - Including appendices

Committee members also noted the need to address formatting of translations, including bilingual versions. Specific points to consider:

Layout of Right-to-Left languages

Formatting considerations for bilingual texts, such as position of each language, items such as check boxes,

State Contracts

- Current statewide translation contract is DES's 04218. Selected text from that contract addressing qualifications and quality assurance measures was shared in-meeting with the committee members for review and feedback

- A committee member presented the question of the viability of adding a glossary or terminology database as part of translation services

Committee Topics

Members' input was solicited on the topic of Glossaries via a shared Zoom Whiteboard, to synchronously allow for input. Some notes were added

Plan for Next draft of guidelines

A second Draft version would be sent to members in advance of next meeting, to solicit feedback. Timing was intended to provide at least 7 business days, 9 calendar days for review and written feedback

Actionable Items:

AOC staff will send out Draft #2 of Guidelines for committee members' consideration and feedback

Committee members will review Draft #2 prior to next meeting, providing written feedback in advance as possible

Next Meeting: 02/14/2025



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Issues Committee Meeting
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Zoom Videoconference
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