WASHINGTON COURTS
ADMINISTRATIVE OFFICE OF THE COURTS

ITG 1326 – Online Interpreter Scheduling Preliminary Analysis

JAMES WELLS, COURT PROGRAM SUPERVISOR
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Impact on Access to Justice

- All trial courts required to provide interpreters
- Limited English Proficiency population in WA
  - 8% (approximately 525,988 Washingtonians)
- Deaf or hard of hearing population in WA
  - 4% (approximately 254,619 Washingtonians)
- Interpreter events/assignments in FY2024 for courts in reimbursement program*
  - 43,500

**Language Access and Interpreter Reimbursement Program*

Current Landscape

- Court interpreters are mostly independent contractors
- Non-unified courts system with inconsistent scheduling practices:
  - Manual scheduling using tools such as Outlook, Excel, emails, whiteboard or pen/paper
  - Use scheduling software developed in-house or from commercial vendor
  - Contract with agencies
- Labor-intensive processes resulting in inefficiencies

Need for Statewide System

- Application that can be used by all courts
- Standardized scheduling process
- Efficient Scheduling Process
  - Access to centralized database with interpreter qualifications
  - Real-time updates on interpreter availability visible to all courts
  - Streamlined communication between courts and interpreters
- Reduction in staff time
- Potential integration with other JIS applications

Background

- Received funding from the legislature to investigate the current market and need for a statewide interpreter scheduling system
- Stakeholder group formed with representatives from different court levels and interpreters
- Business analysts identified the current state of scheduling, identified business requirements from needs, and reviewed available commercial software
- The following are the preliminary findings from this analysis

Core Functions - Courts

- Schedule and manage assignments
- Customization of assignments and interpreter preference
- Real-time notification and alerts on interpreter availability
- Upload case information and forms
- Generate reports on interpreter usage

Core Functions - Interpreters

- Access to statewide interpreter assignments through a centralized system
- Create and update interpreter profile
- Real-time notification on assignments including cancellations and modifications
- Access to assignment logs

Options Analysis

- Commercial-Off-The-Shelf (COTS) solution recommended rather than in-house development
- Five available COTS products evaluated based on the requirements
- The analysis determined that there are COTS products available that can meet these business needs

Next Steps

- Present at the April JISC Meeting with updated information:
  - Forecast of adoption rates
  - Estimated costs of a scheduling system
  - Additional survey data on court practices
- Obtain JISC approval at future meeting,
- If JISC approves moving forward:
  - Request funding from Legislature for the 2027-2029 biennium
  - If funded, begin procurement process for scheduling system

Questions?