

Court Interpreter Services

2010 Annual Report



January 2011

A Message from the Program Manager

By Kelly Mills, CIS Program Manager

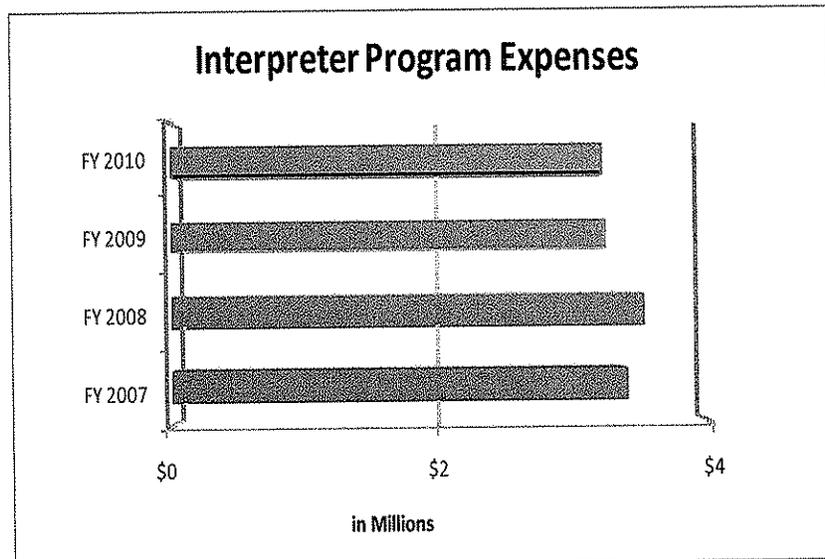
New Year and New Beginnings...

Court Interpreter Services encompasses the statewide scheduling of circuit court interpreter services for 32 Oregon counties as well as high quality interpreting and training to develop and keep interpreters' skills sharp. Four Judicial Districts had over 1000 interpreting requests in 2010: Multnomah (8,164), Washington (5,484), Clackamas (2,107) and Marion (2,814). (See more information on Page 5).

Thanks to the 1990's vision and groundwork of Chief Justice, Wallace Carson, and State Court Administrator, Kingsley Click, the OJD continues to meet the ever-changing language needs of our state. Despite staff vacancies in 2010, CIS provided a diverse schedule of educational events, saw 5 Spanish interpreters (23.8 %) pass the difficult oral interpreting exam and managed to hold down expenses 13% between fiscal years 2008-2010.

Our commitment to meet our mission will not change in the 2011-13 biennium. The conclusions and recommendations of the 1994 Oregon Supreme Court Task Force on Racial/Ethnic Issues in the Judicial System were right on target for charting a path for access to the courts.

At a 2009 celebration of the Sesqui-centennial of the Oregon Supreme Court, a 1994 task force member, **Judge Angel Lopez**, commented during a panel session that *"...of that task force, the shining star and best modicum of success was the interpreter certification program... I have a great deal of confidence that we have highly qualified interpreters... and non-English speaking parties are being heard and are understanding... It is an incredible achievement."* We are proud to continue with that achievement and mission: Court Interpreter Services provides high-quality mandated linguistic access to the Oregon State Courts through trained ethical interpreters, education of the court community, and responsible resource management.



Registered Credential

When the court interpreter program began in the OJD, the dream was to develop a statewide cohort of certified interpreters in Spanish, Russian and Vietnamese and to qualify the other 136 languages (2010) found in Oregon courts. Today there are 111 (98 Spanish, 10 Russian, 3 Vietnamese) certified interpreters and the registered interpreter credential will finally be a reality in 2011. Diversity of languages is in our future. According to the US Census Bureau,¹ 14% of the Oregon population speaks another language at home. 11.2 % of the population is Hispanic (48% Latin American)². The Asian population is 3.7%, and 6.6% of the populations identify themselves as two or more races or some other race besides African American, American Indian, Asian, Native Hawaiian or Other Pacific Islander.

¹ U.S. Census Bureau, 2005-2009 American Community Survey.

² U.S. Census Bureau, American Community Survey, December 15, 2010

2010 Primary Goals in Court Interpreter Services

2010 GOAL	Related to CIS Mission	Status
I. CIS Staff Cross Training: Response and recovery in the event that essential business functions are temporarily disabled. CIS operations must be able to recover within 48 hours	<ul style="list-style-type: none"> Quality Service to the Courts Resource Management 	100% Staff Cross Training 100% Scheduler Desk Manual
II. Remote Interpreting 2.0 CIS will maximize available technology to improve and expand mandated language services.	<ul style="list-style-type: none"> Quality Service to the Courts Resource Management Education of the Court Community 	100% Data gathering and reporting system implemented into ASL, languages other than Spanish. Developed and implemented user survey tools.
III. Revision of 1999 Certified Court Interpreter Policies	<ul style="list-style-type: none"> Quality Service to the Courts Resource Management Education of the Court Community & Interpreters 	90% Pending feedback from external stakeholders in early 2011.
IV. Registered Interpreter Credential We will improve and expand the availability, distribution, and scheduling of qualified court interpreter services.	<ul style="list-style-type: none"> Quality Service to the Courts Resource Management Education of the Court Community 	95% Registered credential requirements and fees written in policy; piloted Oral Proficiency Interviews and mentored 72 interpreters of 43 languages. Swearing-in ceremony scheduled for 1/28/11.
V. Best Practices Statements We will empower interpreters to communicate professionally and effectively with the courts.	<ul style="list-style-type: none"> Quality Service to the Courts Resource Management Education of the Court Community 	66% "Best Practices Statements" <ul style="list-style-type: none"> Interpreting recorded evidence Interpreting written evidence
VI. Lane County Scheduling	<ul style="list-style-type: none"> Quality Service to the Courts Resource Management 	100% February 2010
VII. CIS Database Reorganization	<ul style="list-style-type: none"> Resource Management 	60% CIS Management Database changeover
OTHER CIS Strategic Goals In Progress		
Increase training activities, especially in ethics and using technology	Targeted Geographic recruitment and training of certified interpreters	Internal ranking system of non-certified language interpreters
ASL recruitment and training	Interpreter 101 Webinars	CIS library, training, equipment inventory completed

The Need for Interpreters in the Oregon Circuit Courts

The demand for high-quality interpretive services continues to increase year after year within our state. Statutory responsibility to provide certified/qualified interpreters is within the OJD's access to justice goals. The courts rely on Court Interpreter Services to provide interpreters for court proceedings. Proceedings include but are not limited to:

- Criminal cases
- Civil cases
- Counter or telephone interpreting
- Mandatory court arbitration proceedings under ORS 36.400
- Mediation sessions for court-run programs
- Juror orientation

- CRB review hearings
- Court-run programs and pilot programs
- Victims attending sentencing hearings

It is estimated by the U.S. Census Bureau that nearly 55 million (14%) residents in this country speak a language other than English within their homes—more than double the number from 30 years ago³. In June of 2010, Common Sense Advisory, Inc. conducted their latest global market study of the language services market and found that interpreting services accounted for approximately one-fourth of the total global market—US\$6.581 billion⁴.

Oregon follows the international trend for the increasing de-

mand for interpreters. Despite the increase in interpreting requests in the Oregon Circuit Courts, CIS managed to hold down expenses 13% between fiscal years 2008-2010. Increasing populations of persons who speak a language other than English (136 languages so far in the Oregon Courts) require the services of a spoken language interpreter. In keeping with the federal Americans with Disabilities Act as well as Oregon Statutes regarding equal access to justice, Court Interpreter Services will continue to meet the demand for high-quality mandated linguistic access to those individuals who require these services.

³ Chicago Tribune

⁴ Common Sense Advisory, Inc, June 2010

Remote Interpreting

In 2009, CIS leadership established Remote Interpreting (RI) performance measures encompassing five domains (Technology, Training, Scheduling, Data Gathering and Outreach) and 18 distinct measures. To track progress, a data gathering and reporting system was pilot tested and folded into regular operation for the ASL (American Sign Language) calendar. During 2010, the data gathering and reporting system was fine tuned and extended to the LOTS (Languages Other Than Spanish) and RIVETS (Russian Vietnamese) calendars. In late 2010, the RI data system was further enhanced by the development and phased deployment of an RI User Survey tool that tracks user perception of and satisfaction with RI services from the points of view of: courtroom personnel, CIS schedulers and CIS staff interpreters. The data gathered this year will be used to establish baselines and set improve-

ment goals for 2011. We can already see that the attention paid to the data collection process is paying dividends. We know that:

- 70% of CIS Schedulers report that ALL interpreter requests are often or always evaluated for RI eligibility
- When requests are found to be eligible, 95+% of them are offered RI services
- Local courts accept the offered RI services 95+% of the time
- When an offer of RI services is refused, the circumstances of the refusal are investigated and recorded 100% of the time.

CIS's RI team has further supported its partners in the following ways:

- A routine site visit by a CIS scheduler to a local court uncovered a technical issue that caused poor audio quality during RI assignments. The RI team captured the anecdotal report, investigated

it, brainstormed solutions and put a plan in place to remedy the issue.

- CIS's RI team was asked by ETSO personnel for help developing state wide standards for courtroom technology that support RI.

OJD's national reputation as an RI leader continued in 2010:

- Representatives from a workgroup representing the state courts in California asked our RI team for advice on what RI video technologies we have found to be effective and cost efficient.
- CIS staff is consulting with representatives of the Minnesota SCA's Office to help them overcome problems they have encountered in the roll-out of video RI in their state.

Interpreting

Staff Interpreter Update

In 2010 the staff interpreters continued to work on clarifying issues that had proven to be areas of concern for both freelance and staff interpreters, including the interpreter acting as an expert witness, interpreter errors or perceived errors, and interpreting recorded evidence. A one-page statement was provided to the court and interpreters to guide the process when an interpreter is asked to interpret recorded evidence into English. It will be referred to on an as-needed basis.

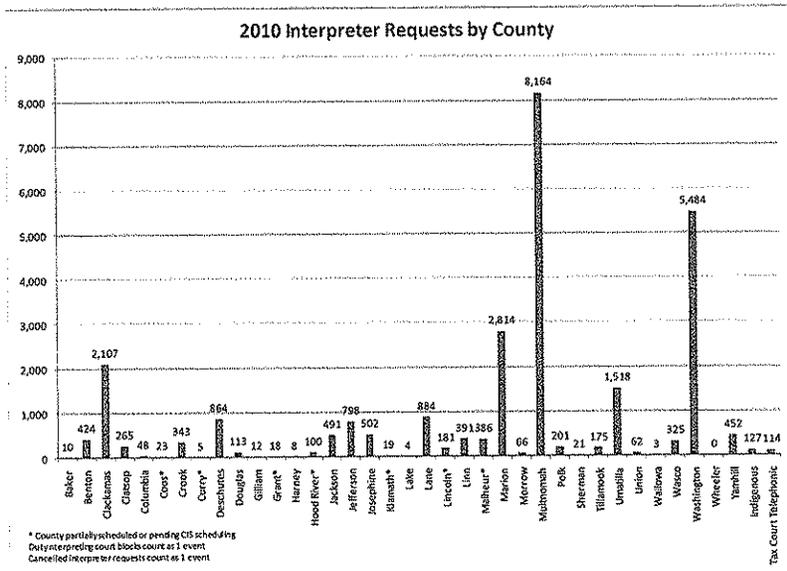
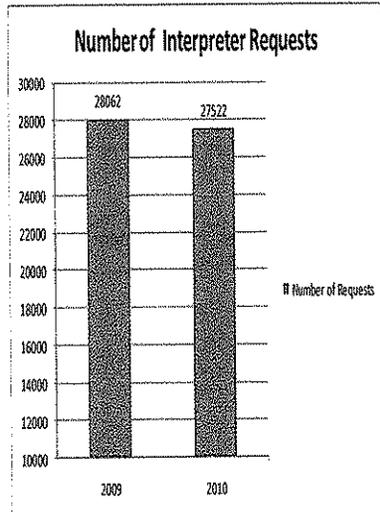
Scheduling Guidelines and the Interpreter Directory

The interpreter supervisor provides scheduling guidelines for the use of non-certified interpreters. This information includes the interpreter's current credential status, their general and court interpreting experience, language skills, interpreting skills, any observed ethical or protocol issues, and the administrative ease of working with the OJD. In 2010, the way in which this information was collected, used and shared was revised based on in-court observations and coaching. 40 languages have been updated.

Scheduling

In February of 2010, CIS successfully brought interpreter scheduling services to Lane County, increasing the number of counties statewide that use our services to 32.

The total number of requests processed by schedulers this year decreased by approximately 1.9%, from 28,062 in 2009 to 27,522 in 2010, an average of 2,294 requests per month, statewide.



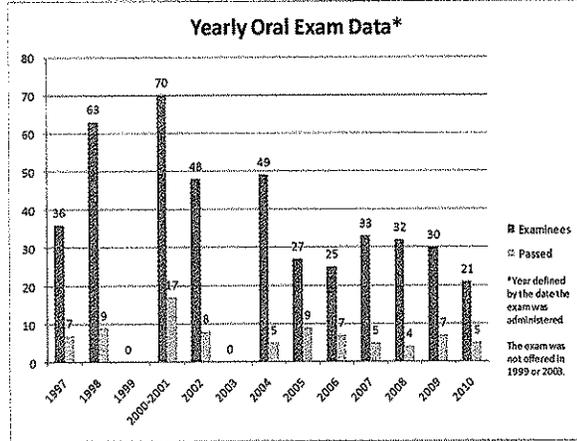
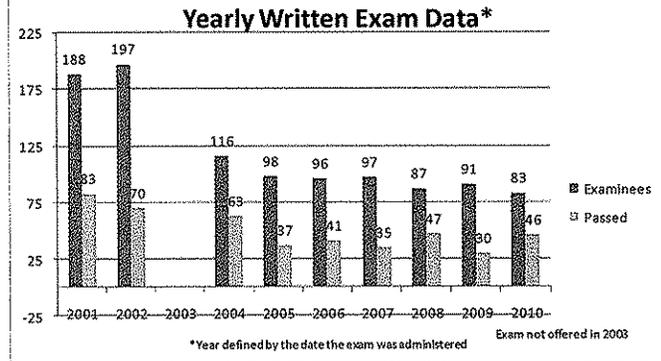
Throughout 2010, CIS schedulers made many visits to courthouses in order to meet the court staff they work closely with and to familiarize themselves with the different processes in individual judicial districts. These visits were successful and resulted in not only an increase in the use of remote interpreting equipment in certain non-

metro courts, but also served to educate both schedulers and court staff, resulting in more efficiencies in scheduling and savings of OJD resources. A project in uniformity of interpreter requests also streamlined our scheduling process and internal resource databases were restructured.

Certification

Written Exam

The Written Exam tests knowledge of general English and basic legal terminology and is the first pre-requisite towards certification. In 2010, 83 people took the written exam, and 55% of those 83 achieved a passing score. Court Interpreter Services has administered the Written Exam since 2000. 1047 people have taken the exam with an overall pass rate of 44%.



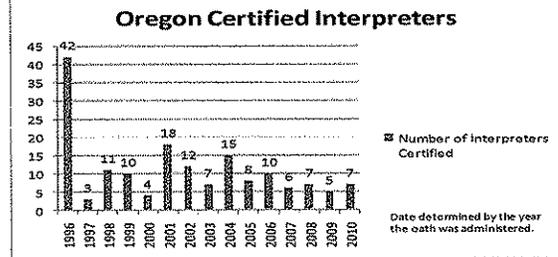
Oral Exam

The Oral Exam is designed to determine whether candidates possess the minimum levels of language knowledge and interpreting skills required to perform competently during court proceedings. The test measures language knowledge and fluency at about 120 words per minute in both languages and the ability to successfully render meaning from target to source language in the three modes of interpreting. In 2010, 21 people took the oral exam and 23.8% passed. Court Interpreter Services has been administering the Oral Exam since 1997. 434 people have taken the exam with an overall pass rate of 18.2%.

111 - Current Number of Oregon Certified Interpreters

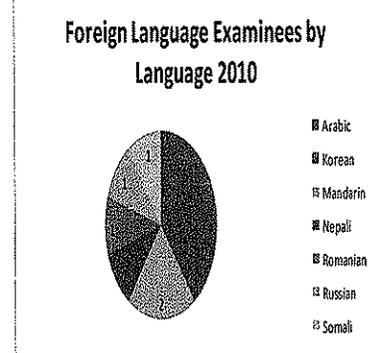
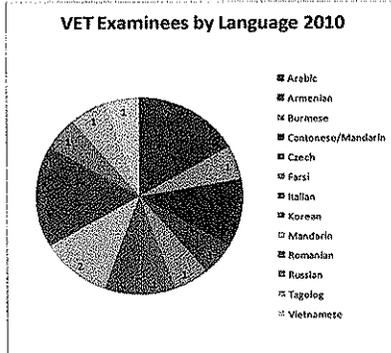
Oregon Certified Interpreters

Oregon has certified 165 interpreters since 1996. Numbers indicate interpreters that were certified in that year only, not total number of certified interpreters on roster during any given year.



Registered Credential

In 2010 during the pilot phase of the Oregon registered interpreter credential, CIS offered the Versant English Test, the Ethics Exam, and the Foreign Language Proficiency exam to candidates. 18 people took and passed the Versant English Test. 22 people took and passed the ethics exam. Ten candidates took the Foreign Language Proficiency Test offered by two testing providers.

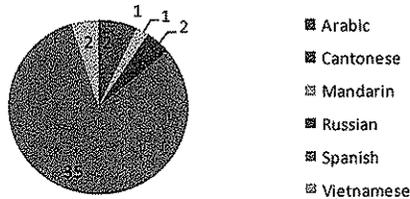


Education and Training Activities

Interpreter Orientation

43 prospective certified interpreters attended in 2010

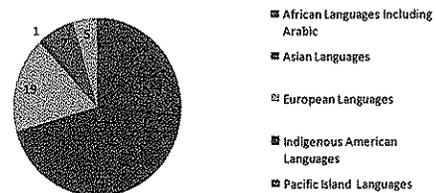
2010 Orientation Participants by Language



Mentoring

CIS Staff coached new interpreters through 37.9% more assignments this year. 74 bilinguals improved their courtroom protocol, application of interpreter ethics and interpreting skills.

Mentored Assignments by Language 2010



Innovations in Training Methods

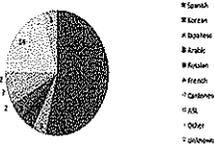
Targeted Location Intensive Interpreter Training Course

A six-month targeted intensive training course via bi-weekly webinars with a small study group in Douglas County helped meet our goal of establishing a certified interpreter there. A certified interpreter is scheduled to be sworn in on January 28, 2011!

Interpreting 101 Webinars

In 2010, CIS began holding bi-monthly webinars that were designed to give individuals interested in the field of court interpreting an introduction to the Oregon Courts. Topics included an overview of the Oregon Judicial System, the three modes of interpreting, the role of the interpreter, an introduction to ethics and protocol, credential information, and resources for new interpreters. CIS held three webinars for 69 participants.

Interpreting 101 Attendees by Language 2010



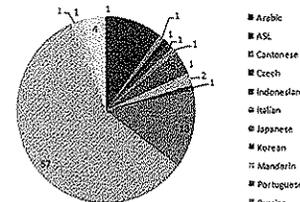
Guided Court Observation Tours

To encourage more people to engage in court observation before beginning to pursue an interpreting credential, Court Interpreter Services offered three-hour guided court observation tours in courtrooms at the Multnomah County Courthouse. Individuals were typically able to observe traffic court, community court and arraignments. CIS led eight small group tours for 30 participants. Small groups allowed participants to ask questions and sometimes interact with court staff and judges.

Guided Observation Participants by Language 2010



Ethics Webinar Participants by Language 2010



Ethics Webinars

In 2010, CIS continued its commitment to regular ethics training opportunities by hosting six ethics webinars. The webinars focused on ethical issues that interpreters encounter in their work and how best to deal with them according to the code of professional responsibility for interpreters in the Oregon courts. 161 people participated in these webinars.

Other Educational Activities

In 2010, Court Interpreter Services presented at system partners' events including:

- Citizen Review Board Volunteer training - 2010 Annual Training Conference "Every Day Counts"
- OJD representation on the Oregon Council on Healthcare Interpreters-- a commission to implement a 2001 Oregon Law requiring the certification of healthcare interpreters.
- Indigenous Interpreting Courses with The Oregon Law Center
- Willamette University interns (2)
- OJD representation on the Consortium for Language Access in the Courts, Professional Issues Committee
- Spanish language translation and acting in a statewide arraignment video as part of the Violence Against Women and Depart-

ment of Justice Reauthorization Act of 2005 (VAWA)

- Spanish voice-over of temporary restraining order video and contested orders.
- OSHEN Hispanic Heritage Celebration
- Meetings with prospective interpreters in Douglas, Josephine and Jackson County
- Department of Human Services Children and Families staff diversity training.
- OJD New Judges' Seminar
- Job Shadow experiences for North Salem, Oregon City, Canby, and Glencoe High School students
- Attendance at local court staff forums and events
- OJD representation on American Bar Association court interpreter standards project of the

Standing Committee on Legal Aid and Indigent Defendants

- "Working with Interpreters" presentations at Oregon Tax Court and the Jackson and Josephine County Public Defender's offices.
- Interpretation for hearing impaired students visiting Washington County Circuit Court
- 150+ pages of written translation of family law packets in Spanish, Russian, Vietnamese and Korean.
- New and updated translation of statewide DUII and Marijuana Diversion packets and the Application Contribution Program.
- Recorded court interpreter training scripts in seven languages with the Washington Administrative Office of the Courts.

