

# OJD Court Language Access Services



Working with Interpreters as a Court-Approved Mediator or Arbitrator  
September 22, 2023

# CLAS Mission Statement

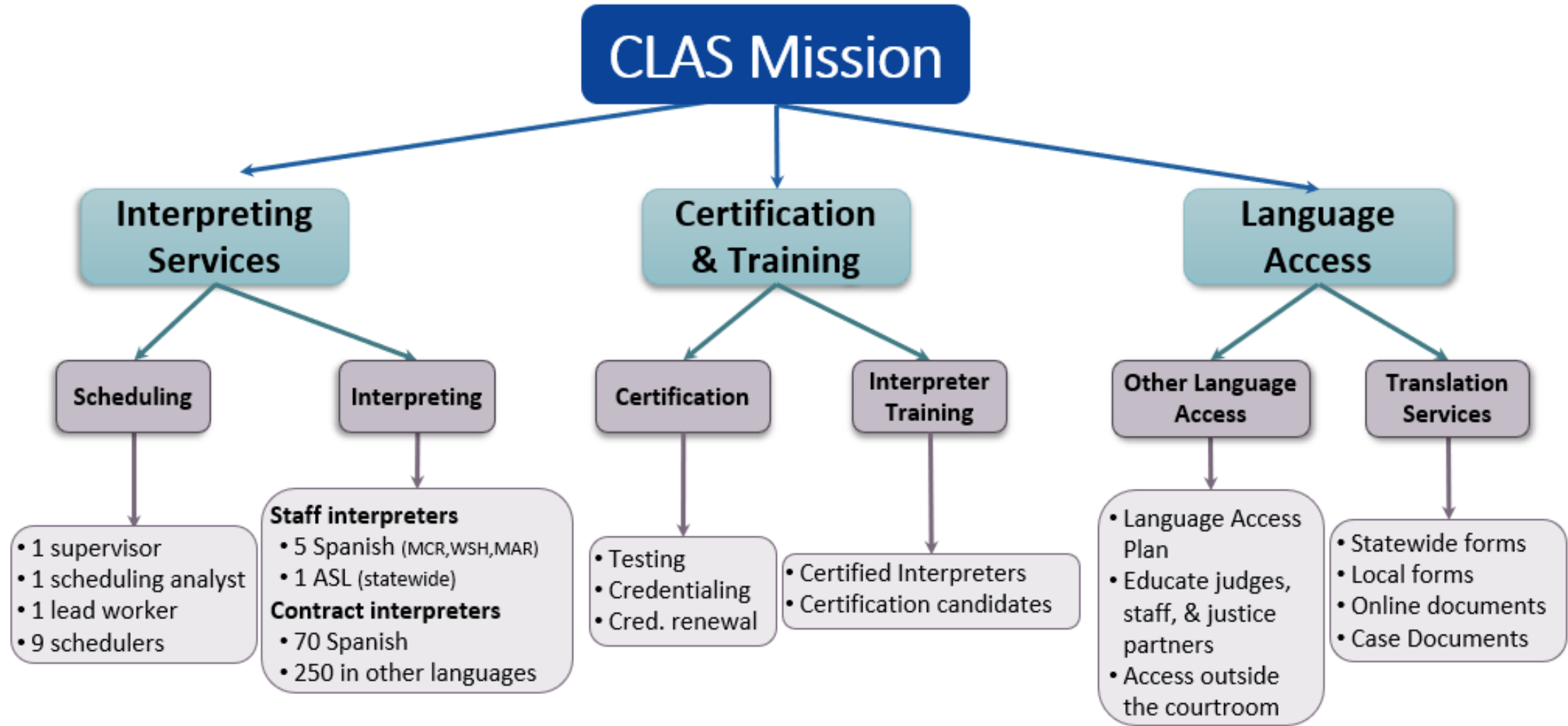
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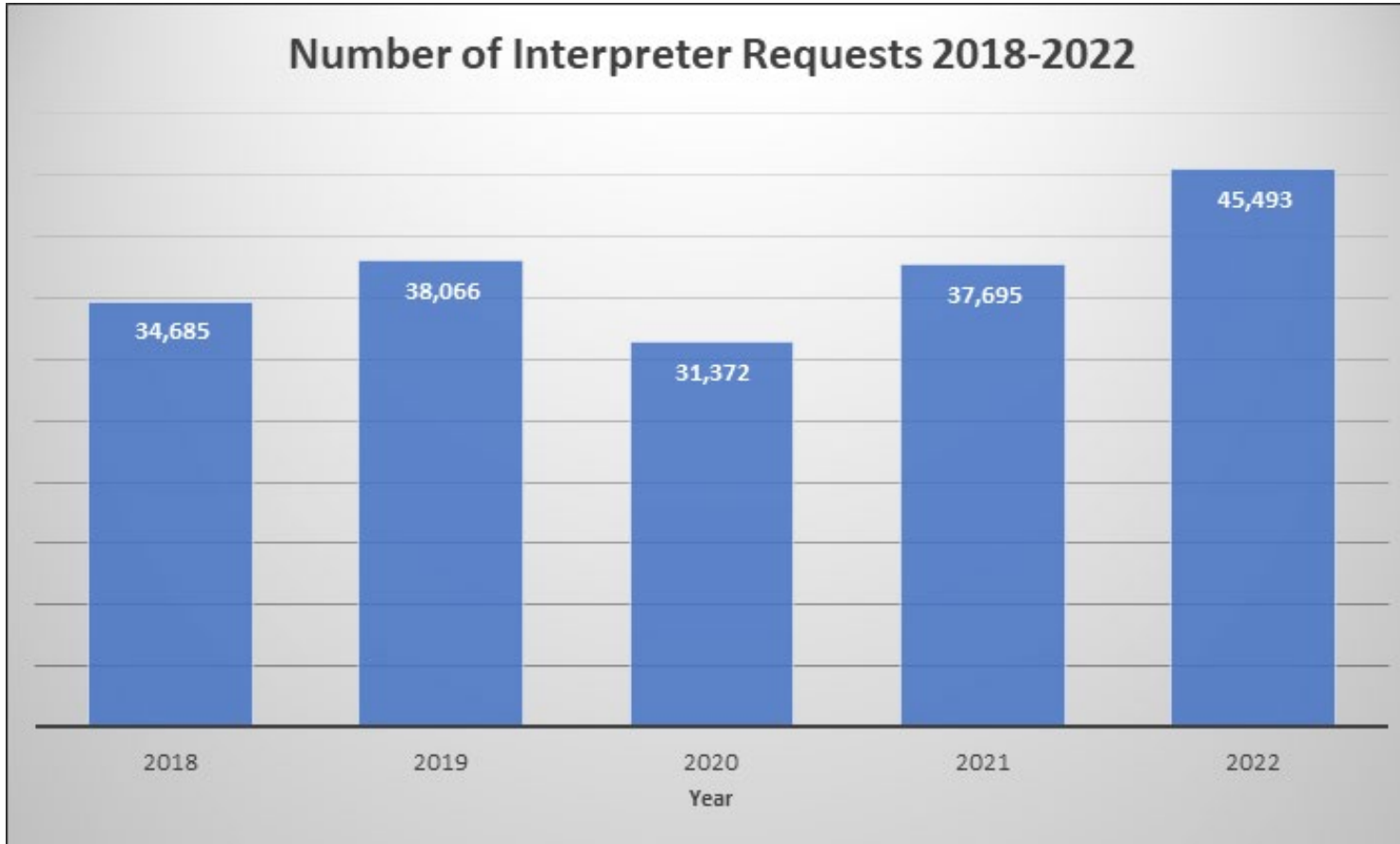
Court Language Access Services provides mandated linguistic access to the Oregon State Courts through trained ethical interpreters, education of the court and responsible resource management.



# What Does CLAS Do?



# INTERPRETER REQUESTS





CLAS SCHEDULED 117  
DIFFERENT LANGUAGES  
FOR 2022

250 DIFFERENT  
LANGUAGES SINCE WE  
STARTED COUNTING



# GOAL

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To provide language access to limited English proficient (LEP) court customers when scheduling mediation and arbitration appointments or any pre-hearing/pre-mediation activities.





# TAKEAWAYS

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By end of this presentation participants will be able to:

- Connect to an interpreter through Language Line for any initial contact and intake need.
- Communicate efficiently with CLAS when requesting for an interpreter.
- Communicate effectively when working with an interpreter.



# REQUESTING AN INTERPRETER USING LANGUAGELINE

**LanguageLine  
Solutions®**

- Initial contact
- Intake





# LanguageLine Basic Instructions



**Call  
Language Line**



**Enter client ID**

**Press "1" for Spanish, Press "2" for languages other than Spanish**

**Enter your 10-digit phone number  
You may be asked additional information**

# LanguageLine OJD Client ID Number

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# REQUESTING AN INTERPRETER FROM CLAS



- Request form
- Email





# Oregon Judicial Department

- Become an Interpreter
- File a Case
- Find a Case or Court Record
- Find a Court
- Find a Court Fee
- Find a Court Date
- Find Court Rules
- Find Divorce Information
- Find Information About a Remote Hearing
- Find Juror Information
- Get a Restraining Order
- Make a Payment
- Request ADA Accommodation
- Request an Interpreter**
- Sign-up For Text Message Hearing Notifications
- Apply To Become a Pro Tem and/or Reference Judge

## Request an Interpreter / Necesito un intérprete judicial

### Oregon Judicial Branch

#### 1 Your Information / Datos sobre usted

Select language / Seleccione el idioma \*

English  Español

Your first name

Your last name

Your role \*

Please select ▾

Your phone number

Your email \*

What language do you need? \*

Other language not listed above \*

Yes  No

Next

2 Court Information / Datos sobre el tribunal

3 Case Information / Datos de la causa

4 Additional Information / Datos adicionales

# OJD-CLAS Request Form

<https://www.courts.oregon.gov/Pages/default.aspx>



# Interpreter Request Form

On the request form, ONLY the following information is required:

## SECTION 1

- First Name (Mediator/Arbitrator name)
- Last Name (Mediator/Arbitrator name)
- Requester Role (choose “Mediator or Arbitrator” from dropdown)
- Phone number (Mediator/Arbitrator phone number)
- Email (Mediator/Arbitrator email)
- Language Needed

## SECTION 2

- Court location (choose county from dropdown)
- Court location address (Please indicate address of where the session or hearing will occur or if it is being conducted remotely.)

## SECTION 3

- Hearing start date (choose mediation/arbitration start date)
- Hearing start time (choose mediation/arbitration start time)
- Hearing end date (choose mediation/arbitration end date)
- Hearing end time (choose mediation/arbitration end time )
- Hearing type (choose “Mediation/Arbitration” from dropdown)
- Case name
- Case number

## SECTION 4

- First name of person needing interpreter
- Last name of person needing interpreter
- Role of person needing interpreter

## SECTION 5

- Notes (Please indicate “For court ordered mediation (or arbitration)” and whether it is being conducted remotely. Please include appropriate connection information.)

Only certain information  
required.



# Scheduler Contact List

Region	Counties	Email Address
Northwest	Clatsop, Columbia, Tillamook, Washington	<a href="mailto:SCA.CLAS.Northwest@ojd.state.or.us">SCA.CLAS.Northwest@ojd.state.or.us</a>
Multnomah	Multnomah	<a href="mailto:SCA.CLAS.MUL.Interpreter.Services@ojd.state.or.us">SCA.CLAS.MUL.Interpreter.Services@ojd.state.or.us</a>
North Central	Clackamas, Hood River, Wasco, Sherman, Gilliam, Wheeler	<a href="mailto:SCA.CLAS.North.Central@ojd.state.or.us">SCA.CLAS.North.Central@ojd.state.or.us</a>
East	Morrow, Umatilla, Union, Wallowa, Baker, Grant, Harney, Malheur	<a href="mailto:SCA.CLAS.East@ojd.state.or.us">SCA.CLAS.East@ojd.state.or.us</a>
Central	Deschutes, Jefferson, Crook	<a href="mailto:SCA.CLAS.Central@ojd.state.or.us">SCA.CLAS.Central@ojd.state.or.us</a>
South	Jackson, Josephine, Douglas, Coos, Curry, Klamath, Lake	<a href="mailto:SCA.CLAS.South@ojd.state.or.us">SCA.CLAS.South@ojd.state.or.us</a>
West Central	Lane, Lincoln, Linn, Benton	<a href="mailto:SCA.CLAS.West.Central@ojd.state.or.us">SCA.CLAS.West.Central@ojd.state.or.us</a>
Midvalley	Marion, Polk, Yamhill, Tax Court	<a href="mailto:SCA.CLAS.Midvalley@ojd.state.or.us">SCA.CLAS.Midvalley@ojd.state.or.us</a>



# Last minute?

## FASTEST RESPONSE OJD REQUEST FORM

**Request an Interpreter / Necesito un intérprete judicial**

Oregon Judicial Branch

1 Your Information / Datos sobre usted

Select language / Seleccione el idioma \*

English  Español

Your first name  Your last name

Your role \*

Please select

Your phone number  Your email \*

What language do you need? \*

Other language not listed above \*

Yes  No

Next

2 Court Information / Datos sobre el tribunal

3 Case Information / Datos de la causa

4 Additional Information / Datos adicionales



## Family Members

- Not appropriate, may be a barrier
- Sensitive situation, not bias
- We want to provide accurate information
- LEP needs active opportunity to participate

LanguageLine should **NOT** be used for mediations or arbitrations.  
If unable to get an interpreter, you may need to reschedule.



# Recap

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- LanguageLine is for initial contact or intake
- Do not give out the LanguageLine code
- Request an interpret using the online request form
- Family members should not be used to interpret
- Use the online request form for last minute requests







# COMMUNICATING EFFECTIVELY WHEN WORKING WITH AN INTERPRETER

(DEMO)



# Best Practices

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- Ask participants to speak clearly and one at a time
- Allow interpreter to briefly converse with LEP speaker to ascertain understanding of each other
- Speak in the 1<sup>st</sup> person
- Use plain English – Keep it simple
- Be conscience (level, speed, amount)



# Best Practices Remote Interpreting

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- Send link ahead of time
- Brief sound check/introductions/language assessment
- Remind participants to mute & speak one at a time
- Instruct LEP person to let you know if they can't hear or understand the interpreter



# Best Practices Remote Interpreting

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- Instruct the interpreter to let you know if a connectivity issue arises
- For ASL interpreters, pin in one location.
- If telephonic only, identify themselves before speaking.



# Court Interpreters Never:

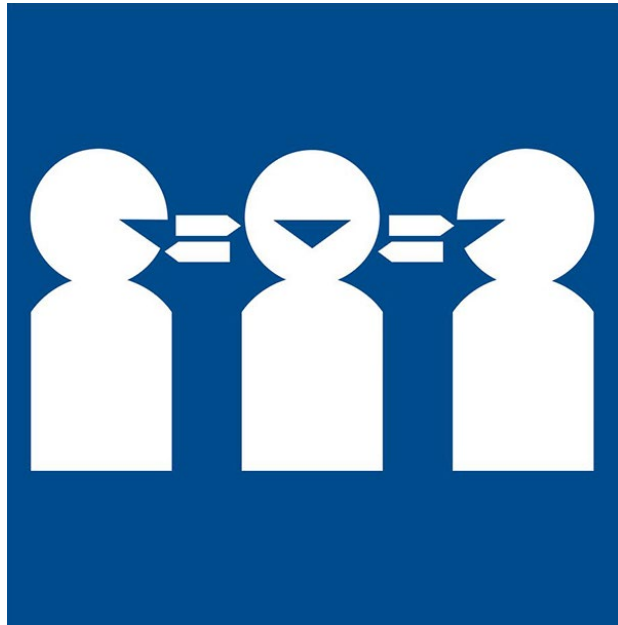
- Offer an opinion
- Give advice
- Summarize Statements
- Omit Information
- Add information



# Discussion/Questions



# Contact Info



**Caitlyn Jackson**  
**Alternative Dispute Resolution Analyst**  
**OJD/Civil & Criminal Programs Division**

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**Email: [caitlyn.jackson@ojd.state.or.us](mailto:caitlyn.jackson@ojd.state.or.us)**

**Yvette Tamamoto**  
**Language Access Coordinator**  
**OJD/Court Language Access Services**

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