

**Appendix IX**  
**Oregon Judicial Department Response to**  
**USDOJ February 2014 Language Access Planning**  
**and Technical Assistance Tool for Courts**

Question	OJD Response	OJD Reference or Detailed Response
<b>Section A – Existing Services and Ongoing Need for Language Access Services</b>		
A1 Does your court provide interpreters in all court proceedings?	Yes, completed	Oregon Revised Statutes, Chapter 45, ( <a href="#">ORS Chapter 45</a> )  Provision for non-English-speaking parties, for testimony of a non-English-speaking party, witness, or victim, and to assist the court, agency, or hearing officer in performing the duties and responsibilities of the court, agency, or hearing office.
A2 For which proceedings are court interpreters provided?		Oregon Revised Statutes, Chapter 45, ( <a href="#">ORS Chapter 45</a> )  See A1
A3 Does your court provide interpreters in court proceedings with LEP witnesses?	Yes, completed	Oregon Revised Statutes, Chapter 45, ( <a href="#">ORS Chapter 45</a> )
A4 Are LEP victims provided interpreters throughout court proceedings?	Yes, completed	Oregon Revised Statutes, Chapter 45, ( <a href="#">ORS Chapter 45</a> )
A5 Are LEP parents or guardians of minors provided interpreters throughout court proceedings?	Yes, completed	Oregon Revised Statutes, Chapter 45, ( <a href="#">ORS Chapter 45</a> ) Oregon Revised Statutes Chapter 419, ( <a href="#">ORS Chapter 419</a> )
A6 Do the interpreters used by your court have their skills assessed periodically for quality?	Yes, 90%	See Language Access Plan, Section 4.1, OJD Court Language Access Services Staff Appendix V SCA Policies  OJD Court Language Access Services Staff periodically observe 90% of credentialed and non-credentialed interpreters through mentoring program and team interpreting.
A7 When interpreters are provided, does your court provide the interpreter without assessing costs to either party?	Yes, completed	Oregon Revised Statutes, Chapter 45, ( <a href="#">ORS Chapter 45</a> )

Question	OJD Response	OJD Reference or Detailed Response
<p>A8 Does your court provide translated materials at no charge to LEP individuals in all court operations?</p>	<p>Yes, to the extent required by law</p>	<p>OJD provides translations of vital documents, instructions, or court forms in the top five most common languages.</p> <p>See Language Access Plan, section 4.7, Translations</p>
<p>A9 Does your court provide interpreters at no charge to LEP individuals in all court operations?</p>	<p>Yes</p>	<p>Oregon Revised Statutes, Chapter 45, (<a href="#">ORS Chapter 45</a>), and by requiring any court service providers also to comply with all federal, state, and local laws, regulations, executive orders, and ordinances applicable.</p>
<p>A10 Does your court provide notice of its language access policy to a) court staff, b) parties, and c) the public?</p>	<p>Yes, a) completed b) completed c) completed</p>	<p>See Language Access Plan Section 4.7, Translations, Section 5, Strategic Plan for Implementation, Goal #1, Goal #2, Goal #3</p>
<p>A11 Does your court gather case language data by a) Requiring filing parties to provide available information on language needs with the initial filing, and b) Requiring court staff to record language data of which they are aware?</p>	<p>Yes, completed</p>	<p>See Language Access Plan Section 4.6, OJD Data Collection and Analysis Section 5, Strategic Plan for Implementation, Goal #6</p> <p><a href="#">Uniform Trial Court Rule 7.070</a>, Foreign Language Interpreters</p>
<p>A12 If you responded “Not Started” to Consideration 11a or b, what processes are in place to track an LEP individual’s need for language assistance services?</p>	<p>N/A</p>	

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<p>A13 Does your court assign interpreters to court proceedings without requiring a motion or relying on a day-of request from the LEP person or their representative?</p>	<p>Yes, completed</p>	<p>See Language Access Plan Section 4.6 OJD Data Collection and Analysis Section 5, Strategic Plan for Implementation, Goal # 6</p>
<p>A14 Does your court provide language assistance services in court operations without relying on a day-of request from the LEP person or their representative?</p>	<p>Yes, completed</p>	<p>See Language Access Plan Section 4.6 OJD Data Collection and Analysis Section 5, Strategic Plan for Implementation, Goal # 6</p>
<p>A15 Does your court have systems in place to: a) monitor the performance of staff that provides language assistance services, and</p>	<p>Yes, completed</p>	<p>See Language Access Plan Section 4.1, OJD Court Language Access Services Staff Section 4.2 OJD Bilingual Employees Section 5.0 Strategic Plan Implementation, Goal #4</p>
<p>A15 b) monitor the performance of interpreters,</p>	<p>Yes, completed</p>	<p>See Language Access Plan Section 3.4, State Court Administrator Language Access Policies Section 4.1, OJD Court Language Access Services Staff Appendix V, SCA Policies</p>
<p>A15 c) respond to complaints against staff or interpreters?</p>	<p>Yes, completed</p>	<p>See Language Access Plan Section 3.4, State Court Administrator Language Access Policies Section 4.9, Complaint Process Section 5, Strategic Plan for Implementation, Goal #5 Appendix V, SCA Policies</p>
<p>A16 Does your court have a process to collect data on: a) the number of LEP individuals you serve, by language? b) the number of LEP individuals in your service area, by language spoken?</p>	<p>Yes, a) completed b) completed</p>	<p>See Language Access Plan Section 2.1, Data on Limited English Proficient Persons Section 2.2, Population Section 2.3, Internal Needs Assessment Section 2.4, USDOJ Four Factors in Oregon Section 4.6, OJD Data Collection and Analysis Section 5, Strategic Plan for Implementation, Goal #6</p>

Question	OJD Response	OJD Reference or Detailed Response
A17 How often does your court assess the language data for the languages spoken by LEP communities in your service area?	Biennially	See Language Access Plan Section 2.1, Data on Limited English Proficient Persons Section 2.2, Population Section 2.3, Internal Needs Assessment Section 2.4, USDOJ Four Factors in Oregon Section 4.6, OJD Data Collection and Analysis
A18 What data sources does your court use to identify the LEP communities in your service area?	-US Census -ACS -Community Organizations -Case Management System -Interpreter scheduling system -LEP court customers	See Language Access Plan Section 2.1, Data on Limited English Proficient Persons Section 2.2, Population Section 2.3, Internal Needs Assessment Section 2.4, USDOJ Four Factors in Oregon Section 4.6, OJD Data Collection and Analysis Section 5, Strategic Plan for Implementation, Goals # 2, #3, #4, and #6.
A19 Has your court reviewed the language access recommendations and resources of the a) ABA and b) NCSC?	Yes, a) completed b) completed	See Language Access Plan Section 3.5, National Policy Participation Appendix VI, A National Call to Action Appendix VII, ABA Standards for Language Access in the Courts Appendix VIII, <i>COSCA White Paper on Court Interpretation: Fundamental to Access to Justice</i>
What else might your court need in order to assess current needs and plan and project for future language assistance service needs?		See Language Access Plan Sections 5 Strategic Plan for Implementation Section 6 Monitoring and Future Planning
<b>Section B – Court Rule</b>		
B1 Does your court have a rule (or equivalent) that addresses foreign language interpreters?	Yes, completed	<a href="#">Uniform Trial Court Rule 7.070</a> , Foreign Language Interpreters  Oregon Revised Statutes, Chapter 45, ( <a href="#">ORS Chapter 45</a> )
B2 Does the rule require the court to provide competent language assistance services?	Yes, completed	Oregon Revised Statutes, Chapter 45, ( <a href="#">ORS Chapter 45</a> )
B3 Does the rule require the court to provide language assistance services free of charge?	Yes, completed	Oregon Revised Statutes, Chapter 45, ( <a href="#">ORS Chapter 45</a> )

Question	OJD Response	OJD Reference or Detailed Response
<p>B4 Does the rule authorize judges to assess the cost of language assistance services to the losing party in the case or proceeding?</p>	<p>No</p>	
<p>B5 Does your court rule addressing language assistance services apply to court proceedings?</p>	<p>Yes</p>	<p>Oregon Revised Statutes, Chapter 45, (<a href="#">ORS Chapter 45</a>)  <a href="#">Uniform Trial Court Rule 7.070</a>, Foreign Language Interpreters a</p>
<p>B6 Does your court rule addressing language assistance services apply to court operations?</p>	<p>Yes</p>	<p>Oregon Revised Statutes, Chapter 45, (<a href="#">ORS Chapter 45</a>)</p>
<p>B7 Does your court rule require the use of credentialed or certified interpreters a) in court proceedings, and b) for court operations</p>	<p>a) Yes b) Yes</p>	<p>Oregon Revised Statutes, Chapter 45, (<a href="#">ORS Chapter 45</a>)</p>
<p>B8a Does your court rule prohibit: a) the use of family, friends, or other informal and untrained individuals from serving as an interpreter in court proceedings?</p>	<p>Yes</p>	<p>Oregon Revised Statutes, Chapter 45, (<a href="#">ORS Chapter 45</a>)  <a href="#">Code of Professional Responsibilities for Interpreters in Oregon Courts</a>, Language Access Plan, Appendix IV</p>
<p>B8b b) the use of family, friends, or other informal and untrained individual from serving as an interpreter for court operations for other than brief and simple communications?</p>	<p>Yes</p>	<p>See Language Access Plan Section 4.2 OJD Bilingual Employees  June 28, 2001 Memorandum OJD Human Resources Services Director to Presiding Judges, re: Bilingual Pay Differential and Bilingual Employees,” “...employees earning a Bilingual Pay Differential may only provide counter service.” OJD also provides contracted telephone and video interpreting services for brief communication when no bilingual court staff or interpreter is available.</p>

Question	OJD Response	OJD Reference or Detailed Response
B8c c) bilingual court staff from serving as an interpreter for a court proceeding unless credentialed?	Yes	June 28, 2001 Memorandum OJD Human Resources Services Director to Presiding Judges, re: Bilingual Pay Differential and Bilingual Employees," "...employees earning a Bilingual Pay Differential may only provide counter service" and prohibits bilingual employees who are not certified by the State Court Administrator from providing court proceedings interpretation.
B8d d) an attorney or law firm staff from serving as the court interpreter in a proceeding where their client is a party?	Yes	<a href="#">Code of Professional Responsibilities for Interpreters in Oregon Courts.</a> Canons 3 and 4 provide that an interpreter who is also an attorney should not serve as the court or proceeding interpreters, as well as the attorney in the same case. Language Access Plan, Appendix IV
B9 Does your court rule require that in-person interpreters be sought first before considering other forms of interpretation (e.g., telephonic or video conferencing)?	No	Language Access Plan, Section 4.5, Remote Interpreting and Technology Resources  The OJD trains statewide interpreter schedulers to follow guidelines assuming in-person interpreting is best, when considering offering telephonic or video interpreting options to the court.
B10 Are there court proceedings, operations, or individuals that are not covered by your current court rule?	Yes	See Q. A9 for contracted "court operations" services.
B11 If you responded "Yes" to Consideration 10, explain the processes in place to address the language assistance service needs in the exempted areas.		OJD requires in its contracts that, court –ordered, but not <i>court-run</i> , "court operations" must comply with all federal, state, and local laws, regulations, executive orders, and ordinances applicable, to the extent they are applicable to the contract. Titles VI and VII of the Civil Rights Act of 1964, as amended; and all other applicable requirements of federal and state civil right and rehabilitation statues, rules, and regulations. Examples of this include court ordered mediation, arbitration, counseling, etc.
B12 Can your court rule regarding language assistance services be enforced as a matter of law?	Yes, completed	Oregon Revised Statutes, Chapter 45, ( <a href="#">ORS Chapter 45</a> )

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<p>B13</p> <p>a) Does your court have a written complaint protocol specific to the provision of language assistance services?</p> <p>b) Is the complaint process described by the protocol accessible to LEP individuals?</p> <p>c) Is the complaint protocol made available to the public (e.g., written notice, website)?</p> <p>d) Will the court process complaints alleging the court did not provide appropriate language assistance services?</p>	<p>Yes,</p> <p>a) completed</p> <p>b) completed</p> <p>c) completed</p> <p>d) completed</p>	<p>See Language Access Plan</p> <p>Section 3.4, State Court Administrator Language Access Policies</p> <p>Section 4.9, Complaint Process</p> <p>Section 5 Strategic Plan for Implementation, Goal # 1 and #5</p> <p>Appendix V, State Court Administrator Policies</p>
<p>B14</p> <p>Which staff members receive training on your court's language access rule and related policies and procedures?</p>	<p>-Management</p> <p>-Senior staff</p> <p>-Judicial officers</p> <p>-Bilingual Staff</p> <p>-New employees</p> <p>-Volunteers</p>	<p>Language Access Plan</p> <p>Section 2.3, Internal Needs Assessment</p> <p>Section 4.1, OJD Court Language Access Services Staff, Language Access Coordinator</p> <p>Section 4.3, OJD Judicial Officers and Personnel</p> <p>Section 5, Strategic Plan for Implementation, Goal # 3 and #4</p>
<p>B15</p> <p>Are judges notified of: a) your court rule, b) the legal requirements governing the provision of language assistance services, and c) the consequences for failing to provide such services?</p>	<p>Yes,</p> <p>a) completed</p> <p>b) completed</p> <p>c) completed</p>	<p>See Language Access Plan</p> <p>Section 4.3 OJD Judicial Officers and Personnel,</p> <p>Section 5, Strategic Plan for Implementation, Goal #1, Goal #3 and #4</p>
<p>B16</p> <p>Is the provision of language assistance services addressed in mandatory judicial training?</p>	<p>Judicial education courses and programs are regularly provided</p>	<p>There is no mandatory judicial training per se – judges must meet the bar's CLE requirements. However, language assistance services is addressed in the judicial department's new judge week-long training program. Also, periodically in other judicial education events.</p>

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B17 Did your court create bench cards for judges explaining the requirements of your court rule?	Yes, completed	See Language Access Plan Section 5, Strategic Plan for Implementation, Goal # 3
B18 What barriers or opportunities might be addressed so that your court can improve or expand upon its rule (or equivalent)?		See Language Access Plan Section 5, Strategic Plan for Implementation Section 6, Monitoring and Future Planning
<b>Section C – Implementation of the Language Access Plan</b>		
C1 Has your court designated staff with the responsibility to execute the LAP?	Yes, completed	See Language Access Plan, Section 5, Strategic Plan for Implementation Section 6, Monitoring and Future Planning
C2 Has your court made sufficient resources available to execute the LAP?	Yes, completed	See Language Access Plan Section 3.2, Office of the State Court Administrator Section 3.3, Budget Section 4.1, OJD Court Language Access Services Staff Section 5, Strategic Plan for Implementation
C3 Does the staff designated to implement the LAP have the skills needed to implement it?	Yes, completed	See Language Access Plan Section 3.2, Office of the State Court Administrator Section 4.1, OJD Court Language Access Services Staff
C4 For which individuals has your court identified implementation and leadership responsibilities, authorities, and roles with regard to the development and implementation of the LAP?	<ul style="list-style-type: none"> <li>-Chief Justice</li> <li>-Supreme Court</li> <li>-AOC Director</li> <li>-Interpreter Manager</li> <li>-Chief judges</li> <li>-Court clerks</li> <li>-Language Access Compliance Officer</li> <li>-Human resources</li> <li>-Purchasing</li> <li>-Grant managers</li> <li>-Fiscal managers</li> <li>-Information technology</li> <li>-Stakeholders committee</li> <li>-Expert</li> </ul>	See Language Access Plan Section 3.1, Organization Section 3.2, Office of the State Court Administrator Section 4.1, OJD Court Language Access Services Staff Section 5, Strategic Plan for Implementation Section 6, Monitoring and Future Planning



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<p>C5</p> <p>To the extent that external collaboration or assistance (support, technical assistance, financial or other resources/resource-sharing, monitoring, strategy, etc.) is needed to provide comprehensive language assistance services, what sources of help have been identified in the LAP?</p>	<ul style="list-style-type: none"> <li>-Bar association</li> <li>-Legislature</li> <li>-State administering agency</li> <li>-State agencies</li> <li>-NCSC</li> <li>-COSCA</li> <li>-CCJ</li> <li>-DOJ-Grant providers</li> <li>-Interpreter or translator associations</li> <li>-Law enforcement</li> <li>-Advocates</li> </ul>	<p>See Language Access Plan  Section 4.8, Outreach Programs  Section 4.10, External Resources  Section 5, Strategic Plan for Implementation, Goal # 2</p>
<p>C6</p> <p>What steps can your court take to ensure the clarity of roles and responsibilities, input from stakeholders, and the use of external resources when developing and implementing the LAP?</p>		<p>See Language Access Plan  Section 5, Strategic Plan for Implementation  Section 6, Monitoring and Future Planning</p>
<p><b>Section D – Quality Control of Language Assistance Services</b></p>		
<p>D1</p> <p>Does your court system have a credentialing system in place for:</p> <ul style="list-style-type: none"> <li>a)staff interpreters,</li> <li>b)contract interpreters,</li> <li>c)remote interpreters (telephone and video),</li> <li>d)translators, and</li> <li>e) bilingual staff (for court operations)?</li> </ul>	<p>Yes,</p> <ul style="list-style-type: none"> <li>a) completed</li> <li>b) completed</li> <li>c) completed</li> <li>d) completed</li> <li>e) completed</li> </ul>	<p>Oregon Revised Statutes, Chapter 45, (<a href="#">ORS Chapter 45</a>)  See Language Access Plan  Section 3.2, Office of the State Court Administrator  Section 3.4, State Court Administrator Language Access Policies  Section 4.2, OJD Bilingual Employees  Section 4.5, Remote Interpreting and Technology Resources  Appendix V, SCA Policies</p>

Question	OJD Response	OJD Reference or Detailed Response
<p>D2</p> <p>Does your system for ensuring the provision of competent interpreters and bilingual staff include:</p>	<p>Yes</p>	<ul style="list-style-type: none"> <li>-Tier credentialing</li> <li>-Testing standards for languages that have oral exams and those that do not</li> <li>-Qualification standards for interpreters who have not taken part of the credentialing process</li> <li>-Qualification standards for remote interpreters</li> <li>-Recertification and CE</li> <li>-Ethics and professional requirements</li> <li>-Voir dire to assess the competency of interpreters who are not certified and/or qualified</li> <li>-Qualification standards for bilingual staff</li> <li>-Provisions in contracts with interpreter service providers that specify minimum interpreter qualifications</li> <li>-A roster of approved interpreters</li> <li>-Mentoring</li> </ul> <p>See Language Access Plan  Section 3.4, State Court Administrator Language Access Policies  Section 4.1, OJD Court Language Access Services Staff  Section 4.2 OJD Bilingual Employees  Section 4.4, Outside Interpreters  Section 4.5, Remote Interpreting and Technology Resources  Appendix V, SCA Policies</p>
<p>D3</p> <p>Does your system for ensuring the provision of ensuring competent translators include</p>	<ul style="list-style-type: none"> <li>-Qualification standards for translators</li> <li>-A review process for translations by a second translator</li> <li>-Ethics and professional requirements</li> <li>-Provisions in contracts with translator service providers that specify minimum translator qualifications</li> <li>-OSCA guidelines for using translated forms</li> </ul>	<p>See Language Access Plan  Section 4.1, OJD Court Language Access Services Staff  Section 4.7, Translations  Section 5, Strategic Plan for Implementation, Goal # 1</p>
<p>D4</p> <p>Does your court work with any of the following organizations or entities to ensure the quality assessment of interpreters or translators?</p>	<ul style="list-style-type: none"> <li>-National Center for State Courts</li> <li>-American Translator Association</li> <li>-Other Court Systems</li> </ul>	<p>See Language Access Plan  Section 3.5, National Policy Participation  Section 4.7, Translations</p>

Question	OJD Response	OJD Reference or Detailed Response
<p>D5</p> <p>Does your court have data systems in place that:</p> <p>a) record language assistance service needs?</p> <p>b) note the timeliness of the language assistance service?</p> <p>c) note if interpretation services were delivered successfully?</p> <p>d) document if translation services were delivered successfully?</p> <p>e) collect data on the cost of language assistance services?, and</p> <p>f) provide a) through e) above all broken down by type of language assistance service and language or dialect?</p>	<p>Yes,</p> <p>a) completed</p> <p>b) completed</p> <p>c) completed</p> <p>d) completed</p> <p>e) completed</p> <p>f) completed</p>	<p>See Language Access Plan Section 4.6, OJD Data Collection and Analysis Section 5, Strategic Plan for Implementation, Goal # 6</p> <p>OJD has a complaint form for LEP customers to report issues of timeliness and successful delivery.</p> <p>OJD has a feedback form for court staff to notify CLAS of any failures in timeliness, successful delivery of interpretation services.</p> <p>OJD gathers data on the successful delivery of translation services.</p>
<p>D6</p> <p>Can your court data system create a usable report that includes the following information about the language assistance services that were provided in a court proceeding or operation?</p>	<p>Yes, completed</p>	<ul style="list-style-type: none"> <li>-Type of court or court operation</li> <li>-Location where it was provided</li> <li>-Type of case or proceeding</li> <li>-Data on language groups encountered</li> <li>-Cost of services provided</li> <li>-Interpreter type and qualifications</li> <li>-Translator type and qualifications</li> </ul> <p>See Language Access Plan Section 4.6 OJD Data Collection and Analysis Section 5, Strategic Plan for Implementation, Goal # 6</p>
<p>D7</p> <p>Does your court record the audio or video of a proceeding that has an interpreter?</p>	<p>Yes, completed</p>	

Question	OJD Response	OJD Reference or Detailed Response
<p>D8 How does your court use the recording? a)it becomes part of the court record b)to assess the quality of the interpretation</p>	<p>a) yes b) yes</p>	
<p>D9 Does your court have a system in place to monitor the quality of the interpreter services that are provided in a) court proceedings, and b) court operations?</p>	<p>Yes, completed</p>	<p>See Language Access Plan Section 3.4, State Court Administrator Language Access Policies Section 4.1, OJD Court Language Access Services Staff Appendix V, State Court Administrator Policies</p>
<p>D10 Does your court have a disciplinary system in place for credentialed language assistance service providers?</p>	<p>Yes, completed</p>	<p>See Language Access Plan Section 4.1, OJD Court Language Access Services Staff Section 3.4, State Court Administrator Language Access Policies Appendix V, State Court Administrator Policies</p>
<p>D11 Is there a complaint system in place for LEP individuals and others to raise concerns regarding the quality or conduct of language assistance service providers?</p>	<p>Yes, completed</p>	<p>See Language Access Plan Section 3.4, State Court Administrator Language Access Policies Section 4.9, Complaint Process Section 5, Strategic Plan for Implementation Goal #5 Appendix V, State Court Administrator Policies</p>
<p>D12 What else might your court need to ensure quality control and assessment of interpretation and translation services?</p>		<p>See Language Access Plan, Sections 5 and 6</p>
<b>Section E – Assigning Interpreters</b>		
<p>E1</p>	<p>Completed</p>	<p>See Language Access Plan Section 4.6, OJD Data Collection and Analysis Section 5, Strategic Plan for Implementation, Goal #6</p>
<p>E2</p>	<p>N/A</p>	

Question	OJD Response	OJD Reference or Detailed Response
<p>E3 Does your case management system permit court staff to indicate that an interpreter is needed for a specific case or proceeding?</p>	<p>Yes, completed</p>	<p>Language Access Plan Section 4.6, OJD Data Collection and Analysis Section 5, Strategic Plan for Implementation, Goal # 6</p>
<p>E4 Is the case management system able to take into account language needs when scheduling cases in order to maximize court and interpreter productivity?</p>	<p>Yes, completed</p>	<p>See Language Access Plan Section 4.6 OJD Data Collection and Analysis Section 5, Strategic Plan for Implementation, Goal # 6</p>
<p>E5 If you responded "Not Started" to Consideration 4, what processes outside of a case management system are in place to schedule cases taking into account language needs in order to maximize court and interpreter productivity? (Select all that apply)</p>		<p>N/A</p>
<p>E6 Does your court have an interpreter scheduling or assignment system in place that will identify and assign qualified interpreter services when a certified interpreter is not available</p>	<p>Yes, use centralized OSCA schedulers</p>	<p>See Language Access Plan Section 4.1, Court Language Access Services Staff Section 4.6, OJD Data Collection and Analysis Section 5, Strategic Plan for Implementation, Goal # 6</p>

Question	OJD Response	OJD Reference or Detailed Response
<p>E7 Does your court have any automated systems in place that notify a) court staff, and b) parties before the date of the case or proceeding that an interpreter will be provided?</p>	<p>Statewide automated system used by staff – manually entered data.</p>	<p>Court staff and parties are notified when an interpreter will be available or <u>unavailable</u> either by personal call, instant message, email or other form of notice. The request and scheduling of interpreters are handled by email notifications usually (request form is on intranet and external website). Scheduling is handled centrally and posted to an automated calendar.</p>
<p>E8 Does your court have any automated systems in place that notify a) court staff and b) parties when an interpreter will be unavailable?</p>	<p>See E7 response</p>	<p>See E7.  Court staff and parties are notified when an interpreter will be <u>unavailable</u>.</p>
<p>E9 Does your court work with the following entities to help identify cases that may require language assistance services?</p>	<ul style="list-style-type: none"> <li>-Law enforcement</li> <li>-Prosecutors</li> <li>-Public defenders</li> <li>-Social service agencies</li> <li>-Domestic violence assistance programs</li> <li>-Jails</li> <li>-Legal Aid/Legal Services</li> <li>-Community groups</li> </ul>	<p>See Language Access Plan Section 4.3, Oregon Judicial Officers and Personnel Section 4.8, Outreach Programs Section 5, Strategic Plan for Implementation, Goal #2</p>
<p>E10 Does your court have a protocol in place for the assignment of: a)staff interpreters, b)in-person interpreter contractors, c)video conferencing options, and d) telephonic interpreter options?</p>	<p>Yes, a) completed b) completed c) completed d) completed</p>	<p>See Language Access Plan Section 4.1, OJD Court Language Access Services Staff Section 4.5, Remote Interpreting and Technology Resources</p>
<p>E11 Has your court studied the costs and benefits of using in-house telephone interpreting by certified and qualified interpreters when it is not feasible to have an in-person interpreter?</p>	<p>Yes, completed</p>	<p>See Language Access Plan Section 4.5 Remote Interpreting and Technology Resources</p>

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E12 Has your court studied the costs and benefits of video remote interpreting systems to use when it is not feasible to have an in-person interpreter?	Yes, completed	See Language Access Plan Section 4.5 Remote Interpreting and Technology Resources
E13 Has your court studied the costs and benefits of using regional or national remote interpreting systems for less frequently encountered languages?	Yes, completed	See Language Access Plan Section 3.5, National Policy Participation Section 4.5, Remote Interpreting and Technology Resources
E14 What else might your court need in order to ensure efficient and effective notice and assignment practices that will cut down on delays, improve access, create greater efficiencies, and ensure quality?		See Language Access Plan Sections 5 & 6
<b>Section F – Translated Materials</b>		
F1 Does your court identify vital documents in the non-English languages of the LEP communities in your service area?	Yes, completed	See Language Access Plan Section 4.7, Translations
F2 Does your court translate vital documents in the non-English languages of the LEP communities in your service area?	Yes, completed	See Language Access Plan Section 4.7, Translations

Question	OJD Response	OJD Reference or Detailed Response														
<p>F3 Which vital written documents (or parts thereof) your court translated into non-English languages?</p>	<ul style="list-style-type: none"> <li>-Application Contribution Program</li> <li>-Juvenile Affidavit of Eligibility forms</li> <li>-Civil Fee Deferral &amp; Waiver forms</li> <li>-DUII Diversion forms</li> <li>-Elderly Person &amp; Persons with Disabilities Abuse Prevention Act forms</li> <li>-Family Abuse Prevention Act forms</li> <li>-Evictions (FEDs)</li> <li>-Marijuana Diversion forms</li> <li>-Sexual Abuse Protective Order forms</li> <li>-Small Claims forms</li> <li>-Stalking forms</li> <li>-Uniform Plea Petition</li> <li>-“I Speak” cards &amp; posters</li> <li>- “Information Available from Court Staff” poster</li> <li>-Language Access Complaint Form</li> </ul>	<p>Language Access Plan Section 4.7, Translations</p> <p style="text-align: center;"><b>OJD Translated Forms</b></p> <table border="1" data-bbox="708 289 1471 562"> <thead> <tr> <th data-bbox="708 289 1081 331">Language</th> <th data-bbox="1086 289 1471 331">Number of Translated Forms</th> </tr> </thead> <tbody> <tr> <td data-bbox="708 338 1081 373">Spanish</td> <td data-bbox="1086 338 1471 373">188</td> </tr> <tr> <td data-bbox="708 380 1081 415">Russian</td> <td data-bbox="1086 380 1471 415">116</td> </tr> <tr> <td data-bbox="708 422 1081 457">Vietnamese</td> <td data-bbox="1086 422 1471 457">116</td> </tr> <tr> <td data-bbox="708 464 1081 499">Chinese</td> <td data-bbox="1086 464 1471 499">114</td> </tr> <tr> <td data-bbox="708 506 1081 541">Korean</td> <td data-bbox="1086 506 1471 541">93</td> </tr> <tr> <td data-bbox="708 548 1081 562"><b>TOTAL</b></td> <td data-bbox="1086 548 1471 562"><b>627</b></td> </tr> </tbody> </table>	Language	Number of Translated Forms	Spanish	188	Russian	116	Vietnamese	116	Chinese	114	Korean	93	<b>TOTAL</b>	<b>627</b>
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<p>F4 Are all documents identified in response to Consideration 3 translated into: a) Spanish, and b) Non-Spanish languages?</p>	<p>Yes, a) completed b) completed</p>	<p>See Language Access Plan Section 2.1, Data on LEP Persons Section 2.2, Population Section 2.3, Internal Needs Assessment Section 2.4, the USDOJ 4 Factors in Oregon Section 4.7, Translations</p>														
<p>F5 Has your court developed a glossary of legal terms (or used a glossary developed by others) in: a) Spanish, and b) non-Spanish languages?</p>	<p>Yes, c) completed d) completed</p>	<p>See Language Access Plan Section 4.4 Outside Interpreters See <a href="#">OJD Website</a> Spanish and Russian glossaries</p>														



Question	OJD Response	OJD Reference or Detailed Response
<p>F6</p> <p>Has your court staff walked through the courthouses imagining that they are an LEP pro se party/witness/victim and thought about what translated signs, notices, document and materials might help ensure greater access?</p>	<p>Yes, completed</p>	<p>Courthouses are owned and operated by 27 Counties, not the state.</p> <p>The Office of the State Court Administrator provides multilingual signs for posting.</p> <p>See Language Access Plan Section 4.7, Translations Section 5, Strategic Plan for Implementation, Goal #1</p>
<p>F7</p> <p>Does your court provide translated signs or posters announcing the availability of free language assistance services?</p>	<p>Yes, completed</p>	<p>The Office of the State Court Administrator provides multilingual signs for posting.</p> <p>See Language Access Plan Section 4.7, Translations Section 5, Strategic Plan for Implementation, Goal #1</p>
<p>F8</p> <p>If you responded "Not Started" or "In Progress" to Consideration 7, what steps has the court taken to assess the signage and translated document needs of LEP individuals?</p>	<p>N/A</p>	
<p>F9</p> <p>a) When your court updates information on its website, does it also add the same content in non-English languages?</p> <p>b) Is there a process for determining which materials should be translated on the website?</p> <p>c) Is there a process for determining the non-English language that materials should be translated into on the website?</p>	<p>a) in progress b) completed c) completed</p>	<p>a) Enterprise Technology Services Division is currently revising all Office of the State Court Administrator web pages.</p>

Question	OJD Response	OJD Reference or Detailed Response
<p>F10 Does your court only use automatic translation services or software to translate the text of its website into non-English languages?</p>	<p>No</p>	<p>The OJD does not use automatic translation services or software to translate the text of its website into the non-English languages due to low quality products.</p>
<p>F11 Before translated materials are released, do you have them checked for quality?</p>	<p>Yes, completed</p>	<p>See Language Access Plan Section 4.1, OJD Court Language Access Services Staff Section 4.7, Translations</p>
<p>F12 Does your court ensure that the meaning and literacy level of the text in English is preserved in the translated non-English text?</p>	<p>Yes, completed</p>	<p>See Language Access Plan Section 4.1, OJD Court Language Access Services Staff Section 4.7, Translations</p>
<p>F13 Does your court use credentialed translators instead of bilingual staff who are not credentialed translators to translate written documents and website content?</p>	<p>Yes, completed</p>	<p>See Language Access Plan Section 4.1, OJD Court Language Access Services Staff Section 4.7, Translations</p> <p>See OSCA Guidelines For Using Translations</p>
<p>F14 When your court requests a document for translation, is an electronic version of the translated document stored for later use?</p>	<p>Yes</p>	
<p>F15 Does your court share documents it has already translated with other courts?</p>	<p>Yes</p>	
<p>F16 Does your court provide sight translations of written materials for LEP individuals?</p>	<p>Yes, completed</p>	

Question	OJD Response	OJD Reference or Detailed Response
<p>F17 Does your court have policies and procedures that explain when an interpreter can provide a sight translation of a document?</p>	<p>Yes, completed</p>	
<p>F18 If you responded “In Progress” or “Completed” to Consideration 17, is the interpreter required to swear or certify on the record that they have accurately sight translated the document?</p>	<p>Yes</p>	
<p>F19 Is data about the LEP communities in the service area of your court received periodically to determine if vital documents and materials should be translated in additional non-English languages?</p>	<p>Yes</p>	<p>See Language Access Plan Section 2.1, Data on LEP Persons Section 2.2, Population Section 2.3, Internal Needs Assessment Section 2.4, the USDOJ 4 Factors in Oregon Section 4.7, Translations</p>
<p>F20 What else might your court consider to ensure that translations are available and accurate?</p>		<p>See Language Access Plan, Sections 5 and 6</p>
<p><b>Section G – Notice of Language Assistance Services</b></p>		
<p>G1 Indicate the manner in which your court and court staff inform the public, parties, and attorneys about the language assistance services you provide: (Select all that apply)</p>	<ul style="list-style-type: none"> <li>-Notices on court documents</li> <li>-In-person by staff</li> <li>-Announcements at the beginning of court sessions</li> <li>-Signage</li> <li>-Electronically (website)</li> <li>-Outreach efforts</li> </ul>	<p>See Language Access Plan Section 4.1 OJD Court Language Access Services Staff Section 4.2, OJD Bilingual Employees Section 4.3, OJD Judicial Officers and Personnel Section 4.8, Outreach Programs Section 5, Strategic Plan for Implementation, Goal #1</p>

Question	OJD Response	OJD Reference or Detailed Response
<p>G2</p> <p>Indicate the manner in which your court and court staff inform the public, parties, and attorneys about the process to request language assistance services: (Select all that apply)</p>	<ul style="list-style-type: none"> <li>-Notices on court documents</li> <li>-In-person by staff</li> <li>-Announcements at the beginning of court sessions</li> <li>-Signage</li> <li>-Electronically (website)</li> <li>-Outreach efforts</li> <li>-Other: Signs and posters</li> </ul>	<p>See Language Access Plan</p> <p>Section 4.1 OJD Court Language Access Services Staff</p> <p>Section 4.2, OJD Bilingual Employees</p> <p>Section 4.3, OJD Judicial Officers and Personnel</p> <p>Section 4.8, Outreach Programs</p> <p>Section 5, Strategic Plan for Implementation, Goal #1</p>
<p>G3</p> <p>Indicate the manner in which your court and court staff inform the public, parties, and attorneys about how to file a complaint regarding the lack of language assistance services or inaccurate interpretations or translations: (Select all that apply)</p>	<ul style="list-style-type: none"> <li>-In-person by staff</li> <li>-Electronically (website)</li> <li>-Outreach efforts</li> </ul>	<p>See Language Access Plan</p> <p>Section 5, Strategic Plan for Implementation, Goal #1, and Goal #2</p>
<p>G4</p> <p>Indicate the methods your court and court staff use to provide LEP communities notice about the availability of language assistance services: (Select all that apply)</p>	<p>Outreach activities</p> <p>Working with LEP community groups</p> <p>LEP court customer surveys in five languages</p>	<p>See Language Access Plan</p> <p>Section 5, Strategic Plan for Implementation, Goal #1, and Goal #2</p>
<p>G5</p> <p>What else does your court need to consider to ensure that it provides appropriate notice of language assistance services?</p>		<p>See Language Access Plan</p> <p>Section 5, Strategic Plan for Implementation</p> <p>Section 6, Monitoring and Future Planning</p>

Question	OJD Response	OJD Reference or Detailed Response
<b>Section H – Outreach and Collaboration With LEP Communities and Stakeholders</b>		
<p>H1 Does your court inform community groups about the availability of free language assistance services for LEP individuals?</p>	<p>Yes, completed</p>	<p>See Language Access Plan Section 4.7, Translations Section 5, Strategic Plan for Implementation, Goal #1, and Goal #2</p>
<p>H2 In the process of developing or assessing the LAP and language access policies and procedures, has your court included or sought the participation of the following individuals and organizations? (Select all that apply)</p>	<ul style="list-style-type: none"> <li>-LEP individuals</li> <li>-Community groups that work with LEP communities</li> <li>-Private attorneys</li> <li>-Court staff</li> <li>-Legal Aid/Legal Services</li> <li>-Legal programs that work with immigrant communities and other public interest attorneys</li> <li>-Consultants/Expert</li> <li>-State and local bar associations</li> <li>-Ethnic bar groups</li> <li>-Court interpreters and interpreters' professional associations</li> <li>-NCSC</li> <li>-COSCA</li> <li>-CCJ</li> <li>-DOJ</li> <li>-State Access to Justice Commission</li> <li>-Law schools and law school clinics</li> <li>-State Administering Agencies for Federal Grants</li> </ul>	<p>See Language Access Plan Section 2.3, Internal Needs Assessment Section 3.5, National Policy Participation Section 5, Strategic Plan for Implementation, Goal #2</p>
<p>H3 Does your court invite stakeholders to provide feedback on how the language access plan, policies and procedures are working or whether any challenges arose in implementation?</p>	<p>In Progress</p>	<p>See Language Access Plan Section 2.3, Internal Needs Assessment Section 5, Strategic Plan for Implementation, Goal #2</p>

Question	OJD Response	OJD Reference or Detailed Response
<p>H4 Does your court conduct outreach in English media regarding the availability of language assistance services? (Select all that apply)</p>	<p>Yes, websites</p>	<p>See Language Access Plan Section 5, Strategic Plan for Implementation, Goal #2</p>
<p>H5 Does your court conduct outreach to non-English media regarding the availability of language assistance services? (Select all that apply)</p>	<p>Yes, websites</p>	<p>See Language Access Plan Section 2.3, Internal Needs Assessment Section 5, Strategic Plan for Implementation, Goal #2</p>
<p>H6 In what non-English language(s) is the outreach in Consideration 5 conducted?</p>	<p>-Korean, Russian, Spanish, Vietnamese, - LEP speakers of 30 languages (in the 2014 exit surveys)</p>	<p>See Language Access Plan Section 2.3 Internal Needs Assessment Section 5, Strategic Plan for Implementation, Goal #2</p>
<p>H7 What else might your court consider to ensure that stakeholders are brought into the process of identifying needs and resources and assessing implementation of court language access policies and procedures?</p>		<p>See Language Access Plan, Sections 5 and 6</p>
<p><b>Section I – Monitoring, Updating, and Enforcing Compliance</b></p>		
<p>I1 How often are your court's language access policies reviewed and updated?</p>	<p>Annually</p>	<p>See Language Access Plan Section 6, Monitoring and Future Planning</p>
<p>I2 Does your court have a language access coordinator or an equivalent?</p>	<p>Yes</p>	<p>See Language Access Plan Section 4.1, OJD Court Language Access Services Staff</p>

Question	OJD Response	OJD Reference or Detailed Response
I3 Does your court have a system for collecting data on LEP court user satisfaction?	Yes, completed	See Language Access Plan Section 2.3, Internal Needs Assessment Section 6, Monitoring and Future Planning
I4 Is there an individual responsible for walking through the public areas of your courthouse to ensure that signs are posted in frequently encountered non-English languages?	No	See Language Access Plan Section 5, Goal 1, and Strategy 1  27 Judicial District's courthouses are owned and operated by 36 counties, not the state.  The Office of the State Court Administrator provides multilingual signs to Trial Court Administrators and County officials for posting.
I5 Is there an individual responsible for observing and evaluating the use of interpreters in court proceedings?	Yes	See Language Access Plan Section 4.1, OJD Court Language Access Services Staff
I6 Is there an individual responsible for observing and evaluating the use of interpreters in court operations?	Yes	See Language Access Plan Section 4.1, OJD Court Language Access Services Staff
I7 Does your court monitor the complaint system for evidence of language access-related problems to address?	Yes, completed	See Language Access Plan Section 4.1, OJD Court Language Access Services Staff Section 4.9, Complaint Process Section 5, Strategic Plan for Implementation, Goal #5
I8 If you responded "In Progress" or "Completed" to Consideration 7, how often do you monitor your complaint system?	Annually	See Language Access Plan Section 4.9, Complaint Process Section 5, Strategic Plan for Implementation, Goal #5

Question	OJD Response	OJD Reference or Detailed Response
<p>I9 What else might assist your court in ensuring that language access plans, policies, and procedures are meeting the needs of the courts and LEP individuals in an efficient and effective manner?</p>		See Language Access Plan, Sections 5 and 6
<b>Section J – Language Access Plan Review</b>		
<p>J1 Does your language access plan refer to legal and policy authorities?</p>	Yes	See Language Access Plan, Section 1.3, Compliance Standards
<p>J2 Is your language access plan sufficiently detailed to implement the legal and policy authorities it references?</p>	Yes	See Language Access Plan Section 5, Strategic Plan for Implementation Section 6, Monitoring and Future Planning
<p>J3 Are tasks in the language access plan prioritized appropriately?</p>	Yes	See Language Access Plan Section 5, Strategic Plan for Implementation Section 6, Monitoring and Future Planning
<p>J4 Are deadlines set forth in the language access plan for each task?</p>	Yes	See Language Access Plan Section 5, Strategic Plan for Implementation Section 6, Monitoring and Future Planning
<p>J5 Are the deadlines set forth in the language access plan for each task reasonable?</p>	Yes	Language Access Plan Section 5, Strategic Plan for Implementation Section 6, Monitoring and Future Planning
<p>J6 Are deadlines in the language access plan in the proper or most logical sequence?</p>	Yes	See Language Access Plan Section 5, Strategic Plan for Implementation Section 6, Monitoring and Future Planning
<p>J7 Does the language access plan provide for future adjustments?</p>	Yes	See Language Access Plan Section 5, Strategic Plan for Implementation Section 6, Monitoring and Future Planning



Question	OJD Response	OJD Reference or Detailed Response
<p>J8 Does the language access plan provide for ongoing internal and external review?</p>	<p>Yes</p>	<p>See Language Access Plan Section 5, Strategic Plan for Implementation Section 6, Monitoring and Future Planning</p>
<p>J9 What other considerations might your court want to review in developing, assessing, and implementing your language access plan?</p>		<p>See Language Access Plan Section 5, Strategic Plan for Implementation Section 6, Monitoring and Future Planning</p>
<b>Section K – Assessing Resources</b>		
<p>K1 Does your court have a line item in its budget for language assistance services for LEP individuals?</p>	<p>Yes</p>	<p>Language Access Plan Section 3.3, Budget</p>
<p>K2 Do you account for language assistance services when developing your court budget?</p>	<p>Yes, completed</p>	<p>Language Access Plan Section 3.3, Budget Section 4.6 OJD Data Collection and Analysis</p>
<p>K3 Does your court have a system to assess the actual cost of language assistance services?</p>	<p>Yes</p>	<p>Language Access Plan Section 4.6, OJD Data Collection and Analysis Section 3.3, Budget</p>
<p>K4 If you responded "In Progress" or "Completed" to Consideration 3, how often does your court assess this cost information?(Select all that apply)</p>	<p>Annually</p>	<p>See Language Access Plan Section 3.3, Budget Section 4.6 OJD Data Collection and Analysis</p>

Question	OJD Response	OJD Reference or Detailed Response
<p>K5 If you answered "In Progress" or "Completed" to Consideration 3, does your assessment of language assistance services costs include: (Select all that apply)</p>	<p>-Loss of Federal Financial Assistance for non-compliance with civil rights requirements -Cost of a federal investigation or enforcement action -Burdens on court when interpreters are not provided</p>	<p>See Language Access Plan Section 3.3, Budget</p>
<p>K6 What other entities has your court worked with to assess the cost of the language assistance services that it provides? (Select all that apply)</p>	<p>-NCSC -COSCA -CCJ -State Administering Agencies for Federal Grants</p>	<p>See Language Access Plan Section 3.3, Budget</p>
<p>K7 Are the revenues generated by court fees available to pay for language assistance services?</p>	<p>No</p>	<p>See Language Access Plan Section 3.3, Budget</p>
<p>K8 If you responded "No" to Consideration 7, how does your court pay for language assistance service costs? (Select all that apply)</p>	<p>Fund or account in the court budget</p>	<p>See Language Access Plan Section 3.3, Budget  General Fund Mandated Payments for costs associated with federally and other legislatively mandated costs.</p>
<p>K9 If your response to Consideration 8 included "Charging LEP individuals or parties" is there any discussion of changing this practice?"</p>	<p>N/A</p>	
<p>K10 Has your court requested funding for language assistance services from your state legislature?</p>	<p>Yes, completed</p>	<p>Language Access Plan Section 3.3, Budget</p>

Question	OJD Response	OJD Reference or Detailed Response
<p>K11 When applying for grants and other financial assistance, does your court include language assistance services in the proposed budget?</p>	<p>Yes</p>	<p>See Language Access Plan Section 3.3 Budget</p>
<p>K12 Has your court received federal financial assistance from a federal agency that includes funding for language assistance services?</p>	<p>Yes</p>	<p>See Language Access Plan Section 3.3 Budget Section 4.1, Language Access Services and Resources: External Resources</p>
<p>K13 What reasons, if any, have prevented your court from expanding the language assistance services that it provides?</p>	<p>N/A</p>	
<p>K14 What else might help your court assess the costs and the resources that will be needed to provide meaningful language assistance services?</p>		<p>See Language Access Plan, Sections 5 and 6</p>