

OJD Court Language Access Services



Working with interpreters as a court-connected mediator
or arbitrator

September 22, 2023



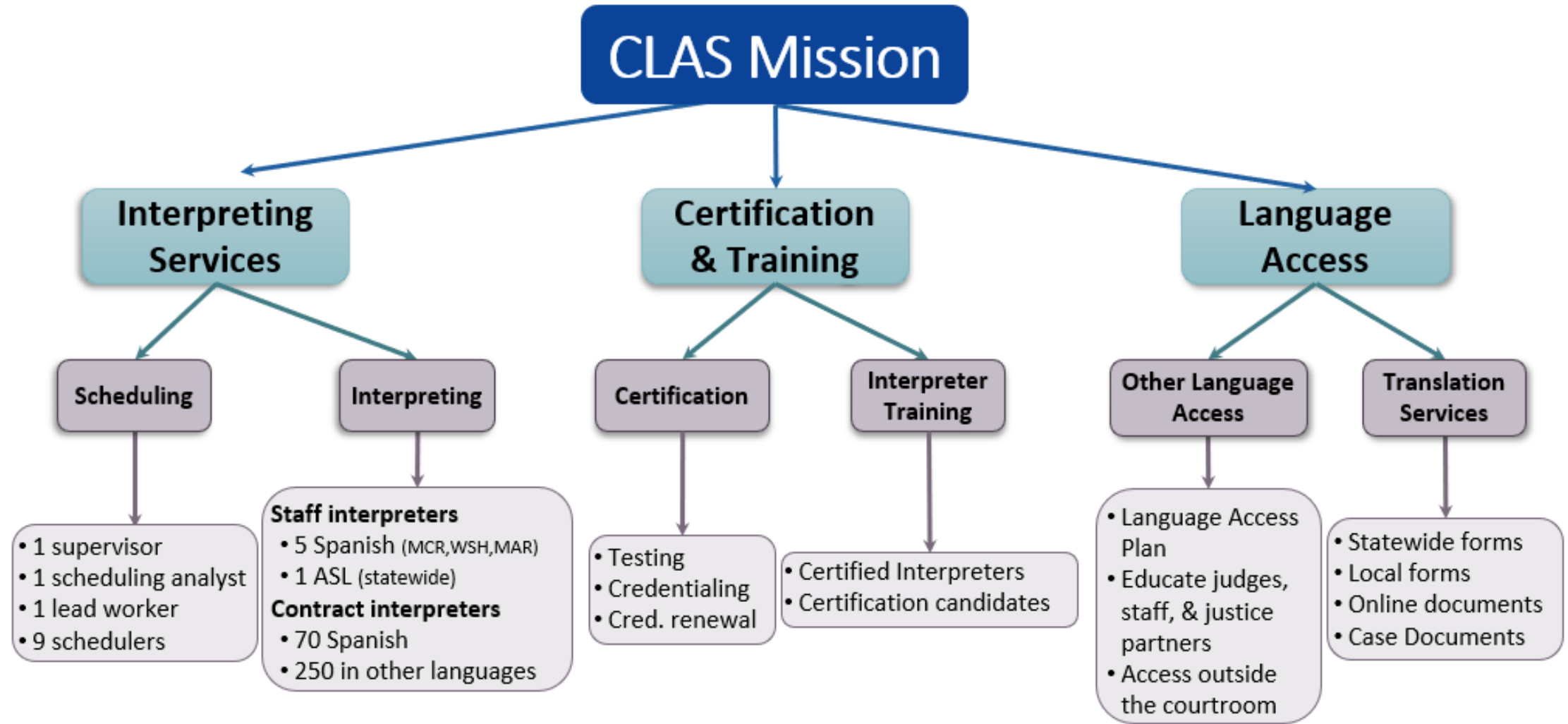
CLAS Mission Statement



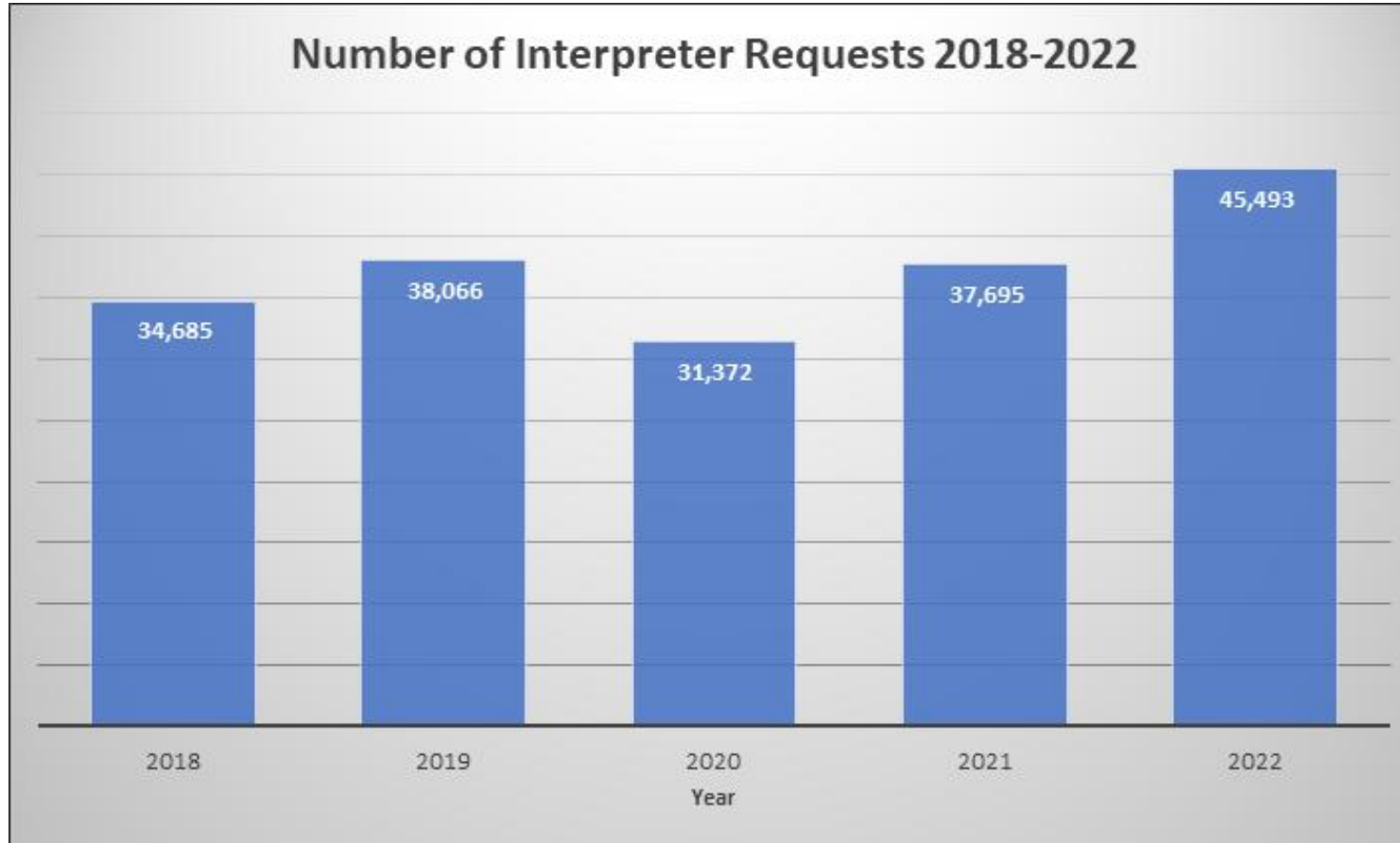
Court Language Access Services provides mandated linguistic access to the Oregon State Courts through trained ethical interpreters, education of the court and responsible resource management.



What does CLAS Do?



Interpreter Requests



Clas scheduled 117
different languages for
2022

250 different languages
since we started counting





Goal

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

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

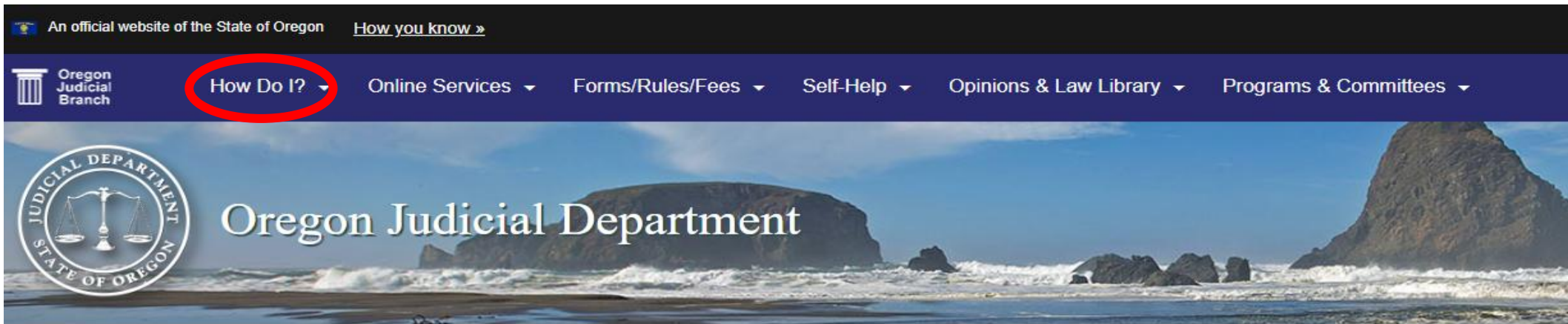


Requesting an interpreter from CLAS



- Request form
- Email





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	SCA.CLAS.Northwest@ojd.state.or.us
Multnomah	Multnomah	SCA.CLAS.MUL.Interpreter.Services@ojd.state.or.us
North Central	Clackamas, Hood River, Wasco, Sherman, Gilliam, Wheeler	SCA.CLAS.North.Central@ojd.state.or.us
East	Morrow, Umatilla, Union, Wallowa, Baker, Grant, Harney, Malheur	SCA.CLAS.East@ojd.state.or.us
Central	Deschutes, Jefferson, Crook	SCA.CLAS.Central@ojd.state.or.us
South	Jackson, Josephine, Douglas, Coos, Curry, Klamath, Lake	SCA.CLAS.South@ojd.state.or.us
West Central	Lane, Lincoln, Linn, Benton	SCA.CLAS.West.Central@ojd.state.or.us
Midvalley	Marion, Polk, Yamhill, Tax Court	SCA.CLAS.Midvalley@ojd.state.or.us



Last minute?

**Fastest
Response:
Use
OJD
Request
Form**

Request an Interpreter / Necesito un in

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

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



- 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



- 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 1st person
- Use plain English – Keep it simple
- Be conscience (level, speed, amount)



Getting Started Remote Interpreting



- 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



Other Best Practices Remote Interpreting



- 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:

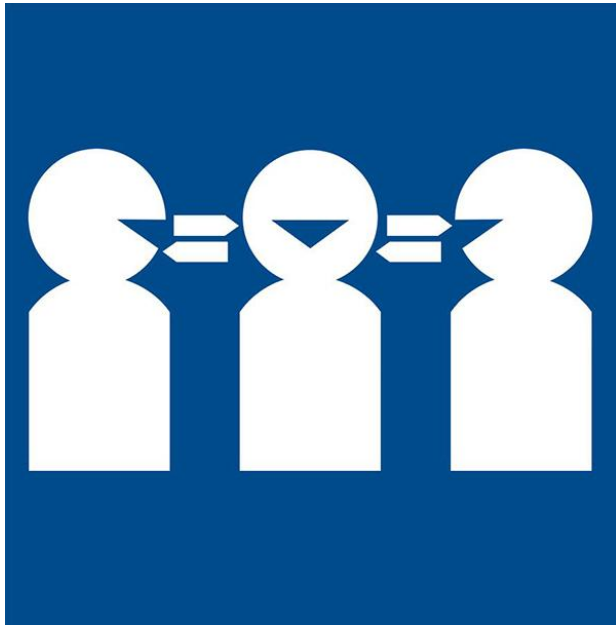
- Offer an opinion
- Give advice
- Summarize Statements
- Omit Information
- Add information



Discussion/Questions



Contact Info



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OJD/Court Language Access Services

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