

March 2013

# Court Interpreter Services



## 2012 Annual Report

### ***Mission Statement***

*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.*

<http://courts.oregon.gov/CIS>

## A Message from the Program Manager Court Interpreter Services—2012

I have had the privilege of serving as the Program Manager for the Oregon Judicial Department's (OJD) Court Interpreter Services (CIS) Program for five years. Each year when we deliver our annual report, I'm amazed and gratified to see how much we've accomplished. Because of the high level of commitment and contributions from all OJD staff, judicial officers, and statewide partners every day, language access in Oregon's circuit courts steadily improves.

It was just five years ago that now retired former Chief Justice Paul De Muniz committed to laying out the OJD's 5-Year Strategic Plan. Throughout his 22-year career of dedicated service and commitment to the courts of Oregon, former Chief Justice De Muniz set in motion the necessary programs and tools to remove barriers and increase access to justice, including language access. Language access in Oregon's courts has benefited greatly from his advocacy and support, and has become a model for other states to replicate.

The **OJD's 2009-2013 Strategic Plan** indicates that interpreting services are an integral component in meeting the goal of protecting public access to justice: **"More than 100 languages are spoken in Oregon's courts. Each court must be able to provide the highest quality linguistic assistance to enhance understanding and to permit meaningful contributions to court proceedings. We need ethical, highly skilled interpreters and educated judges, court staff, lawyers, and community partners."** Five years later, CIS is accomplishing activities that are identified as "strategically critical."

Specifically, this annual report demonstrates how CIS was challenged to meet goals related to linguistic access to justice. Please note pages informing you of our efforts to **"Improve and expand, through the use of technology (Page 6—Remote Interpreting, & Page 5—Oregon eCourt) and other means, the availability, distribution (Page 5—Oregon eCourt), and scheduling (Page 7) of qualified court interpreting services."** Also in the OJD's 2009-2013 Strategic Plan, CIS was charged to, **"Increase the number of languages for which a certification or registration process is available (Page 9—Credentialed Interpreters) to ensure quality interpreter services," (Pages 9-11—Credentialed Interpreters, Continuing Education & Training, and Mentoring).**

Finally, we have provided a **Glossary of Terms (Page 12)** used in the profession of court interpreting, so that you can follow along. I welcome your questions and suggestions regarding Court Interpreter Services at the Oregon Judicial Department, and look forward to the next five years.

Thank you for sharing our continued commitment to improved language access in Oregon's circuit courts!

*Kelly Mills*  
*Program Manager*  
*Court Interpreter Services*

## What Does It All Mean? The National Scene

As a proud founding member of the "Consortium," Oregon has continued to evolve and change along with the "Consortium." The mission to provide leadership for state courts in reducing language barriers has grown over the years to include broader access issues. The "Consortium for State Court Interpreter Certification" (1995) changed in 2010 to "The Consortium for Language Access in the Courts" (CLAC).

In 2012, at the recommendation of the Council of Chief Justices (CCJ) and Council of State Court Administrators (COSCA), the

Consortium became an operating unit of the National Center for State Courts (NCSC). This change means that all 50 U.S. states and U.S. territories are now members, and state courts will make it a priority to respond to larger language access issues at a national level. The charge to ensure valid, reliable testing instruments for court interpreting has not changed.

In acknowledging language access as a vital and fundamental court service, the purpose of the joint CCJ/COSCA Committee on Access, Fairness, and Public Trust is to move the agenda forward.

Among other goals, the committee works to ensure adequate funding for collaborative state efforts, strengthen the relationship between COSCA and NCSC, and implement a plan to ensure organizational effectiveness and financial stability.

Oregon's Court Interpreter Services' Program Manager and Certification & Training Coordinator participate on a national level. Activities facilitate professional development of interpreters through educational activities, technical expertise, and emerging topics of policy and technical interest for research and development.

*Written by Kelly Mills, Program Manager*

## First National Language Access Summit

OJD representatives attended the first national Language Access Summit in October 2012 in Houston, TX. The Summit was hosted by the National Center for State Courts (NCSC), and funded by the State Justice Institute (SJI). The three day summit focused on devising solutions to improve access to justice for litigants with limited English proficiency (LEP).

Major themes of the conference included training for judges and court personnel; translation best practices; enhancing credentialing programs for interpreters; funding and authorization for interpreter programs; the use of technology to increase efficiency; collaborative models to increase available resources; and outreach efforts. States and territories shared successful strategies and evidence-based practices, planned system improvements, and discussed strategies to pursue greater consistency across the states on policies related to interpretation in the state courts.

Fourteen Chief Justices, 32 State Court Administrators, and more than 300 court leaders from 49 states, three territories and the District of Columbia attended the summit.

Immediate Oregon outcomes included:

- 1) Updating the 2004 OJD Language Access Plan, and
- 2) Beginning a collaborative research effort with Portland State University's Center for Public Service. The OJD will apply for a State Justice Institute grant on May 1, 2013.



*OR Chief Justice Appointed Attendees:  
Richard Moellmer, Hon. Kirsten  
Thompson, Kingsley Click, Kelly Mills,  
Hon. Katherine Weber*

These activities will ensure that Oregon is in compliance with Title VI of the Civil Rights act, interpreted by the US Department of Justice as "...At a minimum, every effort should be taken to ensure competent interpretation for LEP individuals during all hearings, trials, and motions during which the LEP individual must and/or may be present (67 FR 41455, 41471)."

*Written by Kelly Mills, Program Manager*

## CLAC Awards

Oregon received four awards in 2012 from the Consortium for Language Access in the Courts (CLAC):

1. Mission Award recognizing Oregon's progressive leadership to reduce court language barriers
2. Oral Exam Preparation Workshops for interpreters of languages other than Spanish
3. Innovative Interpreter Mentorship Program
4. Implementation of an ASL Certified Interpreter Credential

## OJD Key Performance Measure—Accessible Interpreter Services

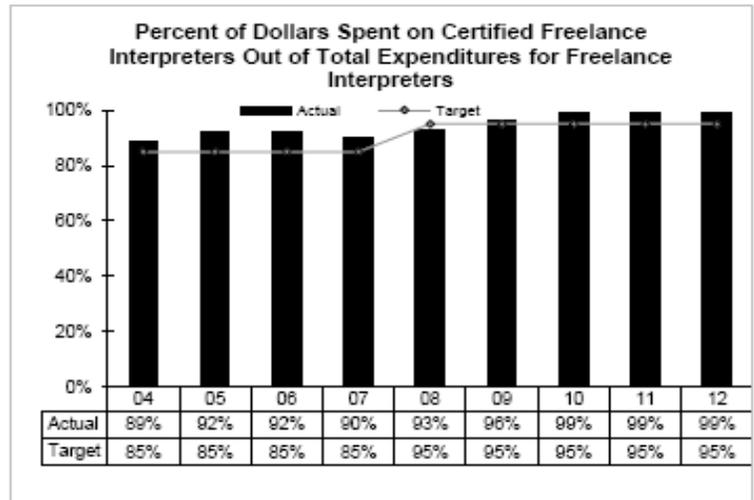
The OJD has 10 Key Performance Measures (KPMs) that were developed in cooperation with the Legislature, most dating back to 2004.

KPM #1 is Accessible Interpreter Services, measured as: The percentage of dollars spent on Oregon Judicial Department (OJD) certified freelance interpreters out of the total expenditures for freelance (nonstaff) interpreters of languages in which certification testing is offered by OJD [emphasis added].

2013 will be the tenth year of measuring this KPM. Since 2004, the national availability of examinations for certifiable languages has increased, and the demographics of the State of Oregon continue to reflect the growing diversity of foreign born immigrants and families who speak a foreign language at home. It is expected



that the KPM may be adjusted to more accurately measure the revised realities in our state for the next 10 years.



Graph is from 2013-15 Chief Justice’s Recommended Budget (Data is reported by fiscal year)

## OJD Seeks a Statutory Pay Increase for Contract Interpreters

The Oregon Judicial Department (OJD) has requested an increase in the certified contract interpreter pay rate to match the public- and private-sector increases. A raise is expected to improve the retention of highly skilled, and highly sought after, certified interpreters for circuit court matters. It is under consideration in OJD’s budget by the 2013 Legislature.

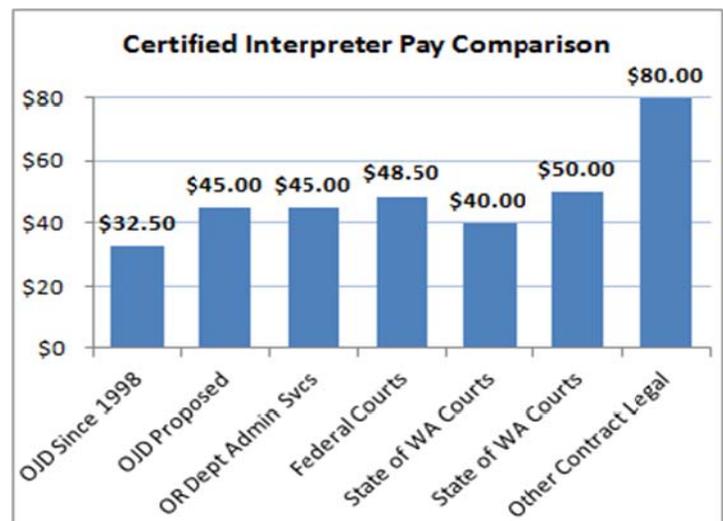
### 2013-15 Chief Justice’s Recommended Budget—Policy Option Package 213

This package is intended to allow for an increase in the hourly rate for certified contract interpreters from the present rate of \$32.50 per hour, which was established on January 1, 1998, to \$45 per hour. The mandate to provide interpreters and pay for them at a rate established by the State Court Administrator lies in statutes revised between 1991 and 2007 (ORS 45.272, ORS 45.285, ORS 45.288, and ORS 45.291).

The present rate (\$32.50/hour) lags behind the Department of Administrative Services (DAS) rate (\$45/hour), Federal courts (\$48.50/hour), State of Washington courts (\$40 to \$50/hour), and the rate of other contract legal interpreting work (\$80/hour). The OJD must compete with Federal courts, private attorneys, other states, and a growing demand for interpreters in all business and education sectors.

OJD is requesting an increase in its rate to equal the DAS Cooperative Purchasing Program rate of \$45 per hour to be more competitive in attempting to secure high quality interpreter services.

The package provides funding for an increased rate of pay for certified contract interpreters. This additional funding will add \$1,476,135 in Mandated General Fund allocation to the OJD’s budget.



Written by Kelly Mills, Program Manager

## Court Interpreter Services & Oregon eCourt

### About Oregon eCourt: The Vision

*"Oregon eCourt will give courts and judges the tools they need to provide just, prompt, and safe resolution of civil disputes; to improve public safety and the quality of life in our communities; and to improve the lives of children and families in crisis."*

Oregon eCourt, a statewide web-based courthouse, will transform how Oregon's court system serves the people of this state. It is the Oregon Judicial Department's (OJD) primary statewide undertaking for the next five years, and it is a program that has received both support and funding from the Oregon Legislative Assembly. Oregon will become the first state to provide a statewide virtual courthouse, using technology to increase access to the courts.

Tyler Technologies was chosen to roll out Oregon eCourt statewide. Tyler's user-friendly software package, Odyssey, will provide an integrated system of court products.

In 2012, Court Interpreter Services (CIS) participated in **3 different kinds of meetings** relating to Oregon eCourt and Odyssey, OJD's new case management system:

1. Design & Configuration
2. Business Processes
3. Rights & Roles

### Design & Configuration

CIS worked with the OJD's Enterprise Technology Service Division (ETSD), OJD's Office of Education, Training, & Outreach (OETO), and Tyler Technologies.

- Changed Data Entry, Fields, & Processes for Collecting Needed Data
- Modified "Interpreters Required" Report
- Planned testing and roll out with the next version of Odyssey in 2013.

### Business Processes

CIS worked with OJD's OETO to document CIS current processes and redesign them to work with the vision of using them with Odyssey.

- Common practice will be for courts to add interpreter needs to global party records instead of courts or parties requesting an interpreter for each hearing.
- CIS flow charts and business processes will become part of Odyssey's help menus.

- OETO is using our redesigned business processes to train court staff on how to request interpreters and document interpreter information in Odyssey.
- Working through our business processes as they relate to Odyssey helped us better participate in meetings for Design & Configuration, and Rights & Roles.

### CIS Plans to use Odyssey for 2 things:

- 1) **Front End:** Receiving initial Interpreter Request reports and Cancellations & Rescheduled Hearings reports for the entire State of Oregon.
- 2) **Back End:** Having accurate statewide records of interpreters & the hearings they interpreted. This will help CIS measure trends and manage resources.

*CIS will use other software & business systems to manage scheduling & payments to interpreters.*

### Rights & Roles

We worked with OJD's Executive Leadership and ETSD to determine the answers to questions like:

- What level of access do CIS staff need?
- When do we need what kinds of access?
- Which reports do we need access to?

CIS will continue to work through issues and refine our business processes. We wish to make the most of OJD's new case management system, Odyssey, and Oregon eCourt, and to provide the best service we can to our customers—the courts and the limited English proficient (LEP) parties in the court requiring an interpreter.

*Written by Heidi Koury, Business Operations Analyst & Janel Page, Data & Technology Analyst*

## Remote Interpreting— When is it appropriate?



Contract Spanish Interpreter Jessica Dover interprets a hearing telephonically.

When determining whether or not to use Remote Interpreting (RI) to fill an interpreter request, Court Interpreter Services' schedulers refer to the *CIS Guidelines for Determining Eligibility for Remote Interpreting Services*.

These guidelines help the scheduler:

1. **Evaluate the availability of local resources:** Are certified or qualified interpreters available in the area? If local resources are not available, where are certified or qualified interpreters available? What costs may be incurred to provide in-person interpreting services?
2. **Evaluate the proceeding to determine if remote interpreting is appropriate:** Will there be sworn testimony? Is interpreting equipment available? Is it a complex or lengthy hearing? What is at stake as a result of the hearing? What is the Judge's position with using RI? Do the parties have a position with using RI?

Following these guidelines helps CIS provide high quality service while also using resources responsibly.

## Remote Interpreting Update

In 2012, a total of 1,330 hearings were served through Remote Interpreting (RI) in 34 of Oregon's 36 counties.

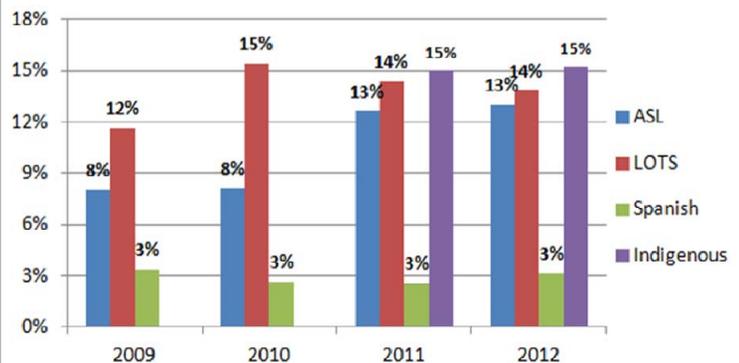
### Overall Vision:

*"The Remote Interpreting Program will increase the availability and improve the quality of remote interpreting services provided by Court Interpreter Services."*

In early 2012, Court Interpreter Services (CIS) identified Remote Interpreting (RI) as a top priority. An RI lead person was assigned, and a team was formed. The team assessed current RI efforts, articulated an overall vision, identified goals, and specified priorities. The RI user feedback system was developed and deployed in August 2012. The RI team collected 31 responses before the end of the year.

RI was also expanded or enhanced in the following ways: Multnomah East County Courthouse was equipped to allow video and telephonic RI. Josephine County courtrooms were rewired to allow video RI. Marion County's juvenile courthouse

**% of All Requests that Receive Remote Interpreting Services**



was equipped to allow simultaneous telephonic RI when parties appear by phone. RI systems in Tillamook and Wasco counties were improved.

In 2013, the RI team will continue to collect and organize RI data, and move towards more user-friendly and accessible data, leading to improved quality of RI. The team will also review current RI scheduling procedures to improve their quality and effectiveness. User feedback will continue to be collected and reviewed so improvements in RI can be made throughout all of Oregon's circuit courts.

*Written by Heidi Koury & the RI Project Team*

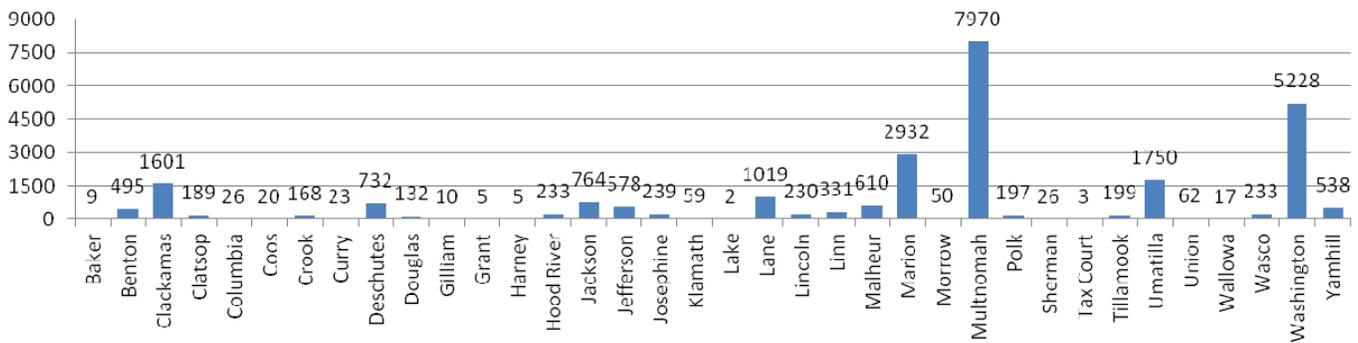
## Scheduling Interpreting Services

26,685 requests for interpreters were received statewide in 2012. Schedulers processed an average of 2,224 requests per month. 30% of those requests came from the Multnomah County Courts.

2012 scheduling efficiencies and increased services include:

- Underutilized duty court assignments were cancelled in 2 counties.
- Scheduling efficiencies were strengthened in 3 counties.
- Scheduling interpreting services was implemented at Coffee Creek Correctional Institution for post-conviction relief hearings.
- New Language Requests: Fulani, Icelandic, Ixil, Inupiaq, Kinyarwanda

### 2012 Interpreter Requests By County



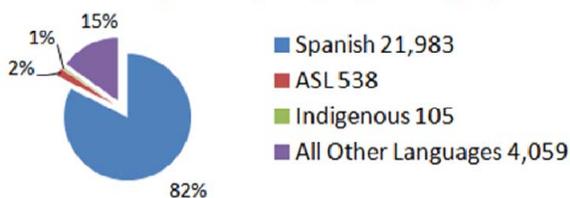
## Interpreter Requests Measured & Managed

A real effort has been made in Court Interpreter Services (CIS) in the last several years to develop measurements for the quantity and quality of the work we do. We are striving to be data-driven in our work, and to use information that is measurable and comparable over time. This helps determine where to invest resources and efforts to maintain current standards of quality and cost-effectiveness, and to look for opportunities to improve. To continue this effort, CIS needs to measure and manage interpreting assignments in more detail.

### Court Interpreter Services needs to:

- 1) Measure the number of Customer Requests vs. Actual Interpreter Assignments.
- 2) Measure In-Person Interpreting vs. Remote Interpreting.
- 3) Measure the dollars for Interpreting Fees and Travel Costs.
- 4) Capture this data by Language, Interpreter Qualification, Hearing Type, and Court Location.

### 2012 Requests By Language Category



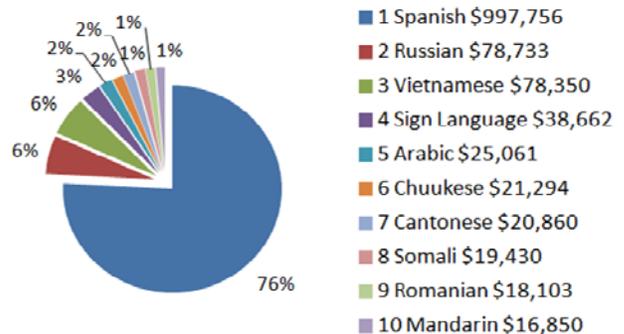
**Requests** are currently counted and collected manually.

Due to the number of languages requested, CIS has only been able to track language requests in the general categories of Spanish, ASL (American Sign Language), Indigenous (Central & South American Languages), and All Other Languages.

Oregon eCourt and the Odyssey Case Management System will create an opportunity to better measure interpreter requests and assignments, and to provide more detailed language data.

**Payments** to interpreters are categorized by language and “certified” or “not certified.” In 2012, CIS worked with OJD’s Business & Fiscal Services Division to improve our payment coding to provide better data and reports. The new coding will become effective 7/1/2013.

### 2012 Top 10 Languages by Contractor Payments



Written by Janel Page, Data & Technology Analyst

## Request for Iñupiaq Interpreter

In July 2012, Court Interpreter Services received a request for an Iñupiaq (ih-NOO-pee-ak) interpreter for a party. The original request came in as "Inupaqu." Circuit court staff indicated the language is most likely from Alaska. A quick look on the *Enthnologue* website helped find the correct spelling and verified the language is spoken in Alaska. A call to the attorney's office also verified the party's language need.

We began our search for an Iñupiaq interpreter with the Alaska Court System's website, which directed us to the Alaska Immigration Justice Project. Phone calls then directed us to the North Slope Borough, and the Inupiaq Heritage Center. After asking the party a few more questions to establish the



dialect of Iñupiaq he speaks, and to make sure he is from the North Slope, we were referred to the Nana Corporation and to the Kotzebue (KAWT-suh-boo) Courts. Kotzebue is a city of just over 3,200 people, 33 miles north of the Arctic Circle. The Nana Corporation gave us the phone number of a person who knew of a person who interpreted Iñupiaq from Kotzebue. A week later, we were able to contact an interpreter who verified she does speak Iñupiaq from Kotzebue. The person accepted the telephonic interpreting assignment, and a request for another new language need was met!

Written by Yvette Tamamoto & Loretta Breedlove

## Iñupiaq Language

Inupiaq is spoken throughout much of northern Alaska and is closely related to the Canadian Inuit dialects and the Greenlandic dialects, which may collectively be called "Inuit" or Eastern Eskimo, distinct from Yupik or Western Eskimo.

Alaskan Inupiaq includes two major dialect groups: North Alaskan Inupiaq and Seward Peninsula Inupiaq. North Alaskan Inupiaq comprises the North Slope dialect spoken along the Arctic Coast from Barter Island to Kivalina, as well as the Malimiut dialect, which is found primarily around Kotzebue Sound and the Kobuk River. Seward Peninsula Inupiaq comprises the Qawiaraq dialect, found principally in Teller and in the southern Seward Peninsula and Norton Sound area, as well as the Bering Strait dialect spoken in the villages surrounding Bering Strait and on the Diomedede Islands.

Δ Δ	i	Δ Δ	u	Δ Δ	a	Δ Δ	h
Λ Λ	pí	∇ ∇	pu	∇ ∇	pa	∇ ∇	p
n n	ti	∪ ∪	tu	∪ ∪	ta	∪ ∪	t
p p	ki	d d	ku	b b	ka	b b	k
r r	gi	∪ ∪	gu	∪ ∪	ga	∪ ∪	g
r r	mi	∪ ∪	mu	∪ ∪	ma	∪ ∪	m
q q	ni	b b	nu	p p	na	p p	n
r r	si	∪ ∪	su	∪ ∪	sa	∪ ∪	s
∪ ∪	li	∪ ∪	lu	∪ ∪	la	∪ ∪	l
∪ ∪	ji	∪ ∪	ju	∪ ∪	ja	∪ ∪	j
∪ ∪	vi	∪ ∪	vu	∪ ∪	va	∪ ∪	v
∪ ∪	ri	∪ ∪	ru	∪ ∪	ra	∪ ∪	r
∪ ∪	qi	d d	qu	b b	qa	b b	q
∪ ∪	ngi	∪ ∪	ngu	∪ ∪	nga	∪ ∪	ng
∪ ∪	nngi	∪ ∪	nngu	∪ ∪	nnga	∪ ∪	nng
∪ ∪	ti	∪ ∪	tu	∪ ∪	ta	∪ ∪	t

The symbols that make up the Iñupiaq alphabet



Dialect differences involve vocabulary and suffixes (lexicon) as well as sounds (phonology). North Slope and Malimiut are easily mutually intelligible, although there are vocabulary differences (*tupiq* means 'tent' in North Slope and 'house' in Malimiut; *iglu* is 'house' in North Slope) and sound differences ('dog' is *qimmiq* in North Slope and *qipmiq* in Malimiut). Seward Peninsula and North Alaskan dialects differ significantly from each other, and a fair amount of experience is required for a speaker of one to understand the dialect of the other. For example, each uses a completely different verb stem for 'talk' ('they are talking' is *qaniqtut* in Seward Peninsula but *uqaqtut* in North Alaskan). Sound differences are also numerous ('they are cooking' is *iarut* in Seward Peninsula but *igarut* in North Alaskan).

The name "Inupiaq," meaning "real or genuine person" (*inuk* 'person' plus *-piaq* 'real, genuine'), is often spelled "Iñupiaq," particularly in the northern dialects. It can refer to a person of this group ("He is an Inupiaq") and can also be used as an adjective ("She is an Inupiaq woman"). The plural form of the noun is "Inupiat," referring to the people collectively ("the Inupiat of the North Slope").

Alaska is home to about 13,500 Inupiat, of whom about 3,000, mostly over age 40, speak the language. The Canadian Inuit population of 31,000 includes about 24,000 speakers. In Greenland, a population of 46,400 includes 46,000 speakers.

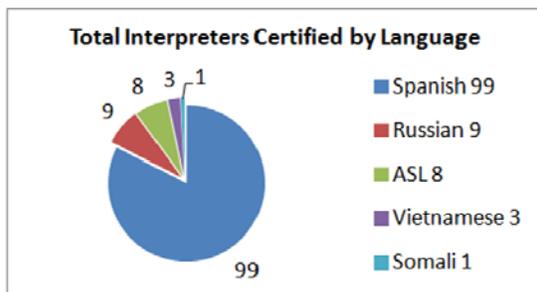
## Credentialed Interpreters

**24 Languages can be Certified in Oregon**

- American Sign Language
- Arabic
- Bosnian/Croatian/Serbian
- Cantonese
- Chuukese
- Eastern Armenian
- French
- Haitian Creole
- Hmong
- Illocano
- Khmer
- Korean
- Laotian
- Mandarin
- Marshallese
- Polish
- Portuguese
- Punjabi
- Russian
- Somali
- Spanish
- Tagalog
- Turkish
- Vietnamese

**85 Languages can be Registered in Oregon**

### Certified Interpreters



In 2012, CIS renewed the credentials of 46 Oregon Certified Court Interpreters. American Sign Language (ASL) was added to the list of certifiable languages in the Oregon Judicial Department in 2011. Of the 16 interpreters who became certified in 2012, eight were ASL interpreters. Two of those interpreters are OJD Staff Interpreters. At the end of 2012, Oregon had 120 Certified Court Interpreters.

#### Requirements for Certified Spoken Language Interpreters

Interpreters must achieve an appropriate score on Written, Ethics, and Oral Interpreting Exams. Additionally, they must attend two orientations - one for ethics, and a second about interpreting for the courts, including an overview of the Oregon court system.



Oregon Certified ASL Interpreters

Exams are designed by the Consortium for Language Access in the Courts (CLAC), which is part of the National Center for State Courts (NCSC).

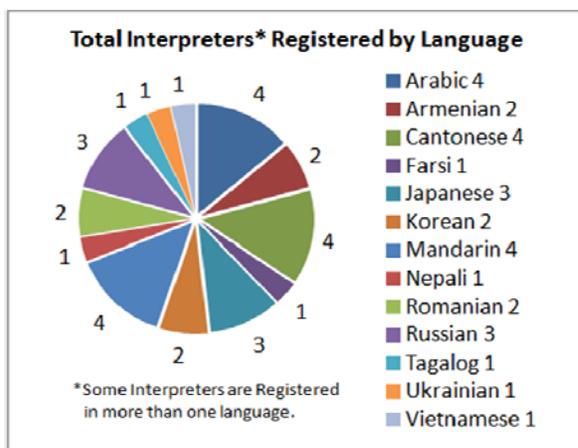
#### Certification Testing for Spoken Language Interpreters

In 2012, 41 people sat for the Written Exam. Over 1,300 individuals have attempted it since 2000. In 2012, 13 people sat for the Oral Interpreting Exam. Over 460 individuals have attempted it since 1997.

#### Oregon Certified ASL Interpreters—Testing and Requirements

ASL interpreters must achieve an appropriate score on the Specialized Certificate: Legal (SC:L) interpreting exam, sponsored by the National Registry of Interpreters for the Deaf, and attend Oregon interpreter orientations.

### Registered Interpreters



In 2012, CIS administered the Court Interpreter oath to Registered Interpreters for Arabic,

Armenian, Cantonese, Farsi, Japanese, Korean, Mandarin, Nepali, Romanian, Russian, Tagalog, and Ukrainian languages. At the end of 2012, Oregon had 22 Registered Court Interpreters.

#### Registered Requirements

Interpreters must achieve appropriate scores on the Ethics, English Language Proficiency, and Oral Proficiency Interview Exams. They must also be mentored for five hours by an OJD staff member.

The OJD can provide an Oregon Registered Court Interpreter credential for languages that have an Oral Proficiency Interview Exam available.

## Continuing Education (CE) & Training in 2012

Court Interpreter Services (CIS) offered 103.5 hours of education for interpreters. 420 Interpreters from 18 different states, and speakers of 25 languages, attended events in Oregon in 2012.

**Guided Observation Court Tours**—CIS led six, three-hour observation tours of the Multnomah and Marion County Courthouses for prospective interpreters of any language. 37 interpreters of eight languages participated in these tours.

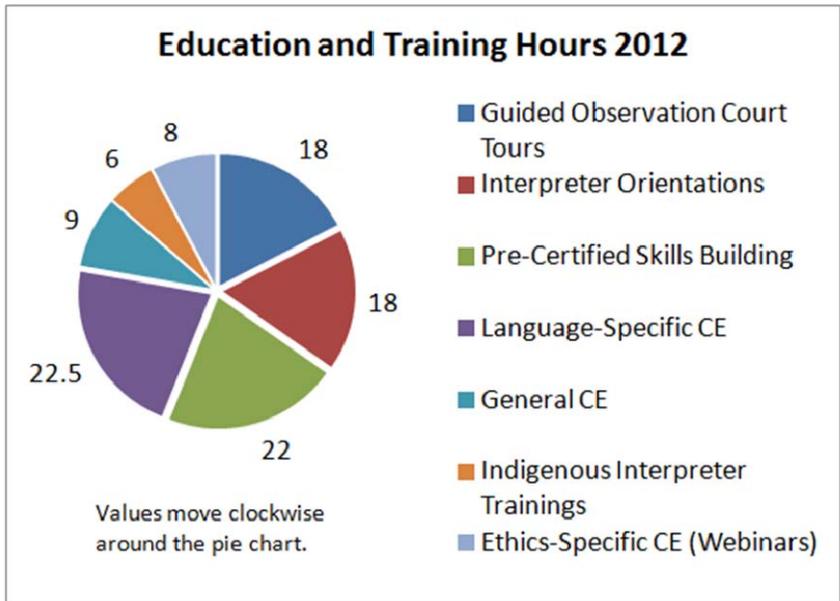
**Interpreter Orientations**—CIS offered one Orientation to Interpreting in the Oregon Courts, and one Ethics Orientation for interpreters.

**Pre-Certified Skills Building**—CIS offered a series of two all-day workshops, and two drop-in workshops to assist interpreters of languages other than Spanish to prepare for the Oral Interpreting Exam.

**Language-Specific CE**—CIS facilitated one Spanish, one Russian, and three ASL language-specific trainings.

**General CE**—One event was held, which focused on business practices for court interpreters. 12 participants attended the event. This was a language neutral training.

**Indigenous Interpreter Trainings**— CIS offered a training for 11 indigenous Central & South American language interpreters in conjunction with the Oregon Law Center.



**Ethics-Specific CE (Webinars)**— CIS offered four ethics webinars for 147 interpreters in nine different states representing 19 different languages.



*Hon. Thomas Ryan from Multnomah County Circuit Court presents at an Ethics Webinar, "Ethical Considerations on the Role of the Interpreter."*



*CIS Program Manager Kelly Mills presents at an Ethics Webinar, "Loose Cannon? Loose Canon?"*

**NEW! 2012 Pacific Northwest Court Interpreter Conference**— CIS organized and implemented a CE conference with the Washington Administrative Office of the Courts. Participants included 72 interpreters of 10 languages from Oregon, Washington, California, Idaho, and Florida. Six Language-Specific CEs, six General CEs, and six Pre-Certified Skills Building trainings were offered. The conference was funded in part by a grant from the State Justice Institute.

## Mentoring Update

CIS' award-winning Mentorship Program is an avenue through which OJD improves the quality of court interpreting throughout the state.

Oregon Revised Statutes define what constitutes "qualified" interpreters (ORS 45.275(9)), and requires their use in court (ORS 45.275(1)). The development of qualified interpreters in 2012 was advanced as:

8 CIS staff provided mentoring in 71 court proceedings for 66 aspiring interpreters who speak 44 different

**Mentor Purpose Statement**

The Court Interpreter Services mentor program fosters professional growth and performance of interpreters in Oregon courts by providing staff mentors.

languages, from Akateko to Vietnamese, including (as examples):

- Bosnian
- Icelandic
- Ixil
- Kinyarwanda
- Maay-Maay
- Nepali
- Purepecha
- Fulani
- Inupiaq
- Karen
- Kirundi
- Mam
- Oromo
- Tongan

Coaching focuses on ethics, protocol, technique, vocabulary, and self-study options.

CIS' Mentorship Program improves meaningful access to justice in the courts. This increased access removes barriers for limited English proficient (LEP) individuals as required by Title VI of the Civil Rights Act of 1964.

*Written by Max Christian,  
Interpreter Analyst*

## Outreach, Additional Training, & Presentations

### January

- Presented to University of Oregon Law School students about interpreters in the legal setting.

### February

- Worked with Portland Community College sign language interpreting students.

### April

- Presented Oregon Remote Interpreting systems at the Institute for Legal Interpreting Conference.

### May

- Presented at the Careers in Law Day Conference sponsored by Portland State University.
- Presented to Graduate and Undergraduate ASL/English interpreting students at Western Oregon University.

### June

- Presented at the New Judges Training on working with interpreters.
- Presented at the ASL National Symposium on Video and Legal Interpreting.

### September

- Presented to judges in Jefferson County on working with interpreters.

- Presented to members of the Oregon State Bar about the deaf community and working with interpreters.

### October

- Presented to Community Mediators in Deschutes county on working with interpreters.

### November

- Presented to Judges in Multnomah County on working with interpreters.

### Ongoing

- Served on Oregon's Medical Interpreter Certification Commission.
- Served on NCSC Remote Interpreting advisory workgroup.
- Held town hall meetings with contract interpreters.
- Provided free live and on-demand professional development webinars to CIS staff.
- Acted as consultant to Tennessee, Minnesota, California, New Mexico, and Texas Administrative Office of the Courts in piloting Remote Interpreting services.
- Updated translation of on-line statewide forms, including DUII Diversion and Marijuana Diversion forms (Spanish).

## Court Interpreting—Glossary of Terms

### —Fast Facts—

#### 3 Methods of Interpreting are Used in Court:

- 1) **Consecutive**—Interpreter waits until the speaker has finished before rendering one language into another.
- 2) **Simultaneous**—Rendering one language into another while the speaker is speaking.
- 3) **Sight**—Rendering of written material into another spoken or signed language. Also called Sight Translation.

#### What is the difference between an interpreter and a translator?

**Interpreter** – A person who provides an oral translation between speakers of different languages.

**Translator** – A person who translates written messages from one language to another.

- **American Sign Language (ASL)**—The language most commonly used by hearing-impaired Americans, especially those whose hearing was impaired early in life, or were born with the impairment.
- **Bilingual**—A person fluent in two languages. In contrast, an interpreter uses additional knowledge, skills, and abilities.
- **Certified Interpreter**—An interpreter holding a current credential awarded by Oregon’s State Court Administrator (SCA) to an interpreter who has met all certified court interpreter credential requirements for a spoken language or ASL.
- **Indigenous Language**—A minority language that is native to a region and spoken by indigenous peoples.
- **Interpret**—The professional term for the oral transfer of meaning from one language into another. Also used with sign language interpreting.
- **Limited English Proficient (LEP)**—Individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English can be limited English proficient, or “LEP.”
- **Qualified Interpreter**—A temporary status determined by a judge or hearings officer. An interpreter is deemed qualified by the court to interpret a particular language for a particular hearing. This is not a credential or certification.
- **Registered Interpreter**—An interpreter holding a current credential awarded by Oregon’s State Court Administrator to a bilingual person who achieves appropriate scores on language proficiency exams (as opposed to interpreting skills tests) and fulfills other requirements established by the SCA.
- **Relay Interpreting**—Relay interpreting is used when no single interpreter has the needed language pair. One interpreter interprets the message to a language known to another interpreter, who then renders the message to the final target language. For example, a Mayan source message is first rendered to Spanish. A Spanish interpreter listens to the message and renders the message into English.
- **Remote Interpreting**—The use of technology, including video, telephone, or conference phones, to provide spoken or sign language interpreter services from an onsite or offsite remote location.
- **Sign Language Interpreting**—When a hearing person speaks, an interpreter will render the speaker’s meaning into the sign language, or other language forms used by the Deaf or hearing-impaired party. The other end of interpreting is when a Deaf person signs, an interpreter will render the meaning expressed in the signs into the oral language for the hearing party.
- **Source Language**—The language that is translated or interpreted from.
- **Summary Interpreting**—Paraphrasing the words of the speaker. Summary interpretation is not appropriate for legal interpretation because it is not within the court interpreter’s scope of practice to decide its importance.
- **Target Language**—The language that is translated or interpreted to.
- **Translation**—The professional term for the transfer of meaning from one language into another, usually written.