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ISSUE 1 | OCTOBER | 2008

Oregon Judicial Department
Court Interpreter Services

Certification and Training *focus*

ADDRESSING THE NEEDS OF THE OREGON COURTS BY FULFILLING THE MISSION OF COURT INTERPRETER SERVICES.

The mission of Court Interpreter Services is to provide the highest quality, mandated, linguistic access to state courts through ethically-bound, trained interpreters; education of court community and responsible resource management.

Introducing aspiring interpreters to the Oregon courts

By Jose E. Behar, Certification and Training Manager

We kicked off this year's *'2-day Orientation to the Oregon Courts'* workshop in April with 32 aspiring interpreters.
This year's group was comprised of individuals with some interpreting experience, which made the interaction very dynamic and engaging.
We would like to thank Kelly Mills, Max Christian, Carla Farrell, Enrique Andrade and André Knaebel for their participation as presenters and instructors for this event.
Following the 2008 orientation workshop, CIS offered the Intensive Skill-building Classes with Alee Robbins and Elena Bogdanovich.
The 60 hours of intense skills building lessons concluded with a mock exam that tested their proficiency in the three modes of interpretation. ■

quality

MARKET WATCH

The National Association of Judiciary Interpreters (NAJIT) is now offering professional liability insurance for freelance spoken-language and ASL interpreters, translators and transcriptionists. Find out more by visiting www.najit.org.

Gloria Sanchez and Manuel Martinez take part in a role-playing exercise to demonstrate the consecutive interpreting mode in the Tarasco/Purépecha tongue.

Training for Speakers of Indigenous Languages

"A very valuable tool that other states should be investing in…" Joaquin Marquez, participant

By Jose E. Behar, Certification and Training Manager

CIS partnered with the Oregon Law Center, OLC in 2002 to provide an introduction to the Oregon courts and in-depth interpreter training classes for speakers of indigenous languages. This effort was started by Lois Feuerle (OJD) and Julie Samples (OLC).
For the past few years, Max Christian and David Dellenback have joined forces as instructors to focus on helping speakers of indigenous languages develop their skills in relay interpreting– the act of facilitating oral and sign-language communication, either simultaneously or consecutively, between two or more users of different languages.
This year we held the classes at the Multnomah County Courthouse and hosted speakers of the Tarasco/Purépecha, Kanjobal and Akateco tongues. The class included an overview of the Code of Professional Responsibility for Interpreters in the Oregon Courts, skill-building role-playing exercises in the consecutive and simultaneous modes of interpreting and an orientation to the Oregon courts.
Court Interpreter Services has contracted the services of interpreters for more than 15 indigenous tongues.■

FUN FACT

Sacagawea, Charbonneau, and Francois Labiche were the first people recorded to have practiced relay interpreting in Oregon. They would interpret from Hidatsa to French to English.

http://www.pbs.org/lewisandclark/inside/saca.html

access

customer

service

What's NEW!

CE E-Credits
We will be offering new online CE opportunities.
Our first virtual CE class took place on July 23, 2008. The discussion focused on the first Canon of the Code of Ethics and was led by Max Christian, Interpreter Supervisor.

CIS *Easy-Pay*
You may now pay over the phone with a VISA or MASTERCARD for any transaction with our office.

Language Bank Expansion
We have added Marshallese and Chuukese to the list of certified languages. Oregon joined Hawaii and Arkansas in sponsoring the development of the oral exams.

Visit us on the web at http://www.ojd.state.or.us/osca/cpsd/interpreter/index.htm

Tribute Lois Feuerle

Lois Feuerle was hired as the first Coordinator of the Oregon Judicial Department's Court Interpreter Certification, Testing and Training Program in 2000. Prior to relocating to Oregon she was the Coordinator of Court Interpreting Services for the State of New York and administered the NYU Translation and Interpreting Studies program. Loie retired from OJD in June 2008 and we would like to thank her for her years of service.

CALENDAR of 2008 Events

EXAMS
11/18 - Registration for the 2009 Written Exam opens

CE
11/1 9a -12p- Glossary Standardization
(3 LS CE Credits)

11/12 6p - 8p - Ethics Webinar: Canon 2
(2 EthS CE Credits)

DEADLINES
11/28 –Certification Renewal Applications Due! (06-08 Cycle)

STAFF
10/27 – Interpreter Liaison start date.

FREELANCER MEETINGS
Noon – 1p

9/27-Jefferson County, Madras Library Annex

10/27-Multnomah County Justice Center, Room 308

10/28-Marion County, Court Programs and Service Office

Statewide Scheduling

By Heidi Muellerleile,
Business Operations Manager

Court Interpreter Services has begun scheduling all interpreter needs for the following counties: Union, Wallowa, Harney, Columbia and Clatsop.

In addition, CIS is now fully scheduling for all Citizen Review Boards.

We are happy to be providing high quality interpreting services to these 'new to CIS' counties throughout the state of Oregon.

More are on the way!

Intensive Skill-Building Training a success!!!

By Jose E. Behar,
Certification and Training Manager

Prospective interpreters participate in a simultaneous skill-building exercise using the CIS language lab.

Court Interpreter Services was proud to provide two, 60-hr intensive skill-building training workshops for speakers of Spanish and Russian. The primary focus of the class was to provide participants with the necessary tools for the development and improvement of their skill-sets in the three interpreting modes and to increase the pass rate for the oral exams. Participants used the Consortium Practice Examination Study Kit, the Acebo Interpreter's Edge study CD set and materials specially customized by the instructor. Elena Bogdanovich, PhD, was the instructor for our team of prospective Russian interpreters in the Portland metro area. Alee Robbins was the instructor for our Spanish team in Salem.
Carla Farrell and Enrique Andrade were selected to participate in the concurrent *training of trainers* session conducted by Alee Robbins. Together with the Certification and Training Manager, they will be leading the workshop next year.
The training consisted of a four-hour course on teaching techniques for trainers of adult learners, participation in the 60-hour workshop as student teachers and observation of the administration of the mock exam at the conclusion of the workshop. Candidates were able to sit through a complete mock exam with the instructors and receive feedback on their performance. ■

Canon 1: Accuracy and Completeness

By Max Christian, Interpreter Supervisor

One of the stated requirements of the Code of Professional Responsibility for Interpreters in the Oregon Courts is the provision of equal access to justice for non-English speakers. The role of the interpreter as an officer of the court is to act as a "neutral and impartial participant who assists the court in ensuring that court proceedings and court support services are accessible and function efficiently and effectively." While complete and accurate interpretation of mixed-up, offensive, wandering, or ineffectual communication may seem awkward or uncomfortable to the new or inexperienced interpreter, adhering to the canon of "Accuracy and Completeness" is essential to providing equal access to justice for non-English speakers. While the speaker in the source language may stumble over words, use obscenities, speak ambiguously, or display all manner of linguistic deficiencies, the interpreter is bound to interpret everything spoken in the source language completely and accurately.
There are potential difficulties and possible embarrassment raised by Canon # 1: the interpreter's skills may be doubted solely based on a complete and accurate interpretation. A source language speaker may employ idiom, metaphor, or an ambiguity that the interpreter is unable to convey; the speaker may use lengthy statements filled with unfamiliar words in a soft spoken voice; or they may even rely on culturally bound terms. The interpreter must not gloss this over. The interpreter must not guess at what might be meant. The interpreter must not bluff his or her way through, or omit what he or she didn't get! The judge is to be informed of the situation and permission requested to resolve it. The interpreter must accept the possibility of public embarrassment and the questioning of the interpreter's interpretation as inherent to the interpreter's role as an officer of the court. Such are the trials and troubles of an interpreter. They must be accepted with humility. The interpreter's reward, ironic though it may seem, is in knowing that one has been an accurate and complete conduit of inaccurate and incomplete source language statements! Fie on embarrassment! Bravo for the interpreter who has conducted him/herself as the professional she/he is! ■

accuracy

completeness

FROM THE DESK OF Kelly Mills

By Kelly Mills, Program Manager

Jose E. Behar was promoted to the Certification and Training Manager position in Court Interpreter Services (CIS) on September 1, 2008. In this role, he will coordinate, supervise, and expand the court interpreter certification and registered testing and training programs including the development of continuing education (CE) courses, administration of exams, and work with local and national stakeholders. The Registered program will ensure that a majority of our non-certified language interpreters have attended basic courses in interpreting ethics and skills development. The position is a part of the CIS management team, and recommends, develops, monitors, and assesses the effectiveness of CIS programs, policies, and educational, training programs, and materials related to court interpreting. Jose is a Certified Interpreter and holds a master level designation. Previously Jose worked as a CIS staff interpreter, a freelance interpreter, and a Production Coordinator for several major motion picture projects. He is a creative guy and very tech savvy! Welcome back, Jose!

Sally Shepard will join Court Interpreter Services (CIS) on October 27, 2008 as the liaison for languages other than Spanish (OTS). This position is very important for CIS as it works closely with interpreters and bilinguals who speak the 103+ languages other than Spanish in our courts. The position researches potential interpreters, screens qualifications, mentors in and outside of court, and works closely with the Certification and Training Manager in implementing the new Registered Interpreter classification. Sally previously worked at the OJD as a scheduler of Spanish and other than Spanish interpreters. She also brings significant experience working with diverse populations in the Czech Republic, Japan, the Japanese Consulate, Lewis and Clark College, and Western Oregon University. Sally gives up an exciting newspaper career to come back to CIS and to our mission to provide linguistic access to courts through the trained interpreters.

Katie Randall provides support to CIS, especially to the Certification and Registered interpreter programs. Katie joined CIS in August, coming from the 6th Judicial District (Umatilla and Morrow Counties) courts, and has work experience coordinating programs at Eastern Oregon University and the County Extension Programs. She will coordinate registrations and CE documents and files, proctor exams, and maintain CIS webpages in addition to other CIS support work. We hope she doesn't mind the rain on the West side!

Key Performance Measures

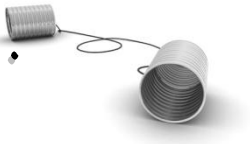
By Janel Page, Data and Performance Measure Analyst

The OJD's Performance Measure Advisory Committee (PMAC) has been developing a Key Performance Measure related to court user satisfaction. Related to this, the OJD piloted a court user survey in three counties: Washington during August 25-29, 2008; Klamath during Sept 15-18, 2008; and Tillamook on Sept 22, 2008. The survey may be piloted in a few more counties, and then will most likely be administered statewide during 2009.

The PMAC wants to have a good survey response rate among Spanish-speaking court users. The court user survey has been translated into Spanish and is made available alongside the English surveys. Signs and handouts have also been translated into Spanish. When court users walk into the courthouse, they will be handed a 1/2 page paper explaining what the survey is about and asking them to give us their opinion. The handout is in English on one side and Spanish on the other. An effort was made to keep the format as close as possible to the English version in all three translated documents. Courts are also making an effort to have a Spanish-speaking person available to assist with questions. If you're asked to complete a survey in the courts, please do so. You're one of our court users too. We care about all our court users and want their feedback. Your opinion counts! ■

accountability

Let's stay in touch...



Kelly Mills Program Manager Office: 503.986.7004 Cell: 503.689.7248 kelly.mills@ojd.state.or.us	Contact if you have questions regarding the overall program or management.
Jose E. Behar Certification & Training Manager Office: 503.731.3284 Cell: 503.580.9600 jose.e.behar@ojd.state.or.us	Contact if you have questions regarding Certification, Training, Other than Spanish Languages, and the Registered Interpreter Program.
Max Christian Interpreter Supervisor, Statewide Office: 503.988.3551 Cell: 503.929.0678 max.d.christian@ojd.state.or.us	Contact if you have questions regarding individual interpreters, staffing of interpreters, interpreter protocol, ethics, and provision of interpreters.
Heidi Muellerleile Business Operations Manager Office: 503.988.3525 Cell: 503.929.2342 heidi.muellerleile@ojd.state.or.us	Contact if you have questions about scheduling interpreters, court scheduling, and payments to interpreters.
Katie Randall Judicial Services Specialist Office: 503.986.5602 Katie.l.randall@ojd.state.or.us	Contact if you have general questions regarding certification records, renewals, and continuing education event dates.