



# Court Language Access Services 2014



*"No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."*

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**Title VI of the Civil Rights Act of 1964**

**Mission Statement**

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

Oregonians can be proud of their state courts, which every day strive to meet our constitutional obligations to provide impartial justice completely and without delay, while being open and accessible to all Oregonians.

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**Chief Justice**

**Thomas A. Balmer**

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## A Message from the Program Manager



Kelly Mills  
Program Manager  
Court Language Access Services

Following OJD's participation at the National Summit on Language Access in the Courts in 2012, the OJD began to diligently promote increased Federal Title VI compliance in the Oregon State Courts. In 2014 the unit was renamed Court Language Access Services (CLAS) to better represent the various court support services and our commitment to meeting the needs of limited English proficient (LEP) court customers. We reorganized staff resources to create a Language Access Coordinator position and were awarded a State Justice Institute (SJI) Technical Assistance (TA) grant.

The "Counter Encounter" fulfilled many court counter goals in two pilot counties:

- Train front-line court staff on LEP customer service,
- Enhance multi-lingual courthouse signage and materials,
- Increase the number of translated forms and web pages, and
- Pilot technology for multi-lingual counter customer services.

Be sure to read page 6 for more details. We were also awarded a National Center for State Courts (NCSC) technical assistance grant (funded by SJI) to administer a comprehensive LEP court customer needs assessment to evaluate gaps between OJD language access needs and federal guidelines. Over 300 LEP court customers participated in the survey. In April Oregon hosted the annual meeting of the Council of Language Access Coordinators in Portland, and reunited former Chief Justice Paul DeMuniz and former Mixteco speaking client, Santiago Ventura Morales, page 8, and we brought continuing education opportunities to interpreters at the annual OJD Pacific Northwest Court Interpreter Conference, page 13.

Access in all forms and through language services remains one of OJD's highest priorities. Through the efforts of our dedicated CLAS scheduling, interpreting and coordinating staff, the OJD personnel in all courts, the skills of freelance interpreters and community partners, we will provide the highest quality services for all.

# Limited English Proficient Court User Surveys

The OJD began a self-assessment to identify and evaluate the needs of our limited English proficient (LEP) customers in 2014. Nearly 15 out of 100 Oregonians will need language assistance to conduct their business, protect their families or meet their accusers at court. In order to determine the best use of resources to provide staff training, update policies and procedures, or have a baseline to monitor services, the OJD asked LEP customers what they think. With a funding from the State Justice Institute, the National Center for State Courts provided assistance to develop and compile results of a survey in four languages to over 300 court customers. We were able to gauge customer’s experiences, satisfaction, and specific needs while seeking court services. Several areas were identified for improvement and further identification of issues and possible funding resources. They primarily include the need for

- More bilingual employees speaking the languages of Oregonians
- A reduction in language barriers to services
- Improvement in general customer service areas

The OJD will address these issues in 2015 and beyond through the OJD Language Access Plan.

2014 OJD Limited English Court Customer Survey Results

Rank	Number of Comments Received	Theme
#1	17%	Comments urging that more bilingual staff and services are required
#2	8%	Frustrations with the language barrier evident when interacting with the court
#3	4%	Customer service issues
#4 Tie	2%	Concerns with locating the facility or divisions within the court
#4 Tie	2%	Issues with staff assignments and procedures
#6 Tie	1%	Comments urging the court to embrace minority languages
#6 Tie	1%	Requests to improve signage
#6 Tie	1%	Staff and interpreter issues, or interpreter-specific procedures
#7	<1%	Requests to improve forms and documents
#8	<1%	Issues with delays and wait times



## Technology & Customer Service



A clerk in Washington Co. speaks to a court customer via a video remote interpreter at the Family Law Counter.

*Our American system of justice cannot function if it is not designed to adequately address the constitutional rights of a very large and ever-growing portion of its population, namely litigants with limited English Proficiency.*

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**NCSC National Call to Action Publication**

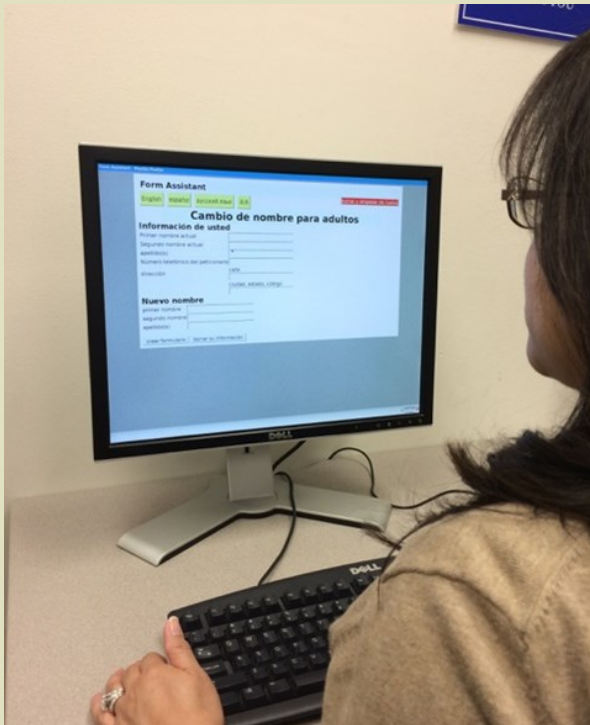
There is a clear willingness, especially among voters under forty, to use online resources to interact with the courts. According to the 2014 State of the Courts Poll (February 2015), 75% of customers expressed a preference to submit on-line questions about court procedures and process that would be answered by court staff. When it comes to communicating and getting information, young Latinos make extensive use of mobile technology, (Pew Research Center on Latinos). This need to provide enhanced services via technology is identified in the OJD 2014-2019 Strategic Plan to “improve and expand, through the use of technology and other means, the availability and access to other language services at public counters, kiosks, courtrooms and online court websites and tools.” (Strategic Plan Goal 4.1).

In 2014 the OJD focused on two pilot counties, Polk and Washington, to address this growing need. Funded by the State Justice Institute, we trained front-line court staff in the use of technology to provide both telephonic and video remote interpreting right at the court counter and multi-lingual fillable court forms. Within only a few weeks, the pilot courts had provided immediate, on-demand court services in American Sign Language (ASL), Arabic, Cantonese, Mandarin, Somali, Spanish, and Vietnamese. Family Law Services counters were targeted for this technology pilot because many of their customers are both limited English speakers *and* self represented. Foreign language speakers were able to seamlessly file forms in English through a series of guided bilingual questions, saving hours of time spent at the courthouse.

# Technology & Translations

The State Justice Institute grant funded the expansion of the number and diversity of multi-lingual courthouse signs and materials, including multilingual brochures and “I Speak” posters. By simply pointing at their language, court customers are informed that an interpreter will be provided on demand and at no cost to them.

Vital statewide documents were translated and posted to the OJD webpages in the four most requested languages in the Oregon Circuit Courts: Chinese, Russian, Spanish and Vietnamese. The Chinese versions can be understood by both literate Cantonese and Mandarin language speakers.



Left: Self-represented speakers of Cantonese, Mandarin, Russian, Spanish, or Vietnamese can submit Family Law Forms through multilingual kiosks in Washington and Polk Counties.

Right: Patricia Anda, Certified Spanish Court Interpreter, provides services for a Washington County clerk.



## Interpretation Services Available

**OREGON JUDICIAL DEPARTMENT**  
Office of the State Court Administrator



This document was translated under grant #02-20-044 from the State Justice Institute. The points of view expressed are those of the Oregon Judicial Department and do not necessarily represent the official position or policies of the State Justice Institute.

**English Translation:** Point to your language. An interpreter will be called. The interpreter is provided at no cost to you.

<b>Arabic</b> <span style="float: right;">عربي</span> انشر إلى لغتك. وسنم الاتصال بمترجم فوري. كما سنم إحضار المترجم الفوري مجاناً.	<b>Korean</b> <span style="float: right;">한국어</span> 귀하께서 사용하는 언어를 지정하시면 해당 언어 통역 서비스를 무료로 제공해 드립니다.
<b>Burmese</b> <span style="float: right;">ဗမာစာ</span> သင့်ဘာသာစကားကို ညွှန်ပြရန် စကားပြောဆိုင်ခန်းများကို သင့်ဘာသာစကား စကားပြောဆိုင်ခန်းများကို ဝန်ဆောင်ပေးပါမည်။	<b>Mandarin</b> <span style="float: right;">國語</span> 請指認您的語言，以便為您提供免費的口譯服務。
<b>Cantonese</b> <span style="float: right;">廣東話</span> 請指認您的語言，以便為您提供免費的口譯服務。	<b>Polish</b> <span style="float: right;">Polski</span> Proszę wskazać swój język i wezwiemy tłumacza. Usługa ta zapewniana jest bezpłatnie.
<b>Chuukese</b> <span style="float: right;">Chuukese</span> Pointi ngeni ifan om foosun fenu. Sipwe kori emon chon chiakui. Ese kamo ren an emon epwe interpretini ngonuk.	<b>Portuguese</b> <span style="float: right;">Português</span> Indique o seu idioma. Um intérprete será chamado. A interpretação é fornecida sem qualquer custo para você.
<b>Farsi</b> <span style="float: right;">فارسی</span> زبان مورد نظر خود را مشخص کنید. یک مترجم برای شما درخواست خواهد شد. مترجم بصورت رایگان در اختیار شما قرار می گیرد.	<b>Punjabi</b> <span style="float: right;">ਪੰਜਾਬੀ</span> ਅਪਣੀ ਭਾਸ਼ਾ ਚੋਣ ਦਿਖਾਕਾ ਕਰੋ। ਜਿਸ ਭਾਸ਼ਾ ਵਿੱਚ ਚੁਣਾਈਆਂ ਚੁਣਾਈਆਂ ਸੇਵਾਵਾਂ ਤੁਹਾਡੇ ਲਈ ਚੁਣਾਈਆਂ ਦੀ ਮੁਫਤ ਫ਼ਿਤਰਾ। ਕੀਤਾ ਜਾਵੇਗਾ।
<b>French</b> <span style="float: right;">Français</span> Indiquez votre langue et nous appellerons un interprète. Le service est gratuit.	<b>Russian</b> <span style="float: right;">Русский</span> Укажите язык, на котором вы говорите. Вам вызовут переводчика. Услуги переводчика предоставляются бесплатно.
<b>Haitian Creole</b> <span style="float: right;">Kreyòl</span> Lonje dwèt ou sou lang ou pale a epi nap rele yon entèpreèt pou ou. Nou ba ou sèvis entèpreèt la gratis.	<b>Somali</b> <span style="float: right;">Af-Soomaali</span> Farta ku fiqilqadaada... Waxa laguugu yeeri doonaa turjubaan. Turjubaanka wax lacagii kaaga bixi mayso.
<b>Hindi</b> <span style="float: right;">हिंदी</span> अपनी भाषा को इंगित करें। जिसके अनुसार आपके लिए द्वापिया बुलाया जाएगा। आपके लिए द्वापिया की निशुल्क व्यवस्था की जाती है।	<b>Spanish</b> <span style="float: right;">Español</span> Señale su idioma y llamaremos a un intérprete. El servicio es gratuito.
<b>Hmong</b> <span style="float: right;">Hmoob</span> Taw rau koj hom lus. Yuav hu rau ib tug neeg txhais lus. Yuav muaj neeg txhais lus yam uas koj tsis tau them dab tsi.	<b>Tagalog</b> <span style="float: right;">Tagalog</span> Ituro po ang inyong wika. Isang tagasalin ang ipagkakaloob nang libre sa inyo.
<b>Japanese</b> <span style="float: right;">日本語</span> あなたの話す言語を指してください。無料で通訳サービスを提供します。	<b>Vietnamese</b> <span style="float: right;">Tiếng Việt</span> Hãy chỉ vào ngôn ngữ của quý vị. Một thông dịch viên sẽ được gọi đến, quý vị sẽ không phải trả tiền cho thông dịch viên.

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**LanguageLine Solutions**

**Interpreting**  
Three-way communication: Connecting you, your customer and our interpreter.

**Translation**  
All content types including documents, websites, training materials, multimedia and apps.

**Testing and Training**  
All our expertise to help improve interpreter and bilingual staff development and language proficiency.



# Focus on Interpreting

The following is an excerpt from the 1999 *OJD Access to Justice Journal*, published by the Access to Justice for All Committee. As a salute to the 50 year anniversary of the Civil Rights Act we are re-running this excellent article, written by Leola McKenzie, current OJD Director of the Juvenile Courts and Family Services Division (Summer 1999, Vol. 1 No. 1).

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**Santiago Ventura Morales.** Those who *know* about interpreting *know* the name and the circumstances of his case. I am learning about interpreting. On March 16, 1999, I met Santiago Ventura Morales, and I learned firsthand about the “*Ventura case*.” Mr. Ventura provided testimony before the Senate Judiciary Committee in support of two bills related to interpreters. As part of his testimony, he recalled his experience with the courts more than ten years earlier.

He was arrested and charged with murdering a fellow farm worker. During his trial, he had difficulty communicating with the interpreter selected by the court. The interpreter spoke Spanish and English. He spoke Mixtec, a native Mexican Indian language. The jury said he was guilty. He was sentenced to life in prison.

Paul De Muniz was one of Mr. Ventura’s attorneys in Mr. Ventura’s post-conviction case. After spending four years in prison, his conviction was overturned and Mr. Ventura was released. He attended the University of Portland, worked hard, and graduated with a degree in social work.

This case drew national attention and encouraged courts and judges across the country to begin to examine and improve the use of interpreters in the courts. Oregon also began efforts to improve the provision of interpreters. In 1993, at the request of the Oregon Judicial Department, the 67th Legislative Assembly passed Senate Bill 229 (OR Laws 1993, ch 687) instructing the Office of the State Court Administrator (OSCA) to establish a certification program to ensure a minimum standard level of quality of interpreters who work in the courts. Now, six years after the enabling legislation, OSCA seeks funding to administer and expand the certification program. In addition, the Access Committee continues earlier efforts of the Racial/Ethnic Issues Task Force and the Implementation Committee to expand the provision of certified interpreters.

It is for these reasons that this first Access to Justice Journal focuses on interpreter issues. We hope you will find it a valuable resource tool that will assist you with ensuring fair and accessible justice services for all non-English speaking individuals and people with disabilities involved in Oregon’s courts.



Former OJD Chief Justice Paul De Muniz (left) is reunited with Santiago Ventura Morales (right) at the 2014 Portland Council of Language Access Coordinators Meeting



# Remote Interpreting

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

## ***OJD Remote Interpreting Vision Statement***



Freelance interpreter John Wan brushes up on simultaneous skills, the method of interpretation most seen utilized during remote interpreting.

In 2014, just over 1000 Oregon Circuit Court hearings were served by interpreters appearing via video or telephone. The CLAS Remote Interpreting Team focused efforts on the sixteen counties which use 80% of all video and telephonic interpreting services.

The RI team made contact with local court staff, testing technology as necessary leading to improvements to RI technology in Columbia, Morrow, Multnomah (Gateway location), Umatilla (Hermiston), and Washington (Law Enforcement Center) Counties. Upgrades and improvements to RI technology during the past three years are paying off as 2014 saw a 38% decrease in unsatisfactory user reports. Interpreter schedulers received refresher training on how to offer and implement remote interpreting services to courtrooms statewide. The RI team was also very active in the "Counter Encounter" grant efforts to bring technology and video remote interpreting services to courthouses in Polk and Washington Counties.

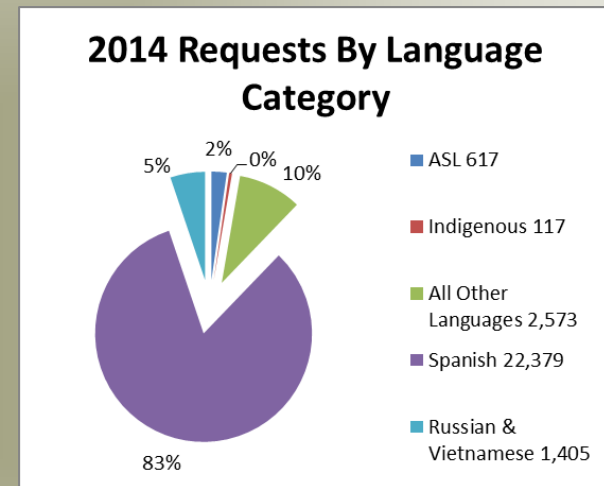
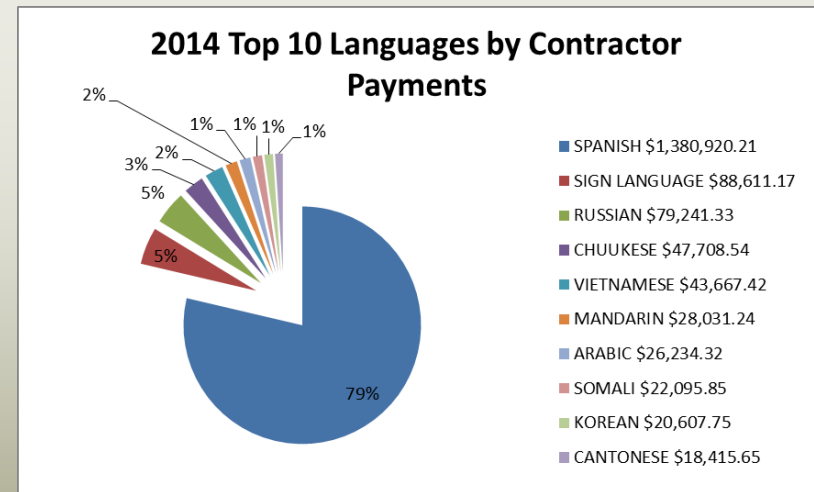


Freelance interpreter Yesenia Cyphers uses the remote interpreting telephonic equipment in Washington County for a hearing request in an Oregon rural county.

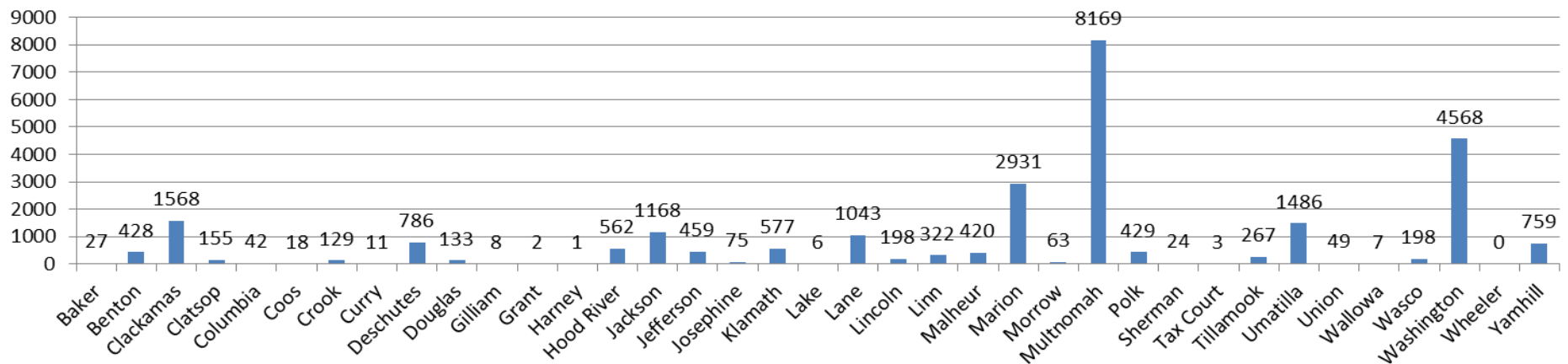
# Scheduling Interpreting Services

Court Language Access Services processed a total of 27,091 requests for interpreters statewide in 2014. That is an average of 2,340 requests per month, or 108 requests per day. The county with the most interpreter requests was once again Multnomah (Portland metro area) accounting for 30% of total requests.

Throughout the year CLAS schedulers have dedicated themselves to every facet of our mission statement, from using resources wisely to providing the highest quality interpretation services to our court customers. For the next 18 months, the final courts shall implement the Oregon eCourt system in rapid succession, and our front-line staff will continue to work closely with the courts to serve our LEP populations to the best of our ability.



## 2014 Interpreter Requests By County (27,091 Total)



# A Language Study: Chuj de San Mateo

Court Language Access Services (CLAS) received a request for an interpreter to provide services in an indigenous Guatemalan language—Chuj—for two individuals held as material witnesses in a murder case.

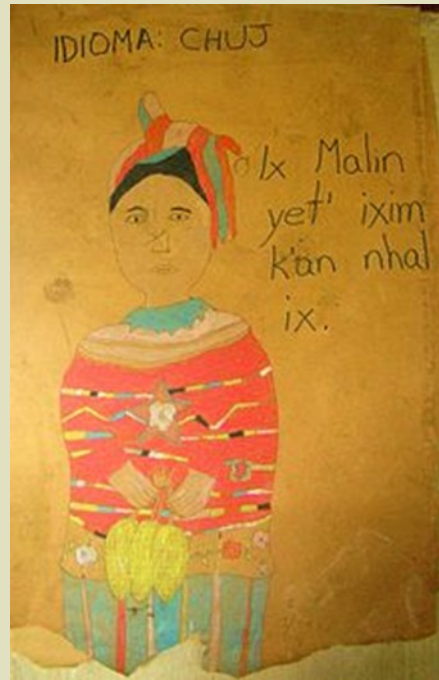
Where does CLAS begin when we receive a request for a rare language of limited diffusion? A local, national and international search was started and language assessments were held by telephone. After interviewing the witnesses about their hometowns, their education, their use of Spanish and English, it was determined that we must find an interpreter who spoke the dialect, Chuj de San Mateo. Some indigenous villages are still very isolated in parts of Mexico and Central America, separated from others by mountain ranges and lack of developed road systems. Schools are limited and the language of instruction is typically not in Spanish. When immigrants come to the Pacific Northwest they may travel and live with other workers from their homeland, continuing to speak their primary language and learning just enough Spanish and a smattering of English to get by. When having to testify in one of the most intimidating and formal situations of their lives, the witnesses needed an interpreter of Chuj de San Mateo in order to fulfill their part of the justice system.

When potential language matches were located, CLAS coordinated telephonic language assessments using scripts in Spanish. Some dialect variations were so unintelligible that the group often

reverted back to Spanish, or even sometimes English, in order to communicate that they were *unable* to communicate.

More than fifty language leads were followed over the course of the search to locate a suitable interpreter. Our indigenous interpreter training partners at the Oregon Law Center in Woodburn and experts in Mexico and Guatemala, including a Chuj academic linguist, were unable to assist. At least nineteen interpreter agencies were contacted. The Guatemalan Consulate, the US Embassy in Guatemala, Ixtatán Foundation, the National Association of Judiciary Interpreters and Translator (NAJIT), the California Federation of Interpreters, the California Interpreter Association (CCIA), the Guatemalan Human Rights Commission, the Mexican Instituto Nacional de Lenguas Indigenas (INALI), Wycliffe Bible Translations and all fifty states' Administrative Offices of the Courts and Chuj population centers in Los Angeles County, CA worked with us.

Ultimately, CLAS was able to identify a skilled interpreter who formerly resided in the U.S. now living in Guatemala. Without a visa to travel, the next challenge became a remote interpreting case study. Technical details and agreements on linguistics were made between the attorneys, the judge, the interpreter, an attorney's office in Guatemala and CLAS. The Remote Interpreting team was able to establish both video and telephonic interpretation from a small Guatemalan attorney's office to a courtroom in Salem, Oregon.



Above: Chuj folk art, a Chuj woman with text in the Chuj language alluding to Maya corn culture.

Below: Regions of Central America where speakers of the Chuj language can be found.



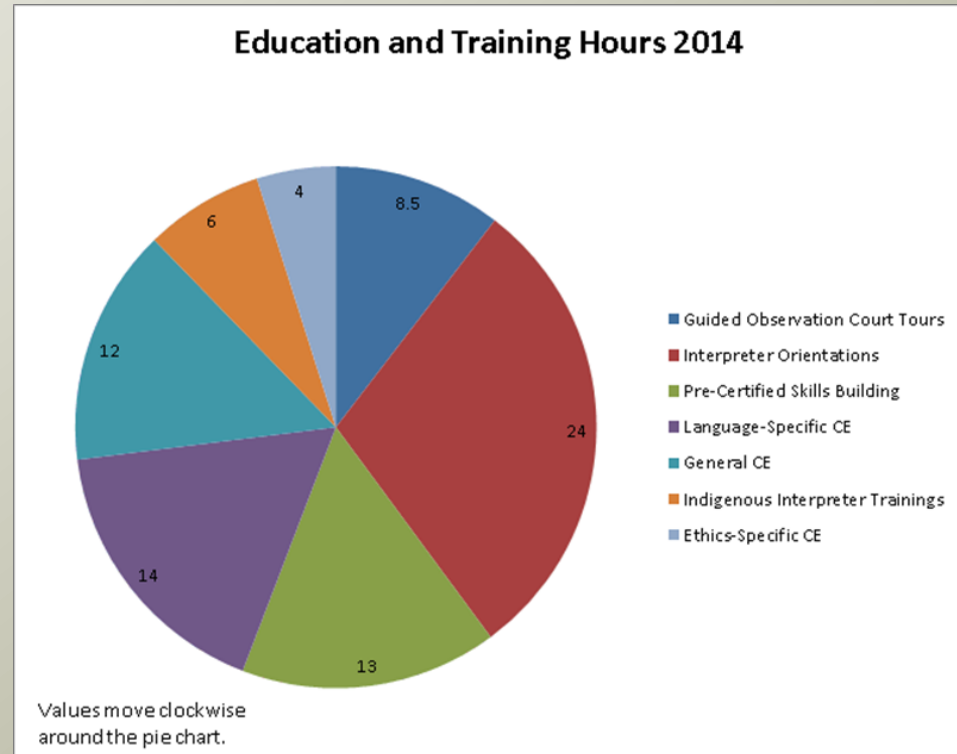


# Education & Training

In 2014 CLAS provided 81.5 hours of continuing education to over 300 interpreters. The attendees were a combination of credentialed and prospective interpreters from twelve states and fifteen languages. 2014 focused on providing more training opportunities to prospective interpreters hoping to pass the Oral Exam. With a goal to recruit and train interpreters in languages other than Spanish, Court Language Access Services hosted four six-hour Orientations and two Oral Exam preparation courses. Prospective interpreters were also given the opportunity to attend one of the three Guided Observation Tours at the Multnomah County Courthouse.

For the third year, CLAS hosted the “Pacific Northwest Court Interpreter Conference” which provided a concentrated opportunity to obtain continuing education units in a single weekend. The conference theme was juvenile court and offered thirty-two hours of ethics, language specific, and general skill building credits. CLAS also provided its annual training to interpreters of Central and South American indigenous languages.

Court Language Access Services added seven new interpreters to its roster of credentialed interpreters in 2014. The first ever Oregon Certified Korean interpreter, Nicole Chae-Lee, was sworn in to the Oregon courts. Interpreters Hinh Dong (Vietnamese), Seong Kim (Korean), and Sarah Svinth (Cantonese and Mandarin) were sworn in as Registered Court Interpreters for the Oregon Judicial Department.



The Hon. Judge Katherine Weber presents at the 2014 Interpreter Orientation.



## An Interpreter Success Story: John Wan

In January 2015, Chief Justice Thomas Balmer swore in the second certified Mandarin interpreter to the Oregon Judicial Department. John Wan's journey is one of perseverance, flexibility, patience and, ultimately success. John was born and raised in Taiwan. After finishing college and military service there, he attended graduate school at Oregon State University. He received a master's degree in Statistics and has been working in the IT industry as a software analyst/engineer. Beginning in 2007 and after being a community interpreter for some time, John realized the need for more formal



interpreting training if he was going to move forward in his language career. He attended a program at Bellevue College, and began observation of Multnomah Court hearings. In 2009 John began interpreting with OJD staff mentors, gradually gaining interpreting skills, knowledge and professional protocols. He began interpreting brief traffic court, arraignments and at the courthouse counters. John was gradually assigned to more complex cases. John describes the court experience as overwhelming and

intimidating in the beginning. After much studying and joining OJD training activities, he passed the English, Ethics and Oral Interpreting Examination in 2014.

*“As a court interpreter, knowing that I am playing a key role in ensuring access to justice for LEP people is the most rewarding part of it.”*

Join us in congratulating John on his success and perseverance!

## 2014 Pacific Northwest Court Interpreter Conference

In June of 2014, Court Language Access Services hosted the Third Annual “Pacific Northwest Court Interpreter Conference” in Portland. The three day conference was attended by seventy-two interpreters from Oregon and Washington.

The theme of the 2014 conference was Juvenile Court. Participants learned about the Juvenile Dependency process from the Honorable Judge Lindsay Partridge. Kristin Freund spoke about the Court Appointed Special Advocate (CASA) Program that she is affiliated with, and David Smith presented about the Citizen Review Board. The Honorable Judge Darling and Eric Barrera from the Clackamas County Juvenile Department gave a lively and informative presentation on the Juvenile Delinquency process.

Esteemed trainer Agustin de la Mora led an Oral Exam prep course and provided a Spanish specific skill building session. Ine Marie Van Dam provided a six hour consecutive workshop for interpreters of all skill levels. Finally, a live Ethics Panel discussed scenarios submitted by conference attendees.



Freelance interpreter Cecilia Mihaylo practices simultaneous interpreting at the 2014 PNW Conference.

## Court Interpreting—Glossary of Terms

- **American Sign Language (ASL)**—The language most commonly used by deaf, deaf-blind, and hard of hearing Americans.
- **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 populations.
- **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. The first interpreter interprets the message to a language known by both interpreters. The second interpreter then renders the message to the final target language. For example, a Mayan source message is first rendered to Spanish by an interpreter. The second 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 renders the speaker’s meaning into the sign language, or other language forms used by the Deaf or hard of hearing party. When a Deaf person signs, an interpreter renders the meaning expressed in the signs into the oral language for the hearing party.
- **Source Language**—The language from which the message/utterance is translated or interpreted..
- **Target Language**—The language into which the message/utterance is translated or interpreted.
- **Translation**—The professional term for the transfer of meaning from one language into another, usually written.

## Language Access Terminology & Names

Oregon is partnering with others to enhance our language access services. Here are some common terms or names you may hear relating to language access:

- **Title VI of the of the Civil Rights Act of 1964**—Title VI, 42 U.S.C. § 2000d et seq., was enacted as part of the landmark Civil Rights Act of 1964. It reads, “*No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.*” <http://www.justice.gov/crt/about/cor/coord/titlevi.php>
- **Executive Order # 13166**—*Improving Access to Services for Persons with limited English Proficiency. Signed by President Clinton on August 11, 2000. Requires Federal agencies to identify needs for services to limited English proficiency (LEP) persons, and develop and implement a system to provide services so LEP persons can have meaningful access. Also requires Federal agencies work to ensure recipients of Federal financial assistance provide meaningful access to their LEP applicants and beneficiaries.* <http://www.justice.gov/crt/about/cor/13166.php>
- **Oregon Revised Statutes (ORS) Relating to Language Interpretation**—*Court Interpreter Services has compiled a [reference guide](#) listing where interpretation is mentioned in the ORS.*
- **National Center for State Courts (NCSC)**—*A national organization whose efforts are directed by collaborative work with the Conference of Chief Justices, the Conference of State Court Administrators, and other associations of judicial leaders.* <http://www.ncsc.org/>
- **NCSC’s A National Call to Action**—*Access to Justice for Limited English Proficient Litigants: Creating Solutions to Language Barriers in State Courts.* A report intended to be used by jurisdictions to improve their services to LEP litigants. <http://www.ncsc.org/Services-and-Experts/Areas-of-expertise/Language-access/A-National-Call-To-Action.aspx>
- **State Justice Institute (SJI)**—Established by federal law in 1984 to award grants to improve the quality of justice in state courts, facilitate better coordination between state and federal courts, and foster innovative, efficient solutions to common issues faced by all courts. <http://www.sji.gov/>

We would like to take a moment to extend our gratitude to those who continue to work tirelessly toward the goal of Language Access for all. Without their efforts and collaboration we would not have accomplished our 2014 goals to provide the access to justice that is a core tenet of the Oregon Judicial Department.

- Chief Justice Thomas A. Balmer
- Kingsley Click, Oregon State Court Administrator
- Former Chief Justice Paul De Muniz
- Hon. Deanne Darling, Clackamas County
- Hon. Lorenzo Mejia, Presiding Judge Jackson County
- Hon. Lindsay Partridge, Marion County
- Hon. Kirsten Thompson, Presiding Judge Washington County
- Hon. Katherine Weber, Clackamas County
- Heidi Bittick, Polk County Trial Court Administrator
- Richard Moellmer, Washington County Trial Court Administrator
- COSCA Language Access Advisory Committee, Pat Griffin, Chair
- The staff of OJD Enterprise Technology Services Division
- NCSC, Konstantina Vanegas, Laura Klaversma, & Language Access Division
- State Justice Institute, Jonathan Mattiello
- Portland Community College, Tammi Allison
- Oregon Law Center, Julie Samples, Santiago Ventura Morales
- Juvenile and Family Court Programs Division
- Oregon State Bar, Mariann Hyland
- Oregon Health Authority & Oregon Council on Health Care Interpreters
- Oregon Court Interpreter Network and Oscar Nunez
- Chemeketa Community College, Sharon Gibbons, Elias Villegas & Adrian Lutz
- **Council of Language Access Coordinators Summit Speakers:** former Chief Justice Paul DeMuniz, Cathy Rhodes, Santiago Ventura Morales, Tamsen Leachman, Kayse Jama, John Haroldson
- **Pacific Northwest Court Interpreter Conference Speakers:** Dave Smith, Eric Barrera, Augustin de la Mora, Ine Marie Van Dam, Kristin Freund
- **CLAS staff:** Amanda Jesse, André Knaebel, Bianca Pineda, Bruce Allen, Carla Farrell, Carole Jensen, Edward Alletto, Enrique Andrade, Jenny Coduti, John Mathis, Karen Card, Kelly Mills, Kim Knox, Maribel Armendarez, Maribeth Kennel, Max Christian, Melanie DeLeon, Michaëlle Gearheart, Monica Stratton, Patricia Kiley, Loretta Breedlove, and Yvette Tamamoto

**Staff Contributors to the CLAS 2014 Annual Report:** Loretta Breedlove, Karen Card, Max Christian, Melanie DeLeon, Michaëlle Gearheart, Carole Jensen, Kim Knox, Kelly Mills, Bianca Pineda, Monica Stratton and Yvette Tamamoto





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



Schedule an Interpreter

**Court Language Access Services**

1163 State Street  
Salem, OR 97301

**Program Manager**

503-986-7004 phone  
503-961-7636 fax

**Certification & Training**

503-731-3283 phone  
503-961-0525 fax