

Program Report Card: Court Interpreter Program (Judicial Branch, Superior Court Operations)

Quality of Life Result: All people have equal access to justice, regardless of their language.

Contribution to the Result: The court interpreter program helps to eliminate language barriers that prevent individuals with limited English proficiency (LEP) to understand and fully participate in court and court-related proceedings.

Total Program Funding: \$ 2,274,567

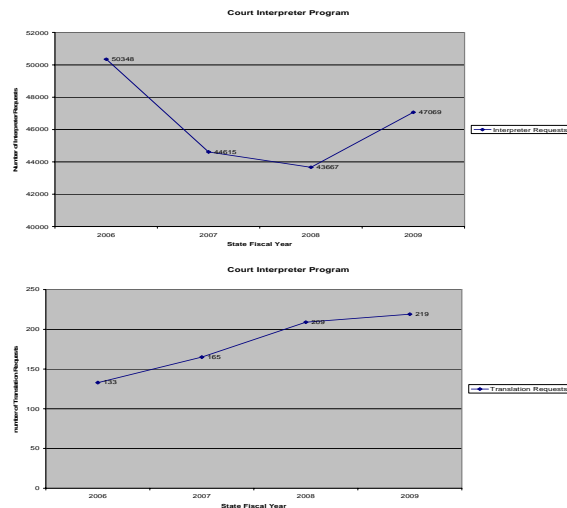
State Funding: \$ 2,274,567

Federal Funding: \$ 0

Other Funding: \$ 0

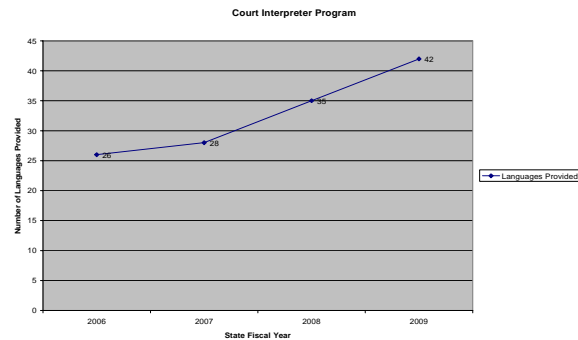
Partners: Judges, Judicial Marshals, Language Line, Information Technology Division

Performance Measure 1: The number of matters that are able to be brought before the court that involve individuals with limited English proficiency (LEP). This is indicated by number of interpreter requests and requests for translation, shown below by fiscal year.



Story behind the baseline: A significant number of cases that involve individuals with limited English proficiency (LEP) are added to the court's criminal, civil, family and juvenile caseloads each year. These involve individuals whose lives, liberty, property and children may be impacted by their ability to understand and participate in the matter before the court. The past two years have seen an increase in the number of interpreter requests, and the number of translation requests has risen steadily over the past four years, as does the scope of proceedings (both court and court-related) that must be interpreted and translated into languages other than English.

Performance Measure 2: The number of LEP communities that are served by the court interpreter program. This is indicated by the number of different languages provided by the court interpreter program.



Story behind the baseline: Each year the range of languages other than English that appear in the courts expands to greater levels.

Proposed actions to turn the curve: As a part of the implementation of its strategic plan and the adaptation of RBA principles to its operations, the Branch is examining ways to expand the scope and quality of services that are available to LEP individuals in an effort to provide LEP individuals with greater access to and understanding of the court process.

This is primarily being accomplished through the use of low-cost, no-cost solutions that have been developed through the work of the Limited English Proficiency Committee. The

Limited English Proficiency Committee was charged with eliminating barriers to facilities, processes and information faced by individuals with limited English proficiency. The Committee will continue its work on the following activities:

- Provide training on civil rights, national origin discrimination and the services available to LEP individuals
- Analyze the concept of plain language as a cost-effective measure in forms translation
- Develop and establish specific criteria for prioritizing assignments for interpreting requests
- Develop and implement a system for the efficient tracking and scheduling of interpreters
- Explore the improvement of the screening process for candidates
- Expand telephonic services through the use of outside language assistance vendors to provide interpreting services outside the courtroom, and if required under exceptional circumstances, inside the courtroom, and by modifying, acquiring, and activating telephonic infrastructure and equipment
- Review statistical information on civil court requests to Interpreter and Translation Services
- Expand outreach to LEP populations through the Judicial Branch website
- Develop/include information links on the existing Judicial Branch webpage to direct LEP individuals to translated information and make other webpage changes based on community organization survey results
- Solicit Branch employees & judges who have bi/multilingual abilities to participate in the Branch's outreach objectives (to utilize their skills such as through the Speakers Bureau)

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Performance Measure 3: Public perception of fairness and access for LEP individuals in the court process. This will be indicated by direct public response, the methodology of which is part of the Branch's data development agenda.

Story behind the baseline: Public trust and confidence in the Judicial Branch is essential so that all persons with an unresolved legal dispute may have their matters resolved in a civil court in a fair, timely, efficient and open manner.

Proposed actions to turn the curve: The entire strategic planning effort and the implementation of RBA principles have been undertaken in an effort to turn the curve regarding public trust and confidence in the Branch.