



Interpreter Request Web Portal for Unlawful Detainer (Eviction) Matters Pilot Program

Background: A key component of the Los Angeles Superior Court Language Access Plan is the identification of language access needs at the earliest point of contact with limited English proficient (LEP) court users. The Interpreter Request Web Portal for Unlawful Detainer (UD) Matters is a program that provides LEP court users with the option of requesting a spoken language interpreter in advance of their upcoming court hearing. After a successful six-month pilot period from September 15, 2015 to March 15, 2016, the program was adopted permanently.

How it Works? Once a UD matter is set for a hearing, information regarding the availability of the Interpreter Request UD portal will be sent to litigants along with the notice of hearing. An LEP court user scheduled to appear on an UD matter may choose to visit the Los Angeles Superior Court website and request an interpreter for his or her court hearing. The Interpreter Request Web Portal is accessed from the UD web page and the Court Interpreters web page.

The online interpreter request form is available in English for any language, as well as in Armenian, Chinese, Korean, Spanish, and Vietnamese. The LEP court user is required to indicate the following information on the request form: name, case number, courthouse, department, court date, hearing time, role in the case, and language requested.

Once the form is electronically submitted, it will be received and processed by the Language Access Services (LAS) interpreter assignment office. The LAS interpreter assignment office uses a generic email address that was specifically created for this program: UDOTSint@LACourt.org.

What this Means to Courtroom Operations: Judicial Assistants assigned to departments hearing UD matters may continue contacting the LAS interpreter assignment office to request interpreters. However, LEP court users wishing to use the Interpreter Request Web Portal will be able to request an interpreter before their court hearing. Spanish language interpreters are readily available at all UD hub courts; therefore, they do not need to be requested by litigants or courtroom staff in advance. For languages other than Spanish, the LAS interpreter assignment office will make every effort to secure an interpreter for the scheduled hearing date and time. Courtroom staff may check the status of all interpreter requests submitted by accessing the Interpreters folder in *eForum*. If the request is still pending, it means that LAS was unable to locate and provide an interpreter. The hearing may be continued at the discretion of the judicial officer.

Pilot Program

The Interpreter Request Web Portal for UD Matters was available on an experimental trial basis. During the pilot program phase, all interpreter requests submitted via the web were tracked to determine interpreter utilization rate and cost-effectiveness. At the conclusion of the pilot program, the court assessed its value and determined the use of the Interpreter Request Web Portal beyond its trial period.

Contact

Questions about this project may be directed to Raúl A. Pilling-Riefkohl, Administrator for Language Access Services at (213) 628-7447 or via email at rpilling-riefkohl@lacourt.org.