

Please note: This document is an uncorrected transcript of the October 20, 2015 Community Outreach Meeting. We experienced technical difficulties during the meeting and were not able to record audio. We apologize in advance for any omissions or inaccuracies that may occur in the transcript. A separate meeting summary is being prepared and will be posted as soon as it is available.

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Event Started: 10/20/2015 5:00:00 PM

Please stand by for real-time captions.

>> The meeting will start in approximately 15 minute. Minutes. -- Approximately 15 minutes.

>> [Indiscernible - low volume] We probably won't start until 10:10.

>> Testing 1, 2, 3.

>> Good morning everyone. Please take your seats. We are getting started. Thank you all very much for coming to the first community access meeting [Indiscernible - low volume] I am a justice of the California Supreme Court and I am honored to share this desk. I have the privilege of working with extraordinary [Indiscernible - low volume] We would hear more from them as we go along. [Indiscernible - low volume] We need to keep moving forward. Loan my back --'s [Indiscernible - low volume] Whether someone is a [Indiscernible - low volume] Survivor or a Spanish-speaking individual [Indiscernible - low volume] Someone who uses American sign language. Everyone deserves access to justice. [Indiscernible - low volume] This is the first of two community outreach meetings we plan. This next one will be March 22 next one will be March 22, 2016. We have convened this meeting [Indiscernible - low volume] I want to talk about language accessibility. Captioning will be in both Spanish and we have both ASL [Indiscernible - speaker too far from microphone] Interpreter services will be provided in Spanish [Indiscernible - low volume] And yet means if you could introduce your cell for a moment -- your self for a moment.

>> [Indiscernible - speaker too far from microphone] I am not alone [Indiscernible - low volume] In my case that sense of urgency comes from attending high school in the Imperial Valley [Indiscernible - low volume] It also comes from having friends and family, as I know so many of us do, still struggling with English. I am not alone. Language access [Indiscernible - low volume] Membership, supported -- supportive administrators as well as interpreters [Indiscernible - speaker too far from microphone] In this fashion we incorporate a diversity of backgrounds and relative experience. [Indiscernible - low volume] Before I introduce [Indiscernible - speaker too far from microphone] I also want to thank our staff and Doug Denton and many others who have made this possible. I want to briefly introduce our audience task force members today. The honorable men about -- Honorable. Judge Covarrubias . Steven Austin, presiding judge for California [Indiscernible - low volume] Kevin Baker, legislative director [Indiscernible - low volume] Southern California. Michelle Williams, Judge of the Superior Court [Indiscernible - speaker too far from microphone] Manager of interpreting surface [Indiscernible - low volume] And Maria Garcia imaging [Indiscernible - low volume] Judge of the superior count of

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California [Indiscernible - low volume] Associate justice of the court of appeals, six the pellet. -- [Indiscernible - low volume] They have both graciously agreed to be panelists today. But we offer a little bit of background of the task force. California is the most [Indiscernible - low volume] Approximately 20% of all Californians [Indiscernible - low volume] Our resident speak over 200 languages. [Indiscernible - low volume] That diversity leads to extraordinary access can [Indiscernible - low volume] I have the honor of working with my vice chair of the task force to implement [Indiscernible - low volume] Estimate the cost. The plan provides for a consistent sure language access the over arching -- [Indiscernible - low volume] The over arching idea behind the plan [Indiscernible - low volume] [Technical difficulties with audio. Presenter is indiscernible.] And

>> [Captioner unable to caption event due to poor audio. Captioner standing by, waiting for quality of audio to improve.] After this last panel we will have time for further discussion. Thank you to everyone. We are audio casting [Indiscernible - low volume] It is a great pleasure to turn this over to someone with a great deal of experience [Indiscernible - low volume]

>> Good morning everyone. Thank you for your leadership. Having you as part of our task force is enlightening for all of us. You have great energy. [Indiscernible - low volume] We are on a Sprint. I am not sure how long we will stay on the Sprint. I would like to thank everyone for taking time from their busy days [Indiscernible - low volume] Why we are developing our strategic else is plan -- access plan. [Indiscernible - low volume] We hope you will continue to support us and provide us with your comments. It is important to keep everyone informed of the process in order to implement the plan that we have developed. [Indiscernible - Intermittent Audio] Focus on the current status of providing interpreters in civil matters [Indiscernible - Intermittent Audio] As well as other actions that have been taken in order to improve the access [Indiscernible - Intermittent Audio] Challenges as well as successes we have seen and hear stories about what they have seen with the increased actions. [Indiscernible - Intermittent Audio] The panel consists of various officers come accorded ministry to her's etc. [Indiscernible - low volume] -- Court administrators, etc. [Indiscernible - low volume] Their bios are in the materials. First we have judge Steven Austin. [Indiscernible - low volume] Currently serves [Indiscernible - low volume] [Indiscernible - Intermittent Audio] As well as having served on the California commission for access [Indiscernible - Intermittent Audio] He was very instrumental in not only developing a plan [Indiscernible - Intermittent Audio] Also with us this morning is Ms. Tracy Clark, and Americans I might which interpreter who serves as the manager for court reporting services. [Indiscernible - Intermittent Audio] Today we also have Ms. Ivette Pena. [Indiscernible - Intermittent Audio] In 2000 tell she was president of the Latino lawyers Association. [Indiscernible - Intermittent Audio] He was instrumental in developing a collaborative relationship [Indiscernible - Intermittent Audio] California -- the California court of Baja California in Mexico. [Indiscernible - Intermittent Audio] The purpose of this panel is to provide an set -- provide insight as to what progress has been made. [Indiscernible - Intermittent Audio] In providing for court interpreters in civil proceedings. Monetized -- modified evidence code [Indiscernible - Intermittent Audio] By interpreters in civil matters. [

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Indiscernible - Intermittent Audio] First we will start with judge Austin who will give us background [Indiscernible - Intermittent Audio]

>> You know you have been around of -- a long time when you're being asked to be the historian. That's where we are. [Indiscernible - Intermittent Audio] This started back maybe 10 years ago. [Indiscernible - Intermittent Audio] It has gotten the attentional -- attention of many people. [Indiscernible - Intermittent Audio]

>> [Captioner unable to caption event due to poor audio. Captioner standing by, waiting for quality of audio to improve.]

>> That is happening as we speak. People are reaching out in the government. It is a new thing. It's hard for us to get our arms around what exactly we need to make it work. [Indiscernible - Intermittent Audio] It is a prop -- a popular program in our state. [Indiscernible - Intermittent Audio]

>> It has been on our website. [Indiscernible - Intermittent Audio] As we try to leverage our limited resources internally we have provided I cards to our staff [Indiscernible - Intermittent Audio] To identify how the. -- Person needs to be helped. We have identified bench cards and added a digital assistant [Indiscernible - Intermittent Audio] A traffic avatar to deal with traffic citations online. [Indiscernible - Intermittent Audio] We are also developing kiosks that will provide basic assistance and direction [Indiscernible - Intermittent Audio] We hope to have these in place by the end of next year.

>> You mentioned bench cards [Indiscernible - Intermittent Audio] Training tools for staff. [Indiscernible - Intermittent Audio]

>> It is a moving target. [Indiscernible - Intermittent Audio] There are changes to the statutes that need to happen, glitter -- greater clarity in terms of resources. [Indiscernible - Intermittent Audio] As I sit here, I can't fathom how some of this will be addressed. [Indiscernible - Intermittent Audio]

>> Later on we will be dealing with the translation of documents. [Indiscernible - Intermittent Audio]

>> I would probably describe them as modest. [Indiscernible - Intermittent Audio]

>> [Captioner unable to caption event due to poor audio. Captioner standing by, waiting for quality of audio to improve.] How has Imperial County grappled with this issue.

>> [Indiscernible - Intermittent Audio]

>> [Laughter]

>> [Indiscernible - speaker too far from microphone]

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>> Starting with the traffic department. If someone calls and says there is a problem, we don't have to talk with someone else. It's a different challenge for us. [Indiscernible - Intermittent Audio] [Indiscernible - speaker too far from microphone]

>> [Captioner unable to caption event due to poor audio. Captioner standing by, waiting for quality of audio to improve.]

>> That concludes the presentation of our panel members with comments and insight. [Indiscernible - Intermittent Audio] If you would like to make a public comment, you may come up to a microphone. The first person who will be commenting is José [Name Indiscernible] you have a few minutes.

>> I am here as a public servant. I don't mean to sound like a broken record. I took time off, I asked for vacation time. When I was in Sacramento, I spoke with the judicial Council and also took time off. What is disappointing to me and very frustrating is I don't see many of my colleagues involved in this process, very few people who are calling [Indiscernible] we should be involved in every level. I am here to give a report. Even before this all to place I would put my head in civil court rooms to try to give my input. I would put my head into sleep -- small claims court to see if they needed help. Many times I would get turned away by the County Clerk's. [Indiscernible - low volume] The way I see it, our presence behooves [Indiscernible] both plaintiff and defendant need to know that they are being understood and they need to understand what the other party is saying. When we talk about initial point of contact, all of the self help centers and legal resource centers, they should be working with us interpreters directly. In fact one of the things I would like to propose at some point throughout this process is that our education system -- [Indiscernible] part of that could include is going out and working with these centers and possibly getting credits volunteer our time. That way they can count on quality service and we can provide quality service and also it helps us recognize at a very early stage, we will need interpreters in civil court. Already these places such as the public defender's office, child support services, self-help centers, use interpreters that are only trained as interpreters. In Santa Barbara I am happy to say that we have the regal -- legal resource center and they call me directly and they let me know if they need an interpreter. We try to work it out. Luckily we are a small operation and we shift around the schedule. As far as trainings, interpreters need to have training [Indiscernible - low volume] [Indiscernible - Intermittent Audio] I went to a seminar this week

>> The next person we have is Antonio Lopez a state, federal court interpreter. The reason I am here -- one of the issues that seems to be really pressing us, here we have a task group that is mostly tasked with implementing this LAP situation, and yet we don't see many court interpreters -- [Indiscernible - Intermittent Audio] People that can make things happen. If you don't have enough worked interpreters to get our points of view across, [Indiscernible - Intermittent Audio] [Indiscernible - Intermittent Audio] It's like having a test to regulate [Indiscernible] [Indiscernible - Intermittent Audio] If anyone will understand the particular Bertie's -- particular allergies -- the particular situations, we are allowing interpreters [Indiscernible - Intermittent Audio] I would venture to propose that just like they do with attorneys, someone can have their own interpreter and if they are not able to afford an interpreter, one

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can be provided. I think that would be one of the problems that we could solve when we have a unlimited jurisdiction case or even a limited jurisdiction case. They might be able to get the funds [Indiscernible - Intermittent Audio]. I one of the other issues is a lot of times people think that by putting paperwork out there this will solve the problem. There are a lot of things such as signage and all of that. Bilinguals don't necessarily understand [Indiscernible - Intermittent Audio] Thank you very much.

>> I believe item number two is going to be addressed

>> [Indiscernible - speaker too far from microphone] I have a question for the panel. Over the spring and summer of this year, they coordinated 16 phone interviews [Indiscernible - Intermittent Audio] She happens to be on the panel right now. It was a real concern for me and can turn use -- continues to be a real concern. After six months of the passage of the revised evidence code, we still don't have a plan in action. Interpret Sirs are being provided on an as available basis which means basically only Spanish-speaking. These courts don't have on staff, interpreters. It creates a real problem that these reports are not establishing which cases, how far down the list we are going to be providing interpreters across the board, rather than saying as we have a Spanish interpreter available. To be able to plan for how many interpreters and what is the recruitment need [Indiscernible - Intermittent Audio] I would like to know what's the implementation task force if anything, is doing to monitor this expansion in the 58 counties and what support or technical assistance is being provided in terms of making this role out happen in a systematic way.

>> Thank you.

>> [Indiscernible - speaker too far from microphone]

>> [Captioners Transitioning]

>>

>>> [INAUDIBLE due to poor audio] staff puts and effort into planning continues to do so. Want to keep also the form to receive the comments. It's very essential to us to keep in line with our task force [INAUDIBLE due to poor audio]. Our next speaker is [INAUDIBLE due to poor audio] certified reporter [INAUDIBLE due to poor audio]

>> says: Francisco Porra certified interpreter not reporter

>>

>> Can you hear me? Good morning everyone take it for the opportunity. I don't have much to say, I just want to ... -dot one of the things I do want to say [INAUDIBLE] it would night dash be nice to be a part of this task force [INAUDIBLE] it is definitely very important [INAUDIBLE]. A couple of people on the

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panel mentioned [INAUDIBLE]. He was being tried dash treated bad. But it's very poorly when you ever you get someone as an interpreter ... I don't mean to be disrespectful [INAUDIBLE]. So that's pretty much all I have to say. [INAUDIBLE] again thank you for the opportunity. [INAUDIBLE] perhaps in the future I will be able to take more. Thank you.

>> Annex picture our next speaker is [INAUDIBLE]

>> Hi, good morning and thank you for the opportunity [INAUDIBLE]. More about that in the baddest category. My concerns are threefold they are ones of notice, knowledge, quantity, and knowledge. I understand the challenges that are happening in LA County because of the diversity in the courts [INAUDIBLE] but I wanted to express my concerns on the grounds [INAUDIBLE]. We have folks who are not being given notice that there are no interpreters available so they show up [INAUDIBLE] or left a shelter to come to a hearing and they will have to postpone because there's no in trooper available. And that jeopardizes the [INAUDIBLE]. We also have situations where folks are not apprised of their rights so they do not request an interpreter the signage in not exist in the courts yet. And they're not even aware that when they go to file a documents that they have the right. So we have fortunately we have advocates that attend with survivors. But they are there to provide the emotional support. They are not there to provide interpretive support. And so what is happening is that they are being asked to do dual role which may or may not be appropriate. And then [INAUDIBLE] makes us wonder what happens to those folks who come in to file documents who don't have an advocate available?, quantity issue obviously we don't have enough people coming out to interpret, so there is a huge backlog of cases where we had survivors that did not have anyone who could speak for them. On the quality side, we have interpreters who may be qualified on the language side, but they may not understand intricacy of domestic violence or sexual assault. They may have an understanding on the language side about marital rape statute and how they apply to a survivor versus the country of origin, and have a language for describing what rape is. And then lastly, we have a cultural sensitivity issue, where we had a survivor who want, and the interpreter, who in her own language [INAUDIBLE] said to her that you shouldn't [INAUDIBLE]. It was only because the an advocate was in the room who understood the language is said, hey that is not what was said read so we have that issue of clarity. We want to make sure that there is quality [INAUDIBLE]

>> Our next speaker is Carolyn came from Asian-Americans for advancing justice.

>> I just wanted to share a little bit from our [INAUDIBLE] in general, they've noted the positive impact [INAUDIBLE] and we really wanted to commend LA [INAUDIBLE] also in orange County [INAUDIBLE due to poor audio] and the judge realize that the client didn't speak any English at all. Even in cases where the judge is responsive we found that the process [INAUDIBLE due to poor audio] we feel that is really important [INAUDIBLE due to poor audio] in the special because of the individuals that we do not see [INAUDIBLE due to poor audio]

>> Our next speaker is Mary Lou [INAUDIBLE due to poor audio].

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>> Hello, good morning thank you for being here and I want to thank everyone [INAUDIBLE due to poor audio]. Some of the feedback we are getting is that [INAUDIBLE due to poor audio] weather or not there is funding, or whether they said [INAUDIBLE due to poor audio]. We think that it would be helpful helpful [INAUDIBLE due to poor audio]

>> At our next speaker is Andy Burchfield from [INAUDIBLE due to poor audio]

>> First of all [INAUDIBLE due to poor audio] but I will do the best I can. My name is Angie Burchfield I am a Spanish interpreter. Good morning to your honor

>> I am the [INAUDIBLE due to poor audio] represent interpreters all over the US [INAUDIBLE due to poor audio] and we are very excited about the expansion [INAUDIBLE due to poor audio]. Our biggest concern is the limited English. We've talked a lot about the interpreters being involved [INAUDIBLE due to poor audio] which we also echo. But more importantly, we want to make sure that [INAUDIBLE due to poor audio] are getting the access [INAUDIBLE due to poor audio] and getting the knowledge of process experts in that field to be able to understand The Court system [INAUDIBLE due to poor audio]. I would like to applaud [INAUDIBLE due to poor audio] [INAUDIBLE due to poor audio]. And I would like to see this type of information implementation [INAUDIBLE due to poor audio] throughout Tullamore California [INAUDIBLE due to poor audio] and also Los Angeles. [INAUDIBLE due to poor audio] with that, I would like to thank everyone for the opportunity [INAUDIBLE due to poor audio].

>> I believe that concludes the individuals who have signed up. Again there will be other opportunities later this afternoon. to speak under the guidance and also the program. I would like to thank everyone who did appear, and has spoken about this process. We value your comments, your input, your insight. [INAUDIBLE due to poor audio] of the task force we really appreciate you taking the time and effort to express your concerns that you have for us. At this point we will be a journey until 12:45 p.m., we will commence with the second panel. Thank you.

>>> We will continue on with their community meeting. Our next panel will be on striking educational initiatives, and developing a toolkit for language access. The focus of this panel will be to focus on efforts to strengthen the educational executive and promote development of the toolkit. There will be little for resources for both the court and the public the panel consists of trial court did it, "-right-double-quote interpreters. I will be serving as a moderator along with Anna Maria Garcia, who will also be the monitor moderator on this panel. First let me introduce the panel is that we have this afternoon. First we have this correct the car lot she she is a certified court interpreter in Spanish. She is the supervising court interpreter for the [INAUDIBLE]. As A Court interpreter and supervisor she have precious knowledge of the planning and coordination efforts that were undertaken by The Court of LA to expand last language access services. She is also a certified English - Spanish translator an active member of the American translator Association. We welcome Ms. Colossae. Also with us this afternoon, with judge William Michelle Williams court who served as the [INAUDIBLE] she is currently

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serving on the judicial Council of the civil working group, and commission on the future of California's court system. This Court also serves a judicial Council as probate and conservator task force. Prior to her appointment worked for the [INAUDIBLE] legal services program [INAUDIBLE]. Also again As Court moderator is [INAUDIBLE] pitches and managing Attorney at that legal services of [INAUDIBLE] where she oversees a network of nine self-help services we provide self-help legal services to over 11,000 court users per month. She serves on the judicial Council advisory committee and providing access and fairness. And previously served on the falcon family task force and implementation task force. She developed policy recommendations on making the family law process more efficient and more user-friendly. Also with us this afternoon is Ms. Bonnie Huff, is the managing Attorney for the District Council Center for families, children in the courts. She will receive the access to justice and self-help and family domestic violence as well as the tribal state unit of the judicial Council. She is well known for her efforts, and the great works she has done on helping courts to understand, to meet and understand the needs of the self represented litigants preach she has received numerous awards of recognition for her dedication and efforts to assisting self-help and self represented litigants. And also Ms. JoAnn Lee his directed an attorney for the Asian island Pacific [INAUDIBLE] of the legal aid foundation of Los Angeles. As a director attorney she would as overseas [INAUDIBLE] to the growing indigent agent Asian Pacific islanders. [INAUDIBLE]

>>> ...

>>

>>To understand what the responsibilities and obligations under the language access plan will be going forward in our courts. We are also working with our consultants, the national Center for State courts who have extensive experience working with interpreters and have devised plans and operations in other courts and other states. We are using their expertise to help inform some of our implementation responsibilities under the plan. They will be doing a survey of points of contact, other points of contact other than the courtroom, right now the focus is seems to be in the courtroom. We all recognize that under the language access plan, it is that every point of contact that this access must be tangible, it must be visible because frontline staff, security staff, everybody is the public face of our court to these people. And most of the people in family law, most of the people who come to the self-help center don't have lawyers and aren't going to have lawyers. They have to feel respected, have to feel understood, and they have to feel valued. That is what I am looking at these trainings. Make sure they are sensitive and make sure they are informative and make sure they are accurate for all people to know what our obligations are under this plan. We are compiling now a list of trainings that we have in both the courts, we have 58 counties in our state, we are compiling a list of all the trainings that exist now and to update them and see if maybe we can put them in other languages without too much suffering. We are also trying to survey legal services because self-help centers have been around for over 10 years and have developed educational methods to try to explain the process, to try to explain procedure. We have

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flowcharts and things like that. We have been in other languages and where going to try to compile those. And the court has worked with sulfur pretended best self represented litigants. This staff that helps get the material together. We're going to harness all of that information and have a discussion about how best to move forward so that our training and standards for trainings are consistent.

>> What new information would be provided in the language access plan itself?

>> The language access plan, what are obligations are, interpreters and the expansion of interpreters into civil, the procedure that the judges have to go through, what a certified interpreter is, assess what their duties are and how the court is going to move forward in providing with that.

>> And that is to be consistent with the policy of the plan again is to change the culture that has developed in the past years in which the obligation to provide interpreters was placed upon the litigant and now it is a court service to provided by the court. From your perspective as a legal service provider, and you provide some help services, what do you think the most critical part of the educational component for the court or the court officers or court staff to be undertaken and addressed?

>> I think first and foremost the fact that this is our duty as officers of the court to provide access to non-English speakers and to do that in a way that is respectful so that the interaction with our courts is positive. There have been studies that show that it really doesn't matter if people win or lose as long as they feel heard, they feel understood, I believe that is true. I think this is why -- although we started with the bench officers and the judicial officers -- this is an important thing for us to educate all through our court. Frontline security, clerks, judicial assistance, everyone should be aware of what our obligations are so that people are not turned away unnecessarily and time is not wasted and we are efficient. That for me, I believe that we will be a step closer in building a court system that works for all people, not just those who can afford a lawyer, which is my personal goal for my work. And I think that the satisfaction, the public trust, that will all go up with our community if we start doing this.

>> Thank you.

>> Our next questions are for Clarista Coloci in your experiences, are there sufficient opportunities for interpreter training and if not what are your thoughts on possible strategies to ensure that there are?

>> I believe that there are. I think we need to find best fine-tune it. Both for the people who are per -- those people who are preparing to take the exams and the classes. I believe courts need to sponsor more free seminars or greenhouse interpreters in all languages. This will help us to retain interpreters and to assure that we have competent interpreters. It is a tremendous challenge to pass the exam and then after that people have to keep up with the language. Language is dynamic as we are entering into the civil expansion, we have a great need of people who no civil terminology. In the past we do not provide that service. It is difficult to have an interpreter with spent almost their whole national life doing Children's Court work and then from one day to another you are going to put them into do civil cases. It does not work that way. We do need to have training for those people both in-house like I said, and

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outside. We also need to look into other ways of providing these trainings. We have state and federally subsidized training programs that we could tap into and they have a commitment to higher after they finished the programs. We have to make sure that the training providers that we have right now outside, also play a very active role in planning ahead for these types of needs that we will have and it will be more obvious later on when the civil plan is in full pledge. -- Is in full fledged. most certified interpreters only do the required amount. We need to have an interpreter that can do everything. That is very difficult because we do not have, for example, attorneys who handle everything that there is. Yet the interpreter is required to do that.

>> Thank you. [Applause]

>> From an interpreter's perspective, what are the most critical areas for education of the branch?

>> I think that all stakeholders, but most importantly the bench officers, need to have a full understanding of the interpreter's role as an officer of the court and as a language expert. We need to understand that interpretation is a brain task. As such, it requires finesse grace and creativity. It is an art. People who are in charge need to have a deep and ample appreciation of what we do, of this art that we perform every day. It requires skills, education, and knowledge.

>> I joined by colleagues who are here today when they say that we need to have more participation of interpreters because we are the ones who are the link, the bridge, and the voice of the people that we serve. We in our County, in Los Angeles County, we have done a lot regarding that. We had interpreters who are supervisors now. We understand it. We are the middle person transferring information back and forth from both sides. It is very difficult, but it is working. Another thing we need to do is give more emphasis to the certified interpreter skill levels. This goes back again to the civil expansion. For example, we have an understanding of what it takes to perform in difficult situations where you have to be moved from this courtroom to the one that is over there but the subject will be different. You have to move fast. The interpreters that I work with who work with me, they are very good at it. They communicate with each other. They sent to each other telling them if you go to this courtroom this is what is happening and this is what you will encounter. They prepare each other. That cooperation is great for a situation like we are having with the expansion.

>> What role do you think interpreters play in educating the branch on the provision of language access services to limited English proficient clients or litigants?

>> I believe we should play an active role. When it comes to educating the bench officers, administrators, managers, supervisors, JAs, Bayless, volunteers, through seminars. Give them reading materials. There's an article that has been around for quite some time, it was written by one of the trainers of court interpreting and I believe the title is, how best to use a court interpreter. That opened a lot of people's eyes as to what type of work we do. And what it entails. It is not because you are bilingual. But literate. B by literate -- to be by literate -- biliiterate. We're here to provide more

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information about our profession I dream and I would like to propose that we have a task force comprised of interpreters that can facilitate this education.

>> Thank you. [Applause]

>> The next panelist will be judge Michelle William, you have experience sitting on the bench and working directly with limited proficient court users. What do you perceive as your perspective escort officer to address the issues of the limited court user?

>> There are three facets to judicial education that I think are very important that I want to start by underscoring something that -- judicial officers had understand the role of the interpreter but also what it takes to do that job. When I was preparing for this panel today, I was thinking back to the judicial education that I have received over the last four years or so. I have to say, even to this day, one of the most poignant moments that I have had in judicial education is when I was at the judicial college and we were learning about managing a courtroom and presiding over a hearing where part of the hearing would be interpreted or all of the hearing would be interpreted. It was an in person live program which I think is very important. Judges have access to all sorts of books and manuals and pamphlets and reports and task force notes, and that is all well and good until you actually are presiding over a hearing and you have to put it all into action. It is important to understand how that will manifest when you are on the bench and you are presiding over a legal proceeding. I will never forget this experience, and some of you may have had this experience if you have gone through any of this training. We were at the college, there were about 75 judges sitting at roundtables in a semi-darkened room, the judge was teaching our class was talking about what it is like for an interpreter to interpret during a hearing and everyone was nodding and thinking they understood what they did. And then he played a very short film clip from my cousin Vinny which is a movie that almost everyone in the room has probably seen at least once. There are several scenes that are iconic scenes that many people can't quote one or more of the lines from. He said this is what I want you to do it and do it as long as long -- do it as long as you can and do it as long as you can from English to English what each actor is saying. We all knew what the words were and we knew what was coming up. We are not translating into another language. I can tell you, that by the end of the first minute there was not one judge who could keep up. It was an eye-opening moment for all of us to understand, this process that we think intellectually that we understand that the person in the courtroom is doing, it is a lot harder than it looks. It took away from this an understanding of what that job is and I brought it back to the courtroom and a courthouse with me. One of the things that is habit that I have developed and it is actually happening right now because I'm very much aware of the two people in the room that I am aware of being here that maybe interpreting for other people, I find myself making eye contact with each of them while I am talking because I want to make sure that there is that connection. Those are the kinds of things that you learn from a live program as a judicial officer that I think are incredibly helpful.

>> The second is a focus on the curriculum that has an emphasis on understanding cultural competency an issue discussing -- surrounding cultural competencies. It is a complicated undertaking to be able to be

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aware that not only may there be some cultural differences in the actual communication of the words that you are hearing being interpreted, but also, if you see a litigant that is looking down and not making eye contact, does that mean they are being disrespectful or doesn't mean they are being respectful. You need to have the information to understand that what you think you are seeing may not be what you are seeing. Also things like knotting of the head. For a lot of us we think a person is agreeing. For a lot of people in other cultures that means they understand what you're saying but not necessarily that they agree. It's important for judicial officers to get training like that. And the third thing is to make sure the curriculum includes real experiences and real summaries, I don't want to say stories, they are people's interactions with the court. As we progress in our judicial careers we have an understanding of what it is like to be a litigant in a courtroom and having your words interpreted and being there for something usually that is one of the most troubling things a person has to deal with in their life.

>> This training, how much do you perceive at this point and time other than at college level, what additional training has been offered either in your court or opportunities in language access have you found in your experience?

>> My experience it's been pretty broad. I received extensive training on these issues at the college, also there is another -- there are two other required courses that all new bench officers must take one is called new judge orientation, that is put on by the judicial Council on suit -- on center for judicial research. There's a substantial component live with role-playing exercises for learning how to preside over matters with self represented litigants as well as limited English proficient litigants. There are also another required course primary assignment orientation each judge also received training on presiding over matters in their subject area where interpreters might be used. Los Angeles also has its own local new judge orientation which also incorporates this kind of curriculum. The Los Angeles County Superior Court each subject matter division has an annual seminar, it is also incorporated there. And locally as well as on the statewide level, there are other judicial education opportunities that present the opportunity to learn more about language access.

>> Thank you.

>> The questions for Joann Li from legal aid foundation, a member of the translation signage and tools for court subcommittee, subcommittee three, can you please give us an update on your subcommittee activity today?

>> As you stated, our subcommittee is called translation, signage and tools for court we were tasked with compiling and developing and disseminating a wide variety of tools for the courts including tools for le[-- LEP court users. We have had a few meetings and we had many activities that we are working on. One is the creation of a living online toolkit which I believe I will be going into more detail at a later time during the panel. Although the toolkit will be continuously evolving, this -- it will put together existing resources for LEP. the various stakeholders such as LEP users and court officers. Another activity we were working on along with the national Center for State courts, we are developing translation

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processes and protocols performs court orders and audiovisual tools. This will also include a process for site translation of court orders. And finally we are working to establish guidelines on the use of bilingual volunteers. We are looking at different models across the nation and we really understand the importance of having very specific protocols in place to ensure there is training oversight and quality control.

>> How has the legal aid foundation of Los Angeles worked to educate its clients with regards to language access services in the LA court?

>> The expansion of language access services has been critical [Inaudible - static] For clients have their day in court. We're happy to say that we do believe Los Angeles is at the forefront of these expansion efforts. One obvious thing, we make it clear to our clients, especially those going forward unrepresented, of what to expect. And where we can, we request interpreters for them. We instruct them to ask for an interpreter when a file their documents and also in a chicken for their hearings. We work closely with community-based organizations as well as ethnic media to get the word out. Los Angeles Superior Court has been issuing public notices with each expansion and some of those have been in multiple languages. Also the judicial Council has the executive summary of the variously wedges. All of these have been critical in making it clear that such services are available. We worked with one of our Korean television stations and they literally filmed some of the notices inquiry and to show the public this was available and the courts were expanding. This is especially important because many courts as was mentioned earlier in the comments, they are still working out the process of the expansion and the process of requesting interpreters. There may not be clear protocols developed and court staff may not be completely trained on all of the changes. This has been one of the practical challenges of implementation because as everyone says, there is a culture shift here. After decades of clerks and bench officers instructing litigants that you have to bring your own or the burden of being on the litigant, now the courts are responsible for the whole process of identifying and providing interpreters. We have litigants who have made requests in writing and sometimes they fall through the cracks. When no interpreter is provided the litigants feel pressured to proceed in English. One example was a litigant who had requested an interpreter multiple times in writing but none was provided and he felt compelled to proceed your he thought he was agreeing to move out with no monetary payment owed and a judgment was entered on the record. When he came back and showed us the orders, he had signed to a stipulated agreement to pay over \$3000 to a landlord. This was especially true as mentioned earlier, of courtrooms, there are requests for other than Spanish interpreters. Some Spanish interpreters are available on request and if you need others there may be confusion as to whether or not one will appear. All we can do is continue to work with the court and encourage litigants to make the request and wait for an interpreter many to get discouraged. They feel it may have a negative impact on their case if they have to keep asking for an interpreter. That's why it is important for the court to have good systems and for our sub S -- and for our subcommittee to have good tools to put into place to identify the litigants and up and -- and to provide appropriate translators.

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>> How handling was access services including awareness or education of court staff and judicial officers on cultural competence as well as other linguistic accessibility issues been addressed?

>> We met with our court formally a couple of times since the expansion. We informally communicate to raise concerns. We have not had any formal opportunities to provide training or address issues around cultural competency but we hope that is something we can foster down the road. I believe the court have been receptive to our feedback and we have raised issues about not being able to request interpreters in advance. Our courts did develop an online portal for unlawful detainer cases in which the system ruled in the last month or so and we had been using it for our litigants and we have heard back that the interpreters are appearing. It seems that it is working. We are pleased with that receptiveness to our feedback.

>> The next set of questions are for Bonnie Huff. The godmother of self-help centers as she has been called. What is the role of self-help centers playing in language access services in our courts today?

>> I think self-help centers are critical in providing language access services. Part of the issue is if you do not speak English, and you do not have an interpreter, and you do have a lawyer, you have no access to the court. You have no way to proceed in the court system. I think it has been -- self help services and the facilitators all were able to identify this early on as an issue and address it. One were able to get funding in 2007, one of the top priorities was providing language access throughout self-help assistance and in fact asked that all programs try to address it with at least 25% of their funding. We have pretty high capacity for bilingual support in self-help centers. And we would welcome more volunteers who would be willing to service interpreters to service volunteers as paid staff. Many courts have been great about providing interpreters in self-help centers as necessary. There's a lot to be said to get one-on-one assistance without having to have an interpreter as long as a bilingual staff is capable and qualified. That has been a key thing. People come to court without a lot of knowledge about the system, about how things work, and that is a lot to put on an interpreter. I try to explain all of that in addition to doing the basic job of doing word-for-word for the case and I join with judge court in being astonished and amazed and overwhelmed at the complexity of being a core interpreter. I salute you because it is such a tough job. I think it is true, those who are primarily monolingual through training and through actually trying to do even the flight experiments in interpreting from English to English. It is a challenging job. I think we all need to support the interpreter to do that critical work in the courtroom and beyond. The other thing, as you pointed out, there are great resources that have been developed by the programs as well. We look at the judicial Council, we ask everyone to provide resources, we post them online, we share them, we are building on the shoulders of our colleagues rather than reinventing the wheel. One resource we do have on a statewide level is a self-help website is about 4000 pages of information. It is very comprehensive. There is a mirror site in Spanish. It has worked for word translation and for someone like me who has horrible Spanish if I was assisting someone I would go to the English site, click over to the Spanish, print it out and give it to someone and know what information they were being provided. If I were back trying to speak Spanish, it would give me a good glossary and a good way that we can come together to explain some of the concepts. We have materials in other languages but it's

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certainly not as comprehensive as Spanish and obviously that's one of the things we want to do. We also want to make sure the materials are professionally translated. These are challenging legal concepts. At the judicial Council, we have certified court translators who do are translations but they are also reviewed at least in Spanish by an attorney to make sure the legal meaning do not get lost in translation. It is a challenge. It is a continuing challenge will have to work through. That is the kind of thing we want to make sure we can provide in as many languages as possible. And identify what are the critical pieces of information that people need. Because one of the things that was pointed out, not everyone is going to be comfortable reading materials. One guidance we received from a translator early on, it would be helpful if we wrote the material in English before we interpreted intent other language. We need to write in plain English so English speakers can understand before we try and get too involved in doing translations that no one else can understand. That is a continual process for us at the judicial Council. Where are continually trying to work to come up with language that is understandable. I was not trained to do that in law school. The other piece of this, this is a win-win for all of us. I've never talked to a judge who said they did not understand what the people are saying and I don't want them to understand what I'm doing. And I never talked to a litigant who said I want to go to court but it's fine if they don't understand what I'm doing or saying and they don't care what an order means. As an attorney, I obviously really want to know what my clients were saying and doing. It is critical. This is a critical bridge that we are all working together to address to make sure everyone has access to our court system to resolve their issues.

>> Bonnie, what timing are self-help centers providing receding in the area of language access?

>> We have a broad variety of trainings. Unfortunately not as much as I would like it in some of the budget cutbacks we have all had. For example, we had five workshops on one conference involving how to work with an interpreter, how to work with community agencies on language access issues, understanding cultural issues in dealing with mediation in Spanish for Spanish speakers. Kind of a wide variety of issues we also have been inviting interpreters to come to our self-help trainings because we go through for particularly the basics of the law, we are asking people to learn a whole new civil system. In its new language. And it's new ways of doing things. With people who frankly generally speaking do not have lawyers. They need additional assistance to the process. We want to make sure interpreters get inexpensive excellent training as well. So -- I have to think that we are all in it together, right? We are people trying to make the system available for everyone. Whether we are bilingual or court interpreters or people trying to work through issues. The other thing we are drawing our trainings on remote assistance. For example, we have some Northern California counties that have banded together to do videoconferencing workshops and other services. It is a great way in a small community where we frankly cannot afford to have bilingual attorneys in a lot of situations who can have a direct face-to-face communication with a litigant in another community or can offer a workshop in another area. That is something we should all learn many languages. That is probably realistically the best way we can provide access for other than Spanish languages for other help -- for other self-help services.

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>> On the working group and on the task force, about how much will be received to meet the needs with limited resources some great points have been made. We will now move over to the living toolkit. Ms. Il can you describe the toolkit and how you see the subcommittee working on this toolkit to develop it and how it will be used?

>> One of our major activities has been what we are calling the online living toolkit. It is designed to be offered on the California court webpage. It will include resources and documents that will help LEP court users access language services. It will also have materials that will help court staff identify and assist LEP court users, multilingual signage and I think signage was mentioned earlier as a big topic that we talked about as well in terms of what is effective. You cannot always literally translate what is an English into another language. It has to be appealing, eye-catching, and understandable to the LEP user. It will also include a lot of translated materials. Court forms and other instructional materials for LEP users will be included. Our resources on training and development for court staff. It could include training materials on core policies themselves. Things like working with an interpreting or cultural competency as well as overviews of the language access policy and laws. We developed a four-part test to make sure that the resources would be it cash would be appropriate to include. We wanted to be on the most relevant statute, it is a statewide utility in California, it is professionally translated, we want to make sure the material and documents and resources in the toolkit have been effective in practice and that they are positively viewed by court staff as well as a LEP user community. We started compiling an inventory and we do have an initial catalog of resources for the first iteration of the toolkit which we hope to have by the end of the year.

>> You said your components of the toolkit that will be developed will be of assistance to the LEP user --

>> As I mentioned before, where hoping a lot of the materials will be in language. Court forms, signage, any kind of wayfinding material, self-help material, where hoping to compile them and they will be available on the toolkit.

>> I imagine this could be videos that could be used in multilanguage so they could see it and understand and their particular language?

>> Exactly.

>> And it being a living toolkit, the resources continually developing. Since the time the passwords was established, there have already been a children's website for families going to separation and divorce, there are for families, teens, children, they have been translated into Spanish and there is a three-hour free class for parents who are going through separation. That is all been translated into Spanish. There's an orientation for Family Court services in Spanish. It is hard to keep up with it, right next which is good. We want to make sure there is a process so people can sign up and be alerted when there is a change. We are also piloting some of the challenges with [Indiscernible], we're piloting a document assembly program sort of like TurboTax that fills out forms but in divorce cases so there printed in translated

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forms so people don't have to pay for translation services and can get them directly served in a country that requires those [Indiscernible] translations.

>>[Indiscernible - low volume] From the legal services perspective, Ms. Li, what elements of the toolkit do you think will help legal services to increase access?

>> Some of the most helpful elements will be the tools that let litigants know language services are available and how to access them. I think we were talking about that a lot today. Like many limits in the - like litigants in general, LEP are anxious when they go into court and the linguistic barriers are another complicated layer on top of that fear. Anything that will relieve those fears and help them to a request assistance will be helpful. Anything from signage to buy language staff, easy access to translated materials, the ability to request an interpreter in a user-friendly way at the beginning of the process even if there is a policy in place, but litigants get to lost or they don't how to request them, and the policy doesn't work. Many litigants don't know how to file or they don't understand instructions given to them they cannot respond to questions that the clerks may ask. We have clients wander around the courthouse from department to department. I know that happens to English-speaking litigants as well. But they are discouraged and they go home with the documents unfiled. I had a client experience this. I hope this has improved. Case was uncomplicated, we were assisting her and we had requested that the case be completed by declaration because it was simple and straightforward so without a hearing that the court wanted a hearing which was understandable. But after hearing date, we helped her try to request an interpreter. The department was dark. She did not understand what was happening. She went home. Every step she went we always had to call the court clerk to find out what was happening so we could explain what was happening. On one instance the clerk told us she had failed to appear when she actually had been there and sat for hours. We had to convince the clerk to put the case back on calendar. She went to another hearing where she had to come back on another date and the court would provide an interpreter and when she went on that date she got another minute order giving another continuance saying she had to provide her own court certified interpreter. What we thought was a simple case was continued several times over a period of seven months and it was not resolved until we ultimately decided to represent her because of the delays. The judge agreed to complete the case with the declaration without a hearing because an interpreter was never provided. Our goal is to address them prevent situations like this and to create an environment where litigants can find their way in a timely and efficient manner.

>> Bonnie can you tell us what the current thoughts are on where the tool kit would be hosted and how it would be access by the public and other interested persons?

>> As JoAnn said it is our plan to have it on the court website. Our first stage will be really to try to pull together the resources that we have. We have some great resources for self-help centers, legal aid, equal access website with a lot of resources, interpreter's page, and various places. Bring them all together so that there is a one-stop shop for folks that are trying to find that sign or find a form or who has what type of service. Stanford has graciously volunteered to do some focus groups for us with court

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staff. I think one of the key things is to find out from court staff where they would go to look and how they would find things and what are the key things they need now and what would make sense in terms of organization. We will do that later this month. They are doing some design mockups for us to use with our wonderful IT staff. And then for the regular folks the actual people who use our court system, we will be continuing with the self-help website and then looking at that probably as the basis for how we get the resources. We get 4 million people who come to the self-help website every year. It is a good basis. If you search for things, it is one of the first things that comes up. There's no point to get someone to you something else as a computer strategy. But thinking through the critical pieces of inner nation best information that a litigant needs to get litigants through, we may not be able to get all 4000 pages, that we could get some core information that with people through the process. I think those are the things we want to identify and establish. We want to identify what is the most helpful for the public.

>> Great. What do you see as a benefit as having a toolkit available to the public and provision to language access services?

>> Hopefully it will save everyone some time. If a person knows that if they need an interpreter that there is a place they can go and do an online request or fill out a form or whatever, and those people in the community who help people, which is where a lot of people who do not speak English get connected, whether it is through legal aid or community organizations, if they know how to get access it will be helpful to everyone. We want the helpers in the community to have the basic knowledge of how the court system works so they can provide a sick understanding. This is where you go and this is how the process will work. People have more reasonable expectations. Unless you watch Law and order on a regular basis which explains everything, who knows how it works.

>> It is challenging. I think having the basic resources forth the resources and having them translated so everyone can have the language and you don't have to think about which term for which concept, it will be helpful for everyone.

>> We know that the judicial Council and many courts have already created tools for language access which are currently not centralized or easily located by users, how will the toolkit address of the accessibility issue of these resources to increase their usability?

>>> Our hope is that by having something that is organized in terms of, I am a court clerk at what do I need to know about? I am at -- I am an interpreter what do I need to know? Those are centrifugal. I want to know what languages and what I need to interpret. I also want to know what is the language access plan and what are those kinds of resources. Thinking through what the key things are that folks will want to come to on a day-to-day basis whether it is a person who is responsible for putting up a sign that court is closed today, we want to make sure what is available and we want to hear from you what you think will be most helpful. And what resources that we may have or we should be developing in the future to make it easy for our courts to comply with the amazing plan and make it easy for people to get access to our court system.

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>> What do you believe would be the most beneficial tools for the limited or physical user in light of your experience is servicing the population?

>> I think more bilingual staff and volunteers is always helpful and for self help in self-help world more staff is always better. I think if I was queen of the world, I think more videos in multi languages because even though you give people written materials, I am a visual person. I can read but I prefer to see something to try to understand it. And I think a lot of non-English speakers would understand the process more being able to see a video on it. I think more public computers, or earphones, self-help centers are not quiet library places. There are people with strollers and crying babies and coloring. All of these things are going on yet we are trying to inform them about a very important process for them. So I think that if we had terminals where people could use headphones and listen or see a video -- we have a five-minute unlawful detainer video where we set up like a courtroom style so people can okay where they are the defendant, he addressed the court as Your Honor that things like that. If we could put that in multi languages, I think that would be helpful. I do think that having a life toolkit will help in that because if all of the videos are resourced in one place, we can educate our staff on how to find them. Because some of our staff are not on the equal access. They do access the court website often because there is information sheets that we can print out for people even though we do not help in small claims, we can show them the small claims page and they can check it out. I think that video, visual and even in self-help services, to access language is difficult because of the noise factor. We have phones situated where the intake is going on it is hard to get language line on the phone and try to figure something out for a litigant even though we do it, then to another part of the self-help center, but having repaid staff with 300 people waiting to be seen, it gets a little intense.

>> From an interpreter's perspective, if there is such a toolkit that can provide these things, what type of tools do you think will be of assistance Roman interpreter's perspective?

>> I believe that free access through reliable resources to do research and be prepared for our daily tasks is very important. In the past we have talked about creating a database where it can be hosted locally and new statewide. Where interpreters who are working maybe on preliminary hearings and a encounter terminology they could prepare them for trial. That can be shared by whoever will be doing the trial. Also we have talked about free dictionaries and glossaries that we have access through the attorney, penal codes and civil codes from different countries. Legal codes need to be readily available for interpreters. I remember when I was an interpreter that the only way we could acquire penal codes or civil codes is when the judge was moving out. Sometimes we had to retrieve them from a trashcan because that is the only way we could get our own codes. I think if we have a project that can be shared, like I said, and hosted by interpreters locally, we can continual -- continue to put more terms and as we go, I think that would help tremendously to all of us. I believe that being part of training is important, but at the same time, whenever we have access to videos like she was talking about, that can be shared, that would be a good idea as well. In Los Angeles County we are lucky to have educational units that provide credits for in-house interpreters and a lot of times are interpreters do not have to go out of the

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system to get the credits. They can get them through our courts. If we ever encounter anything that can be added to the cool -- added to the toolkit, that would be great.

>> And from the perspective of the court of the user, user of interpreter services, to trying there are any particular tools that would be of value to the LEP user ?

>> I think that instructions to attorneys is very important. For example, a big problem we always encounter is when an interpreter is needed they let us know about five minutes prior. The witnesses called and the attorney says, oh Your Honor I forgot to mention my witness needs an interpreter. Where will you get an interpreter? Los Angeles County is big. I think if we have and structures to district attorneys to affix some type of label from the timely file an action would be great. That label will identify the language and the user of interpreter service. It could be from the time that they decide to file the case or maybe at the arraignment phase when they have contact with the case, also had the defense attorneys informed that informed that bench that they need an interpreter for all LEP users . Then train all of the other staff, sometimes bailiffs are the first ones to call us to save they need an interpreter. We need to train all of the users to identify the interpreting need well in advance, not when the judges calling the case. Instructions also, sometimes judges would have a meeting that they before to identify cases. They would identify a need for an interpreter. They would let the interpreter's office locally know that. That is also very helpful. As you mention here for the litigants, to include a notice in their packet whenever they first contact with the court, for the right to have free interpreting services. And walk them through what is going to happen when they get there. A lot of them are very scared of the situation because they have never been in a corporal and they do not know what is going to happen. That will ease their visit to our courts. Include a question-and-answer section in other languages related to the reason for why they're visiting the court or the site so they can understand what is going to happen when they get there.

>> That is pretty much it.

>> From a judicial perspective what type of tools do you believe judicial officer should have available in the toolkit?

>> As a judicial officer my focus is on tools that improve access to justice for everyone. So the tools I think that are the most effective from that perspective are things like fact sheets that are translated to give everyone the same baseline understanding of the way the court functions and operates. Things like multilingual signage. And English proficient litigant with deficit through an entire calendar. Things like and I speak card that identifies their primary language so court staff can easily identify them and order and interpreter if one has not been ordered already, or meet the needs of the litigant in another appropriate way. Also the developing cards for litigants about how to use an interpreter. Just like the learning curve for the judicial officer in working with an interpreter, most people are not accompanied by an interpreter by their side every day when they are engaged in ordinary conversation. There is a learning curve there. And finally, very prominent and clear and easy to understand notices about the

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available of interpreter services so a person doesn't come to court assuming they will not have the assistance of an interpreted -- interpreter and then only after several hearings they knew it was something they could request but by the time it is their request to have to wait longer for an interpreter to return.

>> [Captioners Transitioning]

>> Using a court interpreter for court proceedings given that reality, can you talk a little bit about the critical role bilingual staff, volunteers and multilingual websites and information provided language access to these LAPD users at all other points of contact supports.

>> That is everyone or just for me?

>>[Laughing]

>> Let me get back to the point I just made a couple minutes ago, it is crucial to have bilingual staff if it is available I worked when I was in my family law court room my daily list was primary language was English and a lot of the English that came to my courtroom, for example, were a request for a restraining order where was not served he was able to talk to litigant about when they checked in at 830 and able to handle that so they can serve the request for order or request restraining order rather than have that person way in that courtroom until the interpreter came and sometimes it's until 11:30 AM when they really don't need to be there all day. I think that having bilingual staff and having information in multiple languages that is available to litigant without necessarily having to seek out a court employee or a member of the staff it brings everyone at least closer to some of the level the baseline and knowledge that they have when they come to court and that is definitely in the interest of that.

>> Well I will just say. Justice court is absolutely right there are so many people that come the court who actually don't have to be in the courtroom. We had to pilot projects with self-help in the early days for Spanish speakers and one was a multilingual program and looking at the court records and doing the evaluation we found people did very well as people that are monolingual English speakers as long as they got the help in the self-help centers and it was they were getting language assistance they are one of the programs. Interestingly use students who were training to become court interpreters to assist in providing that training in the self-help center and they have to learn because you get it court interpreting is not just about being bilingual it is very very challenging service, but we were able to than get more when people could be passed interpreter stands they had that practice and experience working with people and they were terrific because they knew how the process works. So was actually reassuring for me that we are able to help people who are representing themselves and going back thinking about those court records, I always remember who had been separated for 30 years and was finally able to get a divorce after a result of getting self-help and the person had never been a priority for legal services and could be doing other things I get it, but 30 years without ever being able to move on. Essentially in your life is really a long time so I was so happy to be able to see that and be able to know that that person got that assistant in the court her handwriting was a little hard to read and it was

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challenging but she made it the room did fabulous job as a result of helping to help center those kinds of things cannot be possible for people to do that we need to figure out how people can move through and get the information and support they need to get referrals the legal services when they need them, and that we all see it as part of our court system that addresses the needs for 40% of people in California speak something other than English at home

>> I like to be mindful of those who wish to speak during the public portion and we are running behind so I think we will do this now to keep you on time. We will proceed with a public comments on this and we have a number speakers we will have to limited to two minutes I know that's a very short time, but I hope that you will try to keep mindful of that time. The first individual that we have is --

>> Thank you again, I appreciate the opportunity to speak.[indiscernible]We need a system that has my memories and I know we have a hodgepodge of the various expenses and subject matter providers we need in-house credit courses that we can take as was mentioned. We need to know exactly what in interpreter need to know we need a formal curriculum in place. We need a better state examination and we need to bring the rigors back to our examination I am very disappointed that the language plan does not include developing a more difficult exam and one that includes translations. We used to be tested on our written Spanish I know when I took this exam I was tested on my written Spanish so I feel confident in my ability to translate but there are many people out there who have not been tested in that realm. That is really important. I think it is not fair to them because they are not able to prove themselves and I know we have to total inconsistency among colleagues, I think, as far as the points of contact and use of bilingual staff at all the different point of contact and all the legal aid centers and all the resource centers and use of volunteers I would be very cautious about individuals who were not trained or not certified as interpreters or certified as language professionals. And if we argue to use via but volunteers we need to work directly with court interpreters and develop some of those skills and put them on a direct have into this profession. Translations need to be stopped and some are being dumbed down, I'm sorry. Even the use of the word and a bunch of other this needs to stop we need to stop assuming that Latinos are low literacy level we need to stop assuming what is going to be appealing to them. We need to stop assuming what is going to be understandable to because it is that very diverse community. If that's impossible know we just need to be straight with the translators. Thank you

>>[Applause]

>> Our next speakers Antonio Lopez speed

>> First of all, one of things I do want to discuss somebody who has a Masters degree or a BA degree in Spanish or PhD is not a court interpreter and it is not incompetent interpreter there only 1400 certified federal there only 1400 Certified Federal Court interpreters in the whole country that is it 1400. You can walk into a court and try to get hired with your PhD and they will say that looks cute. Harvard fantastic you go get certified or you will not work year in the federal court. The federal courts know what they are doing and there's a reason why they are very strict is is because their exam is very rigorous and very

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focused on what needs to be known and they cannot be learned at a formal academic school that's why people keep going around in circles and chasing their tail life experience is incredibly important factor in this and that the reason why a lot of people do this are people who are older than 40 years and looking around at all the interpreters they tend to be older people. They are very fortunate to be able to live in different countries and get that experience firsthand the next thing I want to discuss is just to prove the point, for example in San Diego when he offer the invitation for Spanish speakers one of the things he was saying is that Spanish is very important. Keep it formal and get clear and it is ironic and seems a paradox, but in Spanish, culturally speaking, you are speaking of very low form of Spanish and you create this low trust it can be clear yet very formal and people trust that and people say -- I know he was an attorney you would not be speaking like that it gives credibility to the situation and one last thing, even with the vocabulary there has to be a specific vocabulary once someone's that's into the courtroom every interpreter want to say whatever they want at the window that will call one thing -- it is crazy. It has to be standardized and please take that into consideration and thank you very much.

>> Our next speaker is --

>> Thank you. I do not have much to say. I want to say I like the idea that we are all sitting at the table just like this be card's and identify those who need an interpreter. I like the idea of comments[indiscernible]You must not only be bilingual. You must be bicultural that helps to get a better interpreter and the other thing I also if you are going to help any individuals with the self-help services for any students there should be interpreters professionals behind that so that is a better program and the last thing I want to say really quick. Once again I want to thank all the previous colleagues here. Thank you.

>> Our next speaker is Mary Lou

>> Hello once again. In terms of training, my focus is on training for the expansion of interpreter services in terms of some of these comments what needs to be done sort of immediately to implement the LAPD I just want emphasized the it is really a disconnect again and I said it before, between what's happening on the ground and policies that are being developed and we really need the most fundamental training and even information to get out the judges and see those -- CEOs that the services can now be provided and then also that the prior tars -- prioritized and identifying the need for an interpreter every day that I work in court and I hear many reports from colleagues that people's needs for interpreters it's passed over there are lots of different situation where people don't recognize that they don't see it. It is right in front of them and they don't offer the services. Unlike what judge told us he patiently waits for the certified interpreter to often lawyers are in a hurry and judges are in a hurry, even when interpreted services are available people don't wait to actually provide real access to these people and this is a prominent criminal and civil so I would say training needs to be as basic that this it fundamental right and to develop a respect and awareness of that has to be really built into the training. And I think I'm almost at the time that's enough for now.

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>> Speak at Lisa Barrett speak

>> Hello my name is a Lisa Barrett I am the vice president of legal services and we are very great grateful which are going with these issues how to make the judiciary for the community. I want to talk about one particular area that we are very active in we run a self-help conservatives clinic in a number of courthouses around Los Angeles County they are pro per systems. We are working with people who are working on their probate systems -- and also working with parents who have children who were coming to age of majority and people with intellectual disabilities. We work with 50% of the pro-applicants in the county is about 15 other people year and we have a very large portion of population that is Spanish-speaking there are limited -- we do many things to support this community. We have a hotspot program that we created through the justice program with the office of administration, of course, making sure that translation in Spanish is asked it, questions is answered and fill out the paperwork with them and we also do something that is finding clinics where we use pro bono attorneys who speak Spanish in other languages to sit down with the family and once the paperwork is prepared and then we walked them through as you well know it is a very long position leadership and many of the families ask we need more educational materials and material better guild towards the child who is being can serve to help them understand the process. Perhaps the PPP attorney can be using and having the position available in language afterwards, because it becomes a roadmap along with their order and it would be very be willing to work with courts on this issue. Thank you

>> I am an interpreter and trainer. With respect to the interpreters I would like to speak on behalf of of the professional interpreters and bringing up an important point which is a huge lack of awareness in terms of what we do and the importance of what we do and it is difficult even though she mentioned it quite well. Part tick Italy when you think in the group thinking when you're building material when you're training your staff your bilingual staff when dealing with the decision-makers and they are going to be deciding whether to implement VIR or POR we needed trend -- [indiscernible- Accent] language skills in English and Spanish, which is my area when dealing with thousands of comments this word means different things when you have a bilingual staff they can recognize all these words have no fear, and saying them, and they have no idea that they are saying something incorrectly justice is not being served. I like to add that also within the language component. Your culture that's a whole different thing language does not develop in avoid and culture. It is a huge component of it. You can translate and speak the language and understand everything that is being said. Nevertheless, you may not be understanding the actual message. Therefore you will not be conveying it also I would like to add that another advocate of this is knowledge we have to [indiscernible- Accent] can speak about anything under the sun and we should be ready for that. Knowledge has to be built and we have invested quite a bit of time on that I would like to add active specialized knowledge on legal, medical, etc. that we encounter day in and day out and lastly, of course, you can be a bilingual turn any -- attorney you have not received training as a competent legal translator think you very much

>> Him --

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>> She is -- Spanish-speaking and participant

>> Spanish-speaking participant

>> Do we have to translated please

>> He is fixing the dialect and does not understand Spanish-speaking procedure now he would like to make a comment.

>> I need someone who speaks the dialect.

>> [indescernible- Participants voice is muffled]

>> When we had the need we need to for you for the courts to provide us with the correct interpreters. Because we came from the state of Mexico and we don't speak Spanish. So when we came here to this country we had a lot of problems. Because mom we go to the government -- because it when we go to the government, medical clinics, and most people do not speak my language some speak Spanish. So when we go to the offices our people sometimes speak Spanish or English and I speak my language so we don't understand each other. So we would like to implement a law so there should be interpreters so we can understand each other. Because this is what I wish, and it will help us from now on because there are many people from my place that are here and we do not understand the process or the language. Thank you very much.

>> Spanish-speaking participant. Thank you very much everybody. My name is Sanchez the reason that I am here speaking is because I would like to tell everybody that it is very important that you for working the court or you are judged to provide interpreters trainees who speak the language or two other dialects so they can be more familiar with the court system because many of them they would like to work in the court that they are free to do so and that is why I think they need some kind of training to be more familiar with the course so they can be more effective when working with the courts. The second part is I would like to see Sanchez to receive training[indescernible]For the indigenous people because there are a lot of[indescernible]Because in our hometown we don't have court systems. We don't have lawyers or attorneys and the people need to obtain to know what the system when it come to United States when it has some problems and when they go to the court many of them do not know what a trial is or what their constitutional rights are or what the probation system is and what an appeal is or what levels they qualify to increment the system and that's why I would like to let the judges know that they need to train the interpreters and they need to be more where when someone is having some problems to understand these issues. Thank you

>> Thank you once again for allow me to speak. It is very clear that what we need to do is try to solve the problem of trying to train all of these folks so that they are all better prepared for the vocabulary etc. it and the system and my suggestion would be as interpreters and I think my colleagues would agree this idea of perhaps using the CIA and CE system to obtain continually education units for interpreters to

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get back to the community that we work for. And perhaps set up workshops, etc. where we can train court personnel everybody that has contact with the non-English speaker even including to the police department send detectives and so forth. It participating in the judicial colleges and educating the judges the future judges and I think that would be part of the solution to the problem and it would be a way for us as interpreters to be giving back to our community that so desperately need our help and I had would also like to say in closing judged Austin got up and drop the dollar bill on the floor. Right where he was sitting.[Laughing]thank you very much

>> And that concludes the public comments. I would like to thank everyone who has been willing to express their comments we always find it enlightening. I would a lot especially like to thank the individual from the community who has come for to express his comments and concerns. We will hear from our stakeholders is always a very important and hearing from those direct individuals that we are serving and the willingness to come up and speak to us. That concludes this session, I would like to thank our panelists we will take a short break and proceed with the last session. Thank you

>>[Applause]

>>[Break is being taken]

>> Okay everybody we are getting ready for our last panel.

>> Our last panel is time budget initiatives we have already met Steve Austin and I am from across the county. There are other panelists are Kevin Baker, who was sitting next to me he is the legislative director of the civil liberties Union in Sacramento, Mr. Baker prior to his position at the ACLU he wasn't that big chief counsel on the judiciary for the California assembly, where he was a leader on court interpreters and legal access issues for many years, including primary drafter of a be 1657. Next to Kevin is Tracy Clark you had already met her, as you know is the manager of an Better services for the Superior Court and certified American sign language interpreter, but what you don't know is that she has a master of arts in -- she took courses in linguistics and Dennis, who is in the Superior Court in the out me to County. He is a member of the judicial Council on providing access and fairness. His long history of public service. Brian to joining the judiciary under President Clinton. He was the director of civil rights in the US Department of Health and Human Services and responsible for civil rights workforce and discrimination act and the disability act of the Civil Rights Act. And we also have justice Marquez of the six district. He was appointed to the position in 2012 by Governor. Brown. He also has a long history of public service prior to joining the bench . His latest job immediately for disappointment was at counsel in Santa Clara County.

>> The panel is going to focus on budgeted initiatives and how we can track and implementation in courts direct the state. I will start by trying to give a brief overview of where we are now. Funding most of the people here but also an audio cast was so the people here. Most understand mechanism pretty much for the courts, but in case you don't the interpreter services are different than others. The funds come out of special segregated groups called the 4545 fund and that has an amount in it for interpreter

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services and those are just for interpreter services add language ask plan and language services. Those have been spent each year as we have gone on some years in the past there has been a little bit more spent than what was allocated it is a reimbursement policy so as time goes on view submit your bills to the state for the services that have been used then you compensated back two months later to the Council find the manages the front of the 4545 allocation in recent years up until just last year really the amount that we were spending for about the five years before then was a little bit less than what we were allocated by the legislature and those amounts accumulated and now we have a holdover amount I call it a carryover amount. Some call it a surplus about 14 and have million dollars is quite a bit. Is that about the latest figure we? Know it's a little bit higher than that now. It is a lot a higher than that it is a little ways up there. The last year. The figures are coming in. It looks like we exceeded the amount by the legislator a little bit but not by very much. We still have some carryover that was in place before which is it helpful to us as we are expanding services and this is the year of expansion we hope will be eating into those funds we have a little bit of funds there to use to help us expand the services and interpreted services over the next year or two.

>> The funds do not apply to other into a liar services a lot of the other things that are called for in the plant's signage for translation to a certain degree other avenues that need to be funded training, supervision, and a lot of other things that may not be able to be funded out of that 4545 surplus so there are needs. There and those are met by the general budget. Just like every thing else. And with the thought that this fund and the little action we will have is a one-time thing. We will go through that relatively quickly as we expand services that we have looked towards the legislature for additional funds to help us with the expansion of services in the next fiscal year starting in 2016 to 2017 it is July 1 is when the year starts. And the judicial Council has voted and prepared what they call budget change proposals things that go to the finance department with the governor saying, hey, we know what we had in the budget in the past, but we have something new and different and something that is important. We need to do we need to fund this extra bit

>> And this is why we explained that language axis Plam and some task for funding that are now sitting in finance. Over the next course of the month they will be deciding on that along with a lot of other status being supported by the courts and people all over the states they are looking into those and seeing if they can expand we are hopeful that the Department of finance will find and the governor will find that this is something good and fully funded the request that have been made by judicial Council is about additional love and a half million dollars for the next fiscal year to cover a number of different things and I will go through with those what right now

>> These are all described in judicial Council meeting where was voted to submit these PCPs. The biggest item would be expansion of interpreter services for civil proceedings in that court. In that year, providing training for interpreters on civil cases and remote interpreting as well as a number of other things signage and courthouses and multiple languages provide on-site support for language axis implement via pilot program for video remote training traditional Council forms and multilingual videos

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to assist limited court users and continued to fund the work with the language axis program task force to ensure appropriate timing for the recommendations

>> For over the course of the next fiscal year. We'll also try to look for ways to find additional staffing at the level of the implementation of monitoring and the implement it patient test work is doing this is all new and we haven't really been stepped up for it in order to do it. It is an amazing amount of time and effort that it has gone into on behalf of the court systems by our existing employees that the judicial Council I don't understand how they all do it because I did all all of them before there was a commitment patient task force and they were very busy then and they have all the same jobs and now they have new jobs and that is helping us figure out how to get this implemented in a way that it would can benefit everybody and doing a great job of it. I think we will need more resources there as well.

>> With that and the need for resources I want to turn questions over to Kevin and what I would like to know your perspective of the legislature to the extent that you know with regards to turn courts provision language axis, particularly in relation to the increased funding for courts so that we can accomplish it. The full scope of our plan.

>> Thank you Steve. Can you all hear me?: Make sure this is on the might. I think in general that the legislature is moving towards this goal. Just by way of background, I was involved in a series of bills that we started in 2006 and did three times over a number of years until 2009 are trying to establish the expansion of interpreters in civil cases and a pilot program basis. Unfortunately to bills were vetoed by Governor. Schwarzenegger and another bill ended up being held in its final appropriation committee after having gone through the process and had gotten support from I think both sides of the aisle over the years. So I think that there is that history does reflect that there is a willingness on part of the legislature to address this issue and there are number of members of legislature who come from families where there is not total English proficiency or come from families where English was not the language of the home and who represents communities that reflect those language traditions. I think that there are many import numbers of the legislature who understand this issue. Unfortunately, there is limits to this budget game and we are now sort of getting out of the. Of budget reductions that have hit both the courts and basically every other area of funding that the state is responsible money for food and shelter will basic needs and there has been unfortunately a sense that the needs of the judicial system have not been adequately funded or you know, given the choice between some of the court programs and some of the social services and other programs, of course, have not always fared well, but I do think that there are folks there that who understand the issues and will be receptive the main thing I think is first convincing the governor because there is a matter of the legislative process. The governor first proposes what he believes the state budget to look like and the legislature is free to augment or reduce the government proposals and that budget then makes his way through the legislative process and goes back to the governor for approval. However, the governor is not convinced of the needs for interpreter and other language axis services and does not make a proposal to address these issues and the PCP judge Austin was talking about. Then it is up to the legislature to augment that budget and say we think, despite the fact that the government proposal has omitted these issues and we think it should

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be addressed. And of course the budget bill goes back to the governor for final approval. And he has the ability to use his line-item veto to reduce any amounts that the legislature approves so there is very much need for conversation between the legislature and the governor it would be ideal if the governor were to take the lead on this issue because whatever the legislature is augmenting the governor's budget is doing that with the knowledge that the governor has the last -- it up, which is legislated into -- so despite the fact that I think the legislator is potentially receptive the biggest challenge may be making sure that the governor's January budget proposal reflects the request that the courts have made and I just want to publicly acknowledge that the courts it really are. I think for the first time giving a very high priority to the language axis and in that I think will be very fruitful part of the I think shortcoming here in the past is that the courts have understood the need and importance, but have seen so many other issues in the court budget that need to be addressed that I think language access it. Sometimes I been overlooked and I think with the leadership we are now seeing a ship there that will be very profitable potentially if you don't ask for you don't get it in the capital and this is the first time, to my knowledge that the courts of actually really put a request together that is designed to move us forward. So I am very optimistic about that.

>> What strategies should courts pursue being that local or state level help secure additional funding. If there is a possible strategy that can be used at those levels at the general court level, or some committee levels things that we could do with counsel?

>> I think the first thing that will be fundamental for this just in Austin you noticed the carryover funds and the surplus that we were talking about. I think fundamentally it is going to be critical that the spirit courts of use the allocation and use the surplus that is currently available at the Department of finance and the legislator seat money is available that is unspent despite the obvious need and are claims for additional -- that money is not used, it is quickly. I think [Indiscernible- Audio cutting out] you don't need anything more. If you can't spend the money you that you have I understand that there may be there is a paradigm shift that we are going through here. There may be some resistance or some descriptive schism in some courts, whether given the reimbursement level -- whether the money will be there. Unfortunately, I believe in the past there have been occasions not so much in the interpreter funds as I know potentially another reimbursement models that the court use where local courts felt like they were held holding the bag and they submit it reimbursement requested and had gone on funded and that actually leaves them with the impression that they should be weary of spending money that might not come back, but as long as the funds are there and they will be there on a first-come first-served basis. They need to be spent or they won't be persuasive that there really is a need for additional funding. I would also say that justice -- just as there are every district. It support each state -- number of the legislature have contact with judges in their courts and the presiding judges and others on the bench and I think the message ought to come from every court and every member of legislature that this is a priority. And if numbers of legislated here that and here repeatedly and hear from across the state that message will begin to take hold. Because it is actually a new message that they are really hearing in many ways for the first time, whether it's efforts to do the pilot program and the legislator's

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willingness to come to confirm that this issue has not gotten a lot of attention the last few years 2009 was the last legislation in this area prior to the bill last year[Indiscernible- Audio cutting out]to create some priorities for how to use the existing funds as we began the expansion into greater use in civil.

>> I think will be very important for the court and not just sort of folks at the top who have been very articulate and Chief Justice in explaining the meaning and prioritizing this issue, but it should be reinforced at the local level by the PJs and every underlining judge.

>> I would echo how important it is. I know now that I am presiding judge have more contact with the local legislatures and they have been coming to the day in court to see what we do and what our needs are and it is very important. I know many of the local judges are doing this to make sure they understand the language issue as well during the course of the day. It is pretty easy to show them because you can go over to Thomas any court and have the interpreters there were no interpreters if you are in certain areas of civil and it is important that they recognize the difficulties that are presented to people when they don't have an interpreter and they need one. Based on your current position and you're changing it. You had your all position with legislator and now you're legislative -- how can our justice department, not just the courts, many of whom who are here or have been involved with the issue for a long time, such as public interest organization and others influenced the budget process and help the courts secure the necessary funds that we need to make sure that we are able to process and perform the plan

>> It is great point judge Austin. To the extent that this proposal is seen as something that benefits the courts in some way. I think it will be less well-received and if it is seen as benefiting the community that the court serve and the administrative it justice. This really is obviously as we heard about the day-to-day a fundamental right. When I first got into this issue in 2006 there were very few people talking about this and I remember meeting judge Austin and asking how is it that the system is supposed to work the way we all learned in law school is judges don't understand what parties are saying to them, and in many cases, these parties are -- on both sides. And if the parties don't really understand what the court is saying to them.

>> Judge Austin said some version well we doing the best that we can.[Laughing]and I think that is right, but it has not been adequate right and that's why we are here today, but there are a lot of stakeholders in the process and including not only the court personnel. The judges the clerks and shall I say the court interpreters who are going to be very part partners in this in order to articulate not how these processes work, but also help solve the[Indiscernible- Audio cutting out]I don't want to continue to monitor legislation, but we tried before we are now trying to do something so much bigger and -- them what we had originally proposed. Not only are we not talking about a pilot program we're talking about something statewide that weird talking not only about court interpreters, but we're talking about interpretation outside the courtroom and language across the board in all these other issues. So this is really a massive undertaking and the courts are going to need all the support that they can get from all of the stakeholders in the court system.

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>> In addition to the interpreters and legal providers have really been on the front lines in helping the call attention to this issue and they have been in some ways the canaries in the coal mine. I guess who have said we have got a problem here, and the system is not functioning the way we want it all to and the way it was intended to function. I think it will be crucial that this is not seen as a sort of court centric request for additional funding for the bureaucracy a way to actually provide direct services to people who need them so that the courts can engage in their critical task for free and just a society you know, we talk about the role of law and how it is critical here

>> If courts serve such a vital role in our perceptions of justice and the craft of justice and problems are not solved in the legal system. They will be solved in less desirable ways and that the courts cannot do their jobs than the whole system breaks down in a lot of ways. So I really think that this is extent we can really repeat from both the communities and the court interpreters and other language axis that this is a fundamental need and that the provision of services is directly to folks who need it, as opposed to sort of lining the pockets of you know the bureaucracy.

>> Thank you. I will shift focus over to the beginning of the monitoring process. That's go over to judge Hayashi, can you update us on the budget and language axis monitoring to develop a single complaint form a state wide complaint process and interaction with local court complaint processes that well.

>> Who was on the first panel is part of the subcommittee that only makes sense because Calais is the only county in the state that she has an existing complaint form to address issues like this. Our task is really to focus on the consumer side of the provision of language assistance by developing a model form to receive feedback from the public about their experience with interpreted services or their failure to receive interpret it services. In addition, we have our developing a proposal on how those forms should be processed once they are received and ultimately addressed and or result. -- Result

>> LA is the only county that has a form we need to a lot of research and other states to see how they handle this type of provision and examine whether or not they have protocols in place which work to address these issues in an efficient manner. In that regard, we are very fortunate to have the assistance of the national -- court in helping develop a proposal which we hope to have available to review and a couple months, but let me make just a few observations of the complaint form

>> One is some have received it as complaints about interpreters and quality of translation. This is not true. The complaint form is also addressing all aspects of court service, which may be filed one thing when it comes to providing adequate language assistant whether big courts clerks or the women at the Windows or at the bench all of the court services are to be examined and or subject to the public being able to register their concerns about what they experienced. Secondly, with respect to utilization of the complaint form. I would say that one of the concerns we have is that to be frank some of the immigrants. Of course we utilize interpreted services come from countries that and are really not a great idea to question the judiciary or the government and perhaps registering or filing a former complaint form is not necessary to be in their best interest and so in that regard, it is not going to take a

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lot of education on behalf of the judiciary to the stakeholders to ensure that they are aware that they have this right to file complaint form and that the complaint form is available to them.

>> To alert the court as to changes that are needed on how to provide services and we need to make a concerted effort to work with agencies who work with these focus in other areas so they understand given the course of working with some of the stakeholders they are alerted that they were not given a chance to express their position in court because there was no translator available. They also are aware of the process and how it is that the people they come in contact with can alert the court to any feelings in this regard

>> And finally I want to say I wish we had the complaint form when I was a lawyer because this since people are telling more stories that. When I was a fledging lawyer know is a long time ago when my first clients was a Southeast Asian individual who basically was charged with catching fish in an area that was off-limits and this person was trying to explain to me how they were fishing because it was a family substance they were fishing so they could eat and they were not aware of the situation and so I had a conversation with the DA and he understood the situation and the resolution was going to be something minor probation for a very short. Of time and no fines, etc. so the day we went to propose it to the court, the interpreter was not available so I asked the judge come if we come hold us over because my client has a story to tell about the situation and the judge says to me is a poster and actually you should be subject to time and so if I had a complaint form. Believe me, I would've filled one now on both sides of the form. Obviously we have come a long way in that time I think it is important that we in order to instill confidence in the procedure that we are implementing we need to give people an opportunity to be able to tell us when we may falls short

>> That ship A little bit what information can the public expect the final the California courts language axis website or other websites for that matter?

>> I think Bonnie already pointed out earlier, the California courts language axis page provides updated of course on the proposals made to implement the language access privacy ports we needed news activity about the tax force and links to the test for webpage and that it lately lap, which includes a description of the task force and duties the membership of the task force and a description of who we are and what our background is and also informs the public of upcoming task force meetings and has units up previous public meeting of the task force and finally, I would point out most of the counties now have on the website some type of information about language asked and of course that LA Superior Court has a fantastic language access information page

>> And I think it was described earlier. They even have an avatar, which directs people on how to fill out traffic division forms. In addition across the county has a fantastic page as well in terms of providing information to people who may want to know what language are actually provided and what translations are actually provided in the county.

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>> It is very important that our county has a form to request that we develop based on a model form that came out of committee some time ago and it is great our new county has that as well and it would be very easy for any county to put this up on this website and know how to request one, and translated into other languages and it worked out well for us and allowed us to have recognition in the early stage of civil the needs of interpreters

>> I would suggest to if I understand that there are still courts will have policy statements upon those websites essentially saying that interpreters are not available in civil cases, one thing could be available to take those down.[Laughing]

>> Again it is great to find out those things during our monitoring capacity and things are popping up all over the place they are like that and think maybe as we are all looking at it and thinking of what we need to check on him we need to do we hear things like that and it is helpful because then we can get the word out to everybody and let them know perhaps that might not be appropriate and hopefully everybody is going to be looking at the model and make sure that people look at the model and decide what people are doing and replicate them in their counties and poach the software to do it in the programs because we use many of the websites.

>> The other thing is on the language access website. I know there have been some mention about the recommendation as a progress report on the recommendation and it is up on the website before I mentioned it. I did check it was abundant website it looks like this and it was released earlier this week. Be sure to take a look at it and this progress, there is a lot left to be done and a lot has happened since implementation started

>> How is the adoption of the access plan affecting resource allocations in Alameda County?

>> I would say that the language access plan is overwhelming for executive staff at the beginning so I had to sit down with them a little bit. It is not supposed to happen today we would like to happen today, but will not happen today. I think it has put us on alert that we really need to look at providing a much broader range of translation that we do currently. I be we have a fairly large staff of interpreters, but I think that we are concerned about over the past couple of years. The emerging languages that we are not financially equipped at this time to address so was pointed out to me the other day over the past year we have a number of cases involving[indescernible]We had to fly somebody up from Southern California to provide that language assistant because nobody locally that we can find that to provide that service. So it is obvious to us that we are starting to plan now on what the growth of certain languages are going to be in our county and then figure out how we're going to find that or get the assistance that we need to assist these individuals when they come into court

>> Right now. Additionally, we had to borrow resources from other counties and that is a situation where we find it times if they are way off and in the county and need in Hayward and so we know that there are deficiencies that we need to address in terms of getting services closer to home and I we do that is probably one of the bigger challenges that we are facing in these days of resources

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>> Many direct interpreter services in fact, all of them are funded directly out of the 4545 pod but some of the ancillary services are through the court budget. I would assume are you spending money out of the general drop budget?

>> Yeah, the 4545 budget basically covers a lot of the translation we are looking for, but as you mentioned, Judge Austin are and services annually the last couple years it took a look at it was \$1 million that was not covered that we had the basically cover and -- and it does mean something

>> I know in our county. We have been using increasing translations increasing the website presence and some of that has been grant funded with some of it is coming out of court budget and we also have been using new signage and we have all around. I don't know how many is join us. We have the somatic system we take a ticket and you see your name up there or your number flashes when they are gonna come up the system also allows you to do a public service commercials and explanations about process and other things where people are waiting for the tickets and so we have had those on a regular rotation translated into every Spanish for now. And now we're going to turn to other languages well, unfortunately with the kinematic have to wait a long time but it will come up in the information will come up in different languages why you're waiting and Family Court. We put our own funds in there after that and some other things it gets I know taking a look at the budgets every penny. It does it up

>> This Alameda have any mechanisms in place or satisfaction with stakeholders any kind of monitoring

>> We finally do have something in place and that is starting this past January. We are now generating in the court which shows the number of request or assistance of bad language and case type and request that were actually filled and the request that were not filled one of the reasons why we're able to generate this in court was because we were very concerned about meeting the language assistant needs for the priority cases such as the domestic violence cases unlawful detainment, etc. basically, we have to make sure all the cases has a priority and they are met and we can only do that by looking at the monthly statistics. The reports have been very useful. I know there has been some discussion whether they should be made public, and I'm looking at a way to make them public as an annual report in terms of how we are handling these matters

>> Another issue the writ only reason we are able to have these reports is they finally implemented a software program into the counties system which allows for scheduling of interpretation online now and why is that a significant step because up to the end of last year, the request may coming online or by paper. But all the records are kept in a three ring binder how efficient is that and so basically there was no way to issue a report that was contemporary to the circumstances because it took you three months to compile the data from the three ring binders. So finally we have software program to adjust scheduling and generate these reports, but I think that says one of the things about the issue of language access issue is out on over to another counties when a comment to software. This is kind of a low priority ensuring that there's something in the software that allows translators in the courts Overseeing interpreters to be able to schedule people efficiently and on time and[indiscernible]I am

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just saying it is somewhat of the priority that perhaps people that language assistance and I'm looking forward to implementation for taking the sport and putting this higher on people screens in terms of this

>> The three ring binder. Scheduling is not uncommon I think we're still doing it in fact one thing that slice in our county. We hired a new interpreter coordinator who has a background in software, so she is actually suggested that we could do and figure out how we can track is better and be more efficient and I think that is great, as I understand it, many counties are getting together trying to share the technological solutions for that in the region wise or otherwise for those places that have not done it yet

>> Justice Marquez I wonder if you can talk a little bit about the important need for language access office or a representative of language officer in each court

>> That is critically important. Today's discussion actually really highlights the reason for that. I started to --, but I do in this committee a couple of years ago when you first start looking at the issues you say what is the past when people don't speak English. We have to have somebody there to translate an interpreter what they are saying it is not that difficult when you look at from that perspective, but then you look at when you have the discussion like this morning and you realize how complex interpreting which I think has a highly unique skill and one that we heard a lot of testimony about is that they said LA County has 25,000 core users per day and that's in the county with 234 languages and their 38 locations, so you can imagine the complexity of trying to do what I just said it sounds easy that we heard about additional complexity with the challenges of language other than Spanish in the primary challenge being availability of qualified interpreters

>> I think I heard something like eight Arabic interpreters work in the course and we heard from Tracy what I think is interesting -- really that close to a deeper issue. It is the did the issue of how hard it is to schedule in a way that maximizes the use of interpreters when they are needed and then I thought some of the most -- a gentleman who spoke [indiscernible] Spoke to someone who spoke Spanish and then the Spanish person spoke to an English Spanish translator and then to us in English that's a little while and it was complex, but you think about that was somebody just giving testimony to us imagine the back-and-forth in the courtroom and having the here that go back the other way back and forth. You have all the complexity

>> Also this morning we heard of the complexity of the core process. Somebody made a joke to say, gosh in English. It's hard understand lawyers don't get it. And then someone said judges sometimes don't get it's a joke, but it is really true the core process is complex you put the two things together and you have inherently complex process and now you add language issues to it. I don't think it makes it doubly complex in particular with the scheduling and qualified interpreters it is complex

>> With that in mind we are trying to work on issue and think about the resources that a judgment being we have something like 17 to 1800 judges each trying to manage her own courtroom, it's dealing with that complex process in the courtroom each doing with the language issues and I have someone who is

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knowledgeable trained and has a network in each courthouses can be responsible for all the things that are laid out in the language access plan in each court has I think is gonna be critically important

>> The good news is a subcommittee of the limitation text force along with the judicial Council is already working on developing the guidelines for each court so they can designate each one representative to take on this crucial role and then the other good news apart from this, what I think is a critically important position in each courthouse we talked a little bit ago about budget change proposal one of those PCP request had been submitted to fund three language access specialist for each interpreter bargaining region, so there are four regions in the state of California, sold that PCP go through. OB additional 12 people who will be specialist to assist the courts in language issues and give you a sense of what those specialist would do they will be housed in one or more courts and assist with assessing the course access needs and helping with the monitoring helping with the recruitment of what codified bilingual interpreters and helping with training and they can help one statewide efforts

>> Early identification of early needs changes to case management and access needs and training. So hopefully that PCP will be approved and we will be able to get those resources to the courthouse

>> Can you share it with us with the Court of Appeal what steps have been taken work could take to address some?

>> Unlike the trial court to remove records where they take events and mostly for all arguments that occurs usually five or six times a month and most people who argue in the Court of Appeal are lawyers and of course they speak English with that being said, there are couple of occasions where a litigation will come into the Court of Appeals and then there's some subset to that of those people who don't think speak English well and that can be challenging as well because the oral process is a legal process and will be complex and that is a challenge frankly the good news on not is just as Jonathan Reiner[indescernible]Looking at recommendations in the language access plan that can be implemented at the Court of Appeals and two aspects in particular interpreters on demand and the translation of tea.so when you have a self represented litigant who does not speak English will have some resource to help deal with those issues. Frankly, the biggest issue of the Court of Appeal and the primary work done in the court does not what we take the bank and

>> But we are reviewing the record that is made down below. It is the language issue is not addressed properly in the trial court and now you are at the Court of Appeals that will be reflected and inheriting what we review and we are stuck with a record for the lack of better words. So whatever happens in the trial court it comes up. If there was less just say the language issued dealing with Vietnamese we have a large Vietnamese community they will be documented in Vietnamese, but none of that matters. We have to focus on what the English translation is and that is the record and it is critical that what happens down below provides the language access that the litigant needs

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>> We are behind I'm gonna combine these last two questions in the one you are down in Santa Clara County. It is the hub of technology and innovation have you thought about any kind of a management, technological or other solutions that courts may be able to draw upon?

>> I think the technology is going to be helpful and can be helpful with the goals we are trying to come to share but I don't think we said it should make any big commitments towards anyone technology because it changes so quickly. So I'm thinking about this and I looked up on Wikipedia how long has the iPhone been around because I use my iPhone for everything and very dependent on it. It turns out it was introduced in 2007, which seems so short of a time ago, an android phone came out in 2008 and it just shows how quickly technology changes

>> I said on the technology subcommittee we are not looking at the technology itself, but minimal requirements of infrastructure. So we're talking about things like them with, memory, processing capacity, it dropped ability and the infrastructure that will allow us to use whatever technologies out there and with respect to the technology that is out there. What we learn from the Silicon Valley is let the market and innovators innovate and bring us the technology that is available and something we learned when the Court of Appeal were trying to board the process of going to the e-filing system. We put in our -- it turns out that many cop companies know we're coming to the people's world and they want to get in on the action and willing to try and help us move to e-filing for free.

>> And that might be some opportunities for us to look at getting some help from silicon valley what we have that technological which is appropriate and help us out in an innovative way and the last thing I will say about technology. I think we need to be very careful make sure we have an aggressive approach with the respect to the infrastructure book cautious approach, one that has pilot and meaningful access to the courts and adequate for the stakeholders and proceed cautiously to make sure we do it right.

>> How is Ventura county utilizing technology, particularly with respect to the VRI or any other solutions?

>> I want to agree with everything you were same with the infrastructure being open that's expansion we have had. Under backup this really quick my connection with VRI because I am an interpreter and ASL has been using BRS, which is video relay service and it is the same type of technology employed a little bit differently, but it was basically from the FCC as part of the ADA so people can make phone calls like public utilities we already have that technology in our community and then we looked into tapping into it and the committee that helps develop guidelines and these are some of the first thing that we found technology changes so fast since we started on the committee and to what we have now we have change several times over the last 10 years, just with the kind of opportunities that we have to communicate in a visual language

>> One of the biggest ones is meeting the other day and someone said something is not here and they look at the iPhone signed in the Mencius and send it was a new program. Nothing was beguiled and this is now off the shelves and it is here. The lesson I learned in my language community in the eye things

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change so quickly. We need to do exactly ways that the the infrastructure that can hold the changes. And with that said, looking at what we have we do have a VRI studio are one of our contractors can interpret VRI who doesn't have a that is another shortage in languages we are not bringing VRI into our courtship and that is because of the infrastructure we haven't several courts, it seems like a quick thing but nothing is ever quick and one in things you have to look at Canon interpreted here. Everyone in the courtroom that is one of the biggest things you have to think about whether or not we can hear the interpreter the weather then to better can hear anyone else as it court personnel had training and do they have a place for confidential privilege communication with an attorney we are looking at all them what I can say is, while we are exploring the Norse new stuff and what we can provide to bring stuff them. We're using anything and open to in the make sure works there been times when I have very hard to find in which is

>> Where the interpreter. She just had a baby and she lived hours away. Can you help us on the phone to have any kind of Skype or anything, no I don't but I do have a phone okay. We're going to use a phone we have to make sure and go down and repeat everything into the phone. We use that kind of communication having a courthouse of free video phone for deaf people well we did, but somebody stole the camera off of it in our courthouse. We will get that fixed. We used the technology that we have and where open to the stuff of course the infrastructure and getting get in and being able to test and make sure it was working before and

>> What about limitations that you found them working with ASL technology and perhaps looking it over into spoken was?

>> Broadband is a big one. And when I talked to my colleagues who have tried it in different situations usually they worked with poor broadband and the one thing we learn what the VRI has to be good on both ends and that the pushing out and is even more important, so someone is trying to do it from their home or from an iPhone or whatever also Wi-Fi they need to have part connections and good ability to push the signal out as well as the ability bring it in on top of basic protocol there behavioral things we need to think about when you bring technology we need to learn protocol to work with an interpreter off-site had we get attention. How do we get them the repeat how to we translate paper after that way so do all that we are doing it, but we need to continually train people to do that. The biggest one is having control on both ends of the quality of it. Ideally I would love to see BRI sites maintained by court personnel adverse courts where we can go court court because we can assure that coveted jowly and then we have IT people there on site if we have any problems

>> What about the financial and and resources are you thinking we will need to expand in these areas?

>> I can answer that because technology has changed so much in what were using and what we use and ASL is for provisional needs I have seen demonstrations and talk to interpreters who have used a variety of things with off-the-shelf type of programs and they have worked and the iPad is interesting have a colleague who said they use a laptop and doubletalk everyone has it works. I'm telling you all I should

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not have. The point was this particular person knew what they need to go look at and what would work and the people on the other side new how would work and that was quality control not they were in a pinch and they tried in a worked the biggest thing is to be open and testing and have quality on both ends

>> That is try the things that are on the market already that provide what we want and keep the ability to upgrade as they keep coming out

>> In the trial period the recommendations in the plan would start with pilots sound like a good idea to see under control conditions what is going on about work

>> Right to see what we need and what works and that is the guy lands of what the interpreter needs to make it work. One of the things that I think what repeating it has to be collaborative interpreters don't know what IP P means I know I need[indescernible]We have an encrypted system. I don't know how was encrypted but I know what the ITT people I have to work with them very closely they don't know what I need one of our IT had a big screen and got for the pilots and see everyone clearly and figured out how to cut it down into four different cameras so I can see for things all want all I needed to see was that that person clearly and not like this, it was counter to what I needed. And of course they explained it spoken interpreted languages may need this may not let them know we need to work with IT and work with the people in the courtroom and the judges and the IT people to see how it works for each of us and our situation

>> The giver much I want to conclude by saying we had a lot of different nation on the panel. I want to talk a little about about monitoring we are trying really hard to figure out ways to monitor the role out of the program and it is hard to do. There are 58 separate entities that we are dealing with in the areas and we're trying to look at existing database and see what we can do to compile monitoring system so you it won't cost any more money or additional work at those 58 levels that we are already overworked

>> We are working with existing models and the number of people working on that. But the judicial Finance Council and the subcommittee we're also looking at ways to modify existing data collection systems and cost reporting issues so that we can get better information coming in so that we know exactly where the services are being utilized and we are trying hard to do that. The problem with that is we talked about the binder problem in terms of what people are cable pull of doing and they are antiquated hopefully overpeer to time with the case management system coming on and people are putting on new systems they will have the ability to have much more information and monitored those in the next few years

>> Also conducting surveys and there will be a big one going out it was designed[indescernible]And that will be going out to all the CEOs relatively quickly and hopeful we get good responses and understand exactly get a better idea what's going on the ground and address the areas expanding services as quickly

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>> I would like to thank the panel for your comments today and reintroduce[indescernible]Public comment, I forgot. We will have public comment first and I will call it each of the names we have three speakers and each will have three minutes we have Antonio Lopez

>> Hello again. Number one I wanted to suggest for court interpreters if you guys are looking for someone who might be able to be part of your team or perhaps maybe bring somebody who can update your court interpreters that is my class. At the same time it goes to the judge what is required and number two, I want to remind you guys that maybe again, if you provide interpreters in civil court based on financial need it might be a way to make sure it does not get out of control, and still provide for those who need it. And number three, as far as one of two repeat the interpreters and have a complaint form and talk about the court interpreters and one of our enemies is on the one hand, we have to be impartial and we have to not let them believe somehow we are advocating for them and we have to provide services and a very delicate fine line and it can very easily being misinterpreted that you are being rude or whatever it will be cost for complaining. Our public and our role is[Indescernible- Audio cutting out]and finally the people are going to be specialist for each region and interpret when they are not necessary when somebody is a volunteer can be used, etc., or when the video is appropriate again we insist it would really be nice for an interpreter to be the person who becomes a specialist not everybody wants to do it, but I'm sure people are willing to work at the capacity just because we feel that somebody who is supporting the interpreter would have the ethics and knowing what it is really necessary that other people might not be able to perceive or somebody was the layperson might say really is financially better to do this and grant multiple people. This is somebody who is an administrative capacity and it is always the financial aspect. Thank you very much

>> We have some[indescernible]

>> I want to thank all of you and all the judges on the panel and the individuals that represent different entities. I thank you for allowing us to be there. Anyone who knows me outside of this call those I am very talkative. I can be eloquent, but today I found myself being a little has attained to say much in figure out what was up[indescernible]I hate to speak when I'm not educated about something. I like to be very cautious and I do not want to say anything inappropriate or something that sounds not right. With that said, I want to say I was listening to all of you I was not just hearing you I was listening to each and every one of you. I ask that all of you have the same respect hopefully you will listen to us and everything that we had to say today. That is all I want to say again thank you and everyone of great day

>> Once again on the California Federation interpreters with all respect of the complexity and difficulties that we are all facing in this the courts have for many years been providing interpreters and a large number of proceedings and a lot of civil proceedings, which while the expansion is taking it to the next level. Many of our members have been doing family and small courts and small claims for many years. We believe there is a workforce of interpreters that are out there and can be expanded while still preserving quality interpreter services with a focus on using the most competent people available

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>> Concern that we have is a physician sees on conserving resources and why that is important we don't think there is enough focus in terms of the expansion in the quality of services and maintaining the quality of services by using certified interpreters as broadly as possible the work we do outside of the courtrooms and we do a lot of work out some courtrooms is just as important if not more important as we get into the courtroom. That's when everyone just are talking really fast and a lot of the understanding and warden of the interviews that we do with the public defenders

>> Is what really leads into the courtroom and makes an effective so we would ask and I would echo with the comments of some of my colleagues today you cannot discount the important role of the interpreter outside the courtrooms, as well as inside the courtrooms for several reasons. These points of contacts are essential to providing meaningful access[indiscernible]

>> Whatever happens outside the courtroom influences the courtrooms indoors we are there. It is sufficient to use staff interpreters and independent contractors as freelance as needed employees and that as what really allowed us to expand and stabilize interpreters over the last 10 years. We believe that the bravest use of the VRI is to expand interpreter services outside of the courtrooms using tiling incompetent interpreters it is appropriate and we are concerned there is not as much of an interest in that as using certified CRI's in the courtroom and we think that is wrong. So

>> It has been stagnant for many years and courts need to look at the fact there must be pipeline is stable of good jobs to attract people into this profession and to have enough interpreters in[indiscernible]And that is about to stability. We also need to recognize that are independent contract interpreters have not seen a raised in many years. These are essential things that implements whether you have interpreters, which is what I think we all want thank you

>> Thank you all for your comments what we will do now is ship a little bit and have never might I will turn the matter over to[indiscernible]

>> We spent the better average six hours together. I am enormously hard and by what I have heard on this panel, but I want to tell you I am even more impressed by the people who have taken the time to be here and the comments from public because we need every one of you to make a difference here. I think a little bit on how five years ago. California was in a different position we had advantages and a basis support for the human capital in our extraordinary talent pool of interpreters we a people concerned about this and a nonprofit organization who cared a deal about this. We had a tremendous degree of unmet needs in many respects that need to still with us and it is most heartening to me when I think about the comments that I heard today and what information the panel's has performed the backdrop is different now we have a plant that has been approved by the judicial Council we have a statewide effort that is very much reflect about how committed the courts are and we could talk six more hours about this reason, but we will not do that. I think we use our time wisely and six hours long time

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>> It is very clear to me as I put together the comments our public participants have made and the palace of shared three things emerge that are clear. First, they need is urgent. I have in my mind a picture of somebody who shows up the court and does not have the services that she needs or that he needs in order to get access to justice somebody who is a domestic violence survivor, etc. second, and this is clear to make it. It goes back to click but Tracy Clark said. This problem is solvable it does not have to stay word is and third it goes to the comments that I have been hearing and taking notes from our public members. We will not solve the problem if we do not do together. If we don't learn from each other or reflect on what it is. People need on the daily basis. I think we can do that and I want you to stay with us. I want you to stay engaged we need everybody in this room and with the entire state and we can do that and with that I will declare this meeting closed, but first I want to thank our staff, including Elizabeth

>>[Applause]

>> I would like to thank Christine you[indescernible]And grateful you will be partners and help us of this problem. I want to take a panelist especially the chairs a panelist who had great questions[indescernible]And most of all I want to thank all of you from the public were stuck with us today and help them richer knowledge and we will be partners going forward. Thank you very much

>>[Applause]

>>[Event Concluded]