

TOOLS FOR COURT INTERPRETER COORDINATORS

ARIZONA SUPREME COURT
ADMINISTRATIVE OFFICE OF THE COURTS
COURT SERVICES DIVISION
LANGUAGE ACCESS SERVICES

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INTRODUCTION

This document was developed to provide information to court staff who administer, manage, supervise, or coordinate the delivery of court interpreter services in their court. It contains recommendations and resources from the [Court Interpreter Program Advisory Committee \(CIPAC\)](#), as well as AOC's Court Operations Unit for locating and contracting freelance interpreters. It is intended for use by courts across the state. As such, it contains as broad an array of information and recommendations as are known to exist at the time of its publication. Not all of the solutions appearing in this document will apply to every court or every situation. Courts should evaluate the suitability of the resources and recommendations presented, taking into account the court's circumstances and policies.

Every effort will be made to keep this document up-to-date and available to the courts through the [AJIN Language Access and Court Interpreters portal](#). Courts are encouraged to [contact the AOC Language Access Team](#) to report any inaccuracies, as well as suggestions for additional resources.

COURT INTERPRETER CREDENTIALING REQUIREMENTS

Courts are required to have staff who provide interpreter services credentialed at Tier 3 or Tier 4 through the [Arizona Court Interpreter Credentialing Program \(ACICP\)](#) by specific deadlines (see [Administrative Order 2016-02](#)). This requirement applies to all regular staff who are classified as interpreters, as well as those staff who are not so classified but who may be engaged by the court to act as interpreters. This requirement does not apply to bilingual staff who may be able to carry out their non-interpreting duties in a language other than English (e.g. public counters, information kiosks, etc.).

Also, effective July 1, 2017, courts are to give appointment preference to credentialed freelance interpreters, when available. This means courts should show preference for those interpreters who have earned a credential under the Arizona Court Interpreter Credentialing Program, provided one is available for a given court hearing or event. It is important that courts seek out and use credentialed interpreters whenever possible to ensure not only the same level of professionalism and competency by interpreters throughout the courts across the state, but also to ensure meaningful access to justice for Limited English Proficient (LEP) persons. With this in mind, CIPAC produced a guidance document to assist courts in complying with the "preference" requirement in Administrative Order 2016-02.

Please refer to Appendix A: *Guidance to Courts Regarding the "Preference" Requirement in A.O 2016-02*

LANGUAGE ACCESS PLANS

Pursuant to [Administrative Order 2011-96](#), all courts must have a language access plan that documents how the court makes court proceedings and operations available to Limited English Proficient (LEP) parties and witnesses. Key to the success of such plans is the training and orientation of court staff, who must be aware of the services the courts provide to the public they serve, as well as the protocols for providing those services. Courts may obtain an LAP templated for the AOC which includes all required elements, and which courts can tailor, within reason, to their local programs. [Contact the AOC Language Access Coordinator](#) for more information.

ARIZONA COURT INTERPRETER LISTSERV

A Listserv is an electronic mailing list software application that allows a sender to send one email to a single e-mail address which then transparently send the message on to all of the subscribers to the list. One must subscribe to the list in order to send and receive list messages.

The Arizona Court Interpreter Listserv was designed to allow courts to communicate easily and effectively exchange interpreting- and translation-related information. Currently, a number of personnel from courts across the state use the Listserv to request and share leads on interpreters of every language, making it a quick and easy place for court interpreter schedulers and coordinators to begin looking for hard-to-find languages. The more courts that participate and share information and leads, the more valuable this tool becomes for all.

In addition, the ACICP distributes updates about the credentialing program over the Listserv, including exam dates and registration deadlines.

INSTRUCTIONS FOR USE

1. First, subscribe to the list:
 - a. Send a blank e-mail to: arizona-court-interpreter-listserv-join@supreme4.sp.state.az.us
 - b. Be sure to use the e-mail address that will be used to send and receive list messages
 - c. There is no limit to the number of people a court may have subscribed to the Listserv
 - d. Once subscribed, users will be able to send messages to the list and will receive all messages that other subscribers send to it.
2. To send messages to the Listserv:
 - a. From the e-mail address subscribed to the list, address a new message to: arizona-court-interpreter-listserv@lists.azcourts.gov
 - b. Fill in the subject line and body of the e-mail and click “Send”
 - c. The list will receive the message and, moments later, send it to all subscribers
 - d. The sender also receives a copy of the sent message
3. To reply to messages from the Listserv:
 - a. Simply click “Reply” in your e-mail editor.
NOTE: All replies automatically go to the whole list. To reply only to the person who sent a message to the list, users must edit the “TO” field of their message before sending their reply.
4. To unsubscribe from the Listserv:
 - a. If a user would like to unsubscribe from the Listserv, simply send a blank e-mail to: leave-arizona-court-interpreter-listserv-4472V@lists.azcourts.gov
 - b. This must be done from the e-mail address originally used to subscribe to the list
 - c. All subscription privileges will cease immediately

Important Note: All messages to the Arizona Court Interpreter Listserv must be strictly professional in nature. Membership on the Listserv is not centrally monitored; anyone with the subscription address may be on the Listserv and may read messages posted to it.

ARIZONA COURT INTERPRETER REGISTRY

The [Arizona Court Interpreter Registry](#) is an online database of individuals who have self-identified as being interested or available to provide interpreter services to the courts. In the Registry, these individuals record the following information:

- Personal contact information
- Languages spoken
- Travel preferences and availability
- Interpreting experience
- Related documents

Important Note: The information listed above is self-reported by each individual. It is not checked for accuracy by the AOC. Courts are cautioned to treat this information as they would treat any information on a job application. Verification is recommended.

The ACICP also records each interpreter’s progress in the credentialing program in their corresponding Registry profile. The Registry records, and courts may view, all elements of the credentialing program an interpreter has completed or attempted during the credentialing process.

Court staff with access to the Registry may search for interpreters based on a number of different criteria, including, language, name, credential level, trial experience, travel availability, etc. Courts may designate any staff responsible for

scheduling or coordinating interpreter services to have access to search and view information in the Registry. To have staff granted access to the Interpreter Registry, send an e-mail to interpreters@courts.az.gov.

INSTRUCTIONS FOR USE:

Please refer to **Appendix B: Arizona Court Interpreter Registry – Court User Instructions**

ARIZONA COURT INTERPRETER ROSTER

Arizona has a publicly available list of credentialed court interpreters: the Arizona Court Interpreter Roster. The roster is a list of interpreters who have completed at least one tier in the Arizona Court Interpreter Credentialing Program and are, therefore, considered to be "credentialed." As a Court User, you have access to this information and more through the Registry, however this list can be printed and the linked easily. If you choose to print this document, please be sure to reprint it as needed as ACICP updates this list with every cycle.

Public Roster: <https://www.azcourts.gov/Portals/168/Resources/ACICPRoster.pdf>

OTHER STATES' SEARCHABLE DIRECTORIES

Some states have publicly available lists or databases of their credentialed court interpreters. Courts may search these in an effort to find interpreters not available locally. Each state has its own requirements for interpreter credentialing. It is recommended that courts ask potential interpreters which requirements they met in order to be listed with a particular state.

The following list of state interpreter lists is not exhaustive. Courts may search for and find lists from other states.

State Directories of Interpreters:

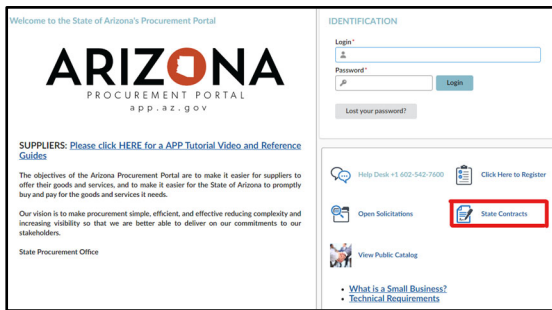
| State | Link to Directory |
|----------------------------------|--|
| ACDHH | Arizona Interpreters for the Deaf |
| California | California Certified and Registered Interpreters |
| Colorado | Colorado Interpreter Directories |
| Florida | Florida Court Interpreter Directories |
| Georgia | Georgia Court Professional Directory |
| Hawaii | Hawaii Court Interpreter Registry |
| Idaho | Idaho Court Interpreter Roster(s) |
| Iowa | Iowa Roster of Court Interpreters |
| Michigan | Michigan Court Interpreter Directory |
| Minnesota | Minnesota Certified Court Interpreter Search |
| Nevada | Nevada Court Interpreter Roster |
| New Mexico | New Mexico Directory of Court Interpreters |
| New Jersey | New Jersey Registry of Interpreting Services |
| NCSC Interpreter Database | Contact David Svoboda for searches: dsvoboda@courts.az.gov |
| Ohio | Ohio Roster of Court Interpreters |
| Oregon | Oregon Certified Court Interpreter Roster |
| Pennsylvania | Pennsylvania Court Interpreter Roster |
| Utah | Utah Credentialed Interpreter Search |
| Washington | Washington State Certified and Registered Court Interpreter Search |

ARIZONA STATE PROCUREMENT PORTAL

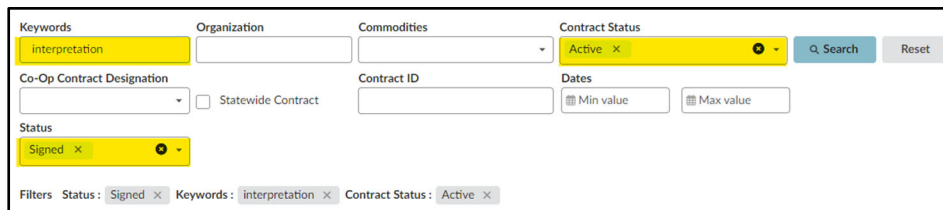
The Arizona State Procurement Office (ASPO) manages a statewide contract for translation and interpreting services. A number of individuals and companies have been awarded a contract of which any state government agencies are free to make use. Rates for services through the Statewide Foreign Language Interpretation and Translation Services agreement may be lower than the rates charged for smaller local contracts with the same vendors.

INSTRUCTIONS FOR USE

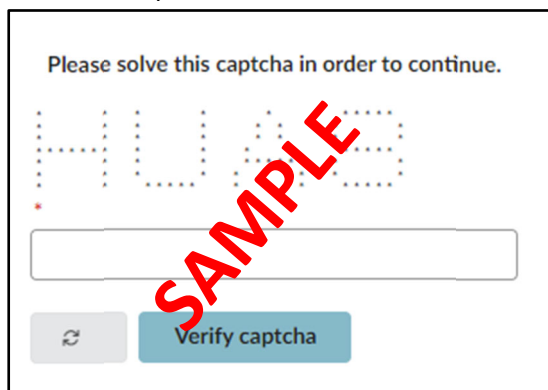
1. Navigate to [State of Arizona's Procurement Portal](#).
2. Click the *State Contracts* link.



3. Perform your search:
 - a. Use the word "Interpretation" in the *Keywords* search field.
 - b. Select "Active" in the *Contract Status* field.
 - c. Verify that "Signed" is used in the *Status* field.
 - d. Click *Search*.



4. Scroll to view the contractor contracts available for use.
5. Click the row for the vendor to view contract terms, pricing sheet, etc.
 - a. Note: You may run into a CAPTCHA verification. Complete it as required.



- The services and **prices** are listed on the **right** and the **terms** of the contract are listed on the **left**.

The screenshot displays a contract management interface with several sections:

- Contract Header:** Includes fields for Label (Foreign Language Interpretation and Translation Services), Supplier (ALEXANDRA S FORBES), Currency (USD), Type (Master Agreement), Contract Code (CTR04982F-2), and Contract Amount.
- Contract Scope:** Lists Organizations (Arizona Department of Administration, State of Arizona) and Commodities (In person language interpretation services, Written translation services).
- Documents:** A table listing various documents such as "CTR04982F Contract Amendment 2", "CTR04982F Contract Amendment 1", "CDD: 8/19/24", and "CTR04982F Contractor Proposal".
- Contract Validity:** Shows Start Date (3/29/2024) and End Date (2/28/2025).
- Items Table:** A table with columns for Item, Code, Negotiated Price, Currency, and Unit. It lists various services like "After Hour", "Court/Legal On-Site Interpretation", and "Video Remote Interpreting" with their respective prices.

IMPORTANT: Not all interpreters or agencies on the ASPO contract have ACICP credentialed interpreters. When selecting a vendor, be sure to inquire about the ACICP credentialing status (see above) or other court-specific certifications of the interpreter(s) providing services under the contract.

- The ASPO contracts can typically be used by any state agency by simply doing a “work order” from the existing contract, with no further procurement processes needed. Consult your local procurement officer to verify the correct process to follow.

REMOTE INTERPRETING SOLUTIONS

In some instances, an interpreter may not be able to appear in person. Courts in these cases must find other means to provide language access. This is commonly achieved using one or more remote interpreting solutions.

Please refer to Appendix C: *Model VRI Installations for Courts*

TELEPHONIC SERVICES

Telephonic interpreting offers the most basic and lowest cost option. There are several telephonic providers on the market, but they do have their limitations. With telephonic interpreting, interpreters are generally limited to working in the consecutive mode and they cannot see or be seen by the other participants in the case. Interpreters for telephonic providers are also often not credentialed and may not be experienced with court or legal terms and proceedings.

VIDEO REMOTE INTERPRETING (VRI)

Video remote interpreting (VRI) allows all parties to see and be seen by the interpreter, which can enhance the quality of the interpretation. Some platforms, like Zoom, also make simultaneous interpreting possible with no other equipment needed. Even if simultaneous interpreting features are not available with the court’s chosen platform, simultaneous can still be achieved with minimal additional equipment and some added planning. [Contact the AOC Language Access Team](#) for more information, if needed.

CONSIDERATIONS FOR ASL INTERPRETERS APPEARING REMOTELY

Video Remote Interpretation (VRI) offers greater flexibility in securing an interpreter when local resources are limited. It is important to note, however, that all ASL interpreters appearing in Arizona courts are required to be licensed by the ACDHH, regardless of the interpreters’ physical location (see below). Courts are cautioned to verify this requirement with their remote interpreting services provider, if any.

Additionally, if an ASL interpreter is appearing remotely, courts must ensure that the video is in real-time with full motion. The picture must be of high quality, with no lags, pixilation, or blurring. The entire torso, arms, face, lips and mouth of both the interpreter and the ASL participant must be seen, and the interpreter must be able to see and hear the court staff, judge, attorneys and courtroom. For more information about using VRI for proceedings involving the deaf and hard of hearing, [contact the AOC Language Access Coordinator](#).

RESOURCES FOR ASL AND OTHER INTERPRETERS FOR THE DEAF AND HARD OF HEARING

Interpreters for the Deaf and Hard of Hearing are governed by state law. Pursuant to [A.R.S. §12-242](#), a qualified interpreter must be appointed in matters in which a deaf person is party to the action, either as a witness, complainant, defendant or attorney. The statute defines a “qualified interpreter” as one who has been licensed by the Arizona Commission for the Deaf and Hard of Hearing (ACDHH). Furthermore, [A.R.S. §36-1971](#) states that unlicensed persons shall not practice as interpreters for the deaf and hard of hearing.

The ACDHH recognizes three classes of interpreters for legal proceedings. They are: Legal A, C, and D.

- Legal A interpreters may interpret in any legal setting
- Legal C interpreters may interpret in legal settings only if teamed with a Legal A interpreter
- Legal D interpreters are Deaf or Hard-of-Hearing and may interpret in legal settings in which a Certified Deaf Interpreter (CDI) is needed to communicate effectively with a deaf individual. These interpreters are typically teamed with Legal A interpreters.

A number of ASL interpreters and other interpreters for the Deaf and Hard of Hearing have created profiles in the [Arizona Court Interpreter Registry](#) for courts to view. Additionally, the ACDHH maintains an online database of all licensed ASL interpreters in the state. Follow the link below for access.

ACDHH Licensed Interpreters: <http://www.acdhh.org/interpreter-services/list-of-licensed-interpreters>

ADDITIONAL RESOURCES AVAILABLE THROUGH THE AOC

In addition to the resources listed above, courts may request inquiries be run through two additional tools that are maintained by the National Center for State Courts (NCSC). These provide access to a national network of interpreters, Language Access Coordinators, and state court interpreter program managers. Many times, though not always, these tools are able to provide leads for interpreters when local resources fall short. To make a request for either item below, send an e-mail to the AOC’s Language Access Coordinator at dsvoboda@courts.az.gov.

NCSC INTERPRETER DATABASE

Similar to the Arizona Court Interpreter Registry, the National Interpreter Database is a registry of interpreters who have met certain credentialing or certification requirements of the states in which they tested.

NATIONAL LANGUAGE ACCESS LISTSERV

This listserv connects states’ language access coordinators and interpreter program managers from across the country. If a court is having difficulty locating an interpreter for a hard-to-find language, this list may be able to help.

