



# JUDICIAL COUNCIL OF CALIFORNIA

COURT INTERPRETERS  
ADVISORY PANEL

[www.courts.ca.gov/ciap.htm](http://www.courts.ca.gov/ciap.htm)  
[ciap@jud.ca.gov](mailto:ciap@jud.ca.gov)

## COURT INTERPRETERS ADVISORY PANEL (CIAP)

### MINUTES OF OPEN MEETING

June 10, 2020  
12:15 -1:15 p.m.  
Teleconference

<b>Advisory Body Members Present:</b>	Hon. Brian L. McCabe, Chair, Mr. Hector Gonzalez, Vice-Chair, Hon. Teresa P. Magno, Mr. Gurinder Aujla, Ms. Claritza Callaci, Ms. Regina Coronado, Ms. Jennifer Dela Cruz, Mr. Hany Farag, Ms. Sharmen Gragirena Lewis, Ms. Carol Palacio, Ms. Mary Ann Ramirez, Ms. Violet Romero, Mr. Chris Ruhl, Ms. Tara Potterveld
<b>Liaisons Present</b>	Hon. Anne Moorman, Dr. Cindy Van Schooten
<b>Judicial Council Staff Present:</b>	Mr. Don Will, Mr. Douglas Denton, Ms. Claudia Ortega, Ms. Irene Balajadia, Ms. Elizabeth Tam-Helmuth, Mr. Juan Palomares, Ms. Valeria DaSilva-Sasser, Ms. Sonia Sierra Wolf

---

#### OPEN MEETING (CAL. RULES OF COURT, RULE 10.75(C)(1))

---

#### I. Call to Order, Roll Call, and Opening Remarks

The chair called the meeting to order at 12:17 p.m. and staff was asked to take roll call.

The chair called for a motion to approve the minutes from the March 10, 2020, meeting. A motion was made and was seconded. The minutes were approved as submitted and will be posted on CIAP's public website. A recording of the meeting will be saved for the record.

#### II. Meeting Goals and Annual Agenda Process

The chair provided an overview of the meeting goals:

1. Discussion of the impact on and adjustments made to court operations due to the COVID-19 pandemic; and,
2. Refocusing efforts on resuming the 2020 Annual Agenda projects, including the two subcommittee projects and the projects that the full membership will address.

#### III. Impact of COVID-19

Mr. Chris Ruhl spoke about his and Mr. Hector Gonzalez's participation on the Judicial Council's *Pandemic Continuity of Operations Working Group*. The working group compiled resources and best practices, which resulted in a resource guide for the courts to navigate operations during this challenging time, including safety measures for court personnel and visitors.

A handout on interpreter safety is under development and it will be translated into multiple languages. The handout will assist litigants with understanding the safety measures courts are taking. Courts are also utilizing various videoconference platforms, such as Zoom, BlueJeans, and Webex, as well as expanding telephonic appearances.

Some members shared their first-hand accounts regarding the impact of COVID-19 on the provision of interpreting services in the courts. Interpreters who offer services in several counties are quickly adapting to using different platforms, including working with remote technology. Some of the case types which utilize remote technology are dependency, family law, and traffic cases. The use of remote technology was seen as a positive experience, as it serves to keep both the interpreter and litigant safe.

To ensure safety in the courts, temperature and health checks are taken every morning upon arrival. Other safety measures in place are instituting calling in for appointments, cell phone systems provided if needed, widespread collaboration and coordination among staff, and the requirement to wear masks when in the courthouse.

#### **IV. Resuming CIAP's 2020 Annual Agenda Projects**

CIAP members were provided timelines with anticipated key deadlines for:

- The Language Access Subcommittee (LAS);
- The Professional Standards and Ethics Subcommittee (PSE); and,
- The review of Rule of Court 10.51, which provides the mandate for CIAP's membership categories.

The LAS will, as per recommendation #75 in *The Strategic Plan for Language Access in the California Courts* (adopted by the Judicial Council in 2015) will develop a policy and/or rule of court for an LEP court user's ability to request a waiver of interpreter services. CIAP has been directed to fulfill this recommendation. The policy and any needed forms and/or rules of court are projected to go into effect on January 1, 2022.

A couple of members raised concerns and questions regarding the need for a policy to waive a court-appointed interpreter. It is expected that such a waiver would be rarely invoked, but the policy or rule of court must ensure that any waiver of interpreter services is undertaken knowingly, intelligently, and voluntarily.

The concerns expressed were addressed by the chairs. A waiver will afford due process rights for litigants, similar to a litigant's ability to waive the right to an attorney.

The LAS, which is chaired by Judge Teresa Magno, will consider all perspectives and viewpoints in order to make an informed and considered recommendation to CIAP and subsequently to the council. To assist with the work, Judge Manuel Covarrubias has agreed to provide his expertise to the LAS and will be attending the meetings.

The PSE will develop recommendations for a legally defensible process to assess an interpreter's ability to interpret if a complaint alleging gross incompetence has been filed against him/her and the complaint is deemed to have merit. It is anticipated that PSE will

meet later in the summer to resume its work. The PSE is co-chaired by Ms. Mary Ann Ramirez and Mr. Chris Ruhl.

**V. Closing Remarks/Adjournment**

The chair thanked everyone for their participation. The next meeting is anticipated to be scheduled for early September.

There being no further business, the meeting was adjourned at 1:15 p.m.

Approved on:

# CONDUCT RESEARCH AND PROVIDE RECOMMENDATIONS FOR THE COURT INTERPRETER TESTING PROGRAM



Deliverables 5, 9, 15, 18

## OVERVIEW

NCSC will conduct a study to assist the Court Interpreters Advisory Panel (CIAP) with assessing the performance of the interpreter credentialing exams and will develop recommendations for future consideration by the Judicial Council to improve its interpreter testing program. Recommendations will consider the Key Objectives of the CIAP's 2020 Annual Agenda, including exploring options to support the overall objective of increasing the pool of qualified interpreters available to work in the California courts.

## STAFF

NCSC staff; Judicial Council staff (Claudia Ortega, Juan Palomares); CIAP

## TASKS

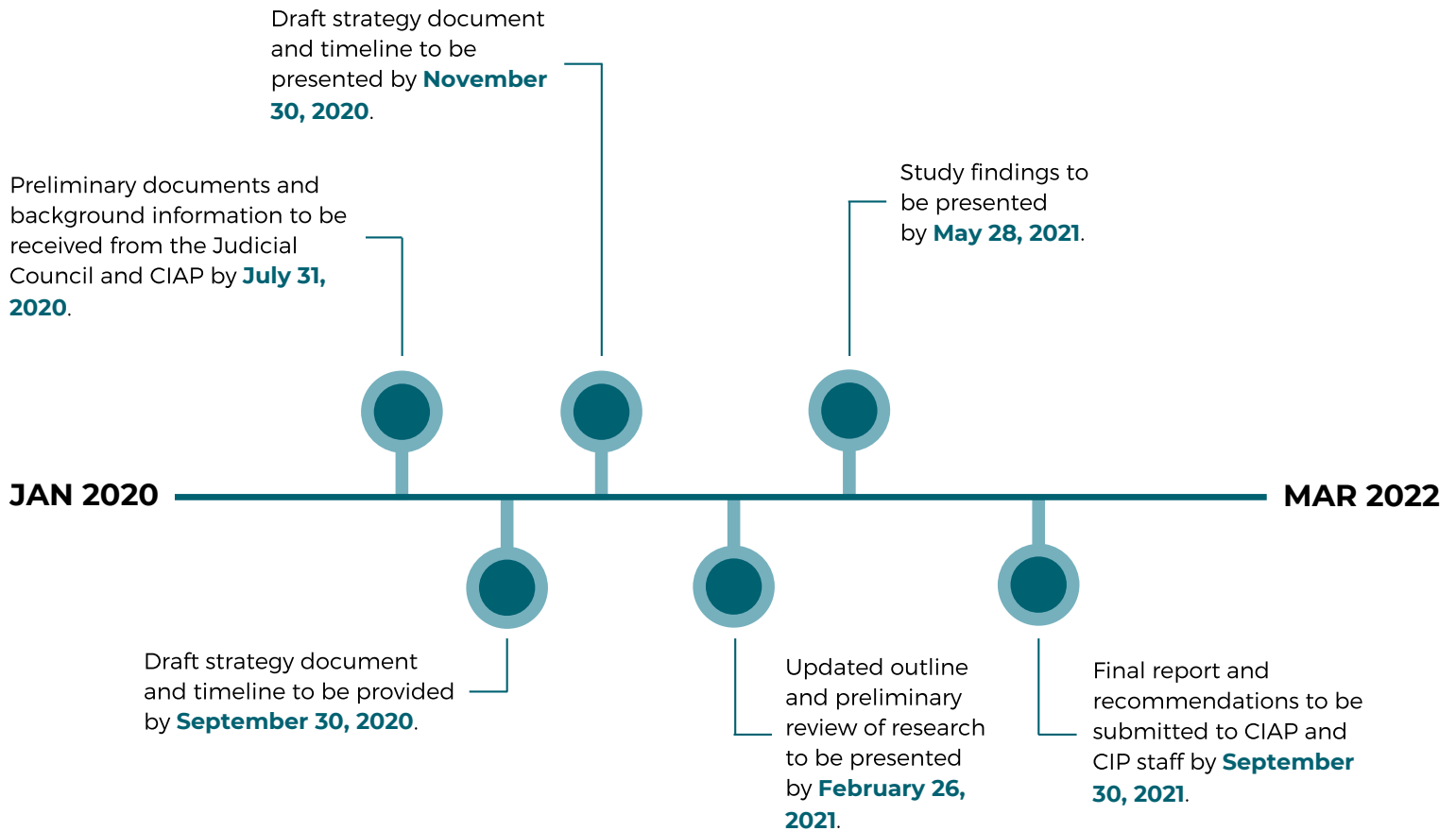
- 5.1** NCSC will develop a draft strategy document and timeline and for the development of a study to assist the CIAP with assessing the performance of the interpreter credentialing exams and making recommendations to improve its interpreter testing program for consideration by the council. Draft strategy document and timeline to be reviewed with Judicial Council staff.
- 9.1** NCSC to present updated outline on the research to be conducted for the Court Interpreter Testing Program. Research to include tiered placement options, phased testing options, and peer models.
- 15.1** NCSC to present draft study findings and recommendations, which will explore the use of tiered-placement options and modified exam administration processes, such as the use of phased testing options. Draft study findings and recommendations will also consider national research of various states' use of these practices, as well as an analysis of California court interpreter candidate data for the past three years (2016-2019) to determine the estimated numbers of candidates who may pass the Bilingual Interpreting Exam if tiered placement and/or phased testing were implemented.

*Continued on next page...*



**18.1** NCSC to present the final report on its comprehensive study of the Judicial Council’s current court interpreter credentialing process with recommendations for the CIAP’s consideration.

## TIMELINE



# DEVELOP AND FACILITATE IN-PERSON NEAR PASSER CANDIDATE TRAININGS



Deliverables 6, 11, 16

## OVERVIEW

NCSC will develop and implement up to six in-person statewide court interpreter candidate trainings for identified individuals with near passing scores on the Bilingual Interpreting Exam (BIE). Curriculum will include online assessments of candidates, self-paced online modules, training facilitation guides for in-person training, practice scripts, and online practice materials.

## STAFF

NCSC staff; Judicial Council staff (Claudia Ortega, Juan Palomares, Eunice Lee); Faculty

## TASKS

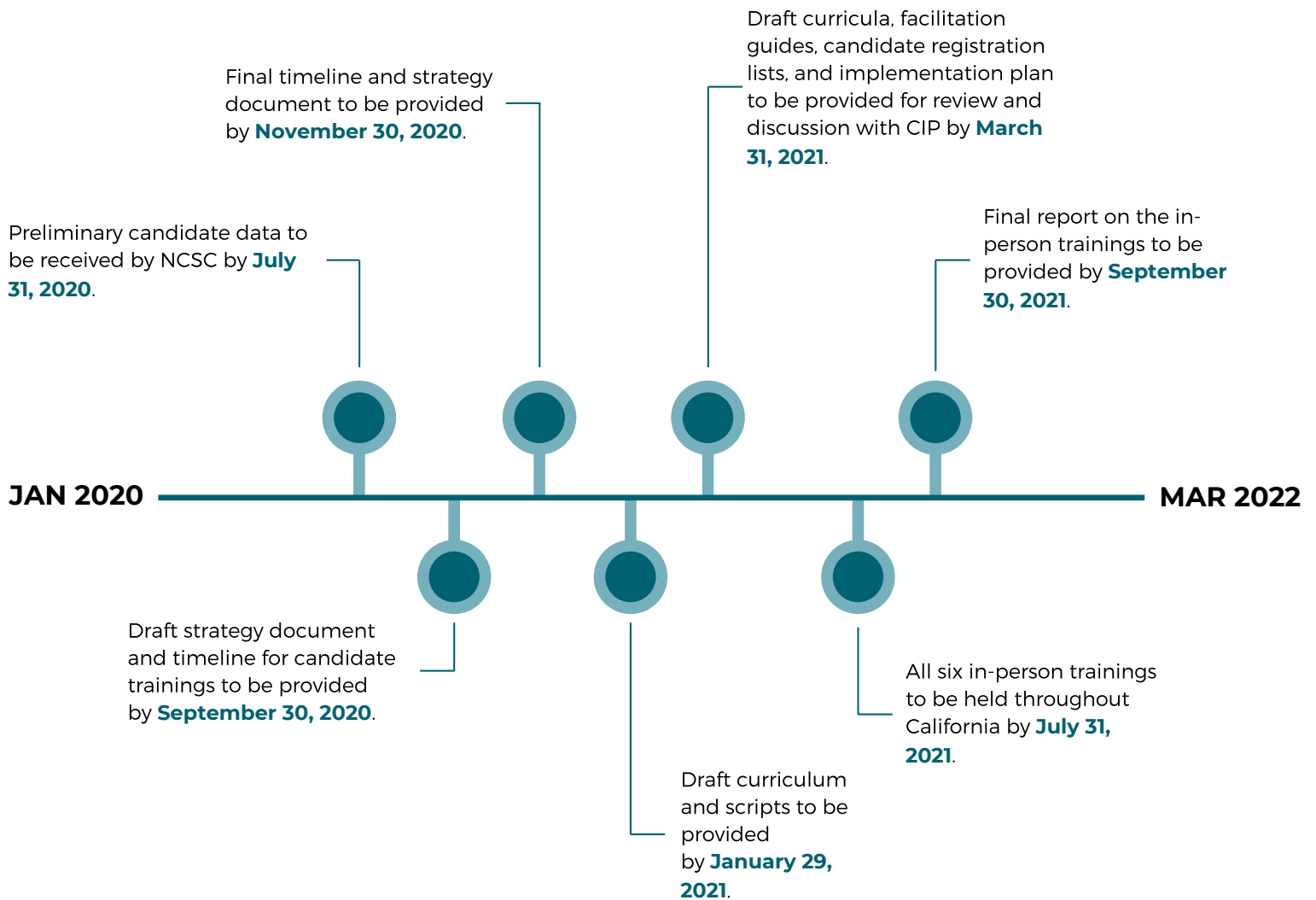
- 6.1** NCSC to work with Judicial Council staff to develop a proposed strategy document and timeline for the development and implementation of up to six in-person statewide court interpreter candidate trainings for identified individuals with near passing scores on the Bilingual Interpreting Exam (BIE). This work will include the review of candidate data on the BIE from 2016-2019.
- 6.2** NCSC to incorporate any modifications to the strategy document and timeline from the review process and submit a revised version.
- 11.1** NCSC to submit draft curriculum and scripts for near passer trainings.
- 11.2** NCSC to submit a list of candidates to participate in near passer trainings based on their near passing scores on the Bilingual Interpreting Exam as well as languages for which more interpreters are needed and for which at least six candidates could be selected for participation in training. NCSC will also present the implementation plan for training, including the plans for all in-person near passer trainings, proposed locations, faculty to serve as baseline English instructors for general content, and faculty for target language instruction.

*Continued on next page...*



- 16.1 NCSC to conduct up to six in-person near passer trainings for candidates selected under Deliverable 11.
- 16.2 NCSC to submit a final report to CIP staff on the up to six in-person near passer trainings, which will include a full assessment on training participation, pre- and post-training candidate assessments, and notes and observations by NCSC staff and instructors.

## TIMELINE



## Court Interpreters Advisory Panel

Court Interpreters Advisory Panel  
Business Meeting via Webex  
September 1, 2020

Chair: Hon. Brian L. McCabe  
Vice-Chair: Mr. Hector Gonzalez, Jr.



---

---

---

---

---

---

---

---

## Updated 2020 Annual Agenda Projects

### COURT INTERPRETERS ADVISORY PANEL

2020 Language Need and Interpreter Use Study (*Completed*)

Waiver (LAP Recommendation No. 75)

Assess the Performance of the Interpreter Credentialing Exams\*

Support for Implementation of Revised Rule 2.891 (Development of an Interpreting Skills Assessment Process)\*\*

Review Rule 10.51, Court Interpreters Advisory Panel (*Recommended for deferral*)

\*The National Center for State Courts is assisting CIAP with this project.  
\*\*Prometric is assisting CIAP with this project.

---

---

---

---

---

---

---

---

## Court Interpreters Program: New Initiatives



- ...Testing Program: Future Efforts
- ...Ethics Training
- ...Near Passers Training
- ...Redesign of CIP Web Pages
- ...New Social Media Channels

---

---

---

---

---

---

---

---



## Near Passers Training

- Objectives**
  - Better equip candidates with near passing scores to pass the Bilingual Interpreting Exam (BIE)
  - Develop trainings informed by this project in the future
- Training Components**
  - Identify baseline: skills assessment and self-paced modules
  - Instructor-led trainings
  - Continued development: online practice exercises, mentoring, and skills assessment to evaluate improvement
- In Progress**
  - Data analysis to define “near passers”
  - Up to 6 languages
  - Customize curriculum
  - Transition to fully virtual trainings

---

---

---

---

---

---

---

---


## Interpreting Testing Program

**NCSC will:**

- Assess the performance of the California interpreting program
- Recommend options for increasing the pool of qualified interpreters
- Recommend methods to improve passage rates

**Options to be explored:**

- Partial test screeners
- Tiered placement
- Carrying over exam scores
- Incentives for candidates




---

---

---

---

---

---

---

---

## Ethics Training

**Objective**

- Update to an online format and add new interactive components

**In Development**

- Video conferencing platforms in response to the COVID-19 pandemic
- Interactive components: breakout rooms, polling, chat, and a moderated Q&A panel

**Moderated Q&A Panel**

- Invitation to participate
- Court interpreters, judges, court staff, and other partners
- Gather questions from attendees prior to workshop
- Email with details

---

---

---

---

---

---

---

---

### Redesign of the CIP Web Pages - Objectives

Streamline content and format	Increase user satisfaction and usability	Organize content by main user groups
Provide a more welcoming and engaging experience	Connect with new Facebook and LinkedIn channels	Redesign and evolve around Google analytics

---

---

---

---

---

---

---

---

### New Presence on Facebook and LinkedIn

The Court Interpreters Program has developed a social media strategic plan that includes:

- ...Facebook (open to all)
- ...LinkedIn (invitation only)
- ...Host neutral non-controversial content
- ...Moderated by CIP staff
- ...Expected to launch in the fall



---

---

---

---

---

---

---

---

### New Presence on Facebook and LinkedIn - Objectives

Create a needed presence and voice	Assist courts with recruitment and hiring	Increase the number of candidates taking the interpreting exams
Create a community of trust and engagement	Promote proactive and ongoing dialogue among key stakeholders	Share relevant events, training, opportunities, and news

---

---

---

---

---

---

---

---



---

---

---

---

---

---

---

---













## **Court Interpreters Program New Facebook Page and LinkedIn Group in Development: Preview and Feedback**

*“Social media is no longer the future: It is the present.”*

### **Project Summary**

The Court Interpreters Program (CIP) unit has developed a Social Media Strategic Plan to create a much-needed CIP presence and voice in social media. The social media channels will be curated by the CIP unit and will host neutral, noncontroversial content to assist with interpreter recruitment and to inform existing interpreters of Language Access Services Program (LASP) news, including educational opportunities. At this juncture, CIP is developing its first ever Facebook page and LinkedIn group. Facebook is a global social networking website that allows its users to create profiles, upload photos and videos, communicate with others, and create social and professional groups. LinkedIn is one of the world's largest online networks and offers some of the same functions as Facebook. However, its focus is on professional networking and career development. Communicating through social media will enable CIP and LASP to effectively promote court interpreting as a viable career path, convey the necessary steps to take to become an interpreter, assist the trial courts with the recruitment and hiring of interpreters, and actively engage the many stakeholders with whom LASP works. In addition, CIP aims to build an engaged community of trust and collaboration among our many stakeholders.

The new Facebook page and LinkedIn group will address a longstanding need to enter the realm of social media. CIP has had no presence on Facebook, LinkedIn, Twitter, or other social media channels. While CIP hosts several web pages on the California Courts website, these pages are also undergoing a redesign and content update. CIP hopes to launch the updated pages in September of this year. The development of the new Facebook page and LinkedIn group is a major step toward establishing a professional, dynamic, and effective social media presence.

### **Project Objectives**

1. Utilize LinkedIn to assist the courts with the recruitment and hiring of interpreters by posting job openings, sharing information about what it is like to interpret in the courts, and providing a forum for the courts and interpreters to communicate directly with each other.
2. Increase the number of candidates taking the interpreting exams by connecting with potential candidates, collecting candidates' contact information, conveying the necessary steps they need to take to become credentialed interpreters, and sharing educational opportunities and other resources.
3. Foster the sharing of valuable information concerning testing, the profession, the key role interpreters play in providing access to justice, COVID-19 developments, initiatives, trends, and data.

4. Create a community of trust and engagement by promoting a proactive and ongoing dialogue among the following key stakeholders: trial court human resources directors; trial court language access representatives; trial court interpreter coordinators; current interpreters; potential exam candidates and future interpreters; providers of interpreter education; other organizations such as the National Center for State Courts; and testing entities.
5. Assess user satisfaction by evaluating tone and sentiment regarding CIP's services and the interpreting profession.
6. Improve CIP's customer support by answering questions of general interest.
7. Drive more traffic to the Language Access and CIP public web pages.
8. Perform data analysis regarding the profession, CIP's services, and other issues relevant to this community in order to improve our services and focus on our identified programmatic priorities.
9. Promote the mission and related initiatives of the judicial branch, Chief Justice, and Judicial Council to create an inclusive and better-informed community.
10. Promote the work and services of CIP and create brand awareness.
11. Instead of incurring expenses for travel and hotel to perform in-person outreach as was done in the past, provide forums for communication that are global in reach and free.
12. Respond to the recommendation of the Court Interpreters Advisory Panel to develop a mechanism that assists the trial courts with distributing job announcements for interpreters and communicating directly with potential applicants.

### **Access and Participation**

- Facebook: This page will be viewable by the general public. The public will be able to submit draft posts. CIP will review all draft posts to determine if they may be published. CIP will invite the following to *Like* and *Follow* the page: trial court human resources directors; trial court language access representatives; trial court interpreter coordinators; current interpreters; potential exam candidates and future interpreters; providers of interpreter education; other organizations such as the National Center for State Courts; testing entities; and appropriate council staff. Individuals will be able to promote the page to others on Facebook. All participation will be voluntary.
- LinkedIn: This group will not be viewable by the general public. Only members will be able to view the content and submit draft posts. CIP will review all draft posts to determine if they may be published. It will also approve all requests for membership. CIP will invite the following to join as members: trial court human resources directors; trial court language access representatives; trial court interpreter coordinators; current interpreters; and appropriate council staff. Members will not be able to invite others to join. Only CIP staff will be able to invite individuals to become members. All participation will be voluntary.

### **Contact Information**

For more information about CIP's new presence on Facebook and LinkedIn, please contact Valeria Da Silva-Sasser, Regional Administrative Coordinator, at [valeria.dasilva-sasser@jud.ca.gov](mailto:valeria.dasilva-sasser@jud.ca.gov) or Claudia Ortega, Supervising Analyst, at [claudia.ortega@jud.ca.gov](mailto:claudia.ortega@jud.ca.gov).

# Sample Posts

## Facebook:

The screenshot displays the Facebook page for the California Court Interpreters Program. The page header includes navigation options like 'Page', 'Inbox', 'Manage Jobs', 'Notifications', 'Insights', 'Publishing Tools', and 'More'. The main content area features a post from 'California Court Interpreters Program' published by Valeria Sasser. The post text reads: 'TRAINING - See below a list of free books to download in several languages. Note that our own "Professional Standards and Ethics for California Court Interpreters" is on the list. https://lnkd.in/gNBG5Ae #courtinterpretersprogram #cip #courtinterpreter #career #courts #legalinterpretation #justice #training #careerinthecourts #educatio'. Below the text is a video thumbnail showing a woman wearing a headset in front of a bookshelf. The video title is '300 Libros GRATIS sobre Traducción e Interpretación' from INFOTRA.WORDPRESS.COM. The right sidebar contains a 'Send Email' button, a 'No Rating Yet' section, a 'Page Transparency' section with a 'See More' link, and a language selection menu with options for English (US), Portuguese (Portugal), Español, Français (France), and Deutsch. At the bottom of the page, there is a notification that says 'Your Page Isn't Reaching People'.

Page    Inbox    Manage Jobs    Notifications    Insights    Publishing Tools    More ▾    Edit Page Info    Settings    Help ▾



**California Court Interpreters Program**  
@CaliforniaCourtInterpretersProgram

[Publish Page](#)

Home

Posts

Events

See more ▾

[Promote](#)

Visit Ad Center

Like Follow Share ...

Send Email

**California Court Interpreters Program**  
Published by Valeria Sasser (7) · 6d · ✨

**JOB** - Are you looking for a job? Don't forget to look at the opportunities listed at the National Center for State Courts (NCSC) website:  
<https://www.ncsc.org/Education-.../Court-Community-Jobs.aspx>  
 #courtinterpretersprogram #cip #courtinterpreter #JCC #careers #courts #legalinterpretation #justice #careerinthecourts #jobs #work #hiring



No Rating Yet

**Page Transparency** [See More](#)

Facebook is showing information to help you better understand the purpose of a Page. See actions taken by the people who manage and post content.

Page created - July 20, 2020

English (US) · Português (Portugal) · Español · Français (France) · Deutsch +

Privacy · Terms · Advertising · Ad Choices · Cookies · More · Facebook © 2020

f Court Interpreters Program Valeria Home Create 👤 💬 🔔 2 ?

**Discussion**

Rooms

Members

Events

Photos

Get Facebook Support

Watch Party

Moderate Group

Group Quality

Search this group 🔍

Shortcuts

👤 Court Interpreters Progr...

📖 Ensinar português co... 9

💡 Brasileiras Question... 1

NEW ACTIVITY ▾

 **Valeria Sasser** shared a link. 5 hrs · Jobs

**JOB** - Los Angeles Superior Court is hiring! Check the link below for an opportunity at the Los Angeles Superior Court.

"#courtinterpretersprogram #cip #courtinterpreter #career #JCC #courts #legalinterpretation #justice #career #careerinthecourts #jobs #work #hiring #court "

GOVERNMENTJOBS.COM

**COURT INTERPRETER - Full-time, Part-time, and Hourly as needed**

POSITION TITLE: COURT INTERPRETER (Full-time, Part-time, and Hourly as needed) SALARY: Full-time (A-Status): ...

Seen by 1

Like Comment

INVITE MEMBERS

+ Enter name or email address...

INVITE FRIENDS

Ask your friends to join the group and add to the discussion.

-  Lucy Anna Invite
-  Scott Sasser Invite
-  Ilze Castellani Invite
-  Tatiana Dutraemello Invite
-  Carla Negrão Invite
-  Ilana Teles Invite
-  Margarida Moniz Invite

MEMBERS 5 membe

 Chat (150)

mentjobs.com/careers/lasc/jobs/397448/court-interpreter-full-time-part-time-and-hourly-as-needed?fbclid=IwAR323qq\_TGfOvXj1189iagL9inOj9dPGFCYUleH3wb3q\_FYEz9Kuzk0d4

110751...ics



# LinkedIn:

Search for posts in this group

Home My Network Jobs Messaging Notifications Me Work Reactivate Premium for Free

**Pepperdine's Online MBA - The Online MBA Program from Pepperdine. No GMAT required.** Ad ...

**Valeria D. Sasser, M.A. Ed.**  
Owner  
Created group: May 2019

Pending posts 0  
Requests to join 0


Manage group  
Edit group

Recent

- California Court Interpreters...
- # cmlisboa
- # askmrwonderful

Successful. View

Groups



## California Court Interpreters Program

Unlisted group

Set your group up for success


1 suggestion

**Invite your connections to get the conversation started**

We recommend inviting at least 10 people who may be interested in your group's topics

[Invite connections](#)

3 members  
Including Penne Soltysik and 1 other connection



[Invite connections](#)

[See all](#)

About this group

A meeting place for certified and registered court interpreters to post questions and share experiences, and to learn about job openings and other news. Website: <https://www.courts.ca.gov/programs-interpreters.htm>

[See all](#)

Messaging

Search for posts in this group

Home My Network Jobs Messaging Notifications Me Work Reactivate Premium for Free

Recent

- California Court Interpreters...
- # cmlisboa
- # askmrwonderful
- # lamRemarkable
- SF Bay Area Brazilians

Groups

- California Court Interpreters...
- # lamRemarkable
- SF Bay Area Brazilians

Events +


Followed Hashtags

- # cmlisboa
- # askmrwonderful
- # calpers

Discover more

**Valeria D. Sasser, M.A. Ed.**  
Reg Court Interp Coordinator, Policy & PR. Writer, Storyteller, Educator, Comm ...  
1w

2020 Language Need and Interpreter Use Study - The Judicial Council approved the 2020 Language Need and Interpreter Use Study, which is conducted every five years and details interpreter use in the courts and projects future language ne ...see more



JUDICIAL COUNCIL OF CALIFORNIA  
STATE BAR OF CALIFORNIA  
STATE COURT REPORTERS AND TRANSLATORS ASSOCIATION

**Penne Soltysik**  
1st Manager  
What are you talking about?

Promoted

- HBS** New virtual program. Learn to leverage difference for company success. Apply Now.
- Johns Hopkins University** Gain the expertise you need in the data revolution. Online Master's Degree
- Harvard Kennedy School** The Public Leadership Credential. Designed to fit into your busy life.

About Accessibility Help Center  
Privacy & Terms Ad Choices Advertising  
Business Services Get the LinkedIn app  
More

LinkedIn Corporation © 2020

Messaging

in Search for posts in this group

Home My Network Jobs Messaging Notifications Me Work Reactivate Premium for Free

Recent

- California Court Interpreters...
- # cmlisboa
- # askmrwonderful
- #IamRemarkable
- SF Bay Area Brazilians

Groups

- California Court Interpreters...
- #IamRemarkable
- SF Bay Area Brazilians

Events +


Followed Hashtags

- # cmlisboa
- # askmrwonderful
- # calpers

Discover more

**Valeria D. Sasser, M.A. Ed.**  
Reg Court Interp Coordinator. Policy & PR. Writer. Storyteller. Educator. Comm ...  
1w

**JOBS** - Are you looking for a job? Don't forget to look at the opportunities listed at the National Center for State Courts (NCSC) website: <https://lnkd.in/gPmxCGt> ...see more



**JOB**

JUDICIAL COUNCIL OF CALIFORNIA

Like Comment

Promoted

- HBS EXECUTIVE EDUCATION** New virtual program. Learn to leverage difference for company success. Apply Now.
- Johns Hopkins University** Gain the expertise you need in the data revolution. Online Master's Degree
- Harvard Kennedy School** The Public Leadership Credential. Designed to fit into your busy life.

About Accessibility Help Center  
Privacy & Terms Ad Choices Advertising  
Business Services Get the LinkedIn app  
More

LinkedIn LinkedIn Corporation © 2020

Messaging