

Appendix B

Language Assistance Plan (LAP) for KING COUNTY DISTRICT COURT Participating in the Court Interpreter Reimbursement Program

Language Access Plan of King County District Court

I. PURPOSE

This LAP sets forth the King County District Court (KCDC) policy and procedures for the provision of timely language access services that ensure access for all limited English proficient (LEP), deaf, hard of hearing, and deaf-blind (D/HH/DB) individuals who come in contact with KCDC services and programs. Language access services include both interpretation and translation services for LEP and D/HH/DB individuals.

II. COURT POLICY REGARDING LANGUAGE ACCESS SERVICES

Under Washington state law (chapters 2.42 and 2.43 RCW), Title VI of the Civil Rights Act of 1964 (Title VI), the Omnibus Crime Control and Safe Streets Act of 1968 (Safe Streets Act), the Americans with Disabilities Act (ADA), and the regulations implementing these federal laws, Washington courts are required to provide language access services to all LEP and D/HH/DB individuals in civil and criminal court proceedings and in all court-managed services and programs and to develop a written language access plan pursuant to RCW 2.43.090.

It is the policy of KCDC to provide interpreter services at no cost to LEP parties, witnesses, victims, and others with an interest (e.g., parents, legal guardians, custodians) in all court proceedings and operations, both civil and criminal, other than when it is the responsibility of other government bodies pursuant to state law. It is also the policy of this court to provide sign language interpreting services at no cost to persons who are D/HH/DB as required under applicable state and federal statutes and regulations.

King County District Court will provide accessible information to LEP and D/HH/DB persons on how to request these language assistance services and vital documents as part of its notice to the public about its language access services.

Although D/HH/DB individuals are covered under the ADA and chapter 2.42 RCW rather than Title VI and the Safe Streets Act, this plan covers language access services for both D/HH/DB and LEP individuals.

KCDC also recognizes and follows King County Ordinance 18665, an ordinance enhancing the trust and fairness for King County immigrant communities as well as King County Code, Title 2, Chapter 2.15.

III. DATA COLLECTION AND NEEDS ASSESSMENT

KCDC will, on an annual basis, compile demographic data regarding the language needs of its community. The court will initially review data from sources such as the following:

- Local school districts (Auburn, Bellevue, Enumclaw, Federal Way, Highline, Issaquah, Kent, Lake Washington, Mercer Island, Northshore, Renton, Riverview, Seattle, Shoreline, Skykomish, Snoqualmie Valley, Tahoma, Tukwila and Vashon Island)
- Public Defender's Office/Office of Assigned Counsel
- Prosecuting Attorney's Office
- King County District Court Interpreter Web Application*
- Most recent and relevant U.S. Census and American Community Survey (ACS)
- County Health Department
- Local legal aid service providers and community-based organizations which focus their service provision on immigrant and refugee populations to identify possible immigration and new language trends.

This data will be analyzed annually to determine whether the court's allocation of language access resources is appropriate.

King County District Court will make every effort to track requests for language access services by:

- Language preference (both spoken, written, and signed)
- Case type (e.g. family law, criminal, housing, etc.)
- Proceeding (e.g. trial, arraignment, initial appearance, etc.)
- Location of service request (e.g. court hearing, ADR, clerk's office, etc.)
- Whether the language access service requested was granted or denied
- Reason for denial

In addition to mechanisms discussed under the identification of language needs section below, KCDC tracks this internal data electronically in the KCDC Interpreter Web Application and eCourt case management system. On a yearly basis, the court will analyze the data collected to identify whether services requested are in fact provided, assist in the allocation of language access resources, and identify gaps in the provision of services to address future needs.

King County District Court will send the final data compilation and analyses in the form of a biennial report to the Washington State Court Interpreter Commission to assist the Commission in monitoring of the court's Language Access Plan, identification of interpreter training and certification strategies, and other tools to assist the AOC and local courts in the provision of language access services.

A. Identified Current Needs

The most current language need identification efforts undertaken by KCDC shows the following non-English languages, whether spoken or signed, that are most frequently used in our **geographic area (Data Source King County Executive, Office of Equity and Social Justice, Language and Communications Access Site – Attachment C)**

- Spanish
- Chinese (Including Mandarin and Cantonese)
- Vietnamese
- Somali
- Russian

The most current language need identification efforts undertaken by KCDC shows the following languages or sign languages that are most frequently used in our **court community (Data Source: King County District Court, Interpreter Web– Attachment D):**

- Spanish
- Chinese (Including Mandarin and Cantonese)
- Russian
- Vietnamese
- Punjabi
- Somali

B. Identified Future Needs (if any)

King County District Court has identified the following emerging and/or additional languages among court users in the area for which resources will be needed in the future:

- Marshallese
- Korean
- Amharic
- Farsi
- Ukrainian
- Arabic
- Tigrinya
- Japanese
- Samoan

IV. LANGUAGE ASSISTANCE IDENTIFICATION AND RESOURCES

A. Central Services, Interpreter Services

King County District Court has designated the Interpreter Administrative Assistant as the person responsible for coordinating language access services and to whom requests for interpreters and other language access services may be addressed. This designated person is available to:

- Develop lists of interpreters and secure interpreter services
- Receive and track language assistance requests;
- Address gaps in interpreter services by conducting outreach as needed;
- Provide information to assist LEP and D/HH/DB individuals to secure language access services;
- Assist or provide referrals to attorneys, justice partners, and other relevant persons to secure language access services for their clients and constituents;
- Assist court staff with securing language access services; and
- Answer questions from LEP and D/HH/DB individuals, and the public at large, regarding the court's available language access services, including the court's language access resources such as translated materials, interpreter roster, language identification cards, and other resources identified in this Plan.

LEP and D/HH/DB individuals, attorneys, justice partners, government agencies, and any other entities in need of language access services for court programs or activities or to acquire such services or information for themselves or their clients, may contact:

*King County District Court
Central Services – Interpreter Services
516 Third Ave, Room W1034
Seattle, WA 98104
Phone: (206) 477-1760
Email: InterpreterCoordinator.KCDC@kingcounty.gov*

King County District Court also has a designated ADA Coordinator that is responsible for coordinating the administrative requirements of ADA compliance.

B. Identification of Language Access Needs and Notice of Availability

LEP and D/HH/DB, individuals may encounter court personnel via the phone, TTY / TDD, in-person, or through other means. In addition, there are various points of contact within KCDC where LEP individuals or persons who are D/HH/DB will be in contact with court staff. Sometimes people who need language access services, including translated documents, will not request these services because they do not realize that such services are available at no

charge, or because they do not recognize the level of English-language proficiency or communication ability needed to effectively participate in the court program, court proceeding, or court services. The first step in providing language access services is to enable LEP individuals or persons who are D/HH/DB to properly identify their language needs.

As a first step towards ensuring that LEP and D/HH/DB individuals are able to properly identify their language needs and to request language access and assistance services, KCDC has a legal obligation to provide accessible notice to the public of an individual's right to spoken and sign language interpreter services and to be provided vital documents in translated form whenever necessary to access court proceedings and court-managed programs.

1. Identifying Language Needs at Points of Access

King County District Court will identify language access needs at all points of contact with the court, such as the following:

- ☒ Telephone calls to court staff.
 - KCDC Call Center – (206) 205-9200
 - Office of the Presiding Judge – (206) 477-1720
 - KCDC Jury Services – (206) 477-1730
 - KCDC Interpreter Services – (206) 477-1760

- ☒ KCDC Locations – See Attachment A

- ☒ Court Front Counter

- ☒ KCDC Jury Services

- ☒ Courtrooms

- ☒ Court-Managed programs and services including Probation

- ☒ Other (Video Hearings)

To ensure the earliest possible identification of the need for language access services, KCDC has established internal protocols with the various justice partners which routinely interact with this court in order for these partners to communicate to the appropriate court staff the needs of LEP or D/HH/DB participants who will be coming into contact with the court. While justice partners themselves may be under a separate legal obligation to provide language access services to their clients, the court will be notified of any services that fall under the responsibility of the court as early as possible so services may be provided in a timely and efficient manner. Examples of justice partners to be notified include:

- LEP or D/HH/DB person notifies the court of the language access needs
- Law enforcement officer (via citation)
- Correctional Facilities personnel
- Attorney/public defender for LEP or D/HH/DB person
- Domestic violence victim's advocate
- Judges, court personnel
- Interviewer for public defender eligibility
- Customer Service personnel, receiving request via phone or in person
- Other

2. Notice of the Availability of Language Access Services

In order to facilitate the ability of LEP and D/HH/DB individuals to request their need for language access services, KCDC shall provide notice of the availability of language access services translated into Washington State's most frequently used languages that states:

"You have the right to language access services at no cost to you. To request these services, please contact Interpreter Services at (206) 477-1760.

King County District Court displays this notice on its website and at all KCDC locations.

Additionally, KCDC has the following resources available at its points of contact, including those listed above when appropriate, to help LEP and D/HH/DB and court staff communicate with each other:

- Language identification cards at all points of contact
- Multi-lingual notices at all appropriate points of contact notifying members of the public of their right to request an interpreter or other language assistance at any point during their contact with the court.
- TTY for D/HH court customers

- ☒ LAP Deskbook in each court location
- ☒ LAP posted on courts webpage

When it appears that an individual has difficulty communicating due to a language barrier, KCDC staff must inform the LEP or D/HH/DB person of his or her right to have language access services provided by the courts at no cost to them, even if the LEP or D/HH/DB person has not made a request for the language access services.

KCDC will utilize the KCDC Interpreter Web Application to track language and interpreter needs. The web application allows clerks, administration staff and interpreters to efficiently manage the scheduling and coordination of interpreter service assignments. The web application also tracks case type, proceeding, court service provided, duration of interpreting event, invoicing of interpreter services and method of interpreting. In addition, the application is used prior to scheduling court dates to see if interpreters are already scheduled in order to add cases to an existing job.

V. LANGUAGE ACCESS SERVICES

Once the KCDC staff has determined interpreter services are required for an LEP or D/HH/DB individual, court staff have access to the following procedures for securing an interpreter.

A. Language Access Services Inside the Court Room

1. Appointment of a Certified, Registered, or Qualified Interpreter for In Court Proceedings

The person responsible for appointing or securing the assistance of an interpreter at KCDC will comply with the following order of preference in appointing an interpreter as set forth in RCW 2.43.030.

RCW 2.43.030(1) (b) states:

Beginning on July 1, 1990, when a non-English-speaking person is a party to a legal proceeding, or is subpoenaed or summoned by an appointing authority or is otherwise compelled by an appointing authority to appear at a legal proceeding, the appointing authority shall use the services of only those language interpreters who have been certified by the administrative office of the courts, unless good cause is found and noted on the record by the appointing authority. For purposes of chapter 358, Laws of 1989, "good cause" includes but is not limited to a determination that: (i) Given the totality of the circumstances, including the nature of the proceeding and the potential penalty or consequences involved, the services of a certified interpreter are not reasonably available to the appointing

authority; or

(ii) The current list of certified interpreters maintained by the Administrative Office of the Courts does not include an interpreter certified in the language spoken by the non-English-speaking person.

(c) Except as otherwise provided in this section, when a non-English-speaking person is involved in a legal proceeding, the appointing authority shall appoint a qualified interpreter.

RCW 2.43.030(2) states:

If good cause is found for using an interpreter who is not certified or if a qualified interpreter is appointed, the appointing authority shall make a preliminary determination, on the basis of testimony or stated needs of the non-English-speaking person, that the proposed interpreter is able to interpret accurately all communications to and from such person in that particular proceeding. The appointing authority shall satisfy itself on the record that the proposed interpreter: (See Attachment E)

(a) Is capable of communicating effectively with the court or agency and the person for whom the interpreter would interpret; and

(b) Has read, understands, and will abide by the code of ethics for language interpreters established by court rules.

In the event no in-person interpreter is available locally, the court or designated authority will weigh the need for moving forward with the proceeding against any possible negative consequences to the LEP or D/HH/DB person's ability to effectively participate in the proceedings using a remote interpreter, as may be allowed by Washington court rule or law GR11.3. When evidentiary matters are before the court, the court shall reschedule the hearing until an in-person interpreter is available, whether located in-state or out-of-state, and be made present at the hearing.

King County District Court will NOT appoint as interpreters anyone with a potential conflict of interest in the case, including the following: minors; friends and family of the LEP or D/HH/DB person; advocates and attorneys; justice partner bilingual staff; or anyone deemed unqualified after voir dire by the court. (See Attachment E – Code of Professional Responsibility for Judiciary Interpreters)

2. Practices in the Appointment and Use of Interpreters

In appointing interpreters, Judges, at the bench, will ensure that the interpreter and the LEP or D/HH/DB participant can effectively communicate. It is also the practice of KCDC to:

Make a determination of the appropriate number of interpreters that may be required for the proceeding pursuant to GR11.4. When the proper administration of justice so requires the court will appoint multiple or separate interpreters.

For long hearing sessions or trials, appoint a team of two interpreters. This will ensure a higher level of accuracy and eliminate the need for frequent breaks. When no second interpreter is available, the court will need to recess for 10 minutes after every 20 minutes. This will allow the interpreter to have frequent breaks to avoid interpreting fatigue, ensure accuracy, and avoid subsequent errors.

Only allow an LEP or D/HH/DB person to waive his or her right to the assistance of an interpreter if the waiver is knowing, voluntary, and on the record. The waiver of an interpreter may be rejected by the court or later revoked by the person.

Require interpreters to provide sight translations for documents related to the court proceedings.

Prohibit interpreters from assisting LEP or D/HH/DB with entering information on court forms without the involvement of court staff in the completion of such forms.

Provide sign language interpreters for jurors who are D/HH/DB when such persons are called and selected for jury service

3. Calendaring and Scheduling of Interpreters for In-court and Out-of-court Contacts

KCDC will provide interpreter services in a timely manner. KCDC utilizes the KCDC Interpreter Web Application to track language and interpreter needs and requests. In order to provide high quality language access services in an efficient manner, KCDC employs the following practices via the Interpreter Web application:

Batching of matters for which an interpreter for a specific language is needed so long as this does not cause unnecessary delays in access and loss of remedies available to litigants, such as:

- 1st Appearance Misdemeanor
- Arraignment
- Contested Hearings
- Felony Investigation/Felony Expedited Hearings
- Name Change
- Review
- Readiness
- Relicensing Program

Coordinating calendars so an interpreter may be available for several matters in the same court location on the same day.

Establishing systems so that an interpreter coordinator can easily dispatch an interpreter from one court location to another, or one courtroom to another, efficiently, such as:

- Teams Instant Messaging to the in-court clerk
- Email to the locations designated General Email Accounts

Coordinating the use of interpreters so that when an interpreter is not busy in a courtroom proceeding, he or she may be available in person or telephonically to assist in other court-managed services, such as clerk's offices, pro se clinics, etc.

Creating a pool of interpreters who may be available by telephone or video to assist in non-evidentiary proceedings or other court programs.

4. Remote Interpreting

For short non-evidentiary hearings, the KCDC uses the following remote interpreting technologies:

- Telephonic interpreting
- Video-remote Interpreting (VRI)

Use telephonic interpreting agencies only for out of court matters, e.g., for customer service. Assign credentialed interpreters for in-court proceedings when using remote interpreting. (See Attachment E -Telephone Interpreting Best Practices and Remote Interpreting Best Practices.)

The policy or practice of the court with regard to the use of remote interpreting services is as follows:

Telephonic interpreting use will be consistent with GR 11.3 (See Attachment E) and will be used with caution. Generally, in-person interpreters are preferred.

Telephonic interpreting will be a last resort for courtroom proceedings and reserved for brief non-evidentiary proceedings such as continuances, given that non-verbal cues – not visible when on the telephone – are critical for communication. Telephonic interpreting can be particularly problematic in some circumstances such as for individuals who are deaf or hard of hearing, the elderly, those struggling with mental illness, quiet or nonverbally communicative individuals, and others.

VRI will be used appropriately and will meet the requirements for providing effective communication, including,

- Real-time, full-motion video and audio
- A clear, large image
- A clear transmission of voices
- Adequate training of staff utilizing the equipment
- Have an IT person monitor VRI session
- Adequate training of interpreters.

Remote interpreting can be problematic in some circumstances such as for individuals who are deaf or hard of hearing, the elderly, those struggling with mental illness and others.

The court requires training for staff and appointing authorities on telephonic interpreting and VRI, how to use the technologies, how to best utilize the remote interpreter, and what are appropriate events for such types of remote interpreting service. VRI should be used when in-person interpretation services are not available.

B. Language Services Outside the Courtroom at King County District Court

King County District Court is responsible for taking reasonable steps to ensure that LEP and D/HH/BD individuals have meaningful access to services outside the courtroom at all KCDC locations. It is the practice of the court to provide interpreters for KCDC court-managed services, programs, and operations consistent with state and federal language access mandates. In compliance with such mandates, the court shall provide language access services at:

- Information Counters at KCDC.
- Court Managed Classes at KCDC.
- Probation offices and Probation department interviews at KCDC.
- TTY
- Translation for letters/requests in other than English languages submitted to KCDC.
- RCW 10.77 evaluations as ordered by KCDC.
- Mandatory Mediation as required by KCDC.

KCDC shall display multilingual notices at all appropriate points of contact notifying the members of the public of their right to request an interpreter or other language assistance for these services. The court, in compliance with federal and state civil rights laws and regulations, shall provide the most appropriate language access service for these programs and services, including qualified interpreters, bilingual staff, and

translated materials and information. When the most appropriate language access service is the appointment of a qualified interpreter, the court shall follow the guidelines described for the appointment of interpreters.

As noted in the policy interpretation section earlier, chapter 2.42 RCW requires that courts provide interpreters for persons who are D/HH/DB when they are required to attend court-ordered programs or services. In addition to the provision of qualified interpreters in all proceedings where required, court's bilingual staff may assist with language needs outside of court proceedings. Bilingual staff shall be trained to understand their role, how it differs from the role of an interpreter, and that staff are only used for basic communications.

C. Translated Forms and Documents

King County District Court understands the importance of translating forms, documents, and electronic materials into non-English languages, so that LEP individuals have greater access to the courts' services. Judicial and court staff shall not use web-based applications or software to process or provide translations for LEP individuals.

King County District Court reviewed the top used pro se forms and translated them into the following languages that are most frequently used in our court community.

A. Identified Current Language Needs for Translations

- Spanish
- Chinese (Including Mandarin and Cantonese)
- Vietnamese
- Somali
- Russian
- Korean

Requests for forms translations go to the KCDC Diversity Equity and Inclusion Committee (DEI).. The DEI Committee is comprised of judges, clerks, management and directors. Once the committee determines which forms to translate the KCDC Interpreter Web application is used to determine the top languages to translate the forms into for our court community. Annually the DEI Committee will review forms translation and make recommendations.

King County District Court will follow the Protocol for Translation of State Court Forms that were adopted by the Washington State Interpreter Commission.

(See Attachment F)

State forms which have been translated are available at www.courts.wa.gov/forms.

Additional informational resources translated into Spanish include:

- [A Guide to Washington State Courts / Guía de los Tribunales del Estado de](#)

Washington

- Self-Represented Persons in District Court / Personas que se representan a sí mismas en el Tribunal de Distrito
- Self-Represented Persons in Municipal Court / Personas que se auto representan en los Tribunales Municipales
- Self-Represented Persons in Superior Court Civil Proceedings / Personas que se auto representan en procedimientos civiles en el Tribunal Superior
- An Introduction to Small Claims Court / Una Introducción Al Juzgado De Demandas De Cuantía Menor

King County District Court currently has the following forms translated into commonly used languages (as of October 2024):

(See Attachment B)

The court shall make available such forms at appropriate locations in its court system and on the court's website. Information posted on the court's website for such forms shall be made accessible in the language the form is translated into.

For any local forms that KCDC has yet to translate, the court may:

- Provide sight translation of the form using bilingual staff
- Provide information regarding the content of the form using bilingual staff.
- Have an in-person interpreter sight translate the form

D. Providing Emergency Information to LEP Court Customers

King County District Court is responsible for taking reasonable steps to ensure that LEP and D/HH/DB individuals have meaningful access to emergency information should an emergency situation arise. The court provides such information in the following ways:

- There are universally understood emergency signs located in the strategic places throughout the courthouse building;
- Emergency exits are clearly marked
- Evacuation map(s) are located in visible public area points with an indication using the most common non-English language (in addition to English) spoken in the area to designate the evacuation map(s).

VI. TRAINING

King County District Court is committed to providing training for all judicial and court staff members who come in contact with LEP and D/HH/DB individuals in order to ensure the successful delivery of language access services. The court will provide staff training on all requirements in this Language Access Plan. Training efforts will include an initial training for new staff on the requirements of the current Language Access Plan and an annual training for existing court personnel that addresses any revisions made to the Plan. Training includes:

- Overview of Interpreter Web Application – Scheduling Interpreters
- Language Access Plan
- Interpreter Services Duties
- Interpreter Expectations, Code of Conduct, Roles of Interpreters, Modes of Interpreting
- Interpreter Commission Function
- Certified, Registered, Qualified Languages
- Interpreter Invoice and Billing

Resources and information regarding language access services, policies and procedures and tools for providing language assistance (such as bench cards, language identification guides, brochures, etc.) are available to all court staff and decision makers at:

- The court's intranet
- The court's Interpreter Services staff

VII. COMPLAINT PROCESS FOR NON-COMPLIANCE

1. Complaints Against Local Court

This specific complaint process is designed to bring to the attention of the local court, and if necessary, the Commission, allegations filed by LEP or D/HH/DB parties that the local court is out of compliance with the its own Language Access Plan, any applicable federal statutes or regulations, state statutory provisions, such as chapters 2.42 or 2.43 RCW and/or any applicable state or local court rules. This is an informal process whereby the Commission may be involved in providing consultation and guidance to LEP parties and local courts in resolving and removing barriers to language access services and resources.

LEP and D/HH/DB individuals are encouraged to first file a complaint with the local court using local court customer complaint filing procedures. The local court complaint rules are as follows:

A. Local Court Complaint Process

1. The complaint is submitted to King County District Court, Interpreter Services:
King County District Court
Central Services – Interpreter Services
516 Third Ave, Room W1034
Seattle, WA 98104
Phone: (206) 477-1760
InterpreterCoordinator.KCDC@kingcounty.gov
2. The complaint is reviewed, and if appropriate, forwarded to the Presiding Judge for review and decision on whether the Presiding Judge acts at the court's level or submit the complaint to the Court Interpreter Commission for further action.
3. The Court will respond to the complaint within 5 business days.
4. The Presiding Judge will respond to the complaint in writing outlining the resolution. If the Presiding Judge is unable to resolve the issue or the resolution is unsatisfactory to the person submitting the complaint, the complaint will be referred to the Court Interpreter Commission as outlined in Section B.

B. Complaint Filed with the Court Interpreter Commission (Optional)

1. Except in extraordinary circumstances, the complaint must be filed with the Commission by an aggrieved party within 60 days from the date of the events on which the complaint is based.

Within 3 business days of the receipt of the complaint against a local court, Commission staff will inform complainant, using the contact information provided by complainant, of their option to file their complaint with the Department of Justice and of the need to file such complaint within 180 days from the date of the alleged discrimination.

2. Complaints filed with the Court or the AOC must be in writing and must be signed. The complaint must include the following information:
 - a. A clear and brief description of the complaint and any evidence upon which the allegation is based, with relevant supporting documentation. The description and supporting evidence should include relevant facts that support the complaint that the court did not provide language access services;
 - b. If possible, the complaint should identify the section(s) of the court's plan, statutes or regulations alleged to have been violated and the time

frame in which the lack of compliance is alleged to have occurred;

c. Disclosure of any other channels the complainant is pursuing, including legal action (optional); and

d. A statement authorizing the Commission to send a copy of the complaint to the court that is the subject of the complaint.

Complaints filed with the Interpreter Commission should be sent to:

Washington State Interpreter Commission
c/o Interpreter Commission Staff
Administrative Office of the Courts
PO Box 41170
Olympia, WA 98504-1170.

Or by contacting James Wells via email to
james.wells@courts.wa.gov

3. Interpreter Commission Complaint Review

- a. The Commission shall determine whether the complaint alleges facts that raise issues relating to the court's compliance with its LAP, federal civil rights laws, chapters 2.42 and/or 2.43 RCW or court rules. This determination shall be made within 10 business days of receiving the complaint. The Commission may request additional information from the complainant if appropriate. If the Commission concludes that the complaint does not raise issues relating compliance with the LAP, Title VI of the Civil Rights Act, chapters 2.42 and/or 2.43 RCW, the matter will be closed and the complainant will be notified of the decision.
- b. If the Commission determines that the complaint may raise possible compliance issues, the complaint shall be sent to the court and a response requested. The Commission ordinarily will request the presiding judge of the court or their designee to respond within 30 days.
- c. If the response from the court establishes that the court is not out of compliance with respect to the matters raised in the complaint, the Commission will close the matter.

If the court's response does not clearly establish that it is operating in compliance with the matters raised by the complaint, the Commission may appoint a fact-finder to investigate the issues raised by

the complaint and to report on the court's response, if necessary. The complaint, the court's response, and fact-finder's report, if any, shall be referred to the Commission for any further action deemed necessary by the Commission.

- d. The person making the complaint will be notified promptly regarding the conclusion of the Commission's review.

VIII. PUBLIC NOTIFICATION AND EVALUATION OF LAP

A. LAP Approval & Notification

King County District Court LAP has been approved by the Presiding Judge and the Leadership Team, and a copy has been forwarded to Washington State Administrative Office of the Courts' Interpreter Program Coordinator. Any revisions to the Plan are to be submitted to the Leadership Team and Presiding Judge for approval, and then forwarded to the Interpreter Administrative Assistant. Copies of KCDC LAP shall be provided upon request. In addition, the court shall post its LAP on its own website at:

<https://www.kingcounty.gov/courts/district-court.aspx>

B. Outreach and Communication of Plan

KCDC shall inform the public of the existence of the LAP and to this end, the court will:

- Translate vital outreach materials into the Top 5 languages.
- Establish mechanisms for obtaining feedback from the public, attorneys and justice partners regarding the implementation and effectiveness of the administrative protocol and take this feedback into account at the yearly evaluation of the protocol.
- Make the Language Access Plan available via the King County District Court Website

C. Annual Evaluation of the LAP

King County District Court will conduct an annual needs assessment to determine whether changes to the LAP are needed. To this end, the court will continue to communicate on an ongoing basis with stakeholders, including LEP and D/HH/DB persons, attorneys, and the public in the following manner(s):

- King County District Court Website

<https://www.kingcounty.gov/courts/district-court.aspx>

This assessment, implementation and ongoing review of the LAP will be done quarterly by Interpreter Services and annually by the KCDC ESJ Committee by reviewing various areas in which the court provides language access services including translations, taking into consideration, at a minimum, the number of interpreters requested by language in the courts and the identification of emerging changes in the languages spoken or signed within the court's local population as identified by any informational means or by other methods including the KCDC Interpreter Web application. Any revisions are brought before the KCDC Executive Committee of Judges for approval.

Elements of the assessment evaluation shall include:

- Number of LEP or D/HH/DB persons requesting court interpreters.
- Assessment of current language needs to determine if additional services or translated materials should be provided.
- Assessing whether staff members adequately understand LAP policies and procedures and how to carry them out.
- Gathering feedback from LEP and D/HH/BD communities around the state via the King County District Court Website.
- Identification of challenges or trends KCDC is experiencing with providing language access services.

Any revisions made to the Plan will be communicated to all court personnel, and an updated version of the plan will be posted on the court's web site. In addition, KCDC will submit to the AOC a copy of any updated information contained in this LAP within 60 days of its approval. The Leadership Team, Executive Committee and Presiding Judge.

D. Ideas for Future Improvements in Language Access

King County District Court will review the results of its annual needs assessment and conduct the following activities:

- Identify any challenges or trends your court is experiencing with providing language access services, sourcing of interpreters, document translation tasks, and website information that is accessible to LEP and D/HH/DB individuals.
- Engage in collaborative efforts with other courts to improve and coordinate interpreter scheduling where interpreter resources are shared.

Identify and implement changes or improvements identified by your court to improve language access services that are within the scope of this LAP

LAP Contact Person

State Contact:

James Wells
AOC Interpreter Program
1206 Quince Street SE
PO Box 41170
Olympia, WA 98504-1170
James.wells@courts.wa.gov

Local Contact:

King County District Court
Central Services – Interpreter Services
516 Third Ave, Room W1034
Seattle, WA 98104
Phone: (206) 477-1760
InterpreterCoordinator.KCDC@kingcounty.gov

The effective date of this Language Access Plan is October 1, 2024
This Language Access Plan was revised and approved by the KCDC Executive Committee on October 18, 2024.

ATTACHMENT A

KING COUNTY DISTRICT COURT LOCATIONS		
KING COUNTY COURTHOUSE 516 THIRD AVE, RM E-327 SEATTLE, WA 98104	AUBURN COURTHOUSE 340 E MAIN STREET #101 AUBURN, WA 98002	BELLEVUE COURTHOUSE 1309 114 th Ave. S.E., Suite 100 BELLEVUE, WA 98004
BURIEN COURTHOUSE 601 SW 149 TH STREET BURIEN, WA 98166	ISSAQUAH COURTHOUSE 5415 220 TH AVE SE ISSAQUAH, WA 98029	MRJC COURTHOUSE 401 4 TH AVE N, ROOM 1A KENT, WA 98032
REDMOND COURTHOUSE 8601 160 TH AVE NE REDMOND, WA 98052	KING COUNTY DISTRICT COURT OFFICE OF PRESIDING JUDGE 516 THIRD AVE, RM W-1034 SEATTLE, WA 98104	SHORELINE COURTHOUSE 18050 MERIDIAN AVE N SHORELINE, WA 98133
VASHON COURTHOUSE 8601 10011 S.W. BANK ROAD VASHON, WA 98070		

WWW.KINGCOUNTY.GOV/COURTS/DISTRICTCOURT

ATTACHMENT B

Spanish
Financial Statement Sheet
Law Enforcement Information
Motion and Declaration for Waiver of Civil Fees and Surcharges
Protection Order
Petition for Protection Order
Reissuance of Temporary Protection Order
State of Defendants Rights of Arraignment
Temporary Protection Order

Vietnamese
Financial Statement Sheet
Law Enforcement Information
Motion to Waive Fees
Protection Order
Petition for Harassment
Order Renewing Protection Order
Temporary Protection Order

Russian
Financial Statement Sheet
Law Enforcement Information
Motion to Waive Fees
Protection Order
Petition for Harassment
Order Renewing Protection Order
Temporary Protection Order

The Court has a current project to translate the following documents into Spanish, Vietnamese, Russian, Somali, Chinese (Mandarin), Korean, Ukrainian, Amharic, and Punjabi by the end of 2024.
Background Information Sheet
How to File a Protection Order
Instructions for Petition for an Extreme Risk Protection Order
Instructions for Petition for Sexual Assault Protection Order
Petition for Protection Order
Probation Appointment Letter – Office
Probation Appointment Letter – Phone
Public Defender Information
Small Claims Defendant’s Packet

The Court has a current project to translate the following documents into Spanish, Vietnamese, Russian, Somali, Chinese (Mandarin), Korean, Ukrainian, Amharic, and Punjabi by the end of 2024.

Small Claims Plaintiff's Packet

Statement of Defendant on Pleas of Guilty (After 2022)

Statement of Defendant on Pleas of Guilty (Before 2022)

Statement of Defendant's Rights – Arraignment

Time Payment Plan

Transfer to Compliance

Understanding Washington State Protection Orders & How They Can Help You

ATTACHMENT C

King County Executive Office of Equity and Social Justice Language Access Top Languages Documentation

King County's Top Languages Ranked into Three Tiers 2021 Update

	Language	Tier
First Tier: Translation Required	Spanish	1
	Chinese*	2
Second Tier: Translation Recommended	Vietnamese	2
	Somali	2
	Russian	2
	Korean	2
	Ukrainian	2
	Tagalog	2
	Amharic	2
	Arabic	2
Third Tier: Translation Encouraged	Dari	3
	Punjabi	3
	Tigrinya	3
	Japanese	3
	Marshallese	3

Key:

- First Tier:** "Public Communication Materials" must be translated into target language, in specific instances spelled out in the Executive Order and where practicable.
- Second Tier:** Translation of Public Communication Materials is recommended, depending on target audience.
- Third Tier:** Translation of Public Communication Materials is encouraged, depending on target audience.

Research on languages spoken in King County used five different sources to identify the most common languages. Spanish is spoken by far more people than any other language, and occupies the first tier. Nine other languages are the next most frequently spoken by county residents, forming a second tier. A third tier is made up of five additional languages spoken by smaller numbers in particular communities.

See accompanying page for more information about data sources and the three tiers methodology.

New for 2021: Several of the data sources included in this analysis were collected before or during the COVID-19 pandemic. To supplement this data, a separate chart showing requests for language assistance received on King County's COVID information line since April 2020 is included on page 2.

ATTACHMENT D

King County District Court Interpreter Web Data

2022			2023		
Language	Percentage Used	Sum of Case Count	Language	Percentage Used	Sum of Case Count
Spanish	52%	7432	Spanish	54%	9091
Mandarin (Chinese)	6%	457	Mandarin (Chinese)	8%	701
Russian	6%	439	Russian	5%	403
Vietnamese	6%	401	Vietnamese	3%	251
Punjabi	3%	269	Punjabi	3%	260
Somali	3%	278	Somali	2%	194
Korean	2%	165	Marshallese (Micronesia)	2%	213
Arabic	2%	143	Cantonese	2%	139
Amharic	2%	114	Korean	2%	164
Cantonese	1%	99	Amharic	2%	131
Farsi	1%	93	Farsi	1%	111
Tigrinya	1%	89	Ukrainian	1%	113
Marshallese (Micronesia)	1%	95	Arabic	1%	95

ATTACHMENT E

Bench Card:

<https://www.courts.wa.gov/content/publicUpload/Interpreters/BenchCard.pdf>

GR 11.3 – Remote Interpretation

https://www.courts.wa.gov/court_rules/pdf/GR/GA_GR_11_03_00.pdf

GR 11. 4 – Team Interpretation

https://www.courts.wa.gov/court_rules/pdf/GR/GA_GR_11_04_00.pdf

Remote Interpreting Best Practices

https://www.courts.wa.gov/programs_orgs/pos_interpret/content/pdf/Remote%20Interpreting%20Best%20Practices.pdf

Telephone Interpreting Best Practices

<https://www.courts.wa.gov/content/publicUpload/Interpreters/Telephone%20Interpreting%20-%20Best%20Practices.pdf>

ATTACHMENT F

Protocol for Translators of State Court Forms Adopted by the Interpreter Commission, March 2008

Qualification Requirements

- Certification by a national translation organization or academic program; *or*, five years of legal translation work experience.
- Translators must provide five work references and five samples.
- Certification or Registration as a Court Interpreter is preferable but not required.

Procedural Requirements

- The primary translator will use an editor, qualified as a translator, to review the work product for accuracy and completeness.
- 1 additional reviewer, qualified as a translator, shall review the work product for accuracy and completeness. If an editor is not utilized, then 2 additional reviewers shall review the document for accuracy and completeness.
- A glossary of terms used must accompany each completed assignment. Translators will be required to use the master glossary that is developed.
- Translators must adhere to the NAJIT's code of ethics. (www.najit.org)

Note: These criteria apply equally to translation services contracts resulting from sole source and request for proposal procurement methods.