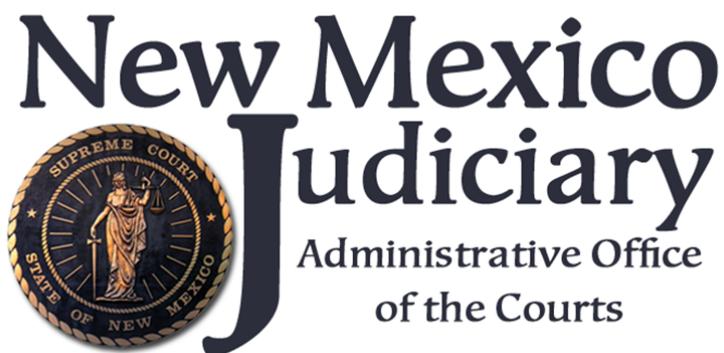


Language Access Services Annual Report

January, 2018
Issue III



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“Celebrating diversity, advancing equality.”



¡BIENVENIDOS!

I am delighted to share with you our 2017 annual report.

As you will read in this report, major accomplishments for this year include the updating of the statewide language access plan, extensive work on the implementation of bilingual domestic violence and domestic relations forms, new guidelines for remote interpreting, use of video remote interpreting to expand access to speakers of languages of lesser diffusion, a new credentialing system for American Sign Language interpreters, and continued training for judges, court staff, interpreters and interpreter candidates. In addition, the Language Access Fund was created as a result of this year's efforts during the legislative session.

I have had the fortune to work with judges, court staff, community organizations and interpreters in these projects and I am grateful for the unwavering support from our Su-

preme Court and administrative authority.

On behalf of everybody in our language access team, I would like to thank Hon. Edward L. Chávez for the guidance and support he has given us all these years. We wish him the very best in his retirement.

Our office continues to work on improving efficiency and efficacy of services, always with one goal in mind: to expand and improve access to justice for individuals with limited English proficiency and the deaf and hard of hearing.

Best regards,

Paula Couselo-Findikoglu, Senior Statewide Program Manager, Language Access Services, NMAOC

“For so many people in our multi-cultural and multi-lingual State, access to our courts could not be a reality without the indefatigable work of our language access coordinators and interpreters.”

*-Hon. Edward L. Chávez,
NM Supreme Court Justice
& LAAC Chair*

I am writing to express my appreciation to the Language Access Services Program.

This year I have had the opportunity to experience the benefits of Language Access Services in two different courts. My experiences were first with the Doña Ana County Magistrate Courts where I used the services provided by our capable interpreters



on a daily basis. I have had the great fortune of having access to the finest interpreters in the state and have always been impressed with their efficiency.

Secondly, I moved to the Third Judicial District Court where again I was blessed to have the benefits of first class interpreters. Each day I have access to these

professional interpreters who sometimes share with me the

difficulties of a Family Law docket.

Just today as I write this, I was again assigned an interpreter during a difficult domestic matters hearing who was extremely patient and competent. The communications were vital and this important task was completed with the utmost professionalism.

Lastly and most importantly, the Language Access Services provided to clients and participants in our state courts directly affect the effectiveness of the understanding and implications faced by each individual who may have immigration issues and provide them with a clearer vision of how they may be impacted by criminal or civil cases. It is surely a frightening time for people and Language Access Services helps greatly in providing assistance to these people who require the language assistance.

It is my sincere belief that Equal Access to Justice is achieved on a daily basis with our Language Access Services.

**Hon. Conrad Perea
Third Judicial District Court Judge**



**Hon. Edward L. Chávez,
NM Supreme Court Justice
& LAAC Chair**

In 2017 I had the good fortune of serving as Chairperson of the Language Access Advisory Committee where I was able to witness firsthand the loyalty, dedication and passion of our court employees and interpreters. For so many people in our multi-cultural and multi-lingual State, access to our courts could not be a reality without the indefatigable work of our language access coordinators and interpreters.

I am also grateful to the LAAC members for their willingness to share their knowledge and experience so that we can develop useful and meaningful rules and guidelines. This year the Supreme Court approved LAAC's remote interpreting guidelines for spoken languages. We are also working closely with the New Mexico Commission for Deaf and Hard of Hearing Persons to develop video remote interpreting guidelines for sign language. The guidelines will help maximize the effectiveness of remote interpreting during qualified proceedings so that those who need access to our courts and are limited English proficient and/or are hard of hearing can

participate in hearings without unwarranted delays.

Finally, the Supreme Court has approved the Bilingual Domestic Violence and Domestic Relations program proposed by the New Mexico Judicial Translation Project Team. Now all Domestic Violence and Domestic Relations forms will be available in both English and Spanish. Additionally, litigants may now file forms written in Spanish and qualified translators will translate the filings into English. Last year New Mexico was ranked second in the nation by the United States Department of Justice for its work on providing access to courts to limited English proficient people. The only program that was lacking was providing forms in both English and Spanish. I am proud that New Mexico has now implemented such a program.



**Arthur Pepin
Director, NM Administrative
Office of the Courts**

In 2017, the Language Access Services program continued to address needs inside and outside the courtroom for the public, litigants, court staff, and interpreters. The diverse cultures and broad geography of our state demand a robust response to assure access to the courts for those with limited English proficiency.

Inside the courtroom, interpreters provide real-time services in person and via remote video so the parties, witnesses, jurors, and court staff, including judges, know exactly what is happening during proceedings to better administer justice. Bilingual court employees who are trained and compensated as Language Access Specialists provide face-to-face guidance to the public in navigating court processes. Through the New Mexico Center for Language Access, interpreters are provided with interactive training and support to prepare

them for the important services they provide.

New Mexico remains challenged to obtain sufficient financial and personnel resources to meet language access needs. As we move forward new initiatives are needed to meet language access needs, from document translation services to expanded access to courts through video remote interpretation. As this Annual Report shows, innovation, efficiency, and the dedicated energy of the Language Access Services team will continue to meet these needs and protect the rights of New Mexicans.

DOMESTIC VIOLENCE



IDENTIFYING BARRIERS -- IMPLEMENTING SOLUTIONS:

On November 30, 2017, Paula Couselo, AOC Senior Statewide Program Manager for Language Access Services, was among the roster of presenters at a training organized by the UNM School of Law and the Judicial Education Center.

Ms. Couselo's session was part of a two-day event titled "Identifying Barriers -- Implementing Solutions: The Intersection of Domestic Violence and Immigration in the Civil Arena." Presenters and attendees included judges, court staff, advocates, and national leaders in the domestic violence field.

SPOTLIGHT ON THE 8TH JD:

New Mexico's 8th Judicial District Court regularly receives DV petitions that have been completed in Spanish. For many years now, the 8th JD staff have ensured that they are addressing this pressing need in their community. Petitions are routed to AOC for translation, as are Orders when necessary. The procedures developed by the 8th JD - such as creating an English/Spanish list of standard language that is frequently added into Orders - have been of great help to AOC as we develop statewide policies and procedures for the bilingual forms launch. Special thanks to Paralegal Holly Healy and DV Special Commissioner Catherine Oliver for all your vital efforts.

IMPLEMENTATION OF BILINGUAL FORMS

Domestic violence (DV) cases pose special challenges for LEP survivors seeking justice and recovery. The courts are entrusted by the public to make their services accessible regardless of their ability in the English language.

In an effort to improve access to justice for LEP individuals facing potentially life-threatening situations, the New Mexico Judicial Translation Project Team has been conducting research and pilot projects since 2013, culminating in the imminent launch

AOC will be conducting training for court personnel in early 2018 and will distribute written procedures for personnel to follow when receiving a form completed in a language other than English.

DV forms submitted in a language other than English must be treated the same as those submitted in English. "Treating the same" means accepting the document for filing and giving it the same legal weight.

Although the forms are only provided in Spanish, this does not allow clerks to reject DV forms completed in other languages solely because they are not in English.

The above does not apply to evidentiary materials. It is the responsibility of the parties and their counsel to secure translation of materials that are to be used as evidence during a proceeding. For evidentiary materials guidelines, see: <https://www.nmcenterforlanguageaccess.org/cms/en/courts-agencies/judges-portal>.

Orders

Order templates will become available in bilingual (English-Spanish) format. These templates should be used with LEP parties. An attachment containing additional language frequently inserted into orders will also be available, in a checkbox format.

The court interpreter will interpret/sight translate the order to the LEP party at the time of the hearing.

4-961. Petition for order of protection from domestic abuse.
4-961. Petición de una orden de protección contra la violencia intrafamiliar.

[Family Violence Protection Act, Sections 40-13-1 to 40-13-8 NMSA 1978.]
[Ley de protección contra la violencia intrafamiliar, Secciones 40-13-1 a 40-13-8 NMSA 1978.]

STATE OF NEW MEXICO
ESTADO DE NUEVO MÉXICO
COUNTY OF _____
CONDADO DE _____

JUDICIAL DISTRICT COURT
TRIBUNAL DEL _____ DISTRITO JUDICIAL

_____, Petitioner / Demandante
v. _____ No. _____
_____, Respondent / Demandado

PETITION FOR ORDER OF PROTECTION FROM DOMESTIC ABUSE¹
PETICIÓN DE UNA ORDEN DE PROTECCIÓN CONTRA LA VIOLENCIA INTRAFAMILIAR¹

1. **COURT ASSISTANCE REQUEST / SOLICITUD DE ASISTENCIA DEL TRIBUNAL**

We will need an interpreter in / Necesitamos intérprete de _____ to translate at hearings for / para interpretar en las audiencias para [] me / mi [] the respondent / el demandado.

We will need / Necesitamos _____ (describe other request for special help) / (describe si necesita otro tipo de ayuda especial).

2. **INFORMATION ABOUT THE RESPONDENT (the person I am filing against)**

of bilingual forms. Pursuant to a November 27, 2017 Supreme Court Order, bilingual English/Spanish Domestic Violence and Domestic Relations forms will be made available online and in courthouses statewide. The projected launch date is May 1, 2018. The English-only forms will remain available as well.

Domestic Relations forms should be completed in English and will include a prominent header to that effect, stating: "Spanish translation for informational purposes only. Must be completed in English. Traducción al español para fines informativos únicamente. Llene el formulario en inglés."

Domestic Violence forms submitted by Self Represented Litigants in a language other than English will be accepted by the courts. This practice will accommodate the need of LEPs at the first point of contact, who may be facing potentially life-threatening situations.

4-974. Order of dismissal.
4-974. Orden de desestimación.
[Family Violence Protection Act, Section 40-13-3.2 NMSA 1978.]
[Ley de protección contra la violencia intrafamiliar, Sección 40-13-3.2 NMSA 1978.]

STATE OF NEW MEXICO
ESTADO DE NUEVO MÉXICO
COUNTY OF _____
CONDADO DE _____

JUDICIAL DISTRICT COURT
TRIBUNAL DEL _____ DISTRITO JUDICIAL

_____, Petitioner / Demandante
v. _____ No. _____
_____, Respondent / Demandado

ORDER OF DISMISSAL¹
ORDEN DE DESESTIMACIÓN¹

This matter coming before the court on _____ (date) and the court having reviewed the pleadings and being sufficiently advised,
Este asunto se presenta ante el tribunal el día _____ (fecha) y, habiendo examinado los escritos y habiendo sido suficientemente informado, el tribunal

FINDS AND ORDERS: / CONCLUYE Y ORDENA:
(check applicable) / (marque lo que corresponda)

The petitioner failed to appear at the hearing and therefore failed to prosecute this case. / El demandante no compareció a la audiencia y por consiguiente abandonó el proceso de este caso.

The petitioner appeared at the hearing and requested dismissal of this case. / El demandante compareció a la audiencia y solicitó la desestimación de este caso.

The respondent has not been served despite reasonable attempts.
El demandado no fue notificado a pesar de los razonables intentos.

HANDLING PLEADINGS IN OTHER LANGUAGES



DV forms submitted in a language other than English should be emailed to AOC Language Access Services immediately: translations-grp@nmcourts.gov.

AOC Language Access Services will make every reasonable effort to ensure that non-English DV forms submitted in a language other than English get translated to English in a timely manner and to a professional standard.

The following forms will be treated as urgent and returned to the court as soon as possible: 4-961, 4-961A, 4-961B, 4-968.

Email the document to translations-grp@nmcourts.gov.

AOC will return the translation and the original to the court as a single file which must be kept together at all times. This includes in the court case file and when provided to the judge/hearing officer, parties and their counsel.

The Court Clerk will file the original documents as submitted by the LEP. The Court Clerk will also file the English translated version in accordance with court approved procedures.

Immediate Translations

Should the need arise for an immediate translation of these forms, the following options are available so that the judge can understand the facts of the case:

A court interpreter, language access coordinator or Language Access Specialist at the court or via phone can render a sight-translation of the petition to the judge so that he/she can understand the facts of the case. The judge will grant or deny the petition. A written translation will follow. The

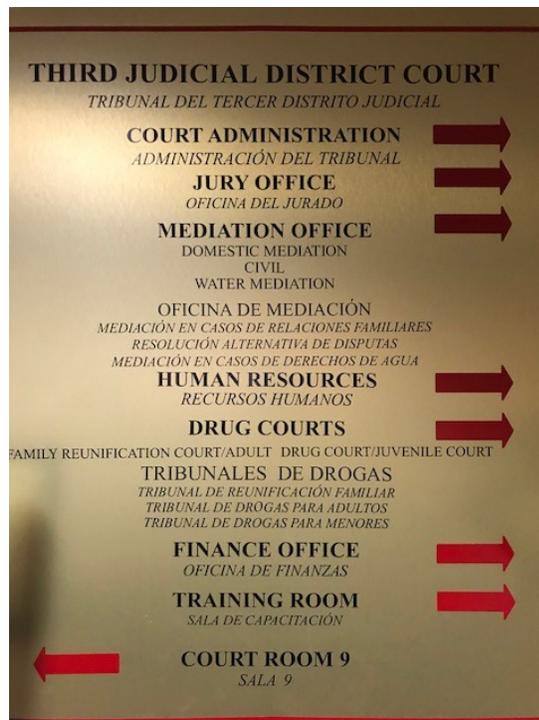
court must provide the written translation to the respondent by the day of the hearing. A statement to the effect of "I relied on the interpreting services of _____ to understand the contents of this form" should be attached to the form and signed by the judge.

Volunteers

Volunteers (from literacy or domestic violence advocacy organizations) may be available for a specific court.

The LEP will be instructed to see a volunteer to assist with the translation process prior to filing the form.

Any questions regarding handling pleadings in other languages, please contact Paula Couselo, Language Access Services Senior Statewide Program Manager: aocpvc@nmcourts.gov.



DV forms submitted in a language other than English should be emailed immediately to: translations-grp@nmcourts.gov

DV KIOSKS PILOT PROGRAM



The AOC was recently awarded a Victims of Crime grant through the Crime Victims Reparation Commission, thanks to the efforts of Domestic Violence Staff Attorney Patricia Galindo. The grant has enabled Ms. Galindo, with assistance from AOC Language Access Services, to plan, design and install three Domestic Violence (DV) Kiosks in different district courts throughout New Mexico as a pilot program. The pilot sites are the District Courts in the 3rd (Doña Ana County), 4th (San Miguel County) and 11th (McKinley County) Judicial Districts.

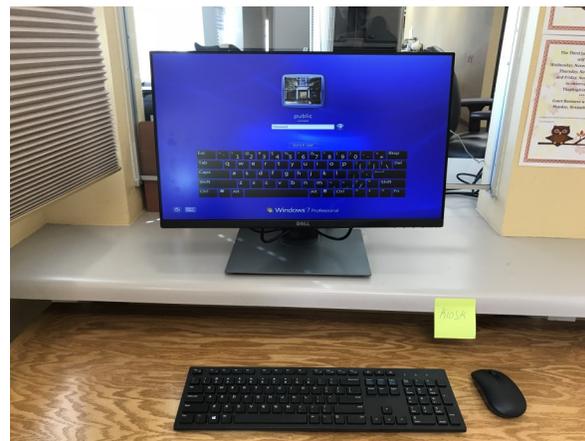
The DV Kiosks will assist Self Represented Litigants (SRLs) who are seeking to obtain a Domestic Violence Order of Protection by providing all information in English, Spanish and Diné (Navajo) in both a readable and audible (accessible through the use of headphones) format.

The process works as follows. A petitioner appears at the court and asks the court clerk how to file for an Order of Protection. The petitioner is directed to use the DV Kiosk. The DV Kiosk contains an informational narrative that describes the types of relationships that are considered to be a “household member” under the Family Violence Protection Act. This information will educate the petitioner as to whether their relationship will qualify them to obtain an Order of Protection. Next, a computer program asks a series of questions for the petitioner to answer. The questions are designed to guide a petitioner through the information needed to complete Supreme Court Form 4-961 (Petition for Order of Protection from Domestic Abuse). The petitioner is able to type his/her responses to the questions directly at the DV Kiosk and the program auto-populates the responses into the appropriate areas of Supreme Court Form 4-961. The end result will be a better understanding by the petitioner of the information needed in the petition. The petition will then be printed out at the clerk’s office for review/signature by the petitioner. The DV Kiosk will also allow the petitioner to print out

community DV resources by county, which they can take away with them.

Benefits of the Kiosks:

- Greater access for Limited English Proficient SRLs.
- Greater access for SRLs with low literacy.
- Petitioner will receive assistance/guidance through dedicated questions to better answer questions on Supreme Court Form 4-961. This is especially useful for SRLs who do not have access to a victim advocate or legal assistance.
- Reduced staff time answering questions/reviewing forms for completeness. Clerks will not need to maintain flyers or brochures about local resources available.
- Fewer petitions involving neighbors or other individuals not classified as a “household member” will be filed.
- Petition will be typed – no need to read messy or illegible handwriting.
- Judges will receive better and more comprehensive information in the petition, allowing the judge to be better able to determine whether a temporary (ex parte) order of protection should be issued.
- Cost savings for courts – no need to have copies of Supreme Court Form 4-961 or resource cards/flyers available at the court.
- Expansion of court services without the need for additional financial resources. The grant pays for all hardware, software and kiosk materials needed to get the pilot project fully functional.



ENLACE COMUNITARIO

Enlace Comunitario is a social justice organization located in Albuquerque whose mission is to eliminate domestic violence in the Latino community and promote healthy families in New Mexico through comprehensive intervention and prevention services in Spanish. Enlace provides crisis intervention, case management, counseling, legal and prevention services.

AOC Language Access Services interviewed María Ceballos (Legal Advocate) and Marta Pereira (Director of Intervention Programs) of Enlace Comunitario about the intersection of our work with theirs:

Q. What is the impact of the services we provide on the population you serve?

Enlace Comunitario understands the importance of providing language accessibility in the courts to not only survivors of domestic violence but to all non-English speakers. We believe that having language access in the courts provides safety and equality to people. The ability to communicate your needs in your own language is crucial in eliminating barriers for immigrant families that could potentially prevent them from even entering the courthouse.

Additionally, in central New Mexico, there is a shortage of civil legal services for immigrant survivors seeking to obtain orders of protection, divorces, child support, custody of their children and assistance with Pro Se processes. When survivors do not receive assistance to move forward and interact with the legal system, they commonly experience discrimination, indifference or a lack of understanding, which can empower their abusive partner and decrease their safety.

Q: We will soon be making DV forms available in bilingual format. Why is this new service important?

The need to have documents in bilingual format is critical for domestic violence survivors as well as immigrant communities in general. It is imperative that we continue to make improvements in order to address the language barrier in accessing the



WORKING TOGETHER

Enlace Comunitario is collaborating with the Administrative Office of the Courts to potentially hire a new Enlace Comunitario employee who will serve as a court-based Language Access Liaison. This is a new purpose area that Enlace Comunitario has added to its Justice For Families grant response in order to improve community access, including enhanced access for underserved populations, and to improve court responses to domestic violence.

If the proposal is accepted, the Language Access Liaison will be provided by Enlace with training regarding the dynamics of

legal system for everyone. **Some common barriers that immigrant survivors of domestic violence face are:**

Perpetrators often use their partners' immigration status as a tool of control. In such situations, it is common for a batterer to use control over their partner's immigration status in order to



force a survivor to remain in the relationship.

Immigrant women often suffer higher rates of battering than U.S. citizens because they may come from cultures that accept domestic violence or because they have less access to legal and social services than U.S. citizens. Additionally, immigrant batterers and victims may believe that the penalties and protections of the U.S. legal system do not apply to them.

Battered immigrant women who attempt to flee may not have access to bilingual shelters, financial assistance, or food. It is also unlikely that they will have the assistance of an immediate interpreter when reporting complaints to the police or a 911 operator, or even in acquiring information about their rights and the legal system.

domestic violence. This bilingual staff member will then work with Spanish-speaking protection order petitioners who need to complete the petition form, translating responses back into English for court personnel as necessary. The Liaison will also be able to connect petitioners with other community resources relevant to their needs. This employee will not have access to any Enlace client lists or fulfill the function of an advocate, but instead will work independently of Enlace's intervention services in a role that is new for this organization.

Enlace hopes that this employee would be able to be housed at the Second Judicial District Courthouse, or an alternate location convenient for protection order petitioners, in order to provide ready availability to assist protection order petitioners with the new bilingual domestic violence forms.

DRUG COURTS

INTERVIEW WITH PETER BOCHERT, AOC COURT SERVICES DIRECTOR



The first drug court was started by a group of judges and criminal justice professionals in Miami, Florida, in 1989. It was developed in reaction to the overwhelming number of repeat criminal offenders who were charged with drug-involved crimes. The intent was, and has remained, to treat the underlying addiction that drives the repeat criminal activity rather than just imposing increasing sanctions for the criminal behavior itself. The first drug court in New Mexico was also the nation's first misdemeanor DWI Drug Court, started in 1994 at the Doña Ana County Magistrate Court. When I joined the AOC in 2003 as its first Statewide Drug Court Coordinator, there were already 20 programs statewide. With broad support from all three branches of government, we have grown to 53 such programs today, in 26 of the state's 33 counties, which individually focus on different offender populations: 22 Adult Drug Courts, 12 Juvenile, 9 DWI, 3 Family Dependency, 1 Veterans Treatment Court, and 5 Mental Health Court programs.

What do you think people should know about Drug Courts?

First and foremost, that Drug Courts work. They focus on High Risk / High Need offenders, those who are at high risk of reoffending, and who are in high need of a significant treatment intervention. They are not for those charged with simple drug possession, but instead for those who have the disease of addiction and who will continue to commit crimes in support of their habit unless they receive evidence-based treatment and counseling for a year or longer to aid them in recovery from their disease. A drug court program is run by a team of criminal justice and treatment professionals who work collaboratively to focus on the offender's underlying substance dependence and mental health issues. The programs are abstinence based, with frequent drug testing and mandated treatment. The team awards incentives for positive behavior, and imposes sanctions for non-compliance, such as continued drug use. There has been more research on drug courts than on all other criminal justice intervention programs combined, and the research is conclusive that programs that follow the drug court model are successful in reducing the recidivism of the target population, and in a more cost-effective way than business as usual.

What kind of impact have you witnessed in our communities and in individuals' lives?

I have been privileged to visit many programs and hear from program participants themselves how the program has changed their lives. Many of them were not happy to be in the program at first due to the demanding nature of drug court: from the frequent drug testing to the wearing of ankle bracelets; home visits by probation, and ongoing treatment sessions and hearings with the judge. But at some point, the majority of them realize that the drug court team is trying to help them,

that this is a unique opportunity for them to turn their lives around, away from addiction and criminal involvement, and towards a sober lifestyle, able to work again and reunite with their families in ways they never could while they were still suffering under the influence. As one meth addict said a few years ago at his program graduation: "I wasn't arrested; I was rescued." Many participants credit the program with not only changing their lives, but actually saving them. And time and again, the professionals working as part of a drug court team say it's the first time in their criminal justice career that they actually felt they were making a difference in people's lives.

Why is it important that we provide interpreters and translated materials for Drug Court programs?

I can't think of a more important part of a drug court program than clear communication with the program participant. They need to understand exactly what is required of them, when, and why; otherwise, they have no chance of meeting program requirements and succeeding in their treatment. Addiction is an intensely personal issue, and discussions with the judge in the courtroom are difficult, nuanced, and often emotional. Without the incredible skill set of our interpreters, the program participant would be left guessing as to what was going on around them, and would have no chance of success. Overcoming addiction is difficult enough; it would be impossible to take those first steps towards recovery without the helping hand of our interpreters, making the interpreters an essential part of any drug court team that works with non-English speaking participants.

INSIGHT FROM INTERPRETER AMPARO WOLF



As a certified court interpreter, I assist Spanish speaking candidates in the Santa Fe Magistrate Drug Court during assessments, intakes, check-ins, and weekly meetings. During the initial intake, the Drug Court Coordinator describes in detail the expectations and obligations that are to be met by a participant while in the program. This intake process is thorough in explaining the various phases, the requirements of each respective phase and the consequences if the rules aren't followed. It's daunting; however, it is also the moment when the candidate realizes that this is an opportunity of a lifetime. The opportunity to embrace sobriety and make positive, life-changing decisions.

I am in awe of the Drug Court Team and the participants alike. On occasion, I've had the honor of being present during the weekly meetings in which the team addresses each and every participant of the program. Participants are held accountable for their obstacles encountered during the week; however, there is never any shaming. I observe compassion, understanding, and support by the Drug

Court Team as well as fellow participants when one person is struggling. It would be beautiful to experience this kind of support and love in our everyday lives. I see how a person who finds himself/herself in this vulnerable moment of having to share his/her obstacles or successes becomes empowered by all of those present in the room.

I've seen participants on the path to recovery setting goals to obtain a higher degree, find employment and create a positive social network. The Spanish speakers have shared with me how appreciative they are about the program providing access to them in their native tongue. This provides them with the knowledge and tools needed to succeed in the program. This equal access gives the Spanish speakers a sense of belonging to the program. They are able to meet other Spanish speakers who then become part of their long-term support group. I also notice that week after week, these Spanish speaking participants start forming bonds with the rest of the non-Spanish speakers in the program. I believe this happens naturally because they've had that initial introduction to the program in Spanish and hence understand that there is mutual support and respect. It's a safe place and knowing that they can express themselves in their native language allows them to open up



and share with others, just as the non-Spanish speakers are able to share their experiences. I believe that if these LEP participants didn't have equal access, the language barrier would hinder their progress. These positives outcomes only make our community stronger and safer. I applaud the Drug Court Team for their hands-on approach to making this such a successful program.

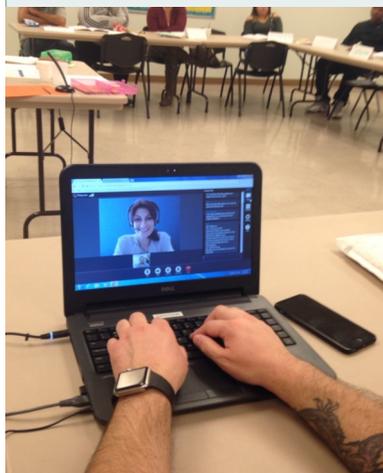
“Overcoming addiction is difficult enough; it would be impossible to take those first steps towards recovery without the helping hand of our interpreters.” -Peter Bochert, AOC Court Services Director

REMOTE INTERPRETING



“The success of the first Video Remote Interpreting (VRI) session for our court’s DWI Class has identified more possibilities for classroom inclusion. Language is critical to building relationships and trust, and these core strategies are desirable in a classroom environment. Providing access to trained professional interpreters via VRI is an educational bridge, allowing defendants to access critical information and extending learning in ways that engage students.”

Al Valdez, Program Manager, Compliance and Close-out Division, Bernalillo County Metropolitan Court



SUGGESTED GUIDELINES FOR THE USE OF REMOTE INTERPRETING

The Remote Interpreting Subcommittee of the Language Access Advisory Committee, Chaired by Justice Edward Chávez, worked on remote interpreting guidelines to ensure efficacy and efficiency of remote interpreting. These guidelines were approved by the NM Supreme Court in early 2017.

Guidelines

1. While performing remote interpretation (Video/Telephonic), interpreters remain bound to comply with the Standards and Ethics of their profession as contained in the New Mexico Court Interpreter Code of Professional Responsibility.
2. The Remote Interpreting (RI) Interpreter will request to be recused from the RI assignment immediately if he/she is for any reason unqualified to provide the requested services.
3. All interpretation during RI must be rendered in the first person (direct speech).
4. In the event of any error or omission in the interpretation, as soon as an interpreter becomes aware of the error or omission, he/she will immediately inform the court and rectify the error for the record.
5. The RI Interpreter must use the consecutive interpretation mode unless a) the interpreter has received specialized training for simultaneous interpreting as a remote interpreter, and b) the technology being used allows for effective simultaneous interpreting.
6. Before accepting RI assignments, interpreters will complete requisite training/ orientation with respect to proper protocols and procedures for RI.

Remote Interpreting can be used for courtroom proceedings such as:

- Proceedings estimated to last less than thirty minutes, such as arraignments, status or scheduling conferences, initial hearings. Plea hearings where the defendant will plead guilty or no contest to a charge under the Motor Vehicle Code, except for driving under the influence or reckless driving charges.
- Proceedings for which there is potential conflict of interest (i.e. existing relationships within small communities).
- Proceedings for which an interpreter for the language spoken by the LEP is not easily obtainable.
- Proceedings for which there is no reasonably available on-site interpreter.
- Proceedings involving limited testimony such as ex parte orders of protection, sentencing, conditions of release.

Ideally, all court related personnel (judges, attorneys, court staff, and interpreters) should have received basic training/ orientation on the proper procedures for RI before implementing it for legal proceedings.

Prior to commencing the official interpreting session, the interpreter shall be permitted by the judge to:

- Verify the interpreter’s ability to communicate with the service user;
- Explain to the participants the mode of interpreting and how each participant can help assure the interpreting is successful, as for example, educating the participants about turn-taking, and the need to advise the interpreter when they cannot hear or understand the interpreter or the equipment is not working.

Prior to commencing the official interpreting session, the judge shall:

1. Perform a “sound check” to make sure the interpreter and the participants can clearly hear one another before proceeding;
2. Instruct the participants to speak clearly and at a slower rate of speech;
3. Ask the participants to identify themselves each time they speak so that the interpreter can more easily discern the voices;
4. Ask the participants to speak directly into the microphone;
5. Ask the participants to speak in brief segments for easier interpretation;
6. Direct the participants to pause once they have completed their statement so that the interpretation can be rendered;
7. Remind others in the courtroom to be as quiet as possible;
8. Direct persons to leave the courtroom if they are interfering with the interpreter’s ability to hear;
9. Instruct all participants to immediately alert the court if they are unable to hear or understand the participant who is speaking, or if the equipment they are using is not working properly.

Full guidelines are available on the judges’ portal: <https://www.nmcenterforlanguageaccess.org/cms/en/courts-agencies/judges-portal>.

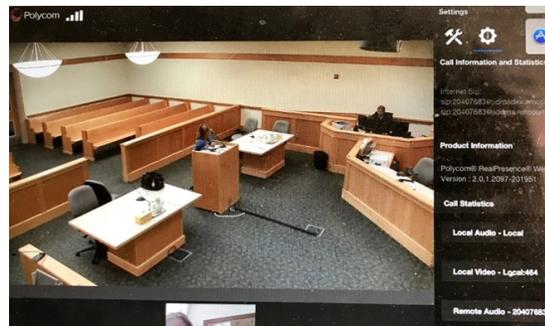
PRACTICAL CONSIDERATIONS FOR JUDGES

- Inform the parties that the hearing will be conducted with the interpreter appearing over the phone.
- Explain the role of the interpreter to the LEP party.
- Perform a sound check, to include allowing the interpreter and LEP party to assess whether they can hear and understand each other.
- Ask the interpreter to spell his/her name for the record and ask the parties whether they know the interpreter (in order to eliminate potential conflicts or the appearance of impropriety).
- Administer the interpreter's oath.
- Open any statement to the interpreter with "Mr./Ms. [interpreter name]" to alert the interpreter he/she is being addressed.
- Remember that telephonic interpretation is in the consecutive mode. This means that speakers need to pause and allow the interpreter to interpret. This applies regardless of who is speaking or being addressed (e.g., when the defense attorney and DA speak to each other).
- Instruct all participants to speak clearly and in short complete sentences and to identify themselves each time they speak.
- Instruct all participants to speak directly into the microphone.
- Ensure that only one person speaks at a time and that there are not competing noises.
- Allow the interpreter to request repetitions and/or clarifications if necessary.
- If a non-verbal cue is used by any of the parties, provide instruction or clarification.
- Instruct all participants to immediately alert the court if they are unable to hear or understand the participant who is speaking, or if the equipment they are using is not working properly.
- Instruct staff to notify AOC Language Access Services immediately if any issues arise.

WHAT THEY'RE SAYING

"We in the Seventh District are in full support of the phone/video appearances by our court interpreters for hearings that do not require their personal appearance. It takes a little more patience to give the interpreters a chance to interpret one language to another over the speaker system rather than through the simultaneous in-person interpretations, but it is well worth it. The savings in travel time is considerable for a district as vast as ours (21,000 square miles), and there are instances in which a defendant fails to show, which is a waste of time and money for everyone. The use of the readily available technology allows us to fulfill the obligation of our courts to provide access to justice for everyone, regardless of distance and language barriers. The Seventh District appreciates our court interpreters and stands ready to cooperate with them in the future."

Hon. Matt Reynolds, Chief Judge, Seventh Judicial District Court



"Our court used the service for a gentleman who spoke Chinese and in these parts it is rather difficult to find an interpreter within the state who is certified in that language. So the system was used to bring in, by audio/video, a gentleman from the east coast who was certified and able to help with the language barrier. Saved the state quite a lot of money, while assisting the defendant. It worked very well: what a valuable service."

Hon. Warren Walton, Presiding Judge, Raton Magistrate Court

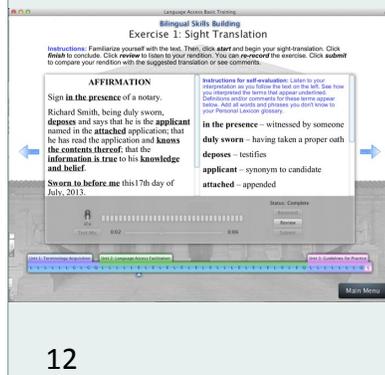
FUNDAMENTALS



Language Access Basic Training

Looking for more info about the fundamentals of language access for yourself or to train your staff? The New Mexico courts have access to the Language Access Basic Training (LABT) free-of-charge! Visit: <https://www.nmcenterforlanguageaccess.org/cms/en/courts-agencies/about-language-access-basic-training>

The LABT Suite is an interactive training that is downloaded by trainees and provides an introduction to language access for all court employees. It is a collaborative project funded by the State Justice Institute and supported by the National Center for State Courts (NCSC) and the Language Access Advisory Committee of the Council of State Court Administrators (COSCA). The purpose of the training is to ensure that all court employees have a basic understanding of their ethical and legal obligations, as well as current best practices in serving LEP individuals. Available in Spanish and Language Neutral (all spoken languages) versions, the LABT also provides a training module and an optional skills assessment for bilingual court employees.



CIRCUMSTANCES IN WHICH AN INTERPRETER IS PROVIDED

The provision of spoken-language and signed-language interpreters in court proceedings is based in New Mexico State statute and the Constitution. In New Mexico's courts, interpreters will be provided, consistent with the Court Interpreter Standards of Practice and Payment Policies, at no cost to court customers, witnesses, jurors and other parties who need such assistance under the following circumstances:

- For a deaf or hard-of-hearing litigant, juror, observer (when an observer has submitted a request to the court prior to the proceeding), or witness in any type of court proceeding. Title II of the ADA requires local and state courts to provide qualified signed language interpreters or other accommodation to ensure effective communication with deaf and hard-of-hearing individuals.
- For a non-English speaking person who is a principal party in interest or a witness in a criminal case.
- For a non-English speaking person who

is a principal party in interest or a witness in a domestic violence case, domestic relations case, and/or Children's Court case, including court-ordered domestic relations mediation.

- For a non-English speaking person who is a principal party in interest in a civil case or that party's witness.
- For victims who are active case participants, i.e., testifying as a witness or when making a statement at sentencing.
- For any non-English speaking juror. A certified court interpreter shall be provided to petit and grand jurors, including jury orientation, voir dire, deliberations, and all portions of the trial.

It is the responsibility of the private attorney, Public Defender or District Attorney to provide qualified interpretation and translation services for pre-trial witness interviews, transcripts and translations, and attorney/client communications during proceedings.

LEGAL BASIS FOR LANGUAGE ACCESS

AOC Language Access Services is grateful to the staff and judges of the NM Judiciary for the efforts you make on a daily basis to ensure that Limited English Proficient (LEP) individuals are afforded equal access at all points of contact within our court system. Below is a refresher on the legal mandates for providing language access:

Federal Law

Under Department of Justice (DOJ) regulations implementing **Title VI of the Civil Rights Act of 1964**, 42 U.S.C. 2000d, et seq. (Title VI), recipients of Federal financial assistance have a responsibility to ensure meaningful access to their programs and activities by LEP persons. See 28 CFR 42.104 (b)(2). Section 601 of Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, provides that no person shall: "on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

DOJ regulations forbid recipients from "utilizing criteria or methods of administration which have the effect of subjecting individuals to discrimination because of their race, color, or national origin..." (28 CFR 42.104(b)(2)). Law requires all recipients of Federal financial assistance from DOJ to provide meaningful access to LEP persons.

Executive Order 13166 signed August 11, 2000 extended Title VI requirements to federal agencies and those agencies which they fund.

State Law

New Mexico Statutes 38-9-1 to 38-9-10 and 38-10-1 to 38-10-8 NMSA 1978, respectively the Deaf Interpreter Act and the Court Interpreter Act, clearly delineate the responsibilities of the Court to provide credentialed Court Interpreters.

The New Mexico State Constitution, Article II, Section 14, provides that: "In all criminal prosecutions, the accused shall have the right [. . .] to have the charge and testimony interpreted to him in a language that he understands."

New Mexico is unique in being the only state in the country where Limited English Proficient citizens have the constitutional right and obligation to serve on juries. Article VII, Section 3 of the **State Constitution** provides that: "the right of any citizen of the state to vote, hold office or sit upon juries, shall never be restricted, abridged or impaired on account of religion, race, language or color, or inability to speak, read or write the English or Spanish languages."

LAAC



Welcome, Judge Clingman! In 2018, Fifth Judicial District Court Judge Hon. Gary Clingman will become the new Chair of the New Mexico Language Access Advisory Committee (LAAC).

We extend heartfelt thanks to outgoing Chair Hon. Edward Chávez, Justice of the NM Supreme Court, who has gone above and beyond in his passionate dedication to serving the LEP population of our state.

The LAAC was created by state statute in 1985, when it was known as the Court Interpreters Advisory Committee. Its role was expanded by Supreme Court Order in 2011 in recognition of the efforts of the courts to enhance multiple aspects of language access, both inside and outside the courtroom.

The LAAC provides support to AOC's Language Access Services through the identification of language access needs and the recommendation of policies. The composition of the LAAC and its subcommittees demonstrates AOC's commitment to inclusivity and to seeking multiagency and community input in its work.

AOC would like to take this opportunity to thank each and every member of the LAAC for their service and expertise.
2017 LAAC accomplishments included:

Revised Qualifications for ASL Interpreters:

In March 2017, the LAAC considered and approved AOC's proposal to the Supreme Court revising qualification requirements for sign language interpreters (hearing). The revisions were necessary because the national Registry of Interpreters for the Deaf, Inc. (RID) has established a moratorium on awarding its Specialist Certificate: Legal (SC:L). This left the NMAOC without a method to qualify American Sign Language (ASL) interpreters to work in the state courts at the Certified: Legal Specialist level, the highest

tier of certification.

Under the proposal, candidates seeking to become a Certified: Legal Specialist now have the option of taking the Texas Board of Evaluation of Interpreters (BEI) Court Interpreter Certification. RID continues to recognize, and the NMAOC will continue to recognize, the SC:L for those who obtained it prior to the moratorium.

The proposal was adopted by the Supreme Court, which issued Order no. 17-8500-006 on May 5, 2017. These revisions will allow the NMAOC to increase the pool of certified ASL court interpreters in the state of NM to keep pace with current and future needs

Remote Interpreting Guidelines

The Remote Interpreting Subcommittee of the LAAC worked on Guidelines, approved by the Supreme Court in 2017, to ensure efficacy and efficiency of remote interpreting. For more information, see page 10 of this report. The Guidelines can also be accessed at: <https://languageaccess.nmcourts.gov/rules-guidelines-memos-1.aspx>.

Statewide Language Access Plan

The LAAC endorsed a comprehensive update and rewrite of the New Mexico Language Access Plan (LAP) in 2017 presented by AOC. This plan identifies the efforts of the AOC and the Supreme Court to ensure Title VI compliance across New Mexico State Courts through an ongoing, collaborative planning and assessment process.

In addition to the Statewide Plan, every magistrate, metropolitan and district court has a locally-tailored LAP in place. The plans are regularly updated and can be viewed at: <https://languageaccess.nmcourts.gov/language-access-plans.aspx>.





COUNCIL OF LANGUAGE ACCESS COORDINATORS

New Mexico presented its innovative Court Interpreter Training and Certification for Native Languages Program at this year’s Council of Language Access Coordinators (CLAC) Conference.

This project was funded by the State Justice Institute. Additional funding was provided by the NM Administrative Office of the Courts, the NM Judicial Education Center and the NM School of Law. The primary objective of this project was to develop a sustainable training and qualification process for court interpreters of the Navajo language and the languages of New Mexico’s Pueblos, which is culturally appropriate and protects the rights of tribal members as they function within the state court system. The project is intended to be replicable in other states, and will ultimately include training for judges and state court personnel.

Over 75 participants from across the country attended this year’s CLAC Conference, which was held May 21-23, 2016 in Washington D.C.

The theme of the conference, “Engaging Communities to Advance Language Access” was selected to highlight the innovative techniques and practices of language access programs across the country, and to demonstrate collaborative efforts between jurisdictions, government agencies, and language access stakeholders.

TRAINING

COURT INTERPRETER SYMPOSIUM

AOC Language Access Services offered a full-day Court Interpreter Symposium on September 9, 2017.

The event included a variety of breakout sessions for both new and experienced interpreters. Mark McCaffrey, Federally Certified and NM Certified Court Interpreter and trainer, offered two sessions: Phrasal Verbs in English: How the Particles Punch Up

Your Interpreting, and Language Access Intonation: the Contours and Music of Everyday Speech. Eileen Spoonhoward, AOC Language Access Coordinator and interpreter, taught an Aspiring and New Interpreters’ Intensive Workshop. A workshop on Interpreting for LEP Jurors was offered by AOC Language Access Coordinators and interpreters Anabel Vela and Alex Araiza.

NAVAJO INTERPRETERS’ CONFERENCE

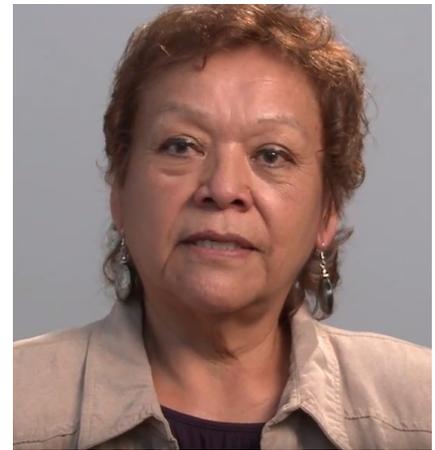


Language Access Services was honored with an invitation to present at the 2017 Navajo Interpreters’ Annual Conference, which took place in June in Leupp, Arizona. This year’s conference was titled *Dignity and Respect in the Courtroom*. The conference addressed multiple topics of importance to interpreters working in the court and medical fields.

Peggy Cadwell, NW Central Region Coordinator, presented on the role of the interpreter in the courtroom, the opportunities for con-

tractors, developing contacts, and professional organizations available. She also fielded questions regarding, ethics, training, and skills development.

Navajo is the second most requested spoken language in the New Mexico courts. Our Navajo interpreters play a key role in ensuring that we provide access to defendants, litigants, witnesses, and jurors every day.



NEW INTERPRETER TRAINING

AOC Language Access Services conducted two one-day orientations in 2017 for prospective interpreters and interpreters in training: one in January and one in May. The morning sessions covered the essentials of court interpreting and contracting in NM. Additionally, participants had the opportunity to enhance their consecutive interpreting and sight translating skills with our interactive practice

sessions. The afternoon then covered court interpreter protocols and canons of ethics in depth. This was followed by a mock trial where participants not only had the chance to test and apply what they had learned to that point, but were also able to practice their skills in simultaneous interpreting.

JUDICIAL CONCLAVE

On June 8, 2017 the NM Center for Language Access was delighted to be given the opportunity to offer two breakout sessions at the annual New Mexico Judicial Conclave organized by the UNM School of Law and the Judicial Education Center.

Our session took the form of a panel, moderated by Supreme Court Justice Edward Chávez and featuring the following subject experts:

- Paula Couselo, AOC LAS Senior Statewide Program Manager: *Language Access Fundamentals and Latest News*
- Hon. William Johnson, Pueblo of Acoma Tribal Court Judge: *Cultural Competency (Native American Court Users)*
- Eldora Morris, AOC LAS American Sign Language Coordinator: *Cultural Competency (Deaf and Hard-of-Hearing Court Users)*
- Alex Araiza, AOC LAS SW Central Region Coordinator: *LEP Jurors*
- Eileen Spoonhoward, AOC LAS NE Region Coordinator: *Remote Interpreting*

NEW JUDGES TRAINING

On December 12, 2017, Senior Statewide Program Manager Paula Couselo participated in the statewide New Judges' Training. Ms. Couselo discussed the topics of working with LEP jurors and the upcoming launch of

bilingual forms, while Judge Albert Mitchell spoke about his experiences with Remote Interpreting in the Tenth Judicial District.

LANGUAGE ACCESS SPECIALISTS



Language Access Specialists (LASs) are employees of the court who have undergone specialized training to assist LEP customers in out-of-courtroom settings. New Mexico's LASs are placed throughout the municipal and state courts and speak Spanish, Navajo, Polish and Keres.



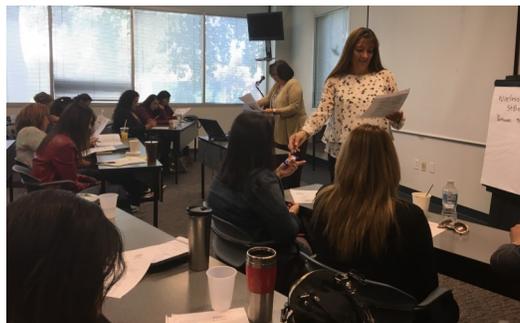
On October 27, 2017, a full-day symposium for Language Access Specialists was held at the State Bar in Albuquerque. The symposium is an annual opportunity for LASs to participate in training and discussion, and to earn a full year's worth of Continuing Education Units in one day. It

also enables LASs to meet colleagues from all around the state and confer about common challenges and goals.

This year's attendees actively participated in practical Skills Building sessions throughout the day, as well as hearing from a panel of their peers about the latest on the LAS Code of Ethics.

"This program means opportunity for others to understand. Because everybody desires to be understood."

Alma Soto, Language Access Specialist, Santa Fe Municipal Court



Become an LAS! Visit: <https://nmcenterforlanguageaccess.org>

TIPS FOR WORKING WITH...

...INTERPRETERS

Please DO:

- Ascertain if there is a need for an interpreter **early on**. If it appears that the person has difficulty understanding English, voir dire them with questions that require more than a “yes” or “no” response.
- Permit the interpreter to communicate with the LEP/deaf/HH person **before the hearing** to make sure they understand each other and explain any equipment.
- **Speak directly to the party**. The interpreter will repeat everything exactly as it is spoken. Interpreters maintain the original register and are not allowed to simplify or explain.



- **Speak at normal speed and volume**. It is not necessary to go at a slower pace; however, exercise caution when reading texts of law, criminal complaints, jury instructions, etc.

- For signed language, speak at normal speed and volume, but accommodate the fact that the interpreter may be a few words behind the speaker by **leaving a pause** before moving on.
- Permit only **one speaker at a time**; maintain that standard even in jury deliberations.
- Permit the interpreter to **prepare**. Let them know the type of case in advance. At the court event, permit the interpreter to examine pertinent documents.

Please DO NOT:

- If someone **challenges the interpretation**, do not automatically assume that an error has been made. Please refer to the National Center for State Courts' “Judges' Guide to Standards for Interpreted Proceedings,” chapter 6, pages 136 & 137.
- Don't ask the interpreter to **not repeat something** they have heard. If an English speaker would have heard it, the interpreter ethically must repeat it.
- Don't ask the interpreter to **explain the proceedings** to the LEP/deaf/HH individual.
- Don't ask the interpreter to **participate in any other activities** other than interpreter for the LEP/deaf/HH individual.
- Don't use the courtroom interpreter for lengthy interviews and follow-up conversations outside the courtroom. Witness interviews, pre-trial transcriptions/translations, and attorney/client communications during proceedings **are the responsibility of the attorney, not the AOC**.

The AOC employs six spoken Language Access Coordinators and contracts with an American Sign Language Coordinator. Assigned to respective regions of the state, the coordinators schedule and oversee interpreters, and also provide interpretation themselves when necessary.

We asked some of our coordinators for tips to share with court staff about scheduling interpreters:



Q. What are some key points when requesting interpreting services?

- I would love for individuals in my region to request interpreters in a timely manner so that I can be more efficient at using the court resources to better serve the LEPs in this community.

- Please remember that the interpreters are contractors. They do not have to take all of our assignments.

- It is **EXTREMELY** important to communicate about cancellations more than 24 hours in advance.

Q. How can court staff make it easier for you to serve them?

- Please remember to input as much information as possible into each job. Look at each tab, e.g.: judge's name; defendant's name; type of case; length of hearing; are interpreters for a defendant/jurors, etc. This helps me know whether an interpreter can appear by phone; whether the case type is suitable for a JSI, whether we will be able to use the interpreter in other courtrooms after the first hearing ends, and so on.

Find more info at: <https://languageaccess.nmcourts.gov/rules-guidelines-memos-1.aspx>

...THE DEAF AND HARD OF HEARING

Giving Hearing Loss a Name:

- **Acceptable terms** include: Deaf; Hard of Hearing; Late Deafened; Deaf-Blind. **Unacceptable terms** include: Hearing Impaired; Deaf-Mute; Deaf and Dumb.
- **Deaf (capital D)** means a member of the Deaf Community (people who share cultural values) who uses American Sign Language (ASL). **deaf (lower case d)** means a person who has profound hearing loss who does not identify culturally in the Deaf Community and does not use ASL.

About American Sign Language (ASL):

ASL is a visual language used by many Deaf and Hard of Hearing people to communicate. ASL is a complete and complex language with unique linguistic elements that are composed of specific body movements, hand-shapes, and facial expressions.

- ASL is not universal. Just as most countries have their own spoken language, they also often have their own signed language.

- Users need to be able to see one another clearly.
- Remember that not all individuals who are D/deaf use ASL: Ask the Deaf person what they prefer for communication access, and work with the AOC Coordinator.

Other frequently-used accommodations include the use of Certified Deaf Interpreters, Real-time Cap-



tioning and Oral Transliterators.

...NATIVE AMERICAN COURT USERS

Exceptional variety in language and cultural identity exists among different tribes. There are 567 Federally recognized tribes in the United States; each one is unique.

Navajo and Pueblo contributors to the Improving Access to Justice for Native Peoples in State Courts Project explain in their own words some of the traditional cultural traits that should be taken into account in state court settings:

- *Cultural traits include thinking through a question and the responses and all the possible reactions before you speak out loud. This may take time.*
- *Tone and volume are going to be very different and the judge may misinterpret someone who is speaking softly as someone who is trying to be deceptive. There's an expectation that people, when they're confident and commanding, they speak loud, but that's not a Native trait.*
- *Sometime Natives will not look directly into the eye of an authority as a form of respect and that may be seen by a judge as a weakness, a disrespect, an avoidance. So a judge should always remember [. . .] to not take that as a negative.*
- *A lot of people describe [Pueblo languages] as softly spoken languages. You can be forceful in a Native language but it carries the same way that English does. So what does that mean for a client who might respond in Eng-*

lish but he's using it in the way that he's used to using his own Native language? It might mean, for example, that a person speaks softly in English when the expectation from the other side of the table is, how come this person isn't responding forcefully?

- *Specific topics that Native people find more difficult than non-Natives to discuss in public include: sex and sexual situations, religious and ceremonial issues, death and murder, family relationships, kinships and complexities, and these aren't just a matter of being shy. These can range from things that are taboo, to confidential, to inappropriate outside of the community.*



INTERPRETER TRIBUTES

AOC Language Access Services would like to take this opportunity to recognize the extraordinary dedication and contributions of the interpreters working in the New Mexico courts. Interpreters perform an incredibly skilled job under often challenging circumstances and we extend heartfelt thanks to each and every one of you for your service and professionalism.

In this year's report, we are highlighting two of our valued interpreters: Chita Douglass, who sadly passed away this year and who will be greatly missed, and Manuel Garcia.



Manuel Garcia became certified as a New Mexico court interpreter in 2009. He works primarily in the Central and Northern regions, though he has assisted courts all over the state.

Manuel Garcia remains one of our most dedicated interpreters. His calm, professional demeanor has generated praise from judges and court staff all over the state. His willingness to help and his flexibility when it comes to last minute changes have helped us provide language access to countless defendants. His easy-going personality enables him to interact effectively with court staff, clients and fellow interpreters. His willingness to always lend a helping hand makes Manuel an asset to our program. We have received calls and e-mails from courts to let us know how much they appreciate his work. I am so grateful to Manuel for all his hard work and for the positive contributions he makes to the lives of those around him and our program.

Peggy Cadwell, AOC Language Access Coordinator, NW Central Region

Manuel has a good work ethic and friendly personality and he is highly reliable. He is punctual and performs his job to the very best of his ability. He has always successfully performed his duties as a court interpreter in varied assignments for the Second District Court.

Rosa López-Gastón, Supervising Court Interpreter, Second Judicial District Court

Manuel Garcia is a joy to work with. He is not only a good

interpreter, he is also friendly and professional. Judges, court staff and interpreters have expressed their fondness for him as well. I as a coordinator especially appreciate his reliability, flexibility and willingness to travel. Manuel is unquestionably an outstanding individual and asset to the interpreter community.

Eileen Spoonhoward, AOC Language Access Coordinator, NE Region

Manuel is always professional and willing to stay and help to ensure the needs of the Limited English Proficient person are met. He is always a pleasure to work with.

Christy Armijo, Language Access Plan Coordinator, Bernalillo County Metropolitan Court

I first encountered Manuel when we brought him in to record the Spanish Public Service Announcement that AOC distributed to radio stations statewide to inform the LEP public that New Mexico's courthouses are accessible. Although this was outside his usual job description, Manuel took everything in his stride and produced a professional sounding recording very quickly. He was memorably easy and pleasant to work with. Thank you, Manuel, for being "the voice" of our courts in this capacity!

Pip Lustgarten, AOC Language Access Planning Consultant



IN MEMORIAM



Chita Douglass, one of our colleagues, passed away on August 29, 2017.

After a successful career as a teacher, Chita became certified as a Court Interpreter. In 2003, she became a proactive member of the El Paso Translators and Interpreters Association, attending monthly meetings and workshops and later becoming the Corresponding Secretary. From 2007 on, Chita interpreted regularly in the Third, Sixth and Twelfth Judicial District Courts and the Las Cruces Magistrate Court.

Chita will be remembered for her eternal smile. She was gracious, cordial and lavished everyone with compliments, making them feel appreciated. She gave the best of herself, was generous with her time and personal resources, and was always willing to lend a hand.

We have indeed lost one of our golden interpreters. Our condolences go

out to her beloved husband JD, to her sons and extended family.

Anabel Vela, AOC Language Access Coordinator, Third Judicial District Court



*Chita se ha ido
Chita ha transcendido*

*Su cuerpo ha llegado al final de su misión en esta vida
Su alma continua su camino al Origen*

*El infinito Amor humano que la sostuvo en esta vida
Será el infinito Amor divino que la sostenga en la otra*

*Acogida y guiada por la Luz Divina
Seguirá dando pasos con un cuerpo transparente
Y una conciencia expandida
Gozando de los secretos desconocidos
Revelados a un alma en vuelo*

*Su cuerpo finalmente en paz
Su alma resplandeciente*

*Nuestros, los recuerdos y memorias
Para acompañarnos y consolarnos
Nuestras, sus cualidades y virtudes
Para nutrir en nuestro tiempo aquí
Su recuerdo, en nuestro corazón por siempre presente*

[Written by Margarita Armijo and reproduced, with permission, from the El Paso Interpreters and Translators Association's newsletter]

CONTACT

AOC Senior Statewide Program Manager: Paula Couselo-Findikoglu
aocpvc@nmcourts.gov - (505) 827-4853

AOC Management Analyst: Joshua Kahawai
aocjmk@nmcourts.gov - (505) 827-4822

AOC Language Access Planning Consultant: Pip Lustgarten
aockel@nmcourts.gov

AOC Language Access Coordinator, NE Region: Eileen Spoonhoward
aocles@nmcourts.gov - (505) 795-2025

AOC Language Access Coordinator, NW Central Region: Peggy Cadwell
aocpxc@nmcourts.gov - (505) 414-5313

AOC Language Access Coordinator, SW Central Region: Alex Araiza
aocmaa@nmcourts.gov - (575) 636-8504

AOC Language Access Coordinator, Third JD Court: Anabel Vela
aocaxv@nmcourts.gov - (575) 636-8503

AOC Language Access Coordinator, SE Region: Janie Hernández
aocjah@nmcourts.gov - (505) 414-5251

AOC Sign Language Coordinator: Eldora Morris
eldora@nmcenterforlanguageaccess.org - (505) 310-2351

First JD Court: Rebecca García, Coordinating Court Interpreter
sfedrmg@nmcourts.gov - (505) 841-8299

Second JD Court: Rosa López-Gastón, Supervising Court Interpreter
albdrlg@nmcourts.gov - (505) 841-7471 or (505) 841-7554

**Bernalillo County Metropolitan Court: Christy Armijo,
Language Access Plan Coordinator**
metrex@nmcourts.gov - (505) 841-8106



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