

LANGUAGE ACCESS PLAN OF SAN JUAN COUNTY SUPERIOR AND DISTRICT COURTS JANUARY 1, 2026 TO DECEMBER 31, 2027

1 PURPOSE

This language access plan (LAP) provides a framework 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 San Juan County Superior and District Court's services and programs. Language access services include both interpretation and translation services for LEP and D/HH/DB individuals.

2 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 San Juan County Superior and District Courts to provide interpreter services at no cost to limited English-proficient (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 San Juan County Superior and District Courts 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.

San Juan County Superior and District Courts 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 the appointment and provision of interpreters for both D/HH/DB and LEP individuals.

3 NEEDS ASSESSMENT AND DATA COLLECTION

3.1 COMPILATION AND REVIEW OF LANGUAGE DATA FROM REPUTABLE SOURCES

As appropriate, San Juan County Superior and District Courts will compile or review demographic data regarding the anticipated language needs of its service area. Reputable sources that the court will consult or has consulted include the following:

- The Language Interpretation Needs Dashboard, available through the AOC website ¹
- Most recent decennial US Census
- The American Community Survey (ACS), an annual component of the 10-year Census
- Language Access and Interpreter Reimbursement Program, specifically data from the following year(s): 2024 and 2025.

Other, local sources of reputable data that have been consulted include:

- Public Defender's Office
- Prosecuting Attorney's Office
- Superior Court Services / Legal Defense Screener's Office
- Local community-based organizations which focus their service provision on immigrant and refugee populations in order to identify possible immigration and new language trends.
- Local school districts: San Juan Island School District, Orcas Island School District, Lopez Island School District, Spring Street International School, and Orcas Christian School.
- San Juan County Department of Health and Community Services
- Safe San Juans (in San Juan County)
- Family Resource Centers (in San Juan County)

¹ [Language Interpretation Dashboard](#)

This data will be reviewed according to the schedule indicated in Section VII of this plan to help the Courts analyze their allocation of language access resources, and make adjustments as needed.

Currently, the top five following spoken or signed languages other than English indicated by reputable sources as likely the most commonly used by persons in the court's service area, in rank order:

1. Spanish
2. Thai
3. Chinese Mandarin
4. Indonesian
5. Lao/Ukrainian/French/Russian

TRACKING AND MONITORING LANGUAGE ACCESS DATA

In order to help plan for future provision of language access services, and to make the most efficient use of court resources, San Juan County Superior and District Courts will make every effort to track (via a log-form attached) requests for language access services by:

- Language preference (both spoken, written, and signed)
- Case type (e.g. family law, criminal, guardianship, etc.)
- Proceeding (e.g. trial, arraignment, initial appearance, motion hearings, etc.)
- Location of service request (e.g. court hearing, Juvenile Court Services, Clerk's Office, Court Facilitator services, the jail/Sheriff's Office, pre-trial monitoring and probation services, Public Defender Screener, an attorney's office or court conference room, etc.)
- Whether the language access service requested was granted or denied
- Reason for denial

Tools or methods used to track data are as follows:

- Spreadsheet log-form, attached
- Odyssey Case Management System
- Judicial Information System

In addition to mechanisms discussed under the identification of language needs section below, the San Juan County Superior and District Courts will track this internal data in a spreadsheet maintained by the respective court administrators. 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.

The San Juan County Superior and District Courts 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.

4 POINTS OF ACCESS: PROVIDING NOTICE OF AVAILABILITY & IDENTIFYING NEEDS

4.1 NOTICE OF AVAILABILITY AT POINTS OF ACCESS

In order to help facilitate communication with LEP and D/HH/DB court users, San Juan County Superior and District Courts have identified or will identify procedures to alert court users of available language access services. The Courts have done this or will do this in the following ways:

4.1.1 WEBSITE

As indicated in Section V of this plan and consistent with RCW 2.43.090, San Juan County Superior and District Courts will make available on their respective websites translated information to inform the public of how to access San Juan County Superior and District Court's language access services. The Courts will provide this information in five or more languages other than English that reputable data demonstrates are the most commonly used in San Juan County Superior and District Court's service area.

4.1.2 TELEPHONE:

San Juan County Superior and District Courts use telephonic interpretation services, which allows court staff to access interpreters in many languages through a conference call service.

4.1.3 IN-PERSON:

In addition to training staff to direct LEP individuals to the respective court administrators for direct assistance, if not proficient themselves, San Juan County Superior and District Courts

- use the multilingual poster with the heading "Your Right to an Interpreter" which includes directions translated into 24 languages other than English, informing the public of the services available.
- use "I-Speak" Cards, which serve as a complement to the multilingual poster, and allow an LEP court user to identify their language.

- Use the “POCKET-TALK device recently provided to the Clerk’s Office by the Administrative Office of the Courts, which complements both the multilingual poster and I-Speak cards, and allow an LEP court user to identify their language.
- Display the following notices throughout the courthouse and in the court-related offices:

“You have the right to an interpreter at no cost to you. To use these services, please contact Superior Court Administration Office, 350 Court Street, 2nd Floor Courthouse, Friday Harbor, WA 98250 (360) 370-7480”.

“You have the right to an interpreter at no cost to you. To use these services, please contact District Court Administration Office, 350 Court Street, 2nd Floor Courthouse, Friday Harbor, WA 98250 (360) 378-4017”.

As indicated in Section VI of this plan, court staff are provided orientation/training on the availability and use of these materials.

4.2 POINTS OF ACCESS

San Juan County Superior and District Courts consider telephonic, online, and in-person interactions as points of access to the court and its services. The physical points of access which are all located within the San Juan County Courthouse include:

- Superior Court Administration Offices, (360) 370-7480
- District Court Administration Offices, (360) 378-4017
- Superior Court Clerks’ Office, (360) 378-2163
- District Court Clerk’s Office, (360) 378-4017
- Superior Court Services (fka Juvenile Court) Office, (360) 378-4620
- Jury Manager Office, (360) 378-9407
- Courthouse Facilitator services, (360) 370-7446
- San Juan County Corrections (Sheriff’s Office), (360) 378-4151
- Public Defender Screener, (360) 370-5471
- San Juan County Prosecutor (inc. Victim Services) (360) 378-4101
- San Juan County Public Defender, (360) 370-7411

Coordination with Justice Partners

To ensure the earliest possible identification of the need for language access services, San Juan County Superior and District Courts have established internal protocols with the various justice partners which routinely interact with each 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 San Juan County Superior and District Courts. While justice partners themselves may be under a separate legal obligation to provide language access services to their clients, San Juan County Superior and District Courts will be notified of any services that fall under the responsibility of the Courts as early as possible so services may be provided in a timely and efficient manner. Examples of justice partners to be notified include:

- Sheriff's Office / Corrections staff
- Probation staff
- Superior Court Services (fka Juvenile Court Services)
- Prosecuting Attorney's Office – including Victim Services
- Public Defender
- Public Defender Screener (Superior Court Services)
- Courthouse Facilitator (Superior Court Services)
- Clerk's Offices for Superior and District Courts
- Safe San Juan – protection order advocates
- Local attorneys representing LEP individuals

Guiding Principle in Identifying Language Needs: When it appears that an individual has difficulty communicating due to a language barrier, court staff will 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.

5 LANGUAGE ACCESS SERVICES

A designated person or office is indicated as the central point of contact for language access services. These consist primarily of interpretation and translation services. In some cases, services can be provided directly in a language other than English utilizing the methods of communication identified in paragraph 4 above. These services are provided, as appropriate, for situations within the courtroom setting and outside of the courtroom setting, as indicated below. The provision of these language access services is realized through the appointment of interpreters in ways consistent with best practices in the field of court interpretation and with existing federal and state policies. These practices help assure that steps are taken to appoint appropriately credentialed or vetted interpreters, to do so in as efficient a manner as possible, and in ways that take into account the availability of interpreters.

5.1 DESIGNATED LANGUAGE ACCESS CONTACT

The San Juan County Superior Court has designated Superior Court Administrator Jane Severin and the San Juan County District Court has designated District Court Administrator Mellissa Derksema as the persons responsible to oversee the coordination of language access services and to manage requests for interpreters and other language access services may be addressed for the respective courts. These designated persons are available to oversee the following:

- Developing lists of interpreters and securing interpreter services for their respective courts
- Receive and track language assistance requests for their respective courts
- 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 for their respective courts
- 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 for their respective courts
- Answer questions from LEP and D/HH/DB individuals, and the public at large, regarding the respective Court's available language access services, including the respective Court's language access resources such as translated materials, local interpreters, language identification cards, and other resources identified as 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:

Superior Court Administration:

Jane Severin, Court Administrator
San Juan County Superior Court
350 Court Street – 2nd Floor Courthouse
Friday Harbor, WA 98250
(360) 378-2399 or (360) 370-7480
Email: superiorcourt@sanjuancountywa.gov

District Court:

Mellissa Derksema, Court Administrator
San Juan County District Court
350 Court Street – 2nd Floor Courthouse
Friday Harbor, WA 98250
(360) 378-4017
Email: districtcourt@sanjuancountywa.gov

Superior Court Services:

Linnea Anderson, Director
San Juan County Superior Court
350 Court Street - 2nd Floor Courthouse
Friday Harbor, WA 98250
(360) 378-4620
Email: linneaa@sanjuancountywa.gov

5.2 APPOINTMENT OF INTERPRETERS FOR IN-COURT PROCEEDINGS

When a determination has been made that a court user requires the services of an interpreter, court personnel will follow the following guidelines when meeting the need for an interpreter.

5.2.1 CREDENTIALLED INTERPRETERS:

San Juan County Superior and District Courts appoint court-credentialed spoken language or court-credentialed sign language interpreters whenever such persons are available. To secure appropriate interpretation, San Juan County Superior and District Courts use the following:

- Independent contractor interpreters, using AOC's registry of credentialed spoken language interpreters
- Independent contractors sign language interpreters, using DSHS' Office of Deaf and Hard of Hearing (ODHH) website
- Credentialed interpreter: Joseph Tein, Friday Harbor, WA
- Language scheduling services who use AOC's registry of credentialed spoken language interpreters (i.e. Language Exchange/Language Network)

5.2.2 NON-CREDENTIALLED INTERPRETERS:

When credentialed interpreters are not available, or for languages for which interpreters are not credentialed, San Juan County Superior and District Courts take steps to locate those interpreters who might still be able to provide acceptable services.

With a finding of good cause, the respective courts may appoint a non-credentialed interpreter, first making a determination that the interpreter is able to interpret accurately all communications to and from LEP or D/HH/DB persons in that particular proceeding.

Good cause is found when:

- (i) Given the totality of the circumstances, including the nature of the proceeding and the potential penalty or consequences involved, the services of an in-person credentialed interpreter are not reasonably available to the appointing authority; or
- (ii) The current list of credentialed interpreters maintained by the Administrative Office of the Courts does not include an interpreter in the language spoken by the LEP.

Consistent with policy, once good cause is established on the record, the court will take steps to help assure the proposed interpreter has the ability to interpret accurately. The appointing authority shall satisfy itself on the record that the proposed interpreter:

- Is capable of communicating effectively with the court or agency and the person for whom the interpreter would interpret; and
- Has read, understands, and will abide by the code of ethics for language interpreters established by court rules, as established in GR 11.2

San Juan County Superior and District Courts will follow standard practices for determining the proposed non-credentialed interpreter's ability to interpret accurately, referring as needed to Page 3 of the Bench Card for Spoken Language Courtroom Interpreting², last updated by the Interpreter Commission in July, 2025. In the case of signed language interpreters, the court will refer as needed to the Bench Card for Hearings with Sign Language Interpreters, last updated in 2021.³

Guiding Principle: San Juan County Superior and District Courts will not appoint as interpreters those persons determined to have a potential conflict of interest in the proceeding or those determined to not have the ability to interpret accurately, 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 colloquy by the court.

5.3 LANGUAGE SERVICES OUTSIDE THE COURTROOM

San Juan County Superior and District Courts are responsible for taking reasonable steps to ensure that LEP and D/HH/DB persons impaired have meaningful access to services outside the courtroom. It is the practice of each court to provide interpreters for court-managed services, programs and operations consistent with state and federal language access mandates. In compliance with such mandates, San Juan County Superior and District Courts shall provide language access services at:

- Attorney's Offices who volunteer their services for the Lay Guardian Facilitator Services program through the local bar association
- Front line staff at Superior Court Clerk's Office
- Front line staff at District Court Clerk's Office
- Court facilitator services office

² [AOC Bench Card for Courtroom Interpreting](#)

³ Ibid

- Criminal diversion programs
- Guardians Ad Litem programs
- Information counters
- Juvenile Court Services
- Mandatory Mediation (Title 26, Family Law)
- Parenting classes
- Public Defender Screener Services
- Probation offices
- Volunteer Guardian ad Litem programs
- Court Appointed Counsel in civil cases
- Other: on an as-needed basis, (i.e. interpreter was needed for an online lay guardian training required by statute and only offered in English by (AOC); LEP needed interpreter/translation services during attorney consultation to prepare for hearing)

5.4 THE PROVISION OF INTERPRETATION SERVICES

San Juan County Superior and District Courts have adopted practices, procedures, and systems for the provision of interpretation services, including the use of appropriate modalities of interpreting, accounting for longer interpreted sessions, and calendaring/scheduling. Regardless of the modality used to provide interpretation for court proceedings, each court will provide interpreter(s) consistent with RCW 2.43 and the processes outlined in section “Appointment of Interpreters for Court Proceedings.”

5.4.1 INTERPRETING MODALITY

In-person Interpretation; Video Remote Interpretation (VRI); Telephonic Interpretation

5.4.1.1 IN-PERSON INTERPRETATION

San Juan County Superior and District Courts use in-person interpreters as indicated:

- The courts use in-person interpreters whenever possible, and use Video Remote Interpreting (VRI) as an alternative as needed
- For non-evidentiary proceedings, the court uses in-person interpreters and Video Remote Interpreting (VRI), and uses telephonic interpretation as an alternative if no other modality is available

5.4.1.2 VIDEO REMOTE INTERPRETATION

When San Juan County Superior and District Courts make use of the modality of Video Remote Interpretation (VRI), they do so in a manner consistent with GR 11.3 and in a manner that meets 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 in utilizing the equipment
- Use of Certified interpreters with legal training

While providing appropriate VRI services is a viable means of meeting language access needs, doing so successfully requires dedicated equipment and familiarity with processes. The Courts use VRI in ways consistent with these requirements in order to assure appropriate access.

The Courts have established procedures, have secured the requisite equipment, and have court staff with training on providing VRI. San Juan County Superior and District Courts use VRI as a regular component of providing interpreter services.

5.4.1.3 TELEPHONIC INTERPRETATION

San Juan County Superior and District Courts make use of telephonic interpretation for interactions with persons with Limited English Proficiency (LEP) that are relatively short in nature and generally not of a legal nature. These interactions typically take place at points of contact such as court clerk's office, cashier's office, front counter, and other such places. The court has the following arrangement for telephonic interpretation services:

- Contract or agreement with a telephonic service provider (i.e. Language Link)
- Contract or agreement with credentialed interpreters who provide telephonic services (i.e. Joseph Tein)
- Contract or agreement with qualified (non-credentialed) interpreters who provide telephonic services (i.e. Yubinka Schollmeyer)

5.4.2 TEAM INTERPRETING:

The Courts will take into account the anticipated length of interpreted proceedings to determine appropriate interpreter scheduling. Such consideration is generally applicable in longer hearings. The assignment of multiple interpreters is a quality assurance provision to help ensure accuracy. Consistent with GR 11.4, the court will assign interpreters as indicated below:

Spoken language	Signed Language	Assign
More than 1 hr. Simultaneous	More than 1 hr.	2 interpreters
More than 2 hr. Consecutive	n/a	2 interpreters
<p>When a team of interpreters is not readily available and good cause is found on the record to proceed with one interpreter, the interpreter is to be provided a 10 minute break after every 20 minutes of interpreting.</p>		

5.4.3 CALENDARING AND SCHEDULING OF INTERPRETERS

In order to schedule interpreters in a manner that serves the needs of LEP and D/HH/DB court users while doing so as efficiently and effectively as possible, San Juan County Superior and District Courts have adopted or will adopt the following practices:

- Coordinating calendars so an interpreter may be available for several matters in the same court location on the same day
- Creating a pool of interpreters who may be available by telephone or video to assist in non-evidentiary proceedings or other court programs
- Currently there is only one credentialed interpreter and one qualified interpreter in San Juan County. Both interpreters notify San Juan County Superior and District Courts when they are expected to be unavailable and the duration of unavailability. In the event both are unavailable then Language Exchange/Language Network will be contacted for telephonic or in person interpreter services.
- Maximizing the contracted time of interpreters so that when an interpreter is not occupied in a courtroom proceeding, he or she may be assigned to assist in other court-managed services, such as clerk's offices, pro se clinics, Courthouse Facilitator meetings, or others.

5.4.4 ADDITIONAL CONSIDERATIONS IN THE APPOINTMENT AND USE OF INTERPRETERS

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

- 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 in-person interpreters to provide sight translations for documents related to the court proceedings, and arrange for remote interpreters to provide sight translations.
- Provide sign language interpreters for jurors who are D/HH/DB when such persons are called and selected for jury service.
- 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.

5.5 TRANSLATED FORMS AND DOCUMENTS

5.5.1 STATE TRANSLATED CONTENT

In order to help facilitate communication between San Juan County Superior and District Courts and LEP and D/HH/DB individuals, and to facilitate the disposition of cases, Superior and District Courts will take steps to evaluate the need for translated materials and to provide those materials. San Juan County Superior and District Courts refer to the court forms translated into the following languages, and available on the AOC website⁴, and make these forms available as appropriate:

- Korean
- Russian
- Spanish
- Vietnamese
- Tagalog
- Chinese (Simplified)

In addition to these court forms, a number of guides or introductions to courts and court processes are available in Spanish, covering these topics:

- A guide to the court system⁵
- Informational one- and two-pagers on self-representation in Municipal, District, and Superior Courts and an introduction to Small Claims Courts⁶

⁴ [AOC Court Forms](#)

⁵ [Guía](#)

⁶ [Pro se litigants](#)

5.5.2 WEBSITE NOTICE

Consistent with changes in 2025 to RCW 2.43, San Juan County Superior and District Courts will take steps to make available on their respective websites translated information that informs the public of procedures necessary to access a court's language access services and programs. The information shall be provided in five or more languages other than English that reputable data indicates are predominate in the court's jurisdiction. In order to achieve this, the court will consider adopting such notice when provided by the AOC, or will prepare its own statement and secure translation.

5.5.3 TRANSLATION ALTERNATIVES

In the absence of written translations of documents in languages other than English, San Juan County Superior and District Courts will provide alternative forms of access to the content of important English-language written content, such as providing a sight translation. "Sight translation" refers to rendering written content in one language orally into another language. Washington court-certified interpreters are judged competent in providing accurate sight translation.

5.5.4 TRANSLATED CONTENT

The Courts have translated content based on language needs. The items translated are available through each court's website:

Superior Court website: www.sanjuancountywa.gov/185. See *documentos en espanol* or interpreters (*intérprete*)

District Court website: www.sanjuancountywa.gov/231.

Sight-translation on the record should be limited and will not be used as a replacement of written translations of documents offered in an evidentiary hearing.

5.6 PROVIDING EMERGENCY INFORMATION TO LEP COURT CUSTOMERS

San Juan County Superior and District Courts take 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;

6 TRAINING

In order to continue to integrate the provision of language access services into the commonplace operations of the court, and to sustain those services in a viable and robust manner, the court will provide staff training based on the content in this Language Access Plan.

6.1 TRAINING TOPICS

Key areas of focus are the following:

- Initial general language access training and orientation for new staff employees as part of their initial training.
- Identifying language access needs at points of access
- Providing notice in accessible manners about the availability of language access services and how to request or access those services
- Proper appointment and scheduling of interpreters for all court proceedings and court-managed programs and services
- How to qualify a non-credentialed court interpreter
- Role of an interpreter, modes of interpreting, and interpreter ethics and professional standards
- Courtroom management when interpreters are used
- Use of remote technologies for interpreting
- Cultural competence
- How to effectively access and work with an interpreter
- How to handle various situations with LEP or D/HH/DB court participants, such as when the participant has difficulty communicating with the appointed interpreter or when the participant refuses the appointed interpreter in favor of a non-qualified interpreter.

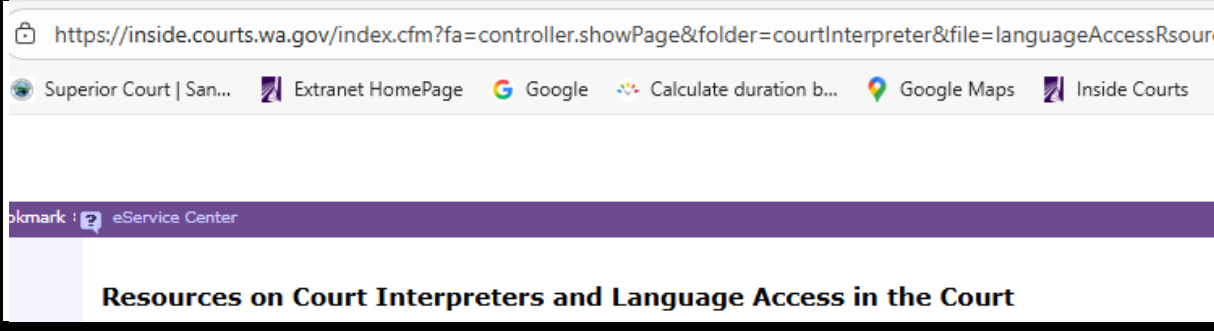
6.2 MEANS OF PROVIDING TRAINING

In order to best meet these training and orientation needs, the court has adopted or will adopt a targeted approach, and the court's judicial officers and staff will have access to the following training opportunities, as appropriate.

Instructional Format	Item/Topic/Session	Audience, as applicable
Live or recorded in-person or remote sessions	<ul style="list-style-type: none"> • Judicial Conferences with language access presentations • Judicial College (new judicial officers) • 2025 AOC Language Access Webinar Series sessions* 	<ul style="list-style-type: none"> ◦ New Judicial Officers or those new to WA ◦ Court Administrators ◦ Court Clerks ◦ Interpreter Coordinators
Instructional training from supervisors	<ul style="list-style-type: none"> • San Juan County Superior and District Courts' Language Access Plan 	<ul style="list-style-type: none"> ◦ New employees ◦ New to point-of-access role (front counter, etc.)
Written Content	<ul style="list-style-type: none"> • RCW changes, 2025 2-Pager • Bench Card for Spoken Language and Sign Language Interpreters 	<ul style="list-style-type: none"> ◦ Court Administrators ◦ Judicial Officers

*See below

Inside Courts: Resources on Court Interpreters and Language Access in the Court (link: [courtInterpreter - languageAccessResources](https://inside.courts.wa.gov/index.cfm?fa=controller.showPage&folder=courtInterpreter&file=languageAccessResources))



Resources on Court Interpreters and Language Access in the Court

7 PUBLIC NOTIFICATION. STEPS FOR MONITORING AND REVIEW OF PLAN.

7.1 PUBLIC NOTIFICATION

Consistent with RCW 2.43, this LAP is a publicly available document. Members of the public may access a copy of this plan by:

- Accessing it on the San Juan County Superior Court website at: (www.sanjuancountywa.gov/185/Superior-Court-Administration)
- Accessing it on the San Juan County District Court website at: (www.sanjuancountywa.gov/231/District-Court)
- Requesting a copy from Superior Court Administration, which can be provided in digital or written form, by contacting Superior Court Administrator Jane Severin at: (360) 378-2399 or Superiorcourt@sanjuancountywa.gov
- Requesting a copy from District Court, which can be provided in digital or written form, by contacting District Court Administrator Mellissa Derksema at: (360) 378-4017 or districtcourt@sanjuancountywa.gov

7.2 LAP CONTACT PERSON

State Contact:

James Wells
AOC Interpreter Program
1206 Quince Street SE
PO Box 41170
Olympia, WA 98504-1170
@James.Well@courts.wa.gov
(360) 704-5590

Local Contact:

Superior Court Administrator
Jane M. Severin
350 Court Street; #3
Friday Harbor, WA 98250
SuperiorCourt@SanJuanCountyWa.gov
(360) 378-2399

District Court Administrator
Mellissa Derksema
PO Box 127
Friday Harbor, WA 98250
Email: DistrictCourt@SanJuanCountyWa.gov
(360) 378-4017

7.3 FILING A COMPLAINT

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

A. Local Court Complaint Process

(1) Submission of Complaints. All complaints made against the Superior or District Courts or against interpreters shall be in writing and shall be submitted by the complainant to the respective Court Administrator, or in the event a complaint is made against the Superior or District Court Administrators, then the complaint shall be submitted to the respective Judge.

For Superior Court:

Superior Court Administration Office
Jane Severin, Court Administrator
350 Court Street 2nd Floor (physical)
350 Court Street #3 (mailing)
Friday Harbor, WA 98250
Email: janes@sanjuancountywa.gov

Honorable Kathryn C. Loring
350 Court Street 2nd Floor (physical)
350 Court Street #7 (mailing)
Friday Harbor, WA 98250
Email: kathrynl@sanjuancountywa.gov

For District Court:

District Court Administration Office
Mellissa Derksema, Court Administrator
350 Court Street 2nd Floor (physical)
PO Box 127
Friday Harbor, WA 98250
Email: districtcourt@sanjuancountywa.gov

Honorable Carolyn M. Jewett
350 Court Street 2nd Floor (physical)
PO Box 127
Friday Harbor, WA 98250
Email: carolynje@sanjuancountywa.gov

All complaints must contain 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, bear the signature, name and address of the person filing the complaint.

(2) Review of Complaint. Upon receipt of a written complaint the Court Administrator shall immediately refer the complaint to the judge for review. If a written complaint involves a Court Administrator, then the respective Judge will directly receive the complaint.

(3) Findings and Action of Complaint. Within 3 business days of the receipt of the complaint against the court, the Court Administrator shall inform the complainant (using the contact information provided by the complainant) that a response will be made by the Judge

within 10 business days of the receipt of the complaint. Upon review of the complaint, the Superior and/or District Courts shall determine if there is merit to the complaint(s) set forth by the aggrieved party, an appropriate action to remedy the issues set forth in the complaint, if any, and shall issue a response to the complaining party within 30 days of the receipt of the complaint.

7.4 PERIODIC EVALUATION OF THE LAP

In preparation for the biennial requirement to submit an updated plan to AOC by Jan 1 of every even-numbered calendar year, San Juan County Superior and District Courts 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):

- The Superior Court Administrator will schedule an annual LAP Review in September or October, to be attended by the members of the Trial Court Coordinating Committee, which includes the presiding Superior Court Judge, presiding District Court Judge, Superior Court Administrator, District Court Administrator, County Clerk, and Superior Court Services Director.
- Prior to the LAP Review, the District and Superior Court judges will email and follow up at a meeting with the local bar during one of their monthly meetings to solicit feedback;
- Prior to the LAP Review, the District and Superior Court Administrators will add this specific topic as a discussion item during one of the quarterly Law and Justice Council meetings to solicit feedback. (This is in addition to interpreter and translation service needs being a standing topic for this group).
- Prior to the LAP Review, the District and Superior Court Administrators will add this specific topic to one of our monthly trial court roundtable meetings. (This is in addition to interpreter and translation service needs being a standing topic for this group).

The LAP Review assessment will be done by reviewing various areas in which the court provides language access services, 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. The Trial Court Coordinating Committee will review all sections of the Language Access Plan. Elements of the assessment evaluation shall include:

- Reviewing all language access requests data collected throughout the year in the Language Access Log, including requested translations that were unavailable and any delays in court hearings due to interpreter availability

- 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; and
- Gathering feedback from local interpreters and the LEP, D/HH/BD individuals within our community using court services;
- Identification of challenges or trends your court 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 each court’s website. To ensure implementation and compliance, staff trainings will be scheduled in January to refresh staff on the Language Access Plan requirements and go over any changes to the plan. The Court Administrators and County Clerk will monitor staff throughout the year and periodically review the Language Access Log to ensure that the procedures continue to be followed throughout the year, and will follow up with any staff who do not appear to be complying with the LAP.

In addition, the San Juan County Superior and District Courts will submit to the AOC a copy of any updated information contained in this LAP within 60 days of its approval by San Juan County Superior Judge Kathryn C. Loring and District Court Judge Carolyn M. Jewett-Platts.

Consistent with RCW 2.43, the court will submit its next current Language Access Plan to the AOC by January 1, 2028.

7.5 AREAS OF FOCUS FOR CONTINUED IMPROVEMENTS TO LANGUAGE ACCESS

As a living document, this LAP will be updated to reflect changes in the provision of services. These changes can reflect the demographics of the Courts’ service area, changes in the availability of interpreters, or efforts to bolster the provision of language access services. In addition to those areas listed in the preceding section 7.5, areas of focus for the court include the following:

- Better identifying forms to prioritize for translation consideration. The court will look at the frequency of need to sight translate specific documents, and will highlight those documents and languages for translation consideration
- Referring to the statewide translations of court forms available on the AOC website, and making use of those forms whenever possible

- Consideration of the technical and infrastructure requirements to provide remote interpretation, as a possible means to avoid delays while providing language access

7.6 COURT REVIEW AND APPROVAL:

This Plan has been reviewed by the following person(s) at the court, and is approved to be submitted to the AOC, as indicated in RCW 2.43.090:

State Contact:

James Wells
AOC Interpreter Program
1206 Quince Street SE
PO Box 41170
Olympia, WA 98504-1170
@James.Well@courts.wa.gov
(360) 704-5590

Local Contact:

Superior Court Administrator
Jane M. Severin
350 Court Street; #3
Friday Harbor, WA 98250
SuperiorCourt@sanjuancountywa.gov
(360) 370-7

District Court Administrator
Mellissa Derksema
PO Box 127
Friday Harbor, WA 98250
Email: districtcourt@sanjuancountywa.gov
(360) 378-4017

The effective date of this LAP plan is December_9 ____, 2025.