

**Snohomish County**  
**Superior and District Court**  
**Interpreter Web Application**  
**Interpreter Handbook**

## Glossary of Terms

<b>Administrator</b>	An administrator can delete jobs where an assignment has been made, can add both interpreters and clerks to the database as users, and assigns jobs to interpreters.
<b>Clerk</b>	An internal user of the system who can schedule jobs. A clerk can also delete cases within a job if more than one case is part of that job. <i>A clerk cannot delete jobs.</i>
<b>Client Name</b>	The name of the person requiring an interpreter.
<b>Division</b>	The <i>building</i> a job will be held in. Division can be a probation office, jail courtroom or courthouse.
<b>Event Type</b>	The type of event for which an interpreter has accepted assignment. An event could be a court hearing, an attorney/client meeting or a probation meeting.
<b>Interpreter</b>	An interpreter who has been assigned a User ID and password after completing the application process. An interpreter may be either certified in certified languages, registered in registered languages or qualified in non-certified and non-registered languages. An interpreter can sign up through the application for unassigned jobs in their language.
<b>Interpreter Coordinator</b>	A court employee assigned to schedule and coordinate interpreter services.
<b>Job</b>	One or more cases scheduled at a particular division(s) on the same date and time for the same language.
<b>Job ID</b>	A unique number assigned to each job submitted by a court and a method to look at the detail of the job.
<b>Location</b>	The courtroom, office, or room within the division where the event will take place. The location for each case number shall be listed in the location field. Other notes specifically for the interpreter may be placed in this area.
<b>Notes</b>	Case specific notes such as client has multiple cases. Some may be public, others are internal use only.

## Accessing the Interpreter Web Application (IWA)

To begin using the application, open Internet Explorer and point your browser to

[www.snoco.org/Department/DistrictCourt/InterpreterServices](http://www.snoco.org/Department/DistrictCourt/InterpreterServices)

Or

[www.snoco.org/Departments/SuperiorCourt/InterpreterServices](http://www.snoco.org/Departments/SuperiorCourt/InterpreterServices)

Save this location as a favorite (click on Favorites and then Add to Favorites) or place a shortcut to it on your desktop (click on File then Send and Shortcut to Desktop).

The screenshot shows a Microsoft Internet Explorer browser window titled "Snohomish County Interpreter Web - Microsoft Internet Explorer". The address bar displays "http://lab-web1/Courts/InterpWeb/ApplicationLogin.aspx". The main content area features the Snohomish County logo and the text "Online Government Information & Services". Below this is a "Interpreter Web Login" form with the following elements:

- A heading: "Interpreter Web Login"
- A prompt: "Please provide your username and password in order to access the Interpreter Web system."
- A "Username:" label followed by a text input field.
- A "Password:" label followed by a text input field.
- A checkbox labeled "Remember my credentials on this computer\*".
- A "Login" button.
- A note: "\*Stored credentials are only valid for 10 hours."

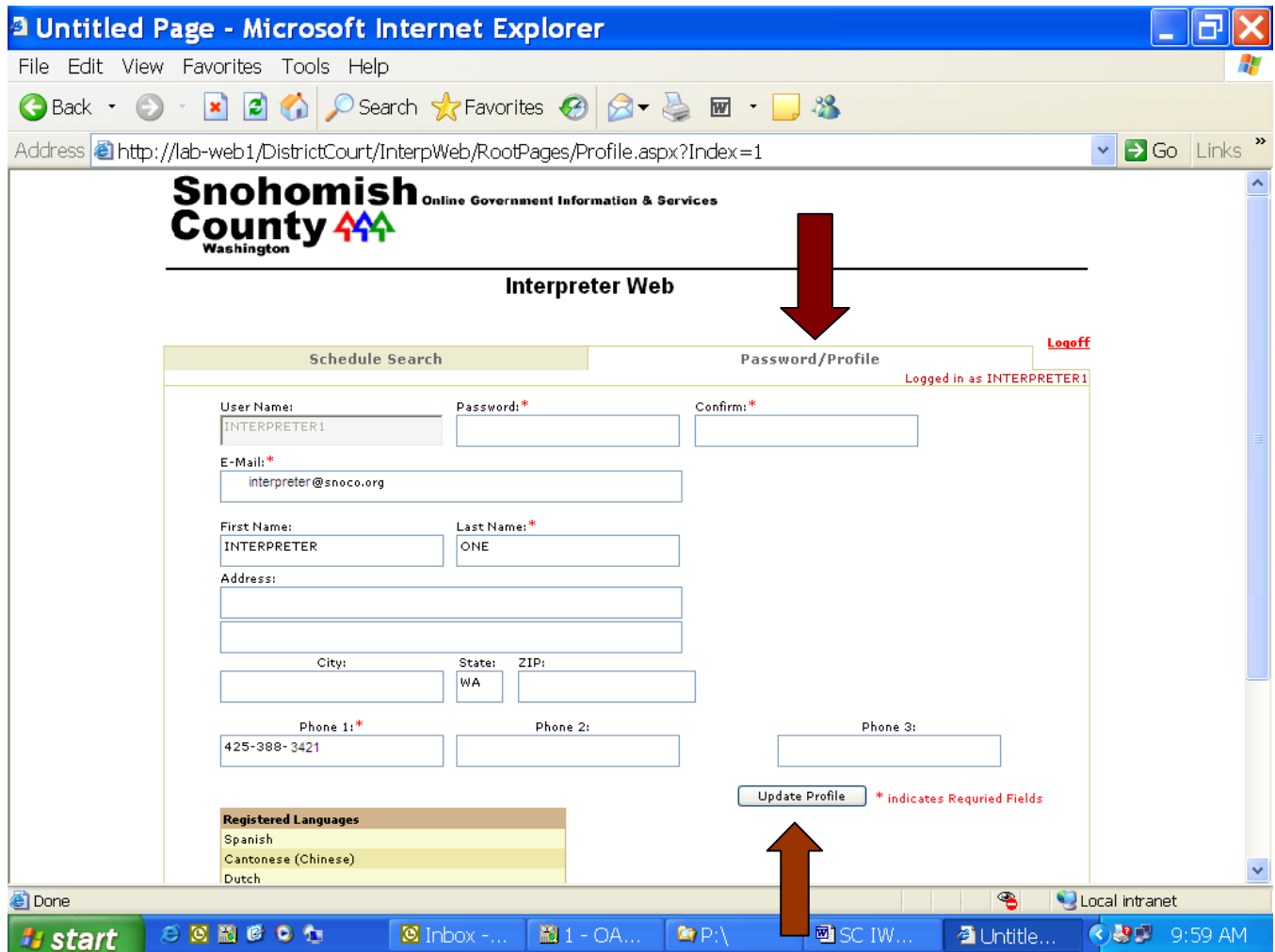
At the bottom of the page, there is a footer with the Snohomish County logo, contact information (425-388-3411 or 1-800-562-4367, TTY 425-388-3700), and a list of links: "County Home", "Contact Us", "Privacy Statement", "Site Information", and "Feedback". The browser's status bar at the bottom shows "Done" and "Local intranet".

Log on with the User ID and Password supplied by an application administrator. The first time you sign onto the system you will be asked to update your information and reset your User ID and password.

Select the "Password/Profile" tab to update your profile. Fields in red are required.

Type in a password and confirm it by repeating the password you just entered. Passwords must be 6 characters in length, letters and numbers in any combination. Update any additional information that may be useful to the Interpreter Coordinators, Clerks or Administrators

Once complete, a dialogue box will open advising that your update was successful. This screen is only used by Administrators of the IWA and is not available to other users of the system.



Once updated select the "Schedule Search" tab to proceed

**Snohomish County** Online Government Information & Services  
Washington

### Interpreter Web

**Schedule Search** Password/Profile [Logoff](#)

Logged in as INTERPRETER1

Start Date:  End Date:

Language:  Division:

Court Type:  Job ID:

Personal Calendar

Logged in as INTERPRETER1

**Snohomish County, Online Government Information & Services**

425-388-3411 or 1-800-562-4367, TTY 425-388-3700  
Snohomish County, 3000 Rockefeller Ave., Everett, WA 98201

[County Home](#) | [Contact Us](#) | [Privacy Statement](#) | [Site Information](#) | [Feedback](#)

Change the start date to the date you wish to search, if looking for a specific date range, enter an end date. If searching for jobs all available jobs, leave the end date blank. If you are qualified in more than one language you can leave the language as "all".

Take a minute to familiarize yourself with this screen.

When you sign into the application you will be taken to a list of jobs that are available to be picked up by you. These are jobs related to the languages linked to your person record. If you are unable to view any jobs this may be due to no jobs are available at this time. Please check back. Certified and/or registered language jobs will be displayed to certified and/or registered Interpreters. Within one (1) day of the job, if it has not been picked up by a certified and/or registered interpreter it will be displayed to all qualified and non-certified interpreters.

Choose the job ID you are interested in selecting by moving your cursor to the job number and clicking on it.

**Snohomish County** Online Government Information & Services  
Washington

### Interpreter Web

Logoff

Schedule Search Password/Profile

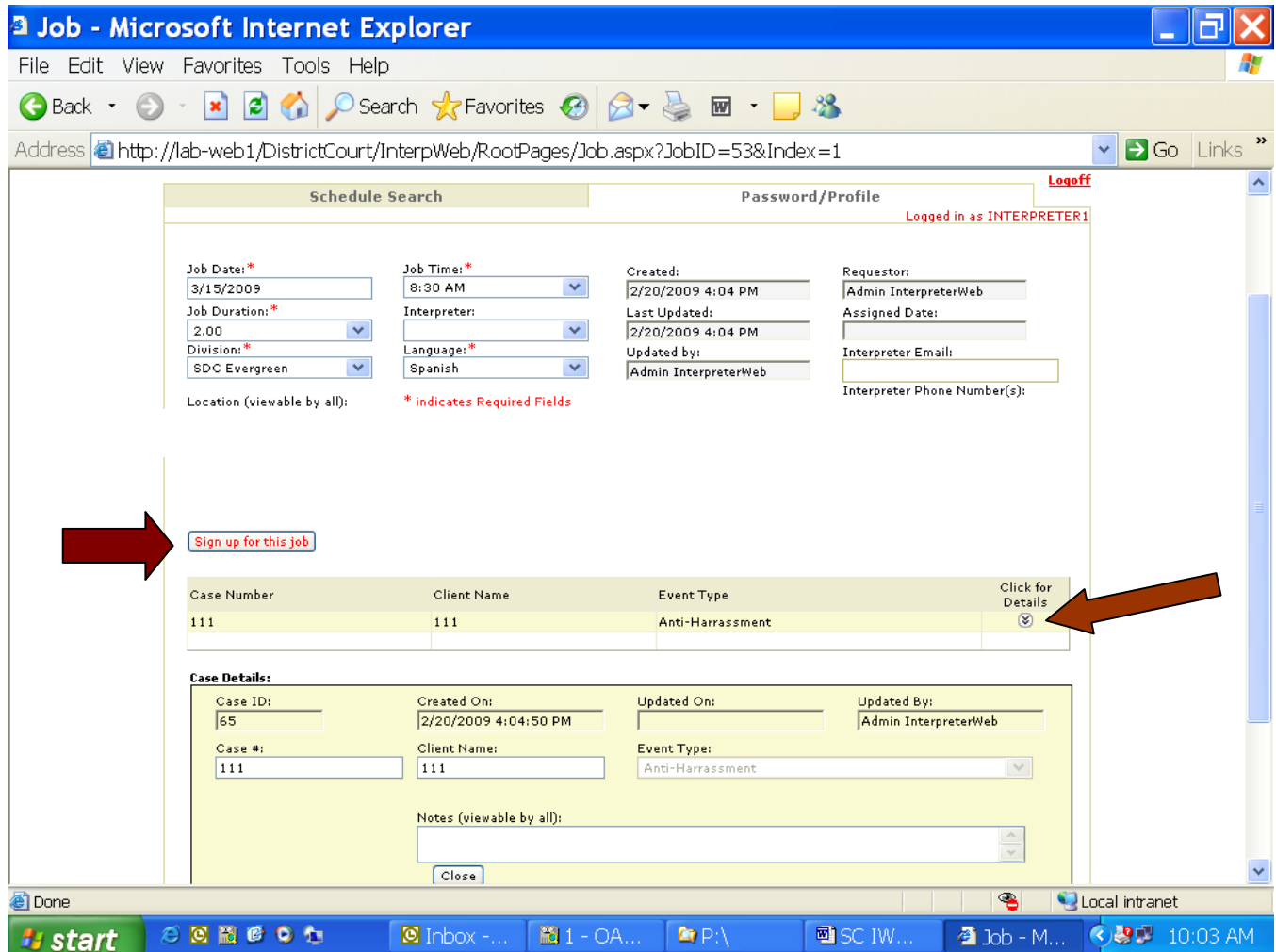
Start Date: 3/5/2009 End Date:

Language: All Division: All

Interpreter:  Personal Calendar

Job Date	Time	Job ID	Duration	Division	Interpreter	Language
3/15/2009	8:30 AM	53	2.0 hrs.	SDC Evergreen	Unassigned	Spanish
4/1/2009	8:30 AM	66	2.0 hrs.	SDC Campus Courthouse	Assigned	Spanish
4/1/2009	8:30 AM	67	2.0 hrs.	SSC County Jail	Unassigned	Spanish
4/7/2009	8:30 AM	17	2.0 hrs.	SDC County Jail	Assigned	Spanish
4/7/2009	11:00 AM	15	2.0 hrs.	SDC Campus Courthouse	Assigned	Spanish
4/8/2009	2:00 PM	18	2.0 hrs.	SDC County Jail	Assigned	Spanish
5/1/2009	8:30 AM	51	2.0 hrs.	SDC Cascade	Assigned	Spanish
5/1/2009	10:45 AM	50	2.0 hrs.	SDC Campus Courthouse	Assigned	Spanish
5/2/2009	8:30 AM	52	2.0 hrs.	SDC Campus Courthouse	Unassigned	Spanish
5/3/2009	8:30 AM	58	2.0 hrs.	SDC Campus Courthouse	Assigned	Spanish
5/3/2009	8:30 AM	57	2.0 hrs.	SDC Campus Courthouse	Assigned	Spanish
5/3/2009	8:30 AM	63	2.0 hrs.	SDC Campus Courthouse	Assigned	Spanish
5/3/2009	8:30 AM	64	2.0 hrs.	SDC Campus Courthouse	Unassigned	Spanish
5/3/2009	8:30 AM	61	2.0 hrs.	SDC Campus Courthouse	Assigned	Spanish
5/3/2009	8:30 AM	59	2.0 hrs.	SDC County Jail	Assigned	Spanish

If you wish to see the details of the case associated with this job, select “Click for Details.” If you wish to sign up for the job, select the button marked “Sign up for this job.”



To sign up for the job, select the “sign up for this job” button. Once accepted, a dialogue box will open and advise you the job assignment was successful.

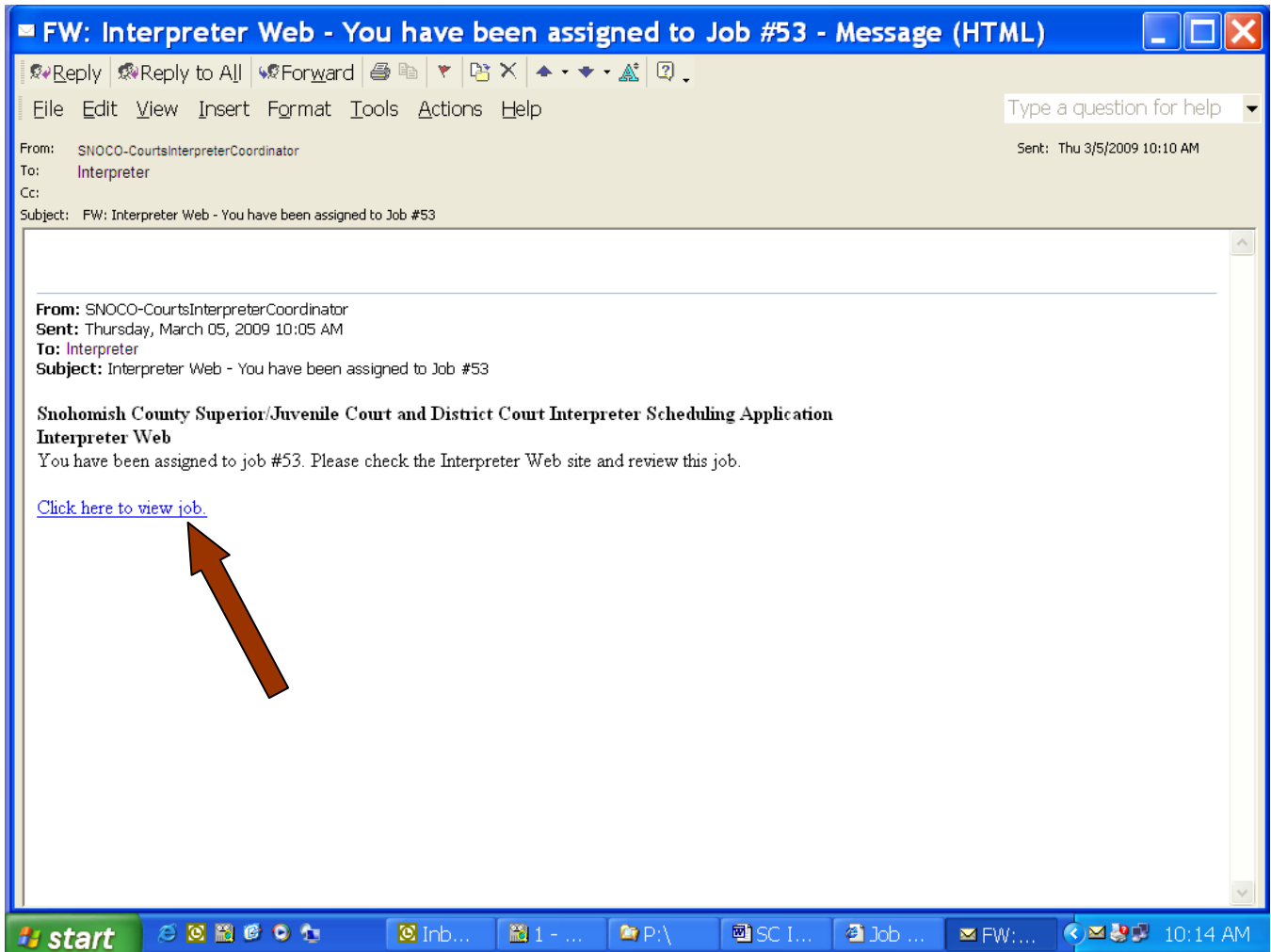
**Jobs may have one or several cases attached to it. Cases that are attached to jobs may be at one or several different locations or “divisions”. By accepting a particular job the interpreter agrees to provide interpreter services for all cases or “events” attached to that specific job.**

**Court staff will add cases or “events” to jobs until the job time duration has been met (2 hr, 4 hr, etc.) Each time a case or “event” is added to a job or a change is made to a case or “event” an email will be sent to the interpreter advising of the new or updated case details. It is the responsibility of the interpreter that accepts a particular job to check his/her email for these updates.**

This application will not allow interpreters to accept more than 1 job within a 2 hour 30 minutes period (2 hour minimum + 30 minutes travel time). If an interpreter would like to accept 2 jobs back to back with no travel required between jobs the interpreter shall contact the appropriate Interpreter Coordinator. See contact information on page 10.

A dialogue box will appear that lets you know that you have been successful.

You will receive an e-mail advising you that you have been assigned to the job.



Click on the link to view the specifics

Use the back and forward arrows for navigation, or select one of the tabs on the top of the screen. If you select the "schedule search" tab you will be returned to the job list.

A feature of the web is the personal calendar. When you are signed in and have picked up job(s) you can select from the schedule search tab "Personal Calendar" option by clicking on the box. A check mark will appear and once search is selected a list of assigned jobs appears.

**Snohomish County** Online Government Information & Services  
Washington

### Interpreter Web

[Schedule Search](#) | [Password/Profile](#) | [Logoff](#)

Start Date:  End Date:

Language:  Division:

Court Type:  Job ID:

Interpreter:  Personal Calendar

Job Date	Time	Job ID	Duration	Division	Interpreter	Language
3/15/2009	8:30 AM	53	2.0 hrs.	SDC Evergreen	Assigned	Spanish
4/7/2009	8:30 AM	17	2.0 hrs.	SDC County Jail	Assigned	Spanish
4/8/2009	2:00 PM	18	3.0 hrs.	SDC County Jail	Assigned	Spanish
5/3/2009	8:30 AM	57	2.0 hrs.	SDC Campus Courthouse	Assigned	Spanish
5/3/2009	8:30 AM	58	2.0 hrs.	SDC Campus Courthouse	Assigned	Spanish
5/3/2009	8:30 AM	59	2.0 hrs.	SDC County Jail	Assigned	Spanish
5/3/2009	8:30 AM	60	2.0 hrs.	SDC County Jail	Assigned	Spanish
5/4/2009	8:30 AM	65	2.0 hrs.	SDC Campus Courthouse	Assigned	Spanish
5/9/2009	8:30 AM	81	2.0 hrs.	SDC Campus Courthouse	Assigned	Spanish
12/1/2009	8:30 AM	31	2.0 hrs.	SDC County Jail	Assigned	Dutch

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Logged in as INTERPRETER1

If you are signed up for one job at 9:00 a.m. at a specific court location, the application will not allow you to pick up another job at the same time at a duplicate location. You will receive an error message asking you to contact the interpreter coordinator.

In the event you are unable to accept a job you have either signed up for or have been automatically assigned, contact Interpreter coordinator for either District Court or Superior Court.

District Court            E-mail:        [sdcinterpretersupport@snoco.org](mailto:sdcinterpretersupport@snoco.org)  
                                 Phone:        (425) 388-3893

Superior Court           E-mail:        [sscinterpretersupport@snoco.org](mailto:sscinterpretersupport@snoco.org)  
                                 Phone:        (425) 388-3421 opt. 6

Please reference the Snohomish County Interpreter Policy and Procedure (pages 11-16 of this handbook) for the Courts' cancellation policy.

## **Exiting the Program**

When you have finished using IWA, close the browser to exit the program or return to the main login screen.

A copy of this manual, a link to IWA and the voucher form can be found on the Court web site:

[http://www1.co.snohomish.wa.us/Departments/District\\_Court/InterpreterServices.htm](http://www1.co.snohomish.wa.us/Departments/District_Court/InterpreterServices.htm)

**or**

[http://www1.co.snohomish.wa.us/Departments/Superior\\_Court/InterpreterServices.htm](http://www1.co.snohomish.wa.us/Departments/Superior_Court/InterpreterServices.htm)

# **Snohomish County Courts Interpreter Policy and Procedures**

■ Snohomish County Superior & Juvenile ■ Snohomish County District ■ Edmonds Municipal  
■ Everett Municipal ■ Lynnwood Municipal ■ Marysville Municipal

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**Effective Date: June 2, 2008; Revised April 1, 2010**

**The following are the goals of the Snohomish County Trial Courts' Interpreter Policy and Procedures:**

**Direction for Interpreter Programs and Services is found in state statute and court rule:**

**RCW Chapter 2.42 (as amended 2008) secures the rights of deaf and hearing impaired persons to interpreters.**

**RCW 2.43 (as amended 2008) secures the rights of non-English speaking and limited English speaking persons.**

**GR (General Rule) 11 establishes the Interpreter Commission and a Code of Conduct for Court Interpreters.**

**Uniform countywide policies regarding court interpreters are intended to provide equality of access to justice and uniform quality of interpreter services in all the trial courts of Snohomish County.**

**In order for court administrators and designated staff to provide necessary qualified interpreter services within the constraints of state, county, and municipal appropriations, maximum rates are set for interpreter services.**

**The policy conforms with the spirit and intent of GR 11 regarding interpreter qualifications.**

**In accepting court assignments, interpreters agree to abide by all applicable rules of decorum, to dress in appropriate professional attire, to report on time, and to abide by the Code of Conduct for Court Interpreters, GR11.2.**

**The interpreter, by accepting an assignment, declares to the court that the interpreter has the proper training, skill and background to perform interpreting services in a competent and professional manner. Upon request the interpreter agrees to furnish resumes and other information to permit a proper review of the interpreter's qualifications and competency to provide interpreter service to the court.**

**The court does not guarantee any interpreter a specific number of assignments or a specific amount of income.**

**Payment for interpreter services is subject to the following guidelines.**

### **1. Payment for Services Provided**

Certified and registered interpreters will be paid a rate of \$50.00 per hour. Qualified interpreters will be paid a rate of \$40.00 per hour.

Interpreters will be paid a rate of either \$50.00 or \$40.00 per hour, depending on qualifications, with one 2 hour minimum for the am session and one 2 hour minimum for the pm session. Subsequent jobs/appointments<sup>1</sup> exceeding the 2 hour am and/or 2 hour pm sessions will be paid in 30 minute increments. . If any part of the subsequent job occurs within the 2 hour minimum am session or the 2 hour minimum pm session, it shall be included as part of the am and/or pm session and shall not be billed separately.

#### *Example #1:*

*Interpreter John Doe is scheduled for a job/appointment at the District Court Everett Division at 8:30 am as well as a Superior Court job/appointment at 10:00 am. Mr. Doe is a certified interpreter and therefore will be paid \$50.00 per hour with a 2 hour minimum for the am session of the day. Mr. Doe is not excused from Superior Court until 11:00 am. Mr. Doe will submit an interpreter invoice to District Court for the am session (\$100.00) plus travel or mileage from his home or office to the Everett Division. Mr. Doe will submit a 2<sup>nd</sup> invoice to Superior Court for the subsequent 30 minutes (\$25.00) charging no travel or mileage as the courts are within walking distance. If Mr. Doe returns to his home or office after his 10:00 Superior Court appointment, mileage will not be paid.*

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<sup>1</sup> Appointment or job means the courthouse or other location of the interpreter assignment.

*Example #2:*

*Interpreter Jane Doe is scheduled to interpret for 1 case at Marysville Municipal court at 9:00 am and then at the District Court Cascade Division at 10:00 am and is excused at 10:30 am. These two job/appointments will make up her am session for the day. In the afternoon Ms. Doe is scheduled to appear at Everett Municipal Court at 1:00 pm for her pm session of the day. Ms. Doe is excused from Everett Municipal at 3:30 pm. Ms. Doe will submit 1 invoice to Marysville Municipal billing for the AM session as well as mileage or travel from her home or office to Marysville Municipal. The 2<sup>nd</sup> invoice for the day will be submitted to Cascade Division for mileage only for travel from Marysville Municipal to Cascade Division. Ms. Doe does not bill for her 10:00 am job/appointment as it is included in the AM session billed to Marysville Municipal. The 3<sup>d</sup> and final invoice of the day is submitted to Everett Municipal for the PM session plus the subsequent 30 minutes. The 3<sup>d</sup> invoice will also include mileage from Cascade Division to Everett Municipal Court. Ms. Doe's return to her home or office will not be billed.*

**Interpreters are required to remain on site at the job until it is determined by the court that no further interpreter services are needed.** The court or designated interpreter contact will excuse the interpreter at the end of the job. The interpreter is expected to handle multiple cases for which the interpreter is qualified in various court locations during the assigned time-period until released by the designated interpreter contact.

The court may set a higher hourly rate of payment of expenses in circumstances where there is very limited number of interpreters available for rare/exotic languages, or for other special circumstances.

## **2. Travel Payment**

Travel from the address of origin<sup>2</sup> to the appointment/job, 0-15 miles, will be paid mileage at the prevailing state rate. Travel from the address of origin to the appointment/job, 16+ miles, will be paid either mileage (at the prevailing rate) per mile or time, not both. When travel time is paid it will be at ½ the hourly rate of pay in ½ hour increments rounding up to the next 15 minutes. *For example: If a certified or registered interpreter travels 25 miles in 40 minutes, travel will be paid for 45 minutes, \$18.75. A qualified interpreter traveling 25 miles in 40 minutes would be paid for 45 minutes, \$15.00.* Travel time will be paid only when traveling time is ½ hour or more. Travel is only paid from point of origin to appointment/job. Exception: When the interpreter's next address of destination<sup>3</sup> is a Snohomish County Court.

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<sup>2</sup> Address of origin means the interpreter's home, office or immediately previous appointment meeting place.

<sup>3</sup> Address of destination means the interpreter's home, office or immediately next appointment meeting place.

Snohomish County Trial Court travel will be paid between appointments/jobs. Roundtrip<sup>4</sup> travel will not be paid.

If the interpreter's subsequent job is within walking distance, travel will not be paid.

### **3. Cancellation Policy**

No payment shall be made if the interpreter is notified more than 24 hours prior to the start time of the requested service that interpreter services are no longer needed.

If insufficient notice of cancellation is given, the court will reimburse the interpreter for the minimum of two hours for all jobs other than jury trials. The interpreter shall be available for reassignment during the cancelled time for which payment is owed. The interpreter may be reassigned to another court location as long as interpreting time, plus travel time if applicable, is not expected to exceed the original assigned time-period. Jury trial reservations will be reimbursed at a rate of 4 hours minimum per day up to 3 days to be determined by the trial court on a case by case basis.

### **4. Payment Process**

A Snohomish County Courts Interpreter Invoice shall be used in all cases for payment. Interpreter invoices must be submitted to the Snohomish County Court location where service was provided. If the service was provided at a public defender's office or at Snohomish County Corrections the invoice must be submitted at the court where the case is filed.

The invoice must be signed by a court clerk/official and submitted to the court on the day of service. **All information must be supplied no later than forty-five (45) days following the service or the invoice will not be paid.**

See examples 1 & 2 under section 1. as it pertains to interpreter invoices.

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<sup>4</sup> Roundtrip means from the interpreter's home/office to the appointed appointment/job, followed by the interpreter's return to their home/office.

**Snohomish County Mileage Chart  
Approximate – One Way**

	Superior Court	DJJC	DC-CAS	DC-EVD	DC-EGD	EC-SOD	EDM	EVM	LYM	MAR	PDA	Corrections
Superior Court		2	20		15	15	19	.1	14	7	.1	.1
DJJC	2		18	2	16	17	21	2	15	4	2	2
DC – Cascade	20	18		20	27	34	38	20	32	15	20	20
DC – Everett		2	20		15	15	19	.1	14	7	.1	.1
DC – Evergreen	15	16	27	15		25	29	15	23	20	15	15
DC – South	15	17	34	15	25		3	17	2	22	17	17
Edmonds Municipal	19	21	38	19	29	3		19	5	25	19	19
Everett Municipal	.1	2	20	.1	15	17	19		13	7	.1	.1
Lynnwood Municipal	14	15	32	14	23	2	5	13		20	14	14
Marysville Municipal	7	4	15	7	20	22	25	7	20		7	7
Sno Co Public Defender	.1	2	20	.1	15	17	19	.1	14	7		.1
Sno Co Corrections	.1	2	20	1	15	17	19	.1	14	7	.1	