



# **Court Interpreter Workforce Challenges: Training, Recruitment, Retention, and Retirement**

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Co-Presidents, InterpretAmerica LLC



## Katharine Allen

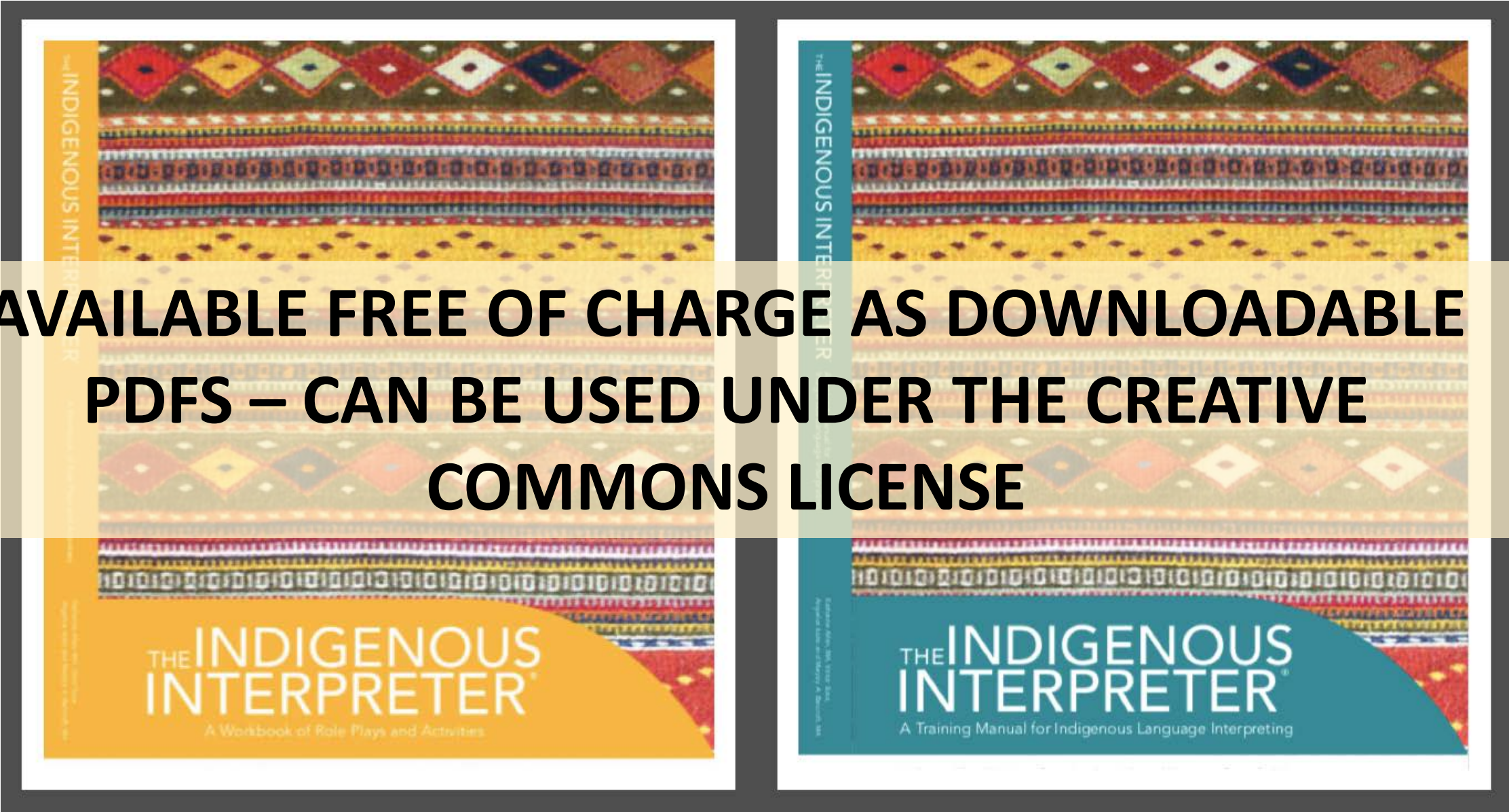
- Co-President of InterpretAmerica
- Healthcare/Legal (not court) Interpreter
- Interpreter Trainer
- Lead developer Indigenous Interpreting+™
- Instructor for Glendon/UMASS
- MIIS Grad

## Barry S. Olsen



- Co-President
- Guru of all things tech



The image displays two book covers side-by-side, both featuring a vibrant, multi-colored geometric pattern of diamonds and horizontal bands. The left cover has an orange spine and bottom section, with the title 'THE INDIGENOUS INTERPRETER' in white. The right cover has a teal spine and bottom section, with the title in white. A large, semi-transparent yellow box with a dark border is centered over the books, containing the text 'AVAILABLE FREE OF CHARGE AS DOWNLOADABLE PDFS – CAN BE USED UNDER THE CREATIVE COMMONS LICENSE' in bold black letters.

**AVAILABLE FREE OF CHARGE AS DOWNLOADABLE  
PDFS – CAN BE USED UNDER THE CREATIVE  
COMMONS LICENSE**

# TODAY: Workforce Development



**CHALLENGES**



**TRENDS**



**SOLUTIONS**



# The Big Picture



Katharine Allen, 2019

# When technology reshapes humanity...

## First Age



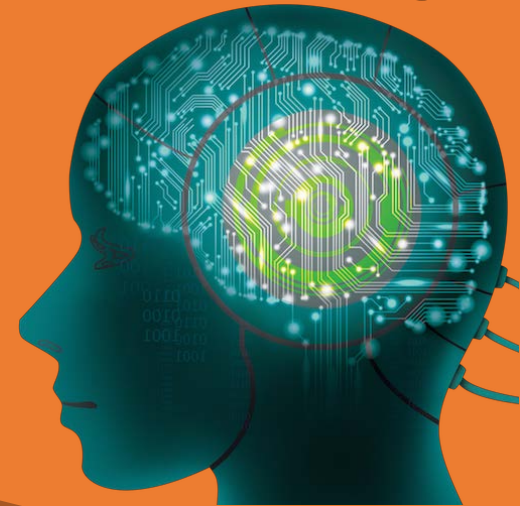
## Second Age



## Third Age



## Fourth Age



# The Doorstep of THE FOURTH AGE

Are humans machines?

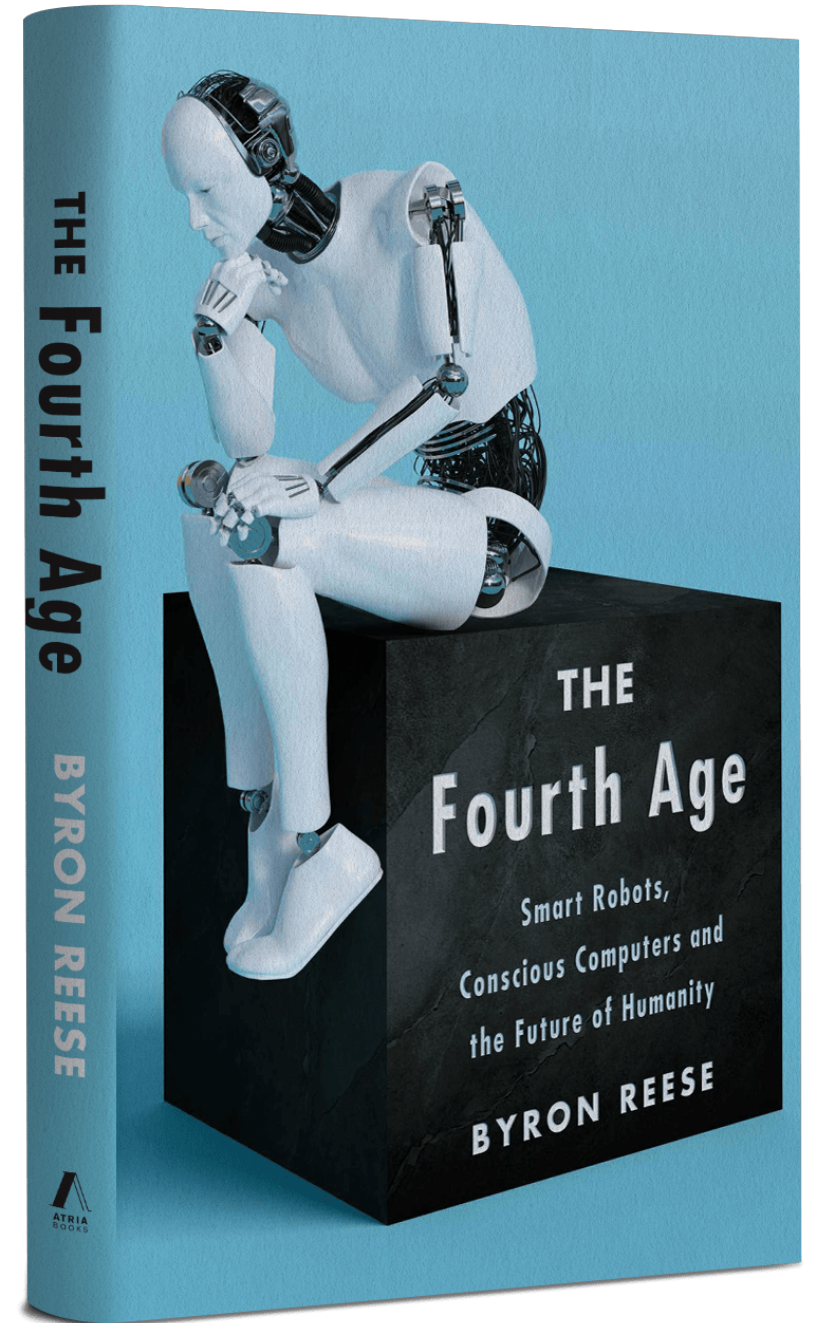
Can machines feel?





“We will probably see more change in the next fifty years than we have seen in the last five thousand.”

*Byron Reese*

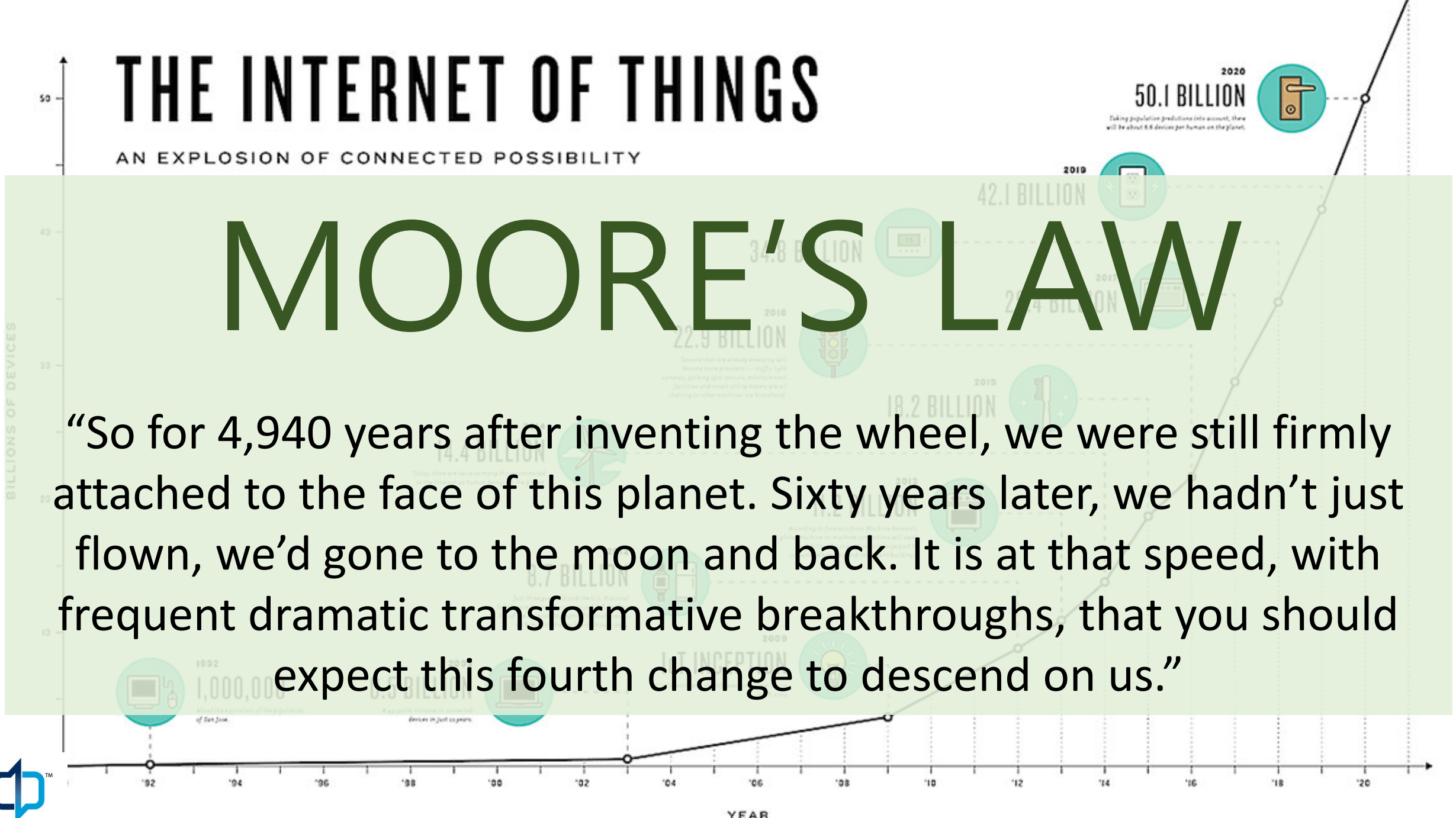


# THE INTERNET OF THINGS

AN EXPLOSION OF CONNECTED POSSIBILITY

## MOORE'S LAW

“So for 4,940 years after inventing the wheel, we were still firmly attached to the face of this planet. Sixty years later, we hadn't just flown, we'd gone to the moon and back. It is at that speed, with frequent dramatic transformative breakthroughs, that you should expect this fourth change to descend on us.”



# Global Language Industry Worth and Growth

**2019: US\$49.6 billion**

**Yearly Growth: 7.76% ↑**

**2021: US\$56.2 billion**

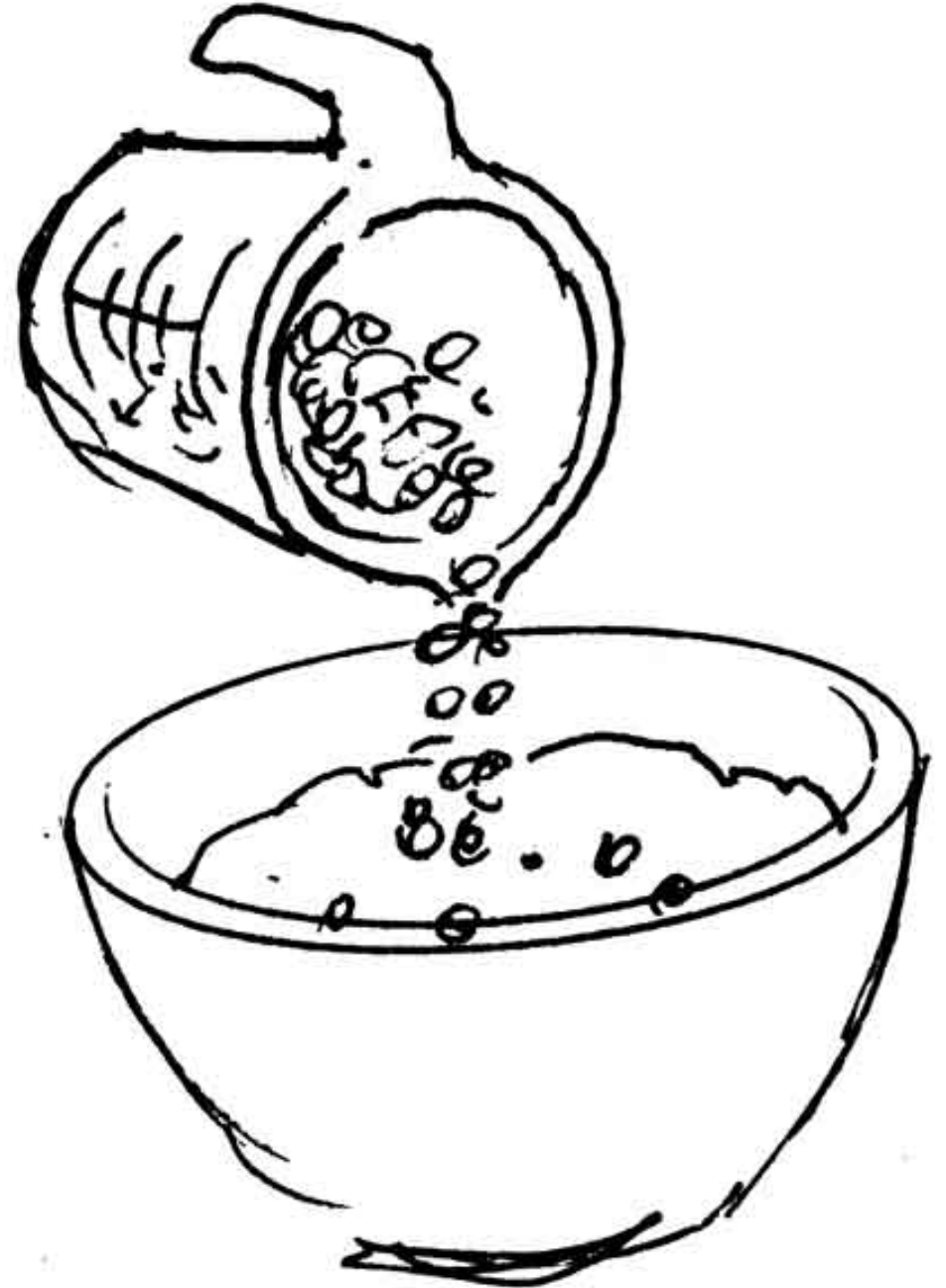
# Language Technology Industry

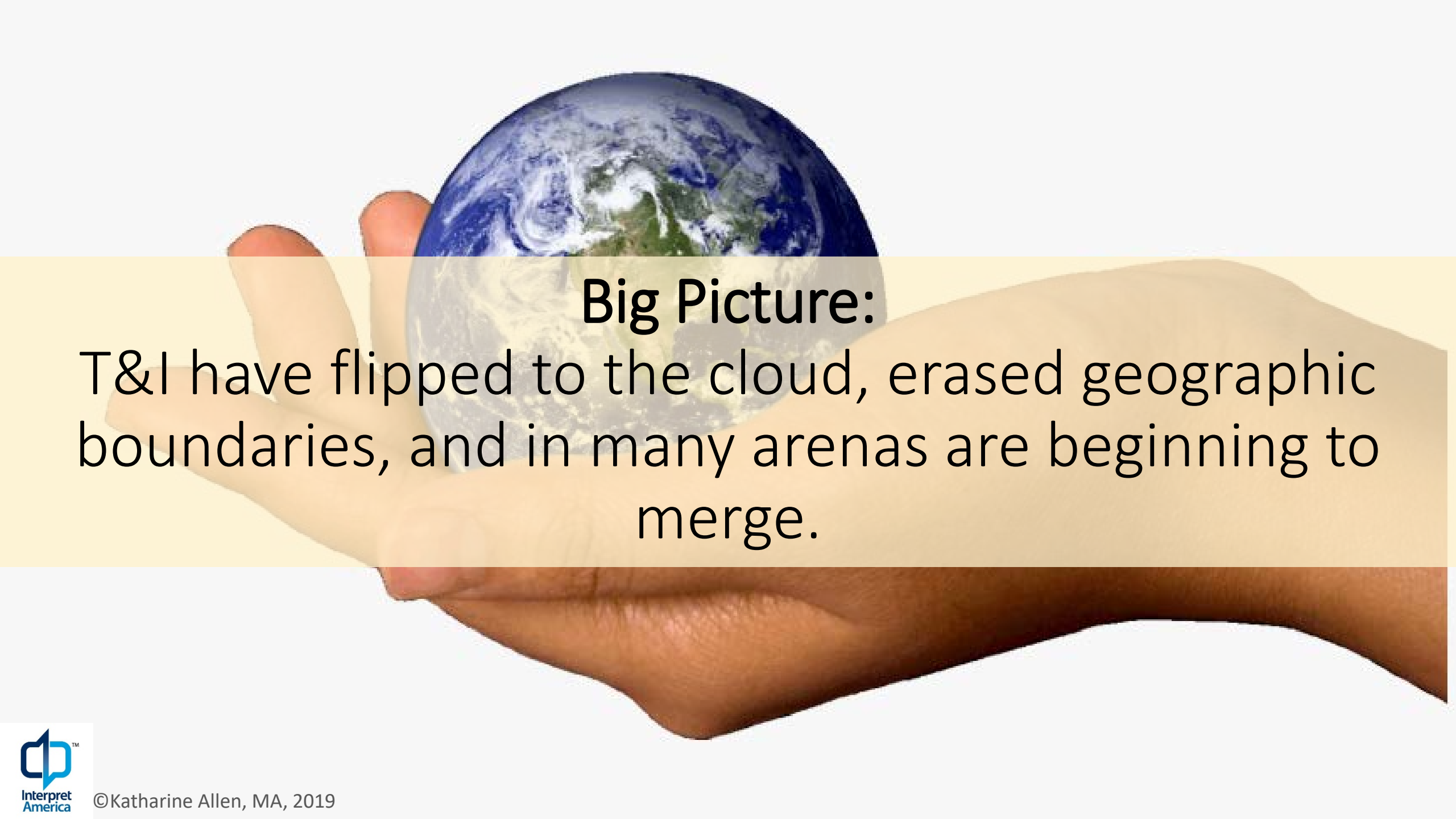
**2016: US\$29 billion**

Source: Common Sense Advisory, "The Language Services Market: 2019"

“The business plans of  
the next 10,000  
startups are easy to  
forecast:  
Take X and add AI.”

*Kevin Kelly*





## Big Picture:

T&I have flipped to the cloud, erased geographic boundaries, and in many arenas are beginning to merge.

# Know Your Interpreting Universe:

## CONFERENCE SIMUL MARKET

Unlike most professions, the United States only has a specialist interpreting market. There is no way to begin as a generalist.

(medical, social services, educational)

## OTHER

(business, military, global refugee, etc.)

# TODAY: Workforce Development



**CHALLENGES**



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# BRAINSTORM



**What do you see as the main challenges to workforce development?**



# Challenges to Workforce Development

01

STRUCTURE OF LEGAL INTERPRETING

02

THE PROBLEM OF EXPANSION

03

LACK OF INTERPRETERS

04

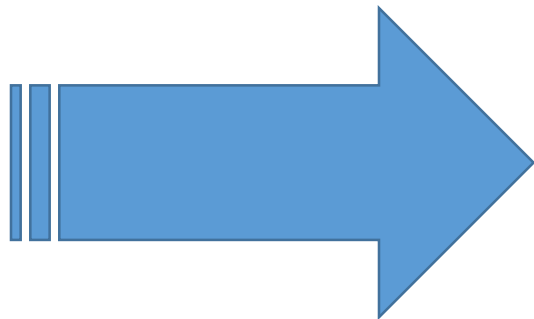
GENERATIONAL HANDOFF

05

PACE OF CHANGE V. RESISTANCE TO CHANGE

# Structure of Legal Interpreting

- The profession began with a test...
- No (completely) shared body of knowledge.
- 1000s of individual pathways to proficiency and into the profession.
- To enter profession, you already have to be specialized.
- No "easy" points of entry to scaffold into courtroom.
- All 50 states have their own justice structure (courts, training, etc.).



*Creative but difficult-to-scale solutions  
being tried on the local level.*



**In other words...**

# The Problem of Expansion

- Immigration spread across the US
- Many more LLDs to cover
- Many states have more legislative requirements re: language access
- Court/justice system infrastructure playing catchup

# Lack of interpreters...

- Spanish v. LOTS
- Urban v. rural
- Global problem



# The LOTS Interpreter – Vicious Cycle

- Resource-heavy outreach and recruiting.
- Provision of additional support structures.
- Subsidized training / internship.



**SUCCESS!!**

- Then...only called 3 times a year.
- Leave the field for other work.
- Start again.



- Original generations are retiring.
- More LLD communities and refugee immigrants with less formal higher education.
- Demand for their languages is high in other fields.
- Can't provide consistent part-time and full-time work.
- Job and career pathways are in flux.

# Generational Handoff



# Resistance to Change

- Individual practitioners
- Individual courthouses
- Statewide systems
  
- HOW to change?
- WHAT change to invest in?



“What if we don’t change at all ...  
and something magical just happens?”



# AB5

## The Gig Workers Bill

CALIFORNIA

California's employment law was rewritten. Many independent contractors aren't thrilled

# AB5: California Passes Bill That Translators, Interpreters Say Threatens Livelihood

**Demand Drivers** • By **Marion Marking** On September 16, 2019

BUS

1 Week Ago

## California Bill Aimed at Ride Hailing Heralds Change for Gig Workers. Many independent contractors aren't thrilled

New law leaves winemakers confused about status of contract workers; strippers see validation

# TODAY: Workforce Development



**CHALLENGES**



**TRENDS**



**SOLUTIONS**

# OVERALL TRENDS:

- How we communicate is changing.
- User expectations are changing.
- The need for human interpreters is expanding but..
- ...our current service models no longer fit the market.



# Remote Interpreting: SLOW BUT INEVITABLE



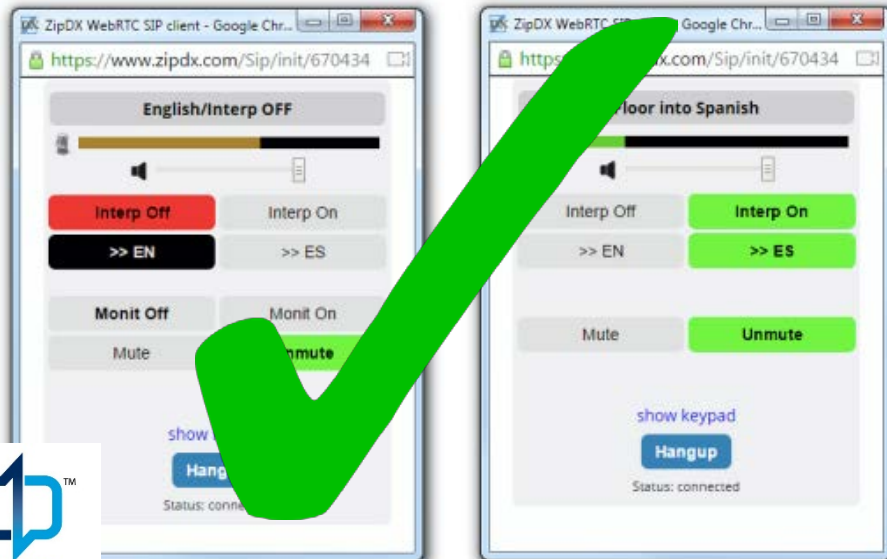
Telephonic

ONE  
INTERPRETER



**RSI: Simultaneous**

**VRI: Consecutive**



INTERPRETING  
TEAM:  
Virtual booth  
console



# The Dream (for some)





**babelverse**

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## **What actually happens**

- 3-4 years and fail
- 3-4 years and pivot
- **BIGGEST LESSON:** You can't scale with untrained bilinguals.

# Current Contenders



RELY ON HUMAN EXPERTISE



Real-time video interpreting of web meetings & KUDO studios



Remote simultaneous for onsite events



# Interpreting Management Systems



## OVER THE PHONE INTERPRETING

Let Boostlingo drastically cut your Language Services cost by using our Over the Phone Interpretation platform.

[Advanced Features](#)



## VIDEO REMOTE INTERPRETING

Video Remote Interpreting (VRI) helps people interact more personally than traditional Over The Phone interpreting.

[Interpreting Solutions](#)



## ON-SITE SCHEDULING

Streamline interpretation management workflow for on-site interpretation appointments with Boostlingo's robust scheduling management features.

[Interpretation Scheduling](#)

# Interpreting Management Systems

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beastlingo

PRØZ.com

***CURRENTLY FOCUSED ON HEALTHCARE AND BUSINESS/FINANCIAL***

# TODAY: Workforce Development



**CHALLENGES**



**TRENDS**



**SOLUTIONS**



# OVERCOMING FRAGMENTATION





# Scale Effective Projects

# Learn from Sister Specializations

- Healthcare interpreting has leveraged an undertrained and under-resourced workforce to provide professional interpreting.
- Hospitals are leveraging workforces with in-house call centers and hybrid models for service provision.
- National Center for Interpreting in Healthcare (NCIHC) Model for building a profession.



# HCiN

HEALTH CARE INTERPRETER NETWORK



Interpretation request through HCIN...



HCIN connects to **your hospital's** interpreters first

Then to interpreters across your extensive **member network**

A 24/7 3rd party interpreter service is always standing by



# Look to Community Interpreting:

Healthcare, educational, social services, disability services, workers compensation, legal aid, immigrant advocacy non-profits



- Majority of interpreters
- IIP interpreters start in CI
- Community-legal encounters very common
- Entry level training opportunities
- Cross-train community interpreters.
- Trained dual-role staff.



# What Recruiting Platforms Are You On?



3691 English-  
other language  
interpreters  
(2016)



- AIIC
- IAPTI
- NAJIT
- NCTA



502,317 interpreter profiles



20,000 interpreter log-ins /  
month (2016)

# Build Permanent Bridges



# Government-Business Partnerships

- Don't recreate the technological wheel.
- Partner with IMS platforms to build "company neutral" interpreter pools
- Build demand through partnership by getting legal interpreters on more platforms LinkEd In, Proz.com Boostlingo









# Thank you!

Website: [www.interpretamerica.com](http://www.interpretamerica.com)

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