

# ARIZONA VRI INITIATIVES

David Svoboda

CLAC: How to Get Stuff Done!

November 16, 2021

7.2 million population

~10% speak English "less than very well"

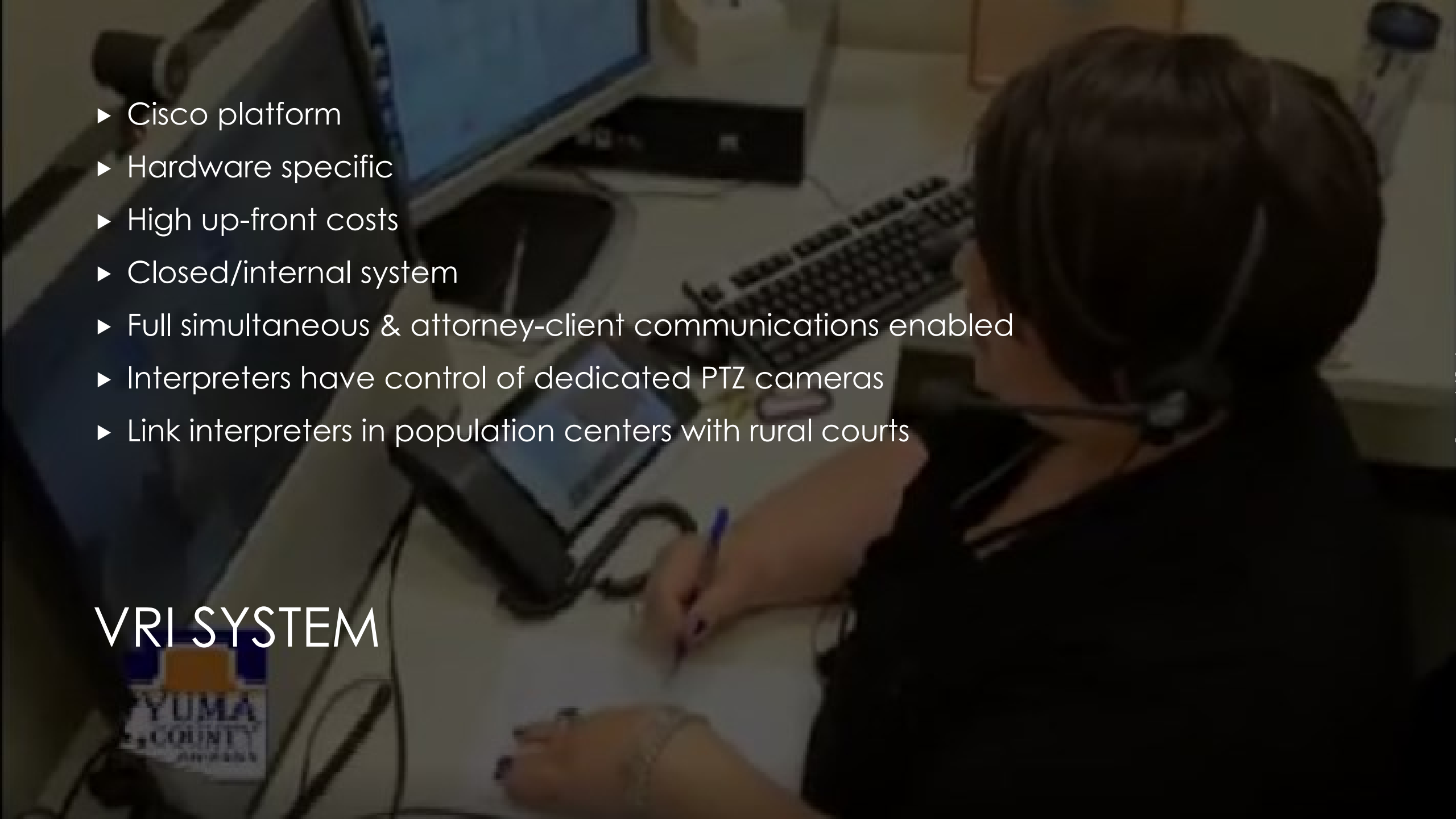
Maricopa County (Phoenix) fastest growing area nationwide

Non-unified court system

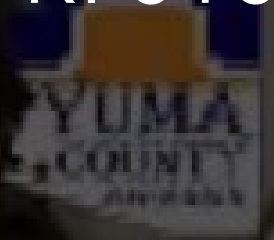
180+ courts

# ARIZONA BY THE NUMBERS

A series of white lines of varying lengths and orientations, including a long diagonal line and several shorter parallel lines, located in the bottom right corner of the slide.

- 
- A person wearing a headset is seated at a desk, working on a computer. The desk has a monitor, a keyboard, and a mouse. The person is looking at the monitor and has their hand on the mouse. The background is slightly blurred, showing a typical office environment.
- ▶ Cisco platform
  - ▶ Hardware specific
  - ▶ High up-front costs
  - ▶ Closed/internal system
  - ▶ Full simultaneous & attorney-client communications enabled
  - ▶ Interpreters have control of dedicated PTZ cameras
  - ▶ Link interpreters in population centers with rural courts

## VRI SYSTEM





Staffing includes Language Access Coordinator, Program Specialists (2), Network Infrastructure Staff



Program Specialists handle day-to-day management, scheduling, and limited technical assistance



Local court staff and interpreter coordinators

## VRI GROUP COMPOSITION

Current system in limited number of courts across state

Zoom quickly emerged as primary solution for courts shifting to remote hearings

AOC purchased several hundred Zoom licenses for courts

Initial focus on getting courts equipped to hold remote hearings

COVID-19  
ONSET

A series of white diagonal lines of varying lengths and thicknesses, starting from the bottom right and extending towards the top right, creating a sense of movement and modern design.

Existing familiarity with Zoom & simultaneous interpreting

Work with IT to enable functionality on purchased licenses

Language access team work remotely to develop user guide

Educate courts & hold demonstrations

VRI ACTIONS  
DUE TO  
COVID

Decorative white lines consisting of several parallel lines of varying lengths and orientations, extending from the right side of the slide towards the bottom right corner.

### Tech gap: courts & their staff

- Knowledge & know-how
- Peripherals

### Tech gap: LEP court users

- Hardware
- Broadband access

### Zoom limitations

- Call-in numbers
- Recording

ISSUES IDENTIFIED

- ▶ 2020 Annual Interpreter Coordinator Summit
  - ▶ Live demonstration of Zoom interpreting feature
  - ▶ Combo of VC platform + phone for simul
  - ▶ Hardware & peripherals guide
  - ▶ Model VRI configurations
  - ▶ VRI vendors list

CONTINUED RESOURCES  
DEVELOPMENT





Some courts feel limited to consecutive due to lack of know-how



Staff difficulties with troubleshooting & tech support for LEPs



Ongoing work with courts to address these and other needs

THE  
CONVERSATION  
CONTINUES





Staff flexibility to shift gears and address needs



Networked staff to coordinate with and leverage work in other units



Established feedback loops to ID needs & assess solutions



Involve advisory committee & workgroups

## TAKE-AWAYS



# THANK YOU!

David Svoboda

Language Access Coordinator

Arizona Supreme Court