

Rhode Island Office of Court Interpreters (OCI)
Monitoring and Reporting of Language Access Services
January 30, 2017

The following report is submitted in compliance with Supreme Court Executive Order 2012-05 (EO) on Language Access activities for the period beginning January 1, 2016 and ending December 31, 2016. However, the statistical data covers only the period from January 1, 2016 to November 30, 2016 due to the conversion to a new case management system. The remaining statistical data covering the period from December 1 to 31, 2016 shall be made available when the new system provides access to the data entered for that period.

The following information addresses subsections described on Page 6, Paragraph H of the aforementioned EO.

- a. This year the OCI took the following steps to implement the EO. The OCI worked closely with local agencies to increase its pool of rare language interpreters which, in comparison to previous calendar year, resulted in the reduction of over fifty percent (50%) in the number of cases that were not served due to the unavailability of a qualified interpreter. The OCI also translated several internal court forms into Spanish and Portuguese as well as letters received by the Disciplinary Board. There have been no further policies or procedures drafted or issued to implement the EO or to execute the completed Language Access Plan (LAP).
- b. The OCI continued providing interpreting services in all languages requested. Said requests originated from court staff in all four (4) counties as well as from attorneys and the public. Language services included: interpretation; translation; sight translation; and general court information provided in languages spoken by court users.
 - 1) During the period reported, thirty-three (33) cases were delayed due to the unavailability of an interpreter. These delays were caused on cases where the need/request for an interpreter was identified at the time of the hearing and a certified/qualified interpreter needed to be contracted on short notice but none was available. At the time of said requests, and when the proceeding qualified, information was provided for an Over-the-Phone-Interpreter (OPI). OPI services were offered in some of the following languages: Cape Verdean; Mandarin; Portuguese; and Urdu. There were cases when an OPI could have been provided, however, some courtrooms are still not equipped to provide OPI services but the Judiciary is working to resolve this issue.
 - 2) During the same period, the OCI received forty-two (42) reports of language assistance not being provided. Most of these requests were for rare languages or for languages where the need for more qualified/certified interpreters has been identified. Some of these languages include: Burmese; Cantonese; Korean; Kirundi; Laotian; Quiche; Spanish; Swahili; Turkish; and Vietnamese. Vendors have been informed of the need to develop strategies to increase the interpreters' pool.

Some of these cases did not qualify for OPI services due to the nature of the court proceeding.

c. During the period from January 1, 2016 to November 30, 2016, the Rhode Island Judiciary provided interpreting services as follows:

1) Language services were provided in thirty-three (33) languages, Spanish being the most requested (7802), followed by Portuguese (292), Cape Verdean (161), Chinese (47) and Quiche (45).

The chart below shows the number of services provided per language per court.

<i>LANGUAGE</i>	<i>SUPREME</i>	<i>SUPERIOR</i>	<i>DISTRICT</i>	<i>FAMILY</i>	<i>WORKERS' COMPENSATION</i>	<i>TRAFFIC TRIBUNAL</i>	<i>TOTAL</i>
<i>ARABIC</i>		1	12	12		5	30
<i>ARMENIAN</i>						2	2
<i>BURMESE</i>						2	2
<i>CAMBODIAN</i>		4	6	20	2	1	33
<i>CANTONESE</i>		3	3		1	2	9
<i>CAPE VERDEAN</i>		20	55	76	7	3	161
<i>CHINESE</i>		1	34	4	1	7	47
<i>FARSI</i>		6					6
<i>FRENCH</i>		2	12	8	2	2	26
<i>HAITIAN</i>		1	1	5			7
<i>HINDI</i>				1			1
<i>HMONG</i>			1				1
<i>ITALIAN</i>				5	1		6
<i>KIRUNDI</i>		1		5		1	7
<i>KOREAN</i>		2	1				3
<i>LAOTIAN</i>		1	8	7	1	1	18
<i>MANDARIN</i>			11	2	1	2	16
<i>MANDINGO</i>			3				3
<i>NEPALI</i>			1				1
<i>POLISH</i>		1	16	2	2	4	25
<i>PORTUGUESE</i>		22	103	100	35	32	292
<i>QUICHE</i>		1	8	35		1	45
<i>RUSSIAN</i>			8	4	2		14
<i>SOMALI</i>		1					1
<i>SPANISH</i>		841	2443	2420	454	1644	7802
<i>SWAHILI</i>			4	1			5
<i>TAGALOG</i>				2			2
<i>TIGRYNIA</i>		3		1			4
<i>TURKISH</i>			5	2		1	8

<i>URDU</i>			2	3			5
<i>VAI</i>		1					1
<i>VIETNAMESE</i>			17			3	20
<i>WOLOF</i>		1					1
<i>TOTAL</i>	0	913	2754	2715	509	1713	8604

- 2) All language providers are classified as certified or qualified interpreters or bilingual staff, the latter authorized only to provide language services in court operations.
- 3) These services were provided by four (4) certified full-time staff interpreters, two (2) qualified full-time staff interpreters, two (2) part-time staff interpreters, twenty (20) bilingual staff, twenty-three (23) individual contractors, and thirty-four (34) interpreters employed by three (3) corporate contractors approved by the state to be included in the State's Master Price Agreement.
- 4) Interpreters and contractors reside in Rhode Island or nearby states.
- 5) Language services were provided to court users in all counties in superior, family, district, workers' compensation, and traffic tribunal.

SERVICES PROVIDED PER COUNTY

<i>COURT</i>	<i>PROVIDENCE</i>	<i>KENT</i>	<i>WASHINGTON</i>	<i>NEWPORT</i>	<i>TOTAL</i>
<i>SUPREME</i>					0
<i>SUPERIOR</i>	876	29	3	5	913
<i>DISTRICT</i>	2044	590	27	101	2762
<i>FAMILY</i>	2657	34	8	23	2722
<i>WORKERS' COMP</i>	509				509
<i>TRAFFIC TRIBUNAL</i>	2116				2116
<i>TOTAL</i>	8202	653	38	129	9022

SERVICES PROVIDED PER COURT

<i>PROCEEDING</i>	<i>SUPREME</i>	<i>SUPERIOR</i>	<i>DISTRICT</i>	<i>FAMILY</i>	<i>WORKERS' COMPENSATION</i>	<i>TRAFFIC TRIBUNAL</i>	<i>TOTAL</i>
<i>CRIMINAL</i>		682	2199	31			2912
<i>CIVIL</i>		201	539	1747	514		3001
<i>TRAFFIC</i>						2129	2129
<i>JUVENILE</i>		1	15	782			798
<i>MISCELLANEOUS</i>		10			1		11
<i>INFORMATIONAL</i>		29	51	193	6		279
<i>PRESENTATION</i>							
<i>TOTAL</i>	0	923	2804	2753	521	2129	9030

PERSONS SERVED PER COURT

<i>PROCEEDING</i>	<i>SUPREME</i>	<i>SUPERIOR</i>	<i>DISTRICT</i>	<i>FAMILY</i>	<i>WORKERS' COMPENSATION</i>	<i>TRAFFIC TRIBUNAL</i>	<i>TOTAL</i>
<i>CRIMINAL</i>		686	2210	31			2927
<i>CIVIL</i>		213	566	2045	516	1806	5145
<i>TRAFFIC</i>							
<i>JUVENILE</i>		1	15	815			831
<i>MISCELLANEOUS</i>		14			1		15
<i>INFORMATIONAL</i>		30	51	195	6		282
<i>PRESENTATION</i>							
<i>TOTAL</i>	0	944	2842	3086	523	1806	9201

(6) The charts below show the type of proceedings and case types where language services were provided by the OCI as well as the number of services and people served during the January 1, 2016 – to November 30, 2016 period.

<i>Type of Proceeding/Services</i>	<i>Interpret</i>	<i>Sight Translate</i>	<i>Translate</i>	<i>Transcribe</i>	<i>TOTAL</i>
<i>Arraignment</i>	2435	360	0	0	2795
<i>Conference</i>	448	12	1	0	461
<i>Evaluation/Interview</i>	43	1	0	0	44
<i>Grand Jury</i>	5	1	0	0	6
<i>Hearing</i>	4459	94	20	0	4574
<i>Informational</i>	768	113	35	1	922
<i>Trial</i>	213	9	1	0	223
<i>Video Conference</i>	4	0	0	0	4
<i>TOTALS</i>	8375	590	63	1	9029

<i>Case Type/Services</i>	<i>Interpret</i>	<i>Sight Translate</i>	<i>Translate</i>	<i>Transcribe</i>	<i>TOTAL</i>
<i>Criminal</i>	2857	48	9	0	2914
<i>Civil</i>	4568	520	40	0	5128
<i>Juvenile</i>	796	2	0	0	798
<i>Miscellaneous</i>	10	1	0	0	11
<i>Informational</i>	246	19	13	1	279
<i>TOTAL</i>	8477	590	62	1	9130

<i>Persons Served/Services</i>	<i>Interpret</i>	<i>Sight Translate</i>	<i>Translate</i>	<i>Transcribe</i>	<i>TOTAL</i>
<i>Criminal</i>	2873	47	9	0	2929
<i>Civil</i>	4898	205	41	0	5144
<i>Juvenile</i>	827	3	1	0	831
<i>Miscellaneous</i>	14	1	0	0	15
<i>Informational</i>	249	19	14	0	282
TOTAL	8861	275	65	0	9201

- d. There were no issues reported to the OCI regarding the implementation of the EO or the LAP.
- 1) The Language Assistance Complaint is available on the Judiciary's website and describes the process of filing an administrative complaint, where to send it, what steps the Judiciary takes to resolve the issue, and the time allowed for the Administrative Office of State Courts to respond.
 - 2) During the period from January to December, 2016, the OCI did not receive any Language Assistance complaints.
- e. The LAP and EO, and their respective translations into Spanish, Cambodian, and Portuguese, remain available on the Judiciary's website.
- f. During the 2016 year, the OCI conducted a total of four (4) trainings during the months of April and November. The trainings were held in three (3) locations and were attended by court staff, bilingual court staff, staff interpreters, and contractor interpreters. A total of forty-two (42) interpreters/staff attended the trainings.
- 1) Court Staff Training on April 19, 2016 Announcement - Licht Complex (Appendix A)
 - 2) Court Staff Training on April 19, 2016 Announcement – Garrahy (Appendix B)
 - 3) LAP Court Staff Training on April 19, 2016 (Appendix C)
 - 4) Staff Interpreters Training (Appendix D)
- g. In a continuous effort to recruit qualified interpreters, the OCI proctored the National Center for State Courts' certification exam twice this year, in May and November. A total of thirty (30) candidates took the written exam and twelve (12) took the oral. Ten (10) candidates passed the written test and no candidate passed the oral. Also, in May 2016, the OCI hosted a regional one-day conference with neighboring states to address issues related to sharing interpreters' resources, reciprocity amongst states when sharing certified/qualified/screened interpreters, and certification exam preparation, amongst other topics. (Appendix E)

- h. A list of authorized interpreters, translators, and bilingual staff is available at the OCI. This list includes the names, languages, test results (when available), and type of authorization held by these professional.
- i. A list of court forms, which have been translated into Spanish and Portuguese, is available on the Judiciary's website. These forms can be downloaded.
- j. The chart below shows a breakdown of Judiciary expenses in the provision of language services during the period covering January 1, 2016 to December 31, 2016.

<i>ITEM</i>	<i>FULL-TIME AND PART-TIME STAFF</i>	<i>BILINGUAL COURT STAFF (BICTs)</i>	<i>VENDORS</i>
<i>Wages and Benefits</i>	\$571,354.44		
<i>Stipend</i>		\$14,800.00	
<i>Fee for Services</i>			\$324,892.50

Appendix A



RHODE ISLAND JUDICIARY



LANGUAGE ACCESS PLAN TRAINING

As part of Executive Order 2012-05,
The Supreme Court's Office of Court Interpreters will conduct a
training session for all court staff in the use and protocol of
Language Access in the Courts.

Clerks and other personnel directly servicing the public
are encouraged to attend

Where

Licht Judicial Complex
250 Benefit Street
Courtroom 2 – 3rd Floor

When

April 29, 2016 from 2:00pm – 3:00pm



Appendix B



RHODE ISLAND JUDICIARY



LANGUAGE ACCESS PLAN TRAINING

As part of Executive Order 2012-05,
The Supreme Court's Office of Court Interpreters will conduct a
training session for all court staff in the use and protocol of
Language Access in the Courts.

Clerks and other personnel directly servicing the public
are encouraged to attend

Where

Garrahy Judicial Complex
1 Dorrance Plaza
Courtroom 5A

When

April 29, 2016 from 2:00pm – 3:00pm



Appendix C

OFFICE OF COURT INTERPRETERS COURT STAFF TRAINING

April 29, 2016

1. TITLE VI OF THE CIVIL RIGHTS ACT, EO 2012-05, LAP
2. WHO WE ARE: OCI
3. WHO WE SERVE: LEPs & Court
4. WHAT WE DO
5. WHAT WE CANNOT DO
6. HOW TO ASSESS THE NEED: Language ID Card, basic questions
7. WHAT LANGUAGES WE PROVIDE: all in all counties
8. PROCEDURE WITH VENDORS: Cost, Scheduling, Accurately signing interpreters' time sheet
9. HOW TO REQUEST AN INTERPRETER: contact information sheet & info needed

Appendix D

Rhode Island Traffic Tribunal Staff Training November 21, 2016

Agenda

1. Code of Ethics and Professional Responsibility for Court Interpreters in the RI Judiciary
 2. Handbook for Foreign Language Court Interpreters
 3. Language Access Plan
 4. Executive Order 2012-05
 5. Certification Process: Certified and Qualified → May 2017
 6. NAJIT's Position Papers
 - a. Direct Speech in Legal Settings
 - b. Summary Interpreting in Legal Settings
 - c. Modes of Interpreting: Simultaneous, Consecutive, Sight Translation
 7. Interpreter Data Form (IDF)

Appendix E

New England Collaborative
Language Services Coordinators
May 10, 2016

9:30 – 9:40 Welcoming remarks
Susana E. Torres – Rhode Island Office of Court Interpreters

9:40 – 11:00 **Reciprocity**

Alejandra M. Donath – Program Manager
CT Interpreter and Translator Services
Project Management and Administration Unit

- i. Protocols for reciprocity when using qualified and certified interpreters from the region (New England)
- ii. Create a central depository for the region that will include qualified and certified interpreters contact information and their CEU status, if any.
- iii. Measures to be taken to avoid having candidates taking more than one test at a time in different states.

11:00 – 12:30 **Exam Preparation and Training**

Leonor Figueroa-Feher, Ph. D., Program Manager for Training Massachusetts Courts

- iv. Designing similar trainings for newly qualified/certified interpreters
- v. Design trainings that will prepare rare language interpreters to take the written examination (oral examinations are not be available for many rare languages)
- vi. Sharing training materials, specifically to prepare candidates for the oral examination
- vii. Share information regarding online courses for qualified and certified interpreters

12:30 – 1:00 Lunch (working lunch)

1:00 – 3:00 **Proctor Training:** Leonor Figueroa-Feher, Ph. D.
Alejandra M. Donath