

RHODE ISLAND OFFICE OF COURT INTERPRETERS (OCI)
Monitoring and Reporting of Language Access Services
January 31, 2019

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, 2018 and ending December 31, 2018.

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

- a. This year, as a result of OCI's efforts to increase and maintain a pool of qualified interpreters, the Judiciary was able to provide more language services. Several language services were provided in rare languages such as Bengali, Kinyarwanda, and Wolof. The OCI translated twelve (12) court documents and/or forms as requested by several offices within the Judiciary. At the closing of the calendar year, no further policies or procedures were identified as needed to implement the EO.
- b. The OCI provided services in cases where interpreters had been requested by court staff, attorneys or parties to a case. These services were provided in all four counties in criminal and civil matters. Language services provided included: interpretation; translation; sight translation; and court information provided in languages spoken by court users.
 - i. During this calendar year, there were only two (2) cases that were delayed due to the unavailability of an interpreter. These delays were due to requests made on the hearing day and no qualified/certified interpreter was available for the time requested. At the time of the request, and if the proceeding qualified, an Over-the-Phone-Interpreter (OPI) was offered. The languages where delays were reported were Cantonese and Cape Verdean.
 - ii. During the period reported, the OCI recorded thirty-eight (38) cases where a qualified/certified interpreter could not be provided for the following languages: Arabic, Armenian, Bengali, Burmese, Cambodian, Cantonese, Cape Verdean, French, Greek, Haitian, Indonesian, Japanese, Kinyarwanda, Khran, Laotian, Mandarin, Portuguese, Quiche, Romanian, and Vietnamese. Most of these languages are considered rare languages and the pool of qualified interpreters in and out of state is very small. The OCI works closely with vendors in nearby states to recruit, train, and contract more interpreters from those languages.

The chart below demonstrates the type of cases where there were delays or cancellations due to the unavailability of an interpreter.

Cancellations

	Civil	Criminal	
Interpreter not available	20	8	28
Interpreter cancelled	3	1	4
Interpreter delayed	0	2	2
Interpreter not scheduled	1	0	1
Late request	2	3	5
Wrong language requested	0	0	0
	26	14	40

c. During the year, the Rhode Island Judiciary provided interpreting services as follows:

- i. Language services were provided in forty (39) languages in 10,375 events. As in previous years, Spanish was the most requested language (9,118), followed by Cape Verdean (363), Portuguese (319), Mandarin (102), and Laotian (87). This year the OCI also provided services in new rare languages such as Bengali, Indonesian, and Hebrew.

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

2018 EVENTS PER CASE TYPE AND LANGUAGE								
	CRIM	CIV	JUV CR	JUV CV	RITT	INFO DESK	PRES	TOTALS
Albanian	5							5
Amharic	1							1
Arabic	61	16	4	1	4			86
Armenian	1				1			2
Bengali		1						1
Cambodian	10	19	9		3			41
Cantonese	1	2			1			4
Cape Verdean	116	125	73	26	23			363
Chinese	3							3
Farsi		7						7
French	1	2		1	3			7
Greek	5	2						7
Gujarati		3						3
Haitian	5	18		1	3			27
Hebrew					1			1
Indonesian		3						3
Italian	3	4						7
Japanese		2						2
Kinyarwanda	3	2	1		2			8
Kirundi		1	4	1				6
Korean		2			1			3
Kunama			1					1
Laotian	63	9		6	9			87
Mandarin	51	26		8	17			102
Nepali	2	1						3
Polish	2	9	2					13
Portuguese	121	142	8	15	33			319
Quiche	2	2	1	32				37
Russian	17	22			4			43
Somali	1							1
Spanish	2,652	3,443	480	503	1969	70	1	9,118
Swahili	2	4	1	9				16
Tagalog	1	1						2
Thai	13							13

Tigrinya		4					4
Turkish		1					1
Vietnamese	6	2			8		16
Wolof		5					5
Yoruba			2	4			6
							10,374

- ii. All language providers are classified as certified or qualified interpreters or bilingual staff, the latter authorized to provide services in court operations only.
- iii. All services shown on the previous chart were provided by four (4) certified staff interpreters, two (2) qualified staff interpreters, two (2) part-time staff interpreters, twenty-three (23) bilingual staff, twenty (20) individual contractors, and thirty-two (32) interpreters employed by five (5) corporate contractors approved by the state to be in the State’s Master Price Agreement List.
- iv. All interpreters and contractors reside in Rhode Island or nearby states.
- v. Language services were provided to 6,929 court users in all counties and courts in Superior, Family, District, Workers’ Compensation Courts and the Traffic Tribunal. In addition to services in courtrooms, the OCI also provided language services in ancillary offices such as Juvenile Services, Pre-Trial Services, Mediation, Court Visitations, and Probation.
- vi. The OCI reports providing 6,929 new direct language services in 4,596 civil matters and 2,333 in criminal matters. These services were provided in 10,374 court proceedings and court operations.

Case Types (INT's)

Civil	4,596
Criminal	2,333
	6,929

Type of Proceeding

	Interpreting	Language Services	Sight	Information Desk	Transcription	Presentations	Translations	
Civil	5,865	562	41	0	2	4	55	6,529
Criminal	3,211	485	17	66	10	0	9	3,798
								10,327

- d. During the 2018 calendar year, the OCI did not receive reports of any issue regarding the implementation of the EO or the LAP.
 - i. The Rhode Island Judiciary continues having the Language Assistance Complaint form available in its website. This form 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.
 - ii. During the period between January 1 and December 31, 2018, the OCI did not receive any Language Assistance Complaint.

- e. The LAP and EO, and their respective translations into Spanish, Cambodian, and Portuguese continue being available on the Judiciary’s website.
- f. During the 2018 calendar year, the OCI did not provide any training.
- g. Having identified the need to recruit more qualified interpreters and interpreters from rare languages, the OCI partnered with community organizations to approach communities that were identified as having the rare languages needed for the provision of services. The OCI continued its partnership with neighboring states to recognize reciprocity for the use of qualified and certified interpreters. The OCI also continued proctoring the National Center for State Courts certification examination twice this year. During the first certification module in May, twenty-six (26) candidates took the written exam and seven (7) candidates took the oral examination. During the second certification module in November, twenty (20) candidates registered to take the written examination and nine (9) candidates registered to take the oral examination. During this year, the Rhode Island Judiciary qualified twenty-seven (27) interpreters, and certified one (1) interpreter.
- h. An updated list of authorized interpreters, translators, and bilingual staff is available at the OCI. This list includes the names, languages, and type of designation held by these professionals.
- i. In addition to a list of downloadable court forms, translated into Spanish and Portuguese and available on the court’s website, the OCI translated four (8) court related materials and four (4) complaint letters sent to the Court’s Disciplinary Board. The OCI also transcribed and translated sixty-four (64) documents related to court cases.

The following chart indicates a breakdown of the Judiciary expenses in the provision of language services during the period covering January 1, 2018 to December 31, 2018.

<i>ITEM</i>	<i>FULL-TIME AND PART-TIME STAFF</i>	<i>BILINGUAL COURT STAFF (BICTs)</i>	<i>VENDORS</i>
Wages and Benefits	\$562,310.67		
Stipend		\$17,950.00	
Fee for Services			\$263,152.68