

Rhode Island Office of Court Interpreters (OCI)
Monitoring and Reporting of Language Access Services
June 25, 2025

The following report is submitted in compliance with Supreme Court Executive Order 2012-05 (EO) on Language Access activities for the period beginning on January 1, 2024, and ending on December 31, 2024.

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

- a. This year, the OCI's efforts to increase and maintain a pool of qualified interpreters were successful and the Judiciary was able to provide language services in rare languages, such as Krahn, Nepali, Taiwanese and Twi, amongst others. The OCI translated several 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 (4) counties in criminal and civil matters and included interpretation, translation, sight translation, and court information provided in languages spoken by court users.
 - i. During the 2024 calendar year, fourteen (14) cases were delayed resulting from an interpreter not being available at the time of the scheduled hearing.
 - ii. The reported fourteen (14) cases were delayed for the following reasons: the requests were submitted on the day of the hearing, and a qualified/certified interpreter was not available for the time requested; an interpreter was not available for the requested hearing date and/or time; or the wrong language was requested. Delays were reported for the following languages: Arabic, Burmese, Cambodian, Cape Verdean, Haitian, Laotian, Mandarin, Nepali, Portuguese, Quiche, Spanish, Swahili, and Twi. Some of these languages are considered rare languages and the pool of qualified interpreters in and out-of-state is small. The OCI works closely with vendors in nearby states to recruit, train, and contract more interpreters for those languages.

Delays and Cancellations

	Civil	Criminal	Total
Interpreter unavailable at requested time	5	4	9
Interpreter cancelled	0	0	0
Interpreter delayed	1	0	1
Interpreter not scheduled	0	0	0
Late request	2	1	3
Wrong language requested	1	0	1
	9	5	14

- c. During the 2024 calendar year, the Rhode Island Judiciary provided interpreting services as follows:
- i. Language services were provided in thirty-six (36) languages in 11,183 events. The six (6) most requested languages were Spanish (9,763), followed by Cape Verdean (587), Portuguese (357), Mandarin (94), Haitian (72), and Cambodian (51). This year the OCI also provided services in some rare languages such as Krahñ, Nepali, Taiwanese, and Twi.

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

Language	Events
Albanian	14
Arabic	48
Armenian	1
Bengali	1
Cambodian	51
Cantonese	12
Cape Verdean	587
Chinese	4
Dari	2
Farsi	3
French	16
Haitian	72
Hindi	4
Italian	1
Japanese	2
Korean	1
Krahñ	1
Laotian	16
Mandarin	94
Nepali	4
Pashtu	2
Polish	2
Portuguese	357
Quiche	49
Romanian	2
Russian	16
Spanish	9763
Swahili	2
Taiwanese	1
Thai	3
Turkish	10
Twi	1
Ukrainian	4
Urdu	20
Vietnamese	14
Wolof	3
	11,183

- 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 two (2) certified staff interpreters, seven (7) qualified staff interpreters, two (2) seasonal qualified staff interpreters, twenty-six (26) bilingual staff, one (1) certified individual contractor, nineteen (19) qualified individual contractors, and six (6) corporate contractors approved by the state to be on 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 over 12,547 court users in all counties and courts in the Supreme, Superior, Family, District, Workers' Compensation, and Traffic Tribunal. In addition to services in courtrooms, the OCI also provided language services in ancillary offices such as Juvenile Services, Mediation Unit, Pre-Trial Services, Probation, Resource Center, and Court Supervised Visitations.
- vi. The OCI provided 8,052 new direct language services in 2,573 civil matters, and 5,479 in criminal matters.

Case Types (INT's)

Civil	5,479
Criminal	2,573
	8,052

Type of Proceeding

	Civil	Criminal	Total
Interpreting	6,248	3,310	9,558
Language Services	1,144	394	1,538
Sight Translation	1	0	1
Information Desk	0	42	42
Transcriptions	1	0	1
Presentations	0	0	0
Translations	51	3	54
	7,445	3,749	11,194

- d. During the 2024 calendar year, the OCI received no complaints regarding the provision of language services.
 - i. The Rhode Island Judiciary continues to have the Language Assistance Complaint form available on its website. This form describes the process of filing an administrative complaint, where to send the form, what steps the Judiciary takes to resolve the issue, and the time allowed for the Administrative Office of State Courts to respond.
- e. The LAP and EO, and the respective translations into Spanish and Portuguese continue being available on the Judiciary's website

- f. During the 2024 calendar year, the Access to Justice Office provided four (4) scheduled trainings on language access services for court interpreters, judges, and members of the Rhode Island bar.
- g. The OCI continues to partner with community agencies and other related agencies to identify individuals with abilities to become qualified/certified interpreters, especially in those languages considered rare or of lesser diffusion. The OCI continued the partnership with neighboring states to recognize reciprocity for the use of qualified and certified interpreters. In 2024, the Rhode Island Judiciary hosted the National Center for State Courts certification examination twice. During the first certification module in April, sixteen (16) candidates registered to take the written exam, and seventeen (17) candidates registered to take the oral examination. During the second certification module in October, twenty-two (22) candidates registered to take the written examination, and fifteen (15) candidates registered to take the oral examination. In 2024, the Rhode Island Judiciary qualified three (3) interpreters and certified three (3) interpreters.
- 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 eleven (11) court related materials, and transcribed and translated fifty-five (55) documents related to court cases.
- j. The following chart indicates a breakdown of the Judiciary expenses in the provision of language services during the period covering January 1, 2024, to December 31, 2024.

	Wages and Benefits	Stipends	Fees for Services
Full-time Staff	\$ 899,742.27		
Seasonal Staff	\$ 16,590.53		
Bilingual Staff		\$ 25,875.00	
Vendors			\$ 262,070.59