

**Rhode Island Office of Court Interpreters (OCI)**  
**Monitoring and Reporting of Language Access Services**  
**January 22, 2016**

The following report is submitted in compliance with Supreme Court Executive Order 2012-05 on Language Access for the period beginning January 1, 2015 and ending December 31, 2015.

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

- a. The OCI took the following steps to continue the implementation of the Language Access Plan (LAP). The translation of 141 court forms into Cambodian and Portuguese were posted on the Rhode Island Judiciary's (Judiciary) website. A list of Spanish court forms and the forms in Spanish translations were also posted. These forms are now available for the public to download. The OCI also translated and uploaded the translation into Spanish of the Judiciary's LAP and Executive Order 2012-05. The posting of signs in different languages informing court users of the availability of language services was completed. The Complaint Form in English, Spanish, and Portuguese was distributed to all court clerk offices and is now available to court users.

Due to the lack of available experienced, qualified interpreters in some rare languages, the OCI is working with local vendors to increase their pool of interpreters.

- b. The OCI continued providing interpreting services in all the languages requested from all counties. These requests were placed by court users, court staff, and attorneys. Language services provided included: interpreting; translating; sight translating; and information provided in the language spoken by court users.
  1. During the period reported, the OCI received twelve (12) reports of delays resulting from the unavailability of an interpreter. Interpreting services were delayed on cases where either the need for an interpreter was identified while the case was being heard or there was no certified/qualified interpreter available for that particular language, date, and/or time. Over the Phone Interpreting (OPI) was offered in most instances and all vendors providing language services were contacted. OPI services were offered in the following languages: Hindi; Amharic; and Laotian. Some courts could not make use of the OPI service because the courtroom was not being properly equipped.
  2. During the period reported, the OCI received seventy (70) reports of language assistance not being provided. Most of those requests were for rare languages (Fozhou, Kirundi, Korean, Pashto, Quiche, Polish, Swahili, Tamil, Turkish, and Wolof). All vendors providing language services were contacted, but no interpreter was available or the vendor did not have that language available. OPI service providers were also contacted but due to the rarity of some of the languages requested and/or vocabulary skills needed, not even OPI vendors were able to provide all the services. Some of these cases did not qualify for OPI

services due to the nature of the court procedure. There is one language, Quiché, for which no OPI is available.

c. During the period stated in this report, the Judiciary provided interpreting services as follows:

1. Services were provided in thirty-two (32) languages, Spanish being the most requested (8490), followed by Portuguese (332), Cape Verdean (115), Cambodian (57), and Chinese (45). The chart below shows the number of services provided per language:

CASES PER LANGUAGE

<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>		3	18	12	4	2	39
<i>BULGARIAN</i>				2			2
<i>CAMBODIAN</i>		7	13	30	6	1	57
<i>CANTONESE</i>			2				2
<i>CAPE VERDEAN</i>		7	34	56	16	2	115
<i>CHINESE</i>		10	25	5	1	4	45
<i>FARSI</i>		3	1		2		6
<i>FRENCH</i>		1	7	1	2	1	12
<i>GERMAN</i>				1			1
<i>HAITIAN</i>		1	8	8			17
<i>HINDI</i>		4	1	2			7
<i>HMONG</i>		1		2			3
<i>ITALIAN</i>				4			4
<i>JAPANESE</i>						3	3
<i>KIRUNDI</i>			5	2			7
<i>KOREAN</i>		1	21		2	3	27
<i>KRAHN</i>			2		2		4
<i>LAOTIAN</i>		5	13	4	3		25
<i>NEPALI</i>				2			2
<i>POLISH</i>			3		3	1	7
<i>PORTUGUESE</i>		22	147	118	31	14	332
<i>PUNJABI</i>		1					1
<i>QUICHE</i>		3		12			15
<i>ROMANIAN</i>			1				1
<i>RUSSIAN</i>			6	1		2	9
<i>SPANISH</i>		977	2720	2515	480	1798	8490
<i>SWAHILI</i>			1	2			3
<i>TAGALOG</i>			1	1			2
<i>THAI</i>			1				1
<i>URDU</i>				1			1
<i>VIETNAMESE</i>		1	4	2		2	9
<i>WOLOF</i>			2				2
<b><i>TOTAL</i></b>	<b>0</b>	<b>1047</b>	<b>3036</b>	<b>2783</b>	<b>552</b>	<b>1833</b>	<b>9251</b>

2. These language services were provided by four (4) certified full time staff interpreters, two (2) qualified full-time staff interpreters, two (2) qualified part-time staff interpreters, eighteen (18) bilingual staff, and forty-one (41) qualified contractor interpreters approved by the state and included in the Master Price Agreement.
3. Interpreters and contractors reside in Rhode Island or nearby states.
4. Language services were provided to court users in the Superior, Family, District, and Workers' Compensation Courts, and the Traffic Tribunal in all counties.

The chart below shows the number of services provided per language with court or court program, including location.

**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>					<i>0</i>
<i>SUPERIOR</i>	799	30	9	10	<i>848</i>
<i>DISTRICT</i>	2097	763	30	154	<i>3044</i>
<i>FAMILY</i>	2737	19	7	24	<i>2787</i>
<i>WORKERS' COMP</i>	553				<i>553</i>
<i>TRAFFIC TRIBUNAL</i>	1836				<i>1836</i>
<b><i>TOTAL</i></b>	<b><i>8022</i></b>	<b><i>812</i></b>	<b><i>46</i></b>	<b><i>188</i></b>	<b><i>9068</i></b>

**SERVICES PROVIDED PER COURT**

<i>PROCEEDING</i>	<i>SUPREME</i>	<i>SUPERIOR</i>	<i>FAMILY</i>	<i>DISTRICT</i>	<i>WORKERS' COMPENSATION</i>	<i>TRAFFIC TRIBUNAL</i>	<i>TOTAL</i>
<i>CRIMINAL</i>		610	31	2417	2	0	<i>3060</i>
<i>CIVIL</i>		192	1844	618	547	1843	<i>5044</i>
<i>TRAFFIC</i>		0	0	0	0	0	<i>0</i>
<i>JUVENILE</i>		0	831	0	0	0	<i>831</i>
<i>MISCELLANEOUS</i>		15	0	0	0	0	<i>15</i>
<i>INFORMATIONAL</i>		31	106	35	8	0	<i>180</i>
<i>PRESENTATION</i>		1	0	0	1	0	<i>2</i>
<b><i>TOTAL</i></b>	<b><i>0</i></b>	<b><i>849</i></b>	<b><i>2812</i></b>	<b><i>3070</i></b>	<b><i>558</i></b>	<b><i>1843</i></b>	<b><i>9132</i></b>

**PERSONS SERVED**

<i>PROCEEDING</i>	<i>SUPREME</i>	<i>SUPERIOR</i>	<i>FAMILY</i>	<i>DISTRICT</i>	<i>WORKERS' COMPENSATION</i>	<i>TRAFFIC TRIBUNAL</i>	<i>TOTAL</i>
<i>CRIMINAL</i>		612	31	2420	2	0	<i>3065</i>
<i>CIVIL</i>		200	1988	653	546	1847	<i>5234</i>
<i>TRAFFIC</i>		0	0	0	0	0	<i>0</i>
<i>JUVENILE</i>		0	853	0	0	0	<i>853</i>
<i>MISCELLANEOUS</i>		17	0	0	0	0	<i>17</i>
<i>INFORMATIONAL</i>		31	111	35	8	0	<i>185</i>
<i>PRESENTATION</i>		11	0	0	1	0	<i>12</i>
<b><i>TOTAL</i></b>	<b><i>0</i></b>	<b><i>871</i></b>	<b><i>2983</i></b>	<b><i>3108</i></b>	<b><i>557</i></b>	<b><i>1847</i></b>	<b><i>9366</i></b>



- d. There were no issues reported to the OCI regarding the implementation of Executive Order 2015-02.
  1. The Language Assistance Complaint form available on the Judiciary's website 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 this period, the OCI did not receive any Language Assistance complaints.
- e. The LAP and Executive Order 2012-05 were translated into Spanish, Cambodian, and Portuguese and were made available on the Judiciary's website.
- f. During the year, the OCI conducted seven (7) trainings in February, March, April, June, September, and November. The trainings were organized and attended by contractor interpreters providing services to the courts, staff interpreters, and bilingual court staff. A total of thirty-seven (37) interpreters/court staff attended the trainings.
  1. Interpreters' Training on February 26, 2015 (Appendix A)
  2. Vendors' Interpreters and contractors on March 26, 2015 (Appendix B)
  3. Interpreters' Training on March 20 and 27 and April 3, 2015 (Appendix C)
  4. LAP Court Staff Training on June 19, 2015 (Appendix D)
  5. Interpreters' Training (Appendix E)
  6. Interpreters' Training (Appendix F)
  7. Staff interpreters' Training (Appendix G)

In addition to the trainings, the OCI was a radio guest on a community program providing information about the availability of language services to all court users, how to access those services, and the process to request an interpreter.

- g. The OCI continued proctoring the National Center for State Courts' certification exam, once in May and again in November. A total of twenty-four (24) people took the written exam and three (3) took the oral. Of those, fourteen (14) passed the written and one (1) passed the oral. The OCI has conducted at least two (2) trainings to inform qualifying candidates and/or bilingual staff of the requirements for the provision of language services as established in the LAP and Executive Order 2012-5.
- 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 professionals.
- i. A list of court forms, which have been translated into Spanish, is now 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 of covering January 1, 2015 to December 31, 2015.

<b>ITEMS</b>	<b>FULL-TIME AND PART-TIME STAFF</b>	<b>BILINGUAL COURT STAFF (BICT)</b>	<b>VENDORS</b>
Wages and Benefits	\$572,754.91		
Stipend		\$16,400.00	
Fee of Services			\$175,537.89

## Appendix A

### Interpreters' Training Outline

Rhode Island Judiciary  
Office of Court Interpreters  
February 26, 2015

**Duration:** 3 hours

#### **Outcomes:**

By the end of this training participants should:

1. Understand the difference between certified and qualified interpreter and what it means to the participant
2. Know about the certification examination process
3. Continuing education requirement
4. Understand the role of the interpreter in the legal setting
5. Know and adhere to the Rhode Island Judiciary's Code of Ethics
5. Understand the importance of professional development
6. Become familiar with the Language Access Plan and how to access it for reference  
[www.courts.ri.gov/Interpreters/englishversion/PDF/Language](http://www.courts.ri.gov/Interpreters/englishversion/PDF/Language)
7. Know how to access and use the Judiciary's Handbook for Foreign Language Court Interpreters
8. Contract Interpreter Data Form (CIDF)

#### Activities:

1. Share experiences to identify and prepare for difficult situations
2. Question and answer session

#### Materials:

1. Rhode Island Judiciary's Code of Ethics
2. CIDF



RHODE ISLAND JUDICIARY



## Appendix B

# 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 current vendor interpreters and current independent interpreters in the use and protocol of

Language Access in the Courts.

## Where

LICHT JUDICIAL COMPLEX  
250 Benefit Street  
Providence, Rhode Island  
Bourcier Conference Room, 7<sup>th</sup> Floor

## When

March 26, 2015 from 1:00pm - 4:00pm



## Appendix C

### Interpreters' Training Workshop

**Title:** Workers' Compensation: The Law and the Language

**Date:** Three afternoon sessions: March 20, and 27, April 3, 2015

**Time:** 2-4pm (6 hours total)

**Place:** Rhode Island Supreme Court, Bourcier Conference Room,

#### **Objectives:**

**Principle Objective:** Provide consistent, high quality, professional interpretation service to Limited English Proficient (LEP) court users in Workers' Compensation cases

1. Increase staff interpreters' knowledge of Workers' Compensation law and procedures
2. Strengthen knowledge and vocabulary related to work injuries and treatments
3. Integrate medical and legal knowledge and vocabulary
4. Maintain fluency through dynamic, participatory activities
5. Build coordination and cooperation among staff members
6. Maximize efficiency and accuracy of court interpretation

#### **Justification:**

The Office of Court Interpreters works in some 60 Workers' Compensation cases each month<sup>1</sup>. The volume of Workers' Compensation cases served by the OCI has more than quadrupled in the last 2 years, jumping from 4 cases a month to 60 cases a month [**check this**].

Workers' Compensation cases constitute a new learning opportunity for staff interpreters because the legal proceedings in that court are distinct from criminal or other civil proceedings. Additionally, Workers' Compensation cases involve medical terminology not commonly used in other courts.

To maximize efficiency and accuracy interpreters must be familiar with medical and physiological terms in order to interpret cases involving work injuries, diagnose, treatments, tests, therapies and medical procedures.

Most staff interpreters are graduates of CCRI's Bilingual Judicial Interpreter program and have extensive experience in legal interpretation. Two members are certified medical interpreters in addition to being certified legal interpreters. The most cost-effective method for training staff interpreters is to schedule on-site trainings in which staff can gain knowledge of Workers'-Compensation-related legal procedures and medical terms, increase language fluency and accuracy, and gain specialized knowledge and vocabulary to better serve the LEP population.



**Class Plan:**

**March 20, 2015, Session I: Worker's Compensation Law and Procedures**

2-3:00: Guest speaker: Attorney Steven Dennis

3-4:00: Language practice based on Workers' Compensation Law

Activities:

*Sight Translations:* Doctor's letter to lawyer (Spanish to English)

Accident Report (English to Spanish)

Surgeon's recommendation (Spanish to English)

*Written Translations:* Informe de Accidente (Spanish to English)

Job Analysis, Job summary, Physical Requirements (English to Spanish)

Carpal Tunnel Syndrome (English to Spanish)

**March 27, 2015, Session II: Workers' Compensation Medicine: Common Work Injuries and Treatments**

2:3:00: Guest Speaker: Elisabeth Dacius, bilingual RN

3-4:00 Language Practice: the musculoskeletal system, the vocabulary of pain, common work injuries and treatments

Activities:

*Reading comprehension:* The musculoskeletal system (English to Spanish)

Reading Comprehension Quiz

*Sight Translation:* Doctor's Medical Report (Spanish to English)

*Exercises:* Skeleton fill in the blanks (bilingual)

Pain and symptoms vocabulary flashcards (bilingual)

*Written translation:* la artritis (Spanish to English)

**April 3, 2015, Session III: Workers' Compensation Language: Increasing Fluency and Accuracy in Interpretation**

2-3:00: Guest Speakers: Susana Torres, International Medical Interpreters' Association (IMIA)  
Certified Medical Interpreter

Ricardo Reyes, IMIA Certified Medical Interpreter

3-4:00: Language Practice: simultaneous and consecutive interpretation, sight translation

Activities:

*Legal Interpreting Role Play:* Labor Compensation (bilingual)

*Sight Translation:* Medical Examiner's Report (Spanish to English)

Autopsy Report (English to Spanish)

*Consecutive Interpretation from a recording:* Medical Deposition (bilingual)

Orthopedist (Back) (bilingual)

*Simultaneous interpretation from recordings:* la artritis (Spanish to English)

Expert Witness Testimony: Forensic Pathologist (English to Spanish)

**Resources / Bibliography:**

Bancroft, Marjory, and Rubio-Fitzpatrick, Lourdes, The Community Interpreter: Exercises and Role Plays, 5<sup>th</sup> Edition, Culture and Language Press, 2011

Chabner, Davi-Ellen; Medical Terminology: A Short Course, 2<sup>nd</sup> edition; W.B. Saunders Company, a Division of Harcourt Brace & Company, 1999

Dallmann, Hank, Contributing Author, Medical Terminology for Interpreters, 3<sup>rd</sup> Edition; Cross-Cultural Communications, LLC, 2010

Mikkelson, Holly, The Interpreter's Rx; A Training Program for Spanish/English Medical Interpreting; ACEBO, 1994

Mikkelson, Holly, The Interpreter's Edge; ACEBO, 1995

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<sup>i</sup> Based on January 2015 (37 cases) and February 2015 (86 cases)



RHODE ISLAND JUDICIARY



## Appendix D

# 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 COMPLEX  
1 Dorrance Plaza  
Providence, Rhode Island  
Courtroom 5C

### When

June 19, 2015 from 2:30pm - 3:30pm



**OFFICE OF COURT INTERPRETERS**

**COURT STAFF TRAINING**

**June 19, 2015**

1. TITLE VI OF THE CIVIL RIGHTS ACT, EO 2012-05, LAP
2. WHO WE ARE: OCI
3. WHO WE SERVE: LEPs and 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' timesheet
9. HOW TO REQUEST AN INTERPRETER: Contact information sheet and information needed



## Appendix E

### Interpreters' Training Outline

Rhode Island Judiciary  
Office of Court Interpreters  
September 8, 2015

**Duration:** 2.5 hours

**Outcomes:** By the end of this training, participants should:

1. Understand the difference between certified and qualified interpreter and what it means to the participant
2. Know about the certification examination process: languages/abbreviated exams
3. Continuing education requirements
4. Understand the role of the interpreter in the legal setting
5. Know and adhere to the Rhode Island Judiciary's Code of Ethics
6. Understand the importance of professional development
7. Become familiar with the Language Access Plan and how to access it  
[www.courts.ri.gov/Interpreters/englishversion/PDF/Language](http://www.courts.ri.gov/Interpreters/englishversion/PDF/Language)
8. Know how to access and use the Judiciary's Handbook for Foreign Language Court Interpreters  
[https://www.courts.ri.gov/Interpreters/englishversion/PDF/Interpreters\\_Handbook.pdf](https://www.courts.ri.gov/Interpreters/englishversion/PDF/Interpreters_Handbook.pdf)
9. CIDF

#### Activities:

1. Share experiences to identify and prepare for difficult situations
2. Question and answer session

#### Materials:

1. Rhode Island Judiciary's Code of Ethics
2. Executive Order 2009-05
3. CIDF
4. Request for Interpreting Services Form
5. Interpreters' Resources List
6. NAJIT Position Papers
  - a. Modes of Interpreting: Simultaneous, Consecutive, Sight Translation
  - b. Direct Speech in Legal Settings
  - c. Summary Interpreting in Legal Settings
  - d. Keeping our Wits with Us: Interpreter Safety and Security in the Courtroom

**RHODE ISLAND SUPREME COURT  
OFFICE OF COURT INTERPRETERS (OCI)  
CONTRACT INTERPRETER DATA FORM**

**INTERPRETER'S NAME:** \_\_\_\_\_

**CASE ID#:** *(OCI use only)* \_\_\_\_\_

**LANGUAGE:**  Spanish  
 Cantonese  Haitian  
 Cambodian  Laotian  
 Portuguese  Russian  
 Mandarin  Cape Verdean  
 Other: \_\_\_\_\_

**DATE:** \_\_\_\_\_

**START TIME:** \_\_\_\_\_  
*(CLERK'S SIGNATURE REQUIRED)*

**CASE#:** \_\_\_\_\_

**CTRM:** \_\_\_\_\_

**END TIME:** \_\_\_\_\_  
*(CLERK'S SIGNATURE REQUIRED)*

**CASE NAME:** \_\_\_\_\_

**DOB:** \_\_\_\_\_

**CASE TYPE:**  
*(OCI USE ONLY)*

**SERVICE RENDERED TO:** *(Check all that apply)*  DEFENDANT  WITNESS  
 PARENT  
 RESPONDENT  OTHER: \_\_\_\_\_

**TYPE OF SERVICE RENDERED:** *(Check all that apply)*  
 INTERPRETATION  TRANSLATION  SIGHT TRANSLATION

**COURT/ AGENCY**

SP (Supreme)  SR (Superior)  DI (District)  FA (Family)  WK (Workers' Compensation)  
 TT (Traffic Tribunal)  OTHER: \_\_\_\_\_

**LOCATION/ COUNTY**

PR (Providence)  KE (Kent)  NE (Newport)  WA (Washington)  CR (Cranston/TT ONLY)

**ROOM CODE**

Courtroom  Clerk's Office  Conference Room  Other: \_\_\_\_\_

**EVENT CODE**

ARRAN  HEAR  CONF  TRIAL  VCONF  EVIN  GJTS  
 OTHER: \_\_\_\_\_

REQUESTOR *(OCI use only)*  COURTS  OTHER

**Signature of Interpreter:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**\*\*\*THIS COMPLETED FORM MUST BE SUBMITTED WITH VENDOR'S INVOICE\*\*\***

## Appendix F

### Dorcas International Institute of Rhode Island Interpreters' Training

November 13, 2015

1:30 – 5:00

Duration: 3.5 hours

#### **Outcomes:**

By the end of this training participants should:

Understand the difference between interpreting and translating

1. Understand the role of the interpreter in different settings
2. Know and adhere to medical and legal Codes of Ethics
3. Be familiar with modes of interpretation, when and how to apply them
4. Be able to apply interpreting protocols: medical and legal
5. Know the importance of professional development

#### **Activities:**

1. Share experiences to identify and prepare for difficult situations
2. Share skills enhancement through brief role play

#### **Materials:**

1. IMIA Code of Ethics
2. NAJIT Code of Ethics
3. List of Resources for Interpreters

## Appendix G

### Interpreter Training

#### Questions for Attorney Deborah Gonzalez

##### On Unaccompanied Minor Cases

September 25, 2015 - 2:00pm-3:00

1. What is the history of the unaccompanied minors act? What precipitated it?
2. What are DACA and TVPRA?
3. Which countries or regions are covered by the law?
4. What are the parameters of eligibility? What does the lawyer have to prove in order to gain approval?
5. Are all the children who cross the border alone eligible for this process?
6. Which cases come to court, which are not suitable, and which, if any, bypass the court to success?
7. What about minors who do not have a relative or friend here?
8. Is there any protection in the law human trafficking?
9. How are the children who are not eligible for this process or any other returned to their parents?
10. What is the approval rate in RI? How does it compare to, say, California's?
11. Does legal guardianship have to be already established? How is that established?
12. What is the travel of the case, from the moment ICE detains the minor until the end of the process?
13. How do the minors arrive in RI? Who pays, who arranges the flights? Who travels with the minors?
14. What, if any, is the role of DCYF?
15. Must guardians establish their suitability? Must they be legal themselves?
16. How long is the minor protected by the judge's order?
17. What's the next step for the minor?
18. What do you see as the future of this act?