

Rhode Island Office of Court Interpreters (OCI)
Monitoring and Reporting of Language Access Services
January 27, 2014

The following report is submitted in compliance with Supreme Court Executive Order 2012-05 on Language Access for the period beginning January 1, 2013 and ending December 31, 2013.

The following addresses the subsections described on Page 6, Paragraph H, for which information is collected by the OCI.

- a. The OCI assisted in the drafting of a written notice informing court users of their right to language services available in the courts. This notice includes information on how and where to request these services. The OCI was also involved in the drafting of a language assistance complaint form for cases where oral interpreters have been used. Both the written notice and the complaint forms are available on the Judiciary's website and have been translated into Spanish and Portuguese. In addition, the OCI drafted, translated and posted signs in all courts informing court users of language services available and contact information to access this service. The OCI, through a grant given by the State Justice Institute (SJI), has translated into Cambodian and Portuguese approximately fifty (50) pages of frequently used court forms.
- b. The OCI continued providing interpreting services in all the languages requested by state counties. These requests were placed by court users, attorneys, and court clerks. The types of language assistance provided included: interpreting, translating, and sight translation.
 - i. During the reported period, the OCI received no reports of delays resulting from the unavailability of language assistance.
 - ii. During this period, the OCI received no reports of language assistance not being provided.
- c. During the period following the inception of the Executive Order, the Courts provided interpreting services as shown below:

Services were provided in 25 languages, Spanish being the most requested (7829), followed by Cape Verdean (203), Portuguese (121), Cambodian (50), and Laotian (30).

These services were provided by 4 certified interpreters (6%); 43 qualified interpreters (63%), and 21 (31%) bilingual court staff members for a total of 68 interpreters.

Language services were provided by six (6) OCI full time staff interpreters; two (2) part-time interpreters who work directly for Traffic Tribunal, twenty one (21) bilingual court staff, and by thirty nine (39) interpreters from approved vendors listed in the State's Master Price Agreement (MPA). Interpreters and vendors reside in Rhode Island or nearby states. Language services were provided for court users in Supreme, Superior, District, Workers' Compensation and Traffic Tribunal courts in all counties.

Services provided per languages and location:

LANGUAGE	SUPREME	SUPERIOR	DISTRICT	FAMILY	WORKERS' COMP.	TRAFFIC TRIBUNAL	TOTAL
ARABIC	0	0	3	2	0	0	5
CAMBODIAN	0	2	9	33	3	3	50
CAPE VERDEAN	1	12	69	103	11	7	203
CHINESE	0	2	15	5	0	6	28
FRENCH	0	0	0	8	3	2	13
HAITIAN	0	1	0	6	4	1	12
HINDI	0	0	1	0	0	0	1
HMONG	0	0	0	1	3	0	4
ITALIAN	0	1	0	2	1	0	4
JAPANESE	0	0	0	1	0	0	1
KIRUNDI	0	0	0	4	0	0	4
KISI	0	0	0	1	0	0	1
KOREAN	0	0	1	3	0	0	4
LAOTIAN	0	2	17	6	1	4	30
MANDINGO	0	1	0	0	0	0	1
POLISH	0	0	2	0	2	2	6
PORTUGUESE	0	6	49	40	16	10	121
QUICHE	0	0	2	0	0	0	2
RUSSIAN	0	0	0	2	0	1	3
SOMALI	0	0	0	4	0	0	4
SPANISH	10	796	2672	2444	305	1602	7829
THAI	0	0	0	1	0	0	1
TWI	0	0	0	1	0	0	1
VIETNAMESE	0	0	1	2	0	0	3
WOLOF	0	0	0	0	1	0	1
TOTAL	11	823	2841	2669	350	1638	8332

(v) Number of events and services per court and county:

COURT	PROVIDENCE	KENT	WASHINGTON	NEWPORT	TOTAL
SUPREME	11	0	0	0	11
SUPERIOR	800	13	4	6	823
DISTRICT	1922	852	26	39	2839
FAMILY	2643	10	5	12	2670
WORKERS' COMP	351	0	0	0	351
TRAFFIC TRIBUNAL	1638	0	0	0	1638
TOTAL	7365	875	35	57	8332

(vi) Interpreters provided language services in the following proceedings.

<i>PROCEEDING</i>	<i>SUPREME</i>	<i>SUPERIOR</i>	<i>DISTRICT</i>	<i>FAMILY</i>	<i>WORKERS' COMP.</i>	<i>TRAFFIC</i>	<i>TOTAL</i>
<i>CRIMINAL</i>	5	527	2354	8	0	0	2894
<i>CIVIL</i>	6	156	438	1472	346	878	3296
<i>TRAFFIC</i>	0	0	0	0	0	763	763
<i>JUVENILE</i>	0	1	3	1128	0	0	1132
<i>MISCELLANEOUS</i>	0	9	0		0	0	9
<i>INFORMATIONAL</i>	0	87	54	68	0	0	209
<i>PRESENTATION</i>	0	0	0	0	0	0	0
TOTAL	11	780	2849	2676	346	1641	8303

- d. There were no issues reported to the OCI regarding the implementation of the Executive Order.
 - i. The OCI has issued a Language Assistant Complaint form available in its website in English, Spanish, Cambodian and Portuguese. The form describes the process to file an administrative complaint, where to send it, what steps the court takes to resolve the issue and how long it takes to receive a response.
 - ii. No complaints were received for the period indicated in this report.
- e. The Language Access Committee (LAC) continued with its work providing the court and the OCI with useful feedback, suggestions, and information regarding the drafting and implementation of the Language Access Plan. In May of 2013 the court created, sent, and analyzed data gathered through the distribution of a language access survey received from different state, legal and community stakeholders. The results were distributed and discussed in subsequent meetings held by LAC for that purpose. The OCI was also active providing workshops in different community venues bringing information and materials related to services in the courts and how to access those services. Materials in different languages related to how to access interpreting services were distributed at the meetings.
- f. In May 2013, the OCI held several trainings for court staff where various topics related to language access, language services, and interpreting service provisions were discussed. The trainings included issues such as: identification of Limited English Proficiency (LEP) court users, the use of an ID language card, etc. The trainings were attended by counter and courtroom clerks from family, district, superior, and workers' compensation courts. A schedule of future trainings has been distributed to all court administrators. In November of 2013, at an educational conference geared to judges and the bar, the OCI presented information related to interpreting services in the courts, how to access those services and how to use an interpreter.
- g. The OCI began the certification process to start recruiting, training, qualifying and certifying interpreters. It has also developed standards for certified, qualified, and bilingual staff.
- h. In November of 2013, the OCI hosted for the first time the National Center for State Courts certification examination. There were twenty two (22) candidates that registered for the first step of the certification process. The languages spoken by candidates include Spanish, Portuguese and French. Fifty five percent (55%) of the candidates are now eligible to continue the process towards full certification.

- i. The following court forms were identified by court staff to be needed in Spanish:
 - a. Family Court Mediation Survey
 - b. Family Court Mediation Satisfaction Survey
 - c. Mediation Notice
 - d. Nominal Divorce Proceedings Form
 - e. Parenting Brochure
 - f. Parties Mediation Acknowledgement
 - g. Judgment of Civil Liability
 - h. Supreme Court Travel Court Guide
 - i. Supreme Court Travel Court Terms

In addition to the forms above, the OCI also had the following forms translated into Cambodian and Portuguese.

Supreme Court, Community Outreach and Public Relations Office

CASA poster

Superior, Family and District Courts

Bail and Recognizance Form

Superior and Family Court

Deferred Sentence Agreement

Superior Court

Defendant's Petition to Waive Indictment/Information Form

Superior Court Nolo Plea Form

Financial Obligation Form

Affidavit in Support of Motion to Expunge Misdemeanor

Affidavit in Support of Motion to Expunge Felony

Motion to Expunge/Seal Records

Waiver of Extradition

In Forma Pauperis Motion

Affidavit of Indigency

Superior Court, Adult Drug Court

Memorandum of Understanding

Waiver of Constitutional Rights

Contract

Release of Confidential Information

Family Court

Request for an Admission of Sufficient Facts or Admission

Referral to RI Legal Services

Referral to Public Defender

Truancy Court

Mental Health Clinic Intake Questionnaire

Supervised Parenting Time Program: Policies and Procedures

FC-19 Client Survey

FC-20 Supervised Parenting Time: Drug and Alcohol Policy
FC-21 Supervised Parenting Time: Receipt of Policies and Procedures

District Court

Nolo Plea Form
Waiver of Extradition
No Contact Order
Bail Requirement Information – PTS
Authorization for Release of Information – PTS

Workers' Compensation

Work Readiness Program flyer
"Ticket to Work" Program flyer

Rhode Island Traffic Tribunal

Appeal Procedure (4 out of 6)
Notice to all Motorists
Motion to vacate judgment

Sheriff's and Capitol Police Departments

RI Sheriff's Civil Division – Information Sheet

Probation and Parole

Notification of Supervision Status Superior Court Cases
Notification of Supervision Status District Court Cases
Final Notice to Report

Miscellaneous

Informational Flyer: "Your Day in Court"
No Phone Use – Sign
Court Attire Protocol – Sign
Directions to the Office where DNA samples are taken
No Beverage – Sign

f. A breakdown of the court expenses for interpreting services is indicated below:

Items	FT and PT staff	BICT	Vendors
Wages and benefits	\$517,834.90		
Stipend		\$13,750.00	
Fee for services			\$124,427.10

Respectfully submitted,

Susana E. Torres
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