

Rhode Island Office of Court Interpreters (OCI)
Monitoring and Reporting of Language Access Services
January 16, 2015

The following report is submitted in compliance with Supreme Court Executive Order 2012-05 on Language Access for the period beginning January 1, 2014 and ending December 31, 2014.

The following legislation, which enhanced the use of interpreters in the courts, was introduced by the Judiciary and enacted by the General Assembly into the 2014 Public Laws, Chapter 79 and Chapter 88, effective June 9, 2014.

<http://webserver.rilin.state.ri.us/PublicLaws/law14/law14079.htm>

<http://webserver.rilin.state.ri.us/PublicLaws/law14/law14088.htm>

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

- a. The OCI completed the translation project funded by the State Justice Institute (SJI) that was started toward the end of the previous year. This project encompassed the translation of 141 forms into Cambodian and Portuguese, two of the most requested languages in 2013. (See Appendix A). At the request of Supreme Court, Family Court, and District Court, the OCI also translated several forms into Spanish. (Appendix B)
- 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 same language spoken by court users.
 - i. During the period reported, the OCI received eleven (11) 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. All vendors providing language services were contacted, but no one was available.
 - ii. During the period reported, the OCI received five (5) reports of language assistance not being provided. Those requests were for rare languages (Bosnian,

Kirundi, and Somali). All vendors providing language services were contacted, but no one was available. A request was placed with vendors to expand their services into those languages.

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

Services were provided in 29 languages, Spanish being the most requested one (7418), followed by Cape Verdean (191), Portuguese (177), Cambodian (46), and Haitian (46).

These language services were provided by 4 certified interpreters, forty-five (45) qualified interpreters, and ten (10) bilingual court staff members.

Language services were provided by six (6) full time staff interpreters, one (1) part-time interpreter who works solely for the Rhode Island Traffic Tribunal, eleven (11) bilingual court staff, and forty five (45) interpreters from the state-approved list of vendors. Interpreters and vendors reside in Rhode Island or nearby states. Language services were provided to court users in Supreme, Superior, District, Workers' Compensation, and Traffic Tribunal courts in all counties.

- i. The chart below shows the number of services provided per language:

SERVICES 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>ALBANIAN</i>	0	0	0	0	0	1	1
<i>ARABIC</i>	0	1	6	2	1	1	11
<i>BAHASA</i>	0	0	0	7	0	0	7
<i>BULGARIAN</i>	0	0	1	1	0	0	2
<i>CAMBODIAN</i>	0	3	7	30	3	3	46
<i>CAPE VERDEAN</i>	0	10	86	73	14	8	191
<i>CHINESE</i>	0	7	24	2	2	6	41
<i>FARSI</i>	0	4	1	0	0	0	5
<i>FRENCH</i>	0	0	0	7	0	1	8
<i>HAITIAN</i>	0	5	7	8	6	0	26
<i>HINDI</i>	0	0	1	4	0	0	5
<i>HMONG</i>	0	1	1	2	0	0	4
<i>ITALIAN</i>	0	0	0	2	0	0	2
<i>KOREAN</i>	0	0	12	0	0	1	13
<i>KRAHN</i>	0	0	0	0	1	0	1

KUNAMA	0	0	0	1	0	0	1
LAOTIAN	0	1	9	4	3	3	20
MANDINGO	0	0	3	0	0	1	4
NEPALI	0	0	1	0	0	0	1
POLISH	0	1	3	0	3	0	7
PORTUGUESE	0	12	73	55	28	9	177
QUICHE	0	2	6	2	0	0	10
RUSSIAN	0	0	2	3	0	0	5
SPANISH	0	859	2704	2173	491	1213	7440
TIGRYNIA	0	0	0	1	0	0	1
TWI	0	0	0	3	0	0	3
URDU	0	0	1	0	0	0	1
VIETNAMESE	0	0	5	1	1	0	7
WOLOF	0	1	3	1	0	0	5
TOTAL	0	907	2956	2382	553	1247	8045

v. The chart below indicates events provided per location:

EVENTS PROVIDED PER LOCATION

COURT	PROVIDENCE	KENT	WASHINGTON	NEWPORT	TOTAL
SUPREME	0	0	0	0	0
SUPERIOR	853	21	1	32	907
DISTRICT	2045	789	30	92	2956
FAMILY	2320	30	12	20	2382
WORKERS' COMP	553	0	0	0	553
TRAFFIC TRIBUNAL	1247	0	0	0	1247
TOTAL	7018	840	43	144	8045

vi. The chart below includes services provided and number of persons served:

SERVICES PROVIDED

PROCEEDING	SUPREME	SUPERIOR	FAMILY	DISTRICT	WORKERS' COMPENSATION	TRAFFIC TRIBUNAL	TOTAL
CRIMINAL	0	674	29	2528	0	0	3231
CIVIL	0	205	1512	426	524	1251	3918
TRAFFIC	0	0	0	0	0	0	0
JUVENILE	0	0	819	0	0	0	819
MISCELLANEOUS	0	9	1	0	1	0	11
INFORMATIONAL	0	24	58	56	37	0	175
PRESENTATION	0	0	0	0	0	0	0
TOTAL	0	912	2419	3010	562	1251	8154

- d. There were no issues reported to the OCI regarding the implementation of Executive Order 2012-05.
 - i. The Language Assistance Complaint available on the Judiciary's website describes the process to file an administrative complaint, where to send it, what steps the Judiciary takes to resolve the issue presented, and how long it takes to receive a response.
 - ii. During this period, the OCI did not receive any Language Assistance Complaint.
- e. In an effort to make available both the Language Access Plan and Executive Order 2012-05 to a wider audience, they have been translated into Cambodian and Portuguese.
- f. In June 2014, the OCI programmed to conduct three staff training sessions in two counties. None of the sessions offered was attended in spite of advanced notice sent to court administrators or their designee (Appendix B). The information intended to be presented included overviews of Title VI, Supreme Court Executive Order 2012-05, the newly implemented Language Access Plan (April 2014), how to assess the need of an interpreter, the use of an ID card, and basic questions to an LEP to determine the need of language services, number of languages available through the OCI, and the process to request an interpreter. Printed materials for LEPs use and/or distribution were available in English, Spanish, Cambodian, and Portuguese.

In September 2014, the OCI conducted a judges' training attended by 70-75 judges from Supreme, Superior, District, Family, Workers' Compensation, and Traffic Tribunal courts from all counties. The agenda included: interpreters' functions and limitations, certification process for interpreters, scheduling process, use and availability of remote interpreting, and availability of several translated court forms. The materials distributed at the training were: the Rhode Island Code of Ethics and Professional Standards for Court Interpreters, Rhode Island Bench Card, and Language Identification Card. (Appendix C).

- g. The OCI continued with the certification process by proctoring the National Center for State Courts' (NCSC) certification exams. Certification examinations were offered during May and November to any person interested in becoming a certified or qualified

interpreter to provide language services to the Judiciary. Information on how to register was available through the court's website.

- h. During the first certification module in May, eleven (11) candidates passed the written exam and one (1) passed the oral. During the November module, there were ten (10) registered candidates for the written exam, and seven (7) for the oral exam for a total of seventeen (17) candidates, all for Spanish. During this last module, two (2) passed the written examination and one (1) passed the oral examination. All candidates that passed these examinations are now deemed by the Judiciary as either certified or qualified and their names have been included in the roster of authorized interpreters to provide language services.
- i. A list of court forms or court materials translated into Cambodian and Portuguese is available for distribution to court users, attorneys, and court staff. (See Appendix A)
- j. The chart below show a breakdown of Judiciary expenses in the provision of language services during the period covering January 1, 2014 to December 31, 2014:

ITEMS	FT AND PT STAFF	BILINGUAL COURT STAFF (BICT)	VENDORS
Wages and Benefits	\$547,608.67		
Stipend		\$16,850.00	
Fee for Services			\$187,200.58*

*Please note that \$28,537.13 of these contracted professional services was paid by an SJI Grant.

Respectfully submitted,

Susana E. Torres
Office of Court Interpreters Coordinator

Appendix A

2014 Report - Translated Court Forms funded by SJI

Forms List	Portuguese	Cambodian
<i>Supreme Court, Community Outreach and Public Relations Office</i>		
Appellate Mediation Program	*	*
Appellate Mediation Program – What you need to know as a Client	*	*
CASA Poster	*	
Language Access Plan	*	*
Supreme Court Executive Order 2012-05	*	*
Visitors' Guide to Oral Arguments	*	*
<i>Superior Court</i>		
Affidavit in Support of Motion to Expunge Felony	*	*
Affidavit in Support of Motion to Expunge Misdemeanor	*	*
Affidavit of Indigency	*	*
Bail and Recognizance Conditions	*	*
Defendant's Petition to Waive Indictment/Information	*	*
Deferred Sentence Agreement	*	*
Financial Obligation Form	*	*
Motion to Expunge/Seal Records	*	*
Motion to Proceed in Forma Pauperis	*	*
No Contact Order	*	*
Order for Competency Examination	*	*
Request to Enter Plea of Nolo Contendere or Guilty	*	*
Subpoena	*	*
Waiver of Extradition Proceedings	*	*
<i>Superior Court - Adult Drug Court</i>		
Adult Drug Court Referral Form	*	*
Contract	*	*
Important Notice	*	*
Memorandum of Understanding	*	*
Release of Confidential Information	*	*
Waiver of Constitutional Rights	*	*
<i>Family Court</i>		
Adoption Petition (A child under eighteen (18) years of age)	*	*
Affidavit of Non-Military Service	*	*
Authorization for Release of Information	*	*

Authorization for Release of Protected Education Information	*	*
Bail and Recognizance Conditions	*	*
Child Support Guideline Worksheet	*	*
Complaint under the Uniform Law on Paternity	*	*
Court – Rhode Island Hospital research study letter	*	*
Deferred Sentence Agreement	*	*
FC-19 Client Survey	*	*
FC-20 Supervised Parenting Time: Drug and Alcohol Policy	*	*
FC-21 Supervised Parenting Time: Receipt of Policies and Procedures	*	*
Juvenile Services Conditions of Informal Hearing	*	*
Juvenile Services Drug Court Referral	*	*
Juvenile Services Waiver of Constitutional Rights	*	*
Mediation Satisfaction Survey	*	*
Mental Health Clinic Appointment letter	*	*
Mental Health Clinic Intake Questionnaire	*	*
Motion to Acknowledge Paternity of a Child	*	*
Nominal Divorce Proceeding	*	*
Notice of Pre – Trial Conference	*	*
Order Acknowledging Paternity	*	*
Parenting Plan Questionnaire	*	*
Parties’ Mediation Acknowledgement	*	*
Pro Se Motion for Relief	*	*
Questions and Answers about Paternity usually asked by Dads	*	*
Questions and Answers about Paternity usually asked by Moms	*	*
Referral to Rhode Island Legal Services	*	*
Referral to the Office of the Public Defender	*	*
Request for an Admission of Sufficient Facts or Admission	*	*
Statement of Assets, Liabilities, Income and Expenses	*	*
Supervised Parenting Time Program: Policies and Procedures	*	*
Truancy Court Letter	*	*
District Court		
Answer Defendant / Tenant	*	*
Appeal Form	*	*
Bail and Recognizance Conditions	*	*
Civil Case Informational List	*	*
Civil Temporary Restraining Order Packet	*	*
Complaint for Eviction for Non – Payment of Rent	*	*
Complaint for Eviction for Reason Other Than Non – Payment of Rent	*	*
Complaint Protection from Abuse	*	*

Credit Card Disclaimer	*	*
Defendant / Debtor's Objection to Notice of Attachment (Not for Wages)	*	*
District Court Credit Card Payment 1	*	*
District Court Credit Card Payment 2	*	*
District Court Credit Card Payment 3	*	*
District Court Credit Card Payment 4	*	*
District Court Credit Card Payment 5	*	*
District Court Procedures for Expunged Orders	*	*
Domestic Assault Affidavit	*	*
Five – Day Demand Notice for Non Payment of Rent	*	*
Instructions on Filing a Small Claims Case	*	*
Judgment	*	*
Judgment of Civil Liability (Rhode Island General Laws §12-28-5.1)	*	*
Justice Assistance Notice	*	*
Motion to Expunge	*	*
No Contact Order	*	*
Notice of Attachment (Not for Wages)	*	*
Notice of Court Dates – Payment Cases	*	*
Notice of Misdemeanor Court Dates	*	*
Payment Agreement	*	*
Pretrial Services – Authorization for Release of Information	*	*
Pretrial Services – Bail Requirement Information	*	*
Pretrial Services – Bail Violation Notice	*	*
Pretrial Services – Referral	*	*
Pretrial Services – Substance Abuse Interview Form	*	*
Protection from Abuse Summons	*	*
Request to Enter a Plea of Nolo Contendere or Guilty	*	*
Rights Waiver Form	*	*
Summons Civil	*	*
Summons Criminal	*	*
Summons Nine (9) Days Landlord – Tenant (Eviction for Non – Payment of rent)	*	*
Summons Twenty (20) Days Landlord – Tenant Eviction (for other than Non – Payment of rent)	*	*
Temporary Order Protection from Abuse	*	*
Termination of No-Contact Order	*	*
Verified Motion to Proceed in Forma Pauperis	*	*
Waiver of Jury Trial in First Instance in Superior Court	*	*
Workers' Compensation		
Certificate of Service	*	*

Employee's Petition for Compensation Benefits	*	*
Request for Permission for Major Surgery	*	*
"Ticket to Work" Program Flyer	*	*
Work Readiness Program Flyer	*	*
<i>Rhode Island Traffic Tribunal</i>		
Appeal Procedure		
Appeal Procedure	*	*
Appeal Form	*	*
State Reasons for Appeal	*	*
Proof of Service Form	*	*
Request for Audio Recording/Waiver	*	*
Motion Procedure	*	*
Motion to Vacate Judgment	*	*
Notice to All Motorists	*	*
Payment Instruction Sheet	*	*
Request for Good Driving Record Dismissal	*	*
Traffic Tribunal Credit Card Payment 1	*	*
Traffic Tribunal Credit Card Payment 2	*	*
Transcript Procedure and Recording Request Form		*
<i>Sheriff's and Capitol Police Departments</i>		
RI Sheriff's Civil Division – Information Sheet	*	*
<i>Probation and Parole</i>		
32(f) Offender Hearing Notification	*	*
Conditions of Supervised Probation	*	*
Court Date Notification	*	*
Court Date Rescheduled	*	*
Final Notice to Report	*	*
Notice: Probation and Parole Offender Supervision Fee	*	*
Notification of Supervision Status for District Court Cases	*	*
Notification of Supervision Status for Superior Court Cases	*	*
Probation Notice	*	*
<i>Miscellaneous</i>		
Civil Processing Service	*	*
Court Attire Protocol – Sign	*	*
Informational Flyer: "Your Day in Court"	*	*
No Beverages – Sign	*	*
No Phone Use – Sign	*	*

Notice of Duty to Supply DNA Sample – Directions	*	
Notice of Right to Language Assistance	*	*
Office of Court Interpreters Pamphlet	*	*
Translated Forms List for Website	*	
Web Page: Executive Order 2009-05	*	*
Web Page: Frequently Asked Questions		*
Web Page: Message from the Office of Court Interpreters		*

The following forms were translated into Spanish only. They were not part of the SJI Grant:

Supreme Court

Mediation Tip Sheet – Client

Family Court

How Should I Prepare for Mediation

Mediation Program Brochure

District Court

Eviction Notice Statement

Nolo-Plea Declaration (Kent County)

Request to Present a Plea of Nolo Contendere

Restraining Order



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

McGRATH JUDICIAL COMPLEX
4800 Tower Hill Road
Wakefield, Rhode Island
Courtroom #3

When

June 20, 2014 from 2:30pm - 3:30pm





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.

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Where

GARRAHY COMPLEX
2 Dorrance Plaza
Providence, Rhode Island
Courtroom 5K

When

June 20, 2014 from 2:30pm - 3:30pm



APPENDIX C

Judges' Conference
September 19, 2014

Title: **10 Ways to Work Effectively with a Court Interpreter**

Time: 45 minutes

Presenters: Susana E. Torres – Coordinator
Office of Court Interpreter
250 Benefit Street
Providence, RI 02903
storres@courts.ri.gov

Judges will have the opportunity to give feedback, pose questions and make suggestions for improved interpreter services.

1. Be clear on the interpreter's role: What does an interpreter do? What does an interpreter NOT do?
2. Know the Rhode Island Code of Ethics and Professional Standards for Court Interpreters (handout)
3. Familiarize self with the Bench Card (handout)
4. Be familiar with the process for certifying interpreters
5. Have the parties schedule the interpreter in advance
6. Use of Remote Interpreting
7. Use all the resources: updated court forms in Cambodian, Portuguese and Spanish
8. Make a complaint if you are not satisfied with the services
9. Promote professional development for interpreters
10. Use of Language Identification Card (handout)

Questions and suggestions will be taken from participants on ways interpreters can work more efficiently with the court; an update will be presented on the judiciary's current and future efforts to ensure equal access to justice for all.