

**RHODE ISLAND OFFICE OF COURT INTERPRETERS (OCI)
Monitoring and Reporting of Language Access Services
January 30, 2018**

The following reprot is submitted in compliance with Supreme Court Executive Order 2012-05 (EO) on Language Access activities for the period beginning January 1, 2017 and ending December 31, 2017.

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

- a. This year the OCI continued working closely with community and local agencies to maintain and increase its pool of qualified interpreters, both in rare languages and languages other than Spanish (LOTS). The OCI translated thirteen (13) 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. 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 twenty-five (25) 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 were delays were reported were: Arabic; Cambodian; Cape Verdean; Gujarati; Laotian; Swahili; and Tygrinian.
 - ii. During the period reported, the OCI recorded thirty-six (36) cases where a qualified/certified interpreter could not be provided for the following languages: Arabic; Cape Verdean; Haitian; Italian; Knyniarwanda; Laotian; Luganda; Portuguese; Quiche; Swahili; and Urdu. Most of these languages are considered rare languages and the pool of qualified interpreters in and out of state is very small. The OCI is working 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.

| | Civil | Criminal | Totals |
|---------------------------|--------------|-----------------|---------------|
| Interpreter not available | 20 | 16 | 36 |
| Interpreter cancelled | 12 | 6 | 18 |
| Interpreter not scheduled | 0 | 3 | 3 |
| Late request | 2 | 2 | 4 |
| Wrong language requested | 0 | 0 | 0 |
| | 34 | 27 | 61 |

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

i. Language services were provided in forty (40) languages in 9579 events. As in previous years, Spanish was the most requested language (8414), followed by Portuguese (318), Cape Verdean (301), Quiche (92), and Laotian (74). This year the OCI also provided services in new rare languages such as Amharic, Gujarati, Romanian, Twi, and Yoruba.

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

2017 EVENTS PER LANGUAGE REPORT

| | CRIMINAL | CIVIL | JUVENILE CIVIL | JUVENILE CRIMINAL | TRAFFIC | MISC | INFO DESK | TOTAL |
|---------------------|----------|-------|----------------|-------------------|---------|------|-----------|-------|
| Albanian | 2 | | | | | | | 2 |
| Amharic | 2 | | | | | | | 2 |
| Arabic | 22 | 21 | 1 | | 8 | | | 52 |
| Burmese | | 2 | | | | | | 2 |
| Cambodian | 8 | 29 | 1 | 7 | 2 | | | 47 |
| Cantonese | 17 | 3 | | | 2 | | | 22 |
| Cape Verdean | 113 | 130 | 6 | 37 | 13 | 2 | | 301 |
| Chinese | 8 | 1 | | | | | | 9 |
| Farsi | | 1 | | | | | | 1 |
| French | 8 | 3 | 2 | | 2 | | | 15 |
| Greek | 3 | | | | | | | 3 |
| Gujarati | | 3 | | | | | | 3 |
| Haitian | 14 | 4 | | | 6 | | | 24 |
| Hindi | 1 | | | | | | | 1 |
| Hmong | 2 | 1 | | | | | | 3 |
| Italian | 3 | 7 | | | | | | 10 |
| Kinyarwanda | | | | | 1 | | | 1 |
| Kirundi | | | | 5 | | | | 5 |
| Korean | 1 | 1 | | | | | | 2 |
| Kunama | | 1 | | | | | | 1 |
| Laotian | 65 | 7 | | | 2 | | | 74 |
| Mandarin | 47 | 15 | 1 | | 9 | | | 72 |
| Nepali | | | | | 1 | | | 1 |
| Polish | | 4 | 1 | | 1 | | | 6 |
| Portuguese | 101 | 166 | 6 | 9 | 36 | | | 318 |
| Punjabi | | 1 | | | | | | 1 |
| Quiche | 13 | 16 | 54 | 9 | | | | 92 |
| Romanian | 5 | | | | | | | 5 |
| Russian | 2 | 12 | | | 2 | | | 16 |
| Somali | 3 | | | | | | | 3 |
| Spanish | 2,534 | 2,880 | 477 | 459 | 1839 | 128 | 97 | 8,414 |

| | | | | | | | | |
|-------------------|--------------|--------------|------------|------------|--------------|------------|-----------|--------------|
| Swahili | 11 | 2 | | | | | | 13 |
| Thai | 8 | 2 | | | | | | 10 |
| Tigrynian | 2 | 3 | | | 4 | | | 9 |
| Turkish | | 3 | | | 1 | | | 4 |
| Twi | | 1 | | | | | | 1 |
| Urdu | 1 | | | | 1 | | | 2 |
| Vietnamese | 15 | 12 | | | 1 | | | 28 |
| Wolof | | 1 | | | | | | 1 |
| Yoruba | | | 3 | | | | | 3 |
| | 3,011 | 3,332 | 552 | 526 | 1,931 | 130 | 97 | 9,579 |

- 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 five (5) certified staff interpreters, one (1) qualified staff interpreter, two (2) part-time staff interpreters, twenty-five (25) bilingual staff, sixteen (16) individual contractors, and thirty-two (32) interpreters employed by three (3) 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 6,572 court users in all counties and courts in Superior, Family, District, and 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, and Probation.
- vi. The OCI reports providing 6,570 language services in 4,305 civil matters and 2,265 in criminal matters. These services were provided in 9,648 court proceedings and court operations.

The following charts demonstrate the number of cases per type of procedure and case type where language services were provided either by staff interpreters, bilingual court staff, or contractors.

Case Types

| | |
|-------------------|--------------|
| Civil | 2,321 |
| Criminal | 1,888 |
| Juvenile Civil | 405 |
| Juvenile Criminal | 377 |
| Traffic | 1,537 |
| Miscellaneous | 42 |
| Total | 6,570 |

Type of Proceeding

| | Information | Interpreting | Language Services | Sight | Transcription | Translation | |
|--------------------------|-------------|--------------|-------------------|-----------|---------------|-------------|--------------|
| Civil | 3 | 3,052 | 208 | 20 | 0 | 36 | 3,319 |
| Criminal | 1 | 2,605 | 379 | 10 | 4 | 12 | 3,011 |
| Juvenile Civil | 0 | 482 | 65 | 0 | 0 | 0 | 547 |
| Juvenile Criminal | 0 | 412 | 111 | 3 | 0 | 0 | 526 |
| Miscellaneous | 52 | 185 | 66 | 1 | 0 | 13 | 317 |
| Traffic | 0 | 1675 | 253 | 0 | 0 | 0 | 1928 |
| | 56 | 8411 | 1082 | 34 | 4 | 61 | 9648 |

- d. During the 2017 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, 2017, the OCI did not receive any Language Assistance Complaints.
- e. The LAP and EO, and their respective translations into Spanish, Cambodian, and Portuguese continue to be available on the Judiciary's website.
- f. During the 2017 calendar year, the OCI presented on the subject of the national certification examination at a training in a neighboring state.
- 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 has also partnered with a neighboring state to establish reciprocity standards for the use of qualified and certified interpreters. The OCI also continued proctoring the National Center for State Courts certification examination twice a year. During the first certification module in May, twenty-one (21) candidates took the written exam and three (3) candidates took for the oral examination. During the second certification module in November, eleven (11) 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 seventeen (17) interpreters and certified four (4) 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 thirteen (13) documents, including court forms, pamphlets, and complaint letters sent to the Court's Disciplinary Board. When appropriate, the OCI also transcribed and translated materials 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, 2017 to December 31, 2017.

| <i>ITEM</i> | <i>FULL-TIME AND PART-TIME STAFF</i> | <i>BILINGUAL COURT STAFF</i> | <i>VENDORS</i> |
|--------------------|--|----------------------------------|----------------|
| Wages and Benefits | \$606,374.92 | | |
| Stipend | | \$17,750.00 | |
| Fee for Services | | | \$216,699.79 |