

**Rhode Island Office of Court Interpreters (OCI)**  
**Monitoring and Reporting of Language Access Services**  
**March 8, 2024**

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, 2023 and ending on December 31, 2023.

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 Pashto, Tigrinya, Wolof, and Yoruba, 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 this calendar year, there were sixteen (16) cases that were delayed due to the unavailability of an interpreter. These delays were due to requests made on the day of the hearing and no qualified/certified interpreter was available for the time requested, there was no interpreter available for the particular hearing date and/or time, or the wrong language was requested. Whenever possible and if the procedure qualified, an over-the-phone interpreter (OPI) was offered. The languages where delays were reported were Bengali, Cambodian, Cape Verdean, French, Haitian, Italian, Kurdish, Luganda, Polish, Portuguese, Romanian, Spanish, Tagalog, Tibetan, Urdu.
  - ii. During the period reported, the OCI recorded sixteen (16) cases where a qualified/certified interpreter could not be provided for the following languages: Bengali, Cambodian, Cape Verdean, French, Haitian, Italian, Kurdish, Luganda, Polish, Portuguese, Romanian, Spanish, Tagalog, Tibetan, Urdu. Some of these languages are considered rare languages and the pool of qualified interpreters in and out of state is very small. The OCI works closely with vendors in nearby states to recruit, train, and contract more interpreters from those languages.

**Cancellations**

	Civil	Criminal	
Interpreter not available	6	3	<b>9</b>
Interpreter cancelled	0	1	<b>1</b>
Interpreter delayed	0	0	<b>0</b>
Interpreter not scheduled	0	0	<b>0</b>
Late request	1	2	<b>3</b>
Wrong language requested	3	0	<b>3</b>
	<b>10</b>	<b>6</b>	<b>16</b>

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

- i. Language services were provided in thirty-seven (37) languages in 8,736 events. The six (6) most requested languages were Spanish (7,466), followed by Cape Verdean (475), Portuguese (357), Mandarin (81), Arabic (58) and Haitian (54). This year the OCI also provided services in some rare languages such as Pashtu, Tigrinya, Wolof, and Yoruba.

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

<b>Language</b>	<b>Events</b>
Arabic	58
Armenian	1
Bengali	3
Cambodian	41
Cantonese	10
Cape Verdean	475
Farsi	3
French	32
Georgian	1
Greek	1
Gujarati	2
Haitian	54
Hindi	2
Hmong	3
Italian	1
Kinyarwanda	8
Korean	2
Laotian	19
Luganda	2
Mandarin	81
Pashtu	6
Polish	18
Portuguese	357
Quiche	33
Russian	18
Spanish	7,466
Swahili	3
Thai	7
Tibetan	1
Tigrinya	1
Turkish	5
Twi	1
Urdu	4
Uzbek	3
Vietnamese	12
Wolof	1
Yoruba	1
	<b>8,736</b>

- 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, eighteen (18) bilingual staff, one (1) certified individual contractor, twenty-five (25) qualified individual contractors, and twenty-four (24) interpreters employed by five (5) 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 5,923 court users in all counties and courts in 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, Pre-Trial Services, Mediation, Court Visitations, and Probation.
- vi. The OCI reports providing 6,969 new direct language services in 4,391 civil matters, and 2,578 in criminal matters.

**Case Types (INT’s)**

Civil	4,287
Criminal	2,034
	6,321

**Type of Proceeding**

	Interpreting	Language Services	Sight	Information Desk	Transcriptions	Presentations	Translations	
Civil	5,276	466	2	0	0	0	45	<b>5,789</b>
Criminal	2,774	206	4	0	0	0	0	<b>2,984</b>
	<b>8,050</b>	<b>672</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>45</b>	<b>8,773</b>

- d. During the 2023 calendar year, the OCI received one (1) complaint regarding the provision of language services.
  - i. The Rhode Island Judiciary continues having the Language Assistance Complaint form available on 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.
  - ii. During the period between January 1, and December 31, 2023, the OCI received one (1) Language Assistance Complaint. The Language Assistance Complaint form was reviewed in accordance with Executive Order 2012-05. The Office of General Counsel conducted a thorough evaluation of the complaint and determined that language assistance was provided to the party in need of an interpreter, in compliance with the EO and LAP, and no further action was needed.
- e. The LAP and EO, and their respective translations into Spanish and Portuguese continue being available on the Judiciary’s website.

- f. During the 2023 calendar year, the OCI provided four (4) scheduled trainings to court staff, including judges, front-line clerks, bilingual staff, and interpreters who provide services to the Judiciary.
- g. The OCI continues partnering with community agencies and other related agencies to identify individuals with abilities to become qualified/certified interpreters, especially in those languages considered rare. The OCI continued the partnership with neighboring states to recognize reciprocity for the use of qualified and certified interpreters. In 2023, the OCI proctored the National Center for State Courts certification examination twice. During the first certification module in April, thirty (30) candidates registered to take the written exam and twelve (12) candidates registered to take the oral examination. During the second certification module in October, twenty-four (24) candidates registered to take the written examination and thirteen (13) candidates registered to take the oral examination. In 2023, the Rhode Island Judiciary qualified six (6) 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 sixteen (16) court related materials, and transcribed and translated twenty-nine (29) 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, 2023 to December 31, 2023.

<b>Item</b>	<b>Full-time staff</b>	<b>Bilingual Court Staff (BICTs)</b>	<b>Vendors</b>
Wages and Benefits	\$896,265.46		
Stipends		\$13,725	
Fee for Services			\$334,735.91