DELAWARE
LANGUAGE ACCESS SERVICES
DATA COLLECTION

COUNCIL FOR LANGUAGE ACCESS COORDINATORS

APRIL 22-24, 2013
SALEM, MASSACHUSETTS

Data Collection

EVOLUTION

DATA CURRENTLY COLLECTED

PROS AND CONS

This data collection is brought to you by:

- The combined efforts of
  - AOC central scheduling for Spanish and
  - Court staff - each court and by county – for LOTS/ ASL
    - General Procedures and Public Folders Outlook
  - AOC accounting department
- A single appropriation of funds centrally managed by the AOC;
- Centralized language access policy and administration

Data Collection - A History

- Most courts were not formally recording data on language services. (JP exception)

- Only data available was limited to payments made for interpreter services provided.

  (AOC accounting department's monthly report – expenditures per court)

- Payment to interpreters based on information in the Request for Payment forms. (RFP)

Early RFP Form

COURT OF COMMON PLEAS
STATE OF DELAWARE

☐New Castle ☐Kent ☐Sussex

COURT INTERPRETER REQUEST FOR PAYMENT FORM

DATE: _____

ARRIVAL TIME: _____

DEPARTURE TIME: _____

TOTAL HOURS: _____

NAME OF INTEPRETER: _____

_____
INTERPRETER Signature

LANGUAGE: _____

APPROVAL FOR PAYMENT: _____
Court Personnel's signature

DEFENDANT INFORMATION:

1. Name:_____
   Case#:_____

2. Name:_____
   Case#:_____

3. Name:_____
   Case#:_____

4. Name:_____
   Case#:_____

5. Name:_____
   Case#:_____

6. Name:_____
   Case#:_____

7. Name:_____
   Case#:_____

8. Name:_____
   Case#:_____

9. Name:_____
   Case#:_____

10. Name:_____
    Case#:_____

11.Name:_____
   Case#:_____

12. Name:_____
    Case#:_____

13.Name:_____
   Case#:_____

14. Name:_____
    Case#:_____

Data Collection – A History

INITIAL ATTEMPT TO COLLECT DATA

Started with processing of RFP forms

RFP included information on interpreter's name, language, court, duration of services and number of litigants.

Data items were written on a calendar page at the time of approval for payment.

Manual calculation of totals

Created simple Excel spreadsheet.

Date of service, court, county, defendants, interpreter, language, in-person and/or telephonic hours, day or evening hours.

Data Collection – A History
Initial Record Keeping

Data Collection – A History
Justice of the Peace Court

| Date	Court	Defendants	Interpreter	Language	Hours	PM Hours	Phone Hours	TOTAL Hours
2-Jul-07	SC	35	Shelley	SPA	6.5			6.5
2-Jul-07	SC	0	Archer	SPA	4.5			4.5
2-Jul-07	SC	1	Mesquita	POR	1			1
2-Jul-07	NCC	5	Dalziel	SPA	5			5
5-Jul-07	NCC	5	Natalini	SPA	5			5
5-Jul-07	SC	2			3.5			3.5
6-Jul-07	NCC	1	Lane	SPA	2			2
6-Jul-07	SC	1	Shelley	SPA	1.5			1.5
9-Jul-07	SC	25	Shelley	SPA	7.5			7.5
9-Jul-07	NCC	14	Lane	SPA	6.5			6.5
10-Jul-07	NCC	1	Sule	TUR	2			2
10-Jul-07	NCC	4	Huber	SPA	3			3
11-Jul-07	NCC	2	Archer	SPA		2		2
12-Jul-07	NCC	24	Archer	SPA	5			5
13-Jul-07								
13-Jul-07	SC	3	Shelley	SPA	2			2
16-Jul-07	NCC	6	Natalini	SPA	5.5			5.5
16-Jul-07	KC	1	Martinez	SPA	2.5			2.5
16-Jul-07	SC	25	Archer	SPA	3			3
16-Jul-07	SC	8	Shelley	SPA	7.5			7.5
17-Jul-07	NCC	9	Natalini	SPA	4.5			4.5
17-Jul-07	NCC	14	Lane	SPA	4			4
18-Jul-07	NCC	3	Archer	SPA	5			5
19-Jul-07	SC	9	Shelley	SPA	5			5
19-Jul-07	NCC	5	Huber	SPA	1.5			1.5
20-Jul-07	NCC	11	Lane	SPA	6.5			6.5
23-Jul-07	NCC	1	Aref	ARA	2			2
23-Jul-07	NCC	2	Boyd/Morrison	ASL	4			4
23-Jul-07	NCC	4	Lane	SPA	2			2
23-Jul-07	SC	15	Archer	SPA	2			2
23-Jul-07	SC	7	Shelley	SPA	7			7
24-Jul-07	NCC	5	Huber	SPA	2.5			2.5
24-Jul-07	NCC	8	Lane	SPA	4			4
25-Jul-07	NCC	7	Natalini	SPA	5			5
25-Jul-07	SC	2	Shelley	SPA	1.5			1.5
26-Jul-07	NCC	0	Lane	SPA	4			4
26-Jul-07	SC	5	Shelley	SPA	5.5			5.5
27-Jul-07	NCC	4	Natalini	SPA	4.5			4.5
27-Jul-07	KC	2	Martinez	SPA	3.5			3.5
30-Jul-07	KC	4	Martinez	SPA	3.5			3.5
30-Jul-07	NCC	5	Lane	SPA	5.5			5.5
30-Jul-07	SC	1	Danjoint	HC	3			3
30-Jul-07	SC	13	Shelley	SPA	5			5
31-Jul-07	NCC	10	Lane	SPA	3			3
31-Jul-07	NCC	9	Natalini	SPA	4			4
31-Jul-07	SC	1	Danjoint	HC	3			3
JUL TOTALS		**319**			**174.5**	**2**	**0**	**176.5**

Data Collection-A History

- This very basic Excel spreadsheet allowed us to determine per court and county

  - number of LEPs served by week/month/year (McDonald's)
  - number of interpreting hours per week/month/year
  - frequency of use of interpreters,
  - frequency of a particular language, and
  - frequency of use of telephonic interpretation – our Registry interpreters.

Data Collection – A History

- DOJ visits Delaware

  We have an LAP and data!
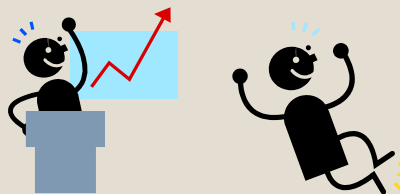
  - DOJ recommends additional data be collected such as:

    Juvenile/Parents/Witness/Victim

    Types of hearings - Criminal /Civil

    Frequency of use of Certified Interpreters v. other

    Use of telephonic interpreters

    Use of bilingual staff

- Modified RFP form to include the new data

Data Collection

ADMINISTRATIVE OFFICE OF THE COURTS

COURT INTERPRETER REQUEST FOR PAYMENT FORM

Date of Service: _____ Language: _____

Name of Interpreter: _____

Approval for Payment: _____

Court Personnel's Signature

For AOC Use Only

Arraignment	**ARR**
Bail	**BL**
Case Review	**CR**
Custody	**CSTD**
Debt Collect	**DEBT**
Landlord	**LLT**
Mediation	**MED**
Plea	**PLEA**
Presentment	**PRST**
Sentencing	**SNT**
Trial	**TRIAL**
Truancy	**TRU**
Probation Viola	**VOP**

Number of Defendants/Litigants Served

County			Time		Court					TYPE OF CASE C- civil CR - Criminal	Number of Defendants				JP TRUANCY		Family Court only				Type of Hearing	F.C. SIGNATURES
NCC	KC	SC	Arrival	Departure	Superior CT.	CCP	Family CT.	JP Courts	Phone		Superior CT.	CCP	Family CT.	JP Courts	Juvenile	Parent	Juvenile	Parent	Witness	Victim		

I certify that the above is an accurate and complete statement of service time and number of litigants in connection with the above proceedings.

Signature of Interpreter and Date: _____

Language Service Agency, if applicable

Return completed form to: Maria Perez-Chambers SLC-N210B or Fax to (302) 255-2217
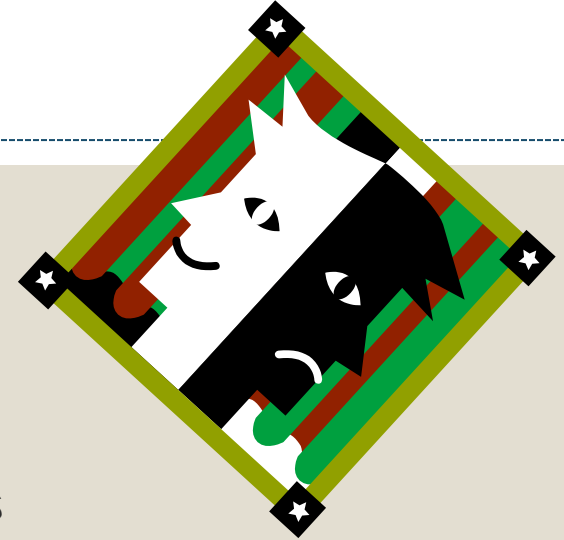
Data Collection

Meanwhile…

AOC accounting had its own spreadsheet based on the same RFPs but contained only payment information by month and by court.

Modified Excel Spreadsheet to mirror RFP and included payment information. Fiscal has its own report and uses it to confirm the information contained in ours.

Fiscal Year 2012

Pros and Cons

- PROs
  - Simplicity –
  - Cost effective – no need for additional applications
  - Lots of information in one simple report: fiscal and services
  - Also tracks other program costs(translations, orientation, testing)
  - Quick general assessment of trends when fiscal year summary pages are compared.
  - Quick reference to answer any question
  - Easy to add data items without altering existing data

Pros and Cons

- CONs

  - One source of data -RFP
  - Dependant on interpreter's diligence.
    - Other ways to confirm data (Outlook PF/ Invoice)
  - Time consuming – manual input of information.