

# STRENGTHS SESSION

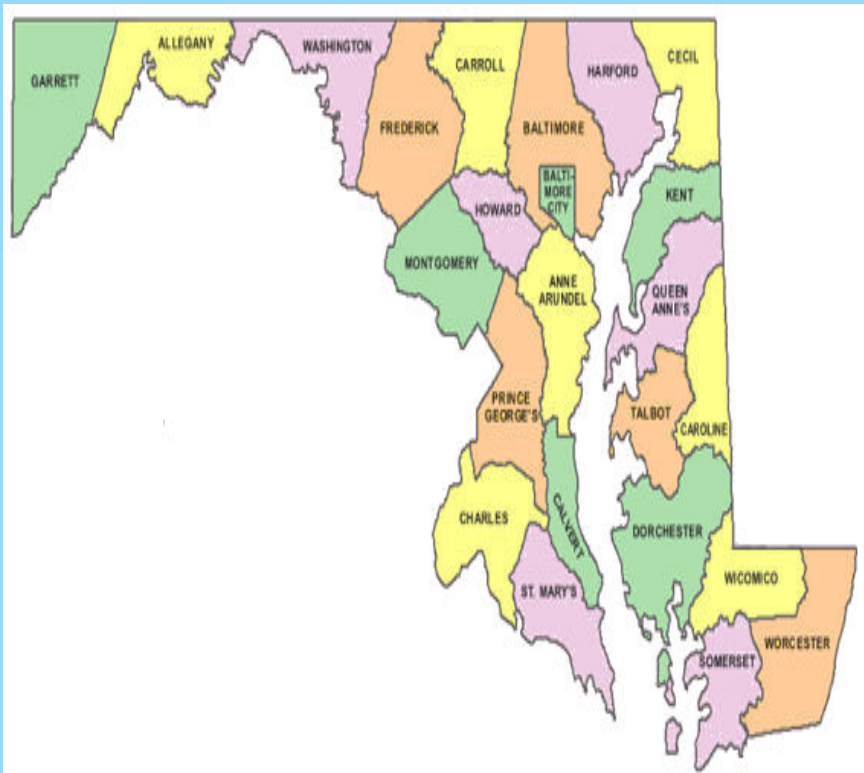
Achievements and Lessons Learned in Data Collection in  
Maryland, New Jersey, and California

How and Why to Collect and Use Data for Language Access  
Programs

# POINTS OF DISCUSSION

- HOW WE COLLECT DATA
- WHAT INFORMATION WE CAPTURE
- WHAT WE DO WITH THE COLLECTED DATA

# MARYLAND



Unified Court System

Language Access Plan or functional equivalent since 2010

Publically posted Interpreting statistics since 2015

<https://mdcourts.gov/accesstojustice/publications>

15, 429 Interpreter invoices submitted in FY 2018

Data obtained from the internal accounting system  
GEARS

Case Management System captures interpreted events,  
but not the financial data

2. The **Interpreter Invoice** page displays three sections of fields to be completed to generate the Interpreter Invoice (**Payee Information, Invoice Header Information, and Invoice Line Information**).

**Interpreter Invoice**

**Payee Information** \*FEIN/SSN:    Use 'INTERPRET' Vendor

Name 1:  Name 2:

Address Line 1:  Vendor ID:

Address Line 2:  Short Vendor Name:

Address Line 3:

County:

City:  State:  Postal Code:  Country: USA

Email ID:

---

**Invoice Header Information**

\*Invoice ID:  \*Invoice Date:  Buyer: Administrative Office of Court

\*Court Location:  Requestor: lisa.gutierrez

\*Event Type:  \*Proceeding Type:   Cancelled Proceeding

\*Language:

Invoice Comments:

Payment Terms: NET00

Total Amount: 0.00

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**Invoice Line Information**

Personalize | Find | View All |  |  | First  1 of 1  Last

Expense Type	Description	*Quantity	UOM	Unit Price	Merchandise Amt
1 INT-COMP01 <input type="button" value="🔍"/>	Court Certified Interpreter	1.0000	EA	55.00000	55.00 <input type="button" value="+"/> <input type="button" value="-"/>

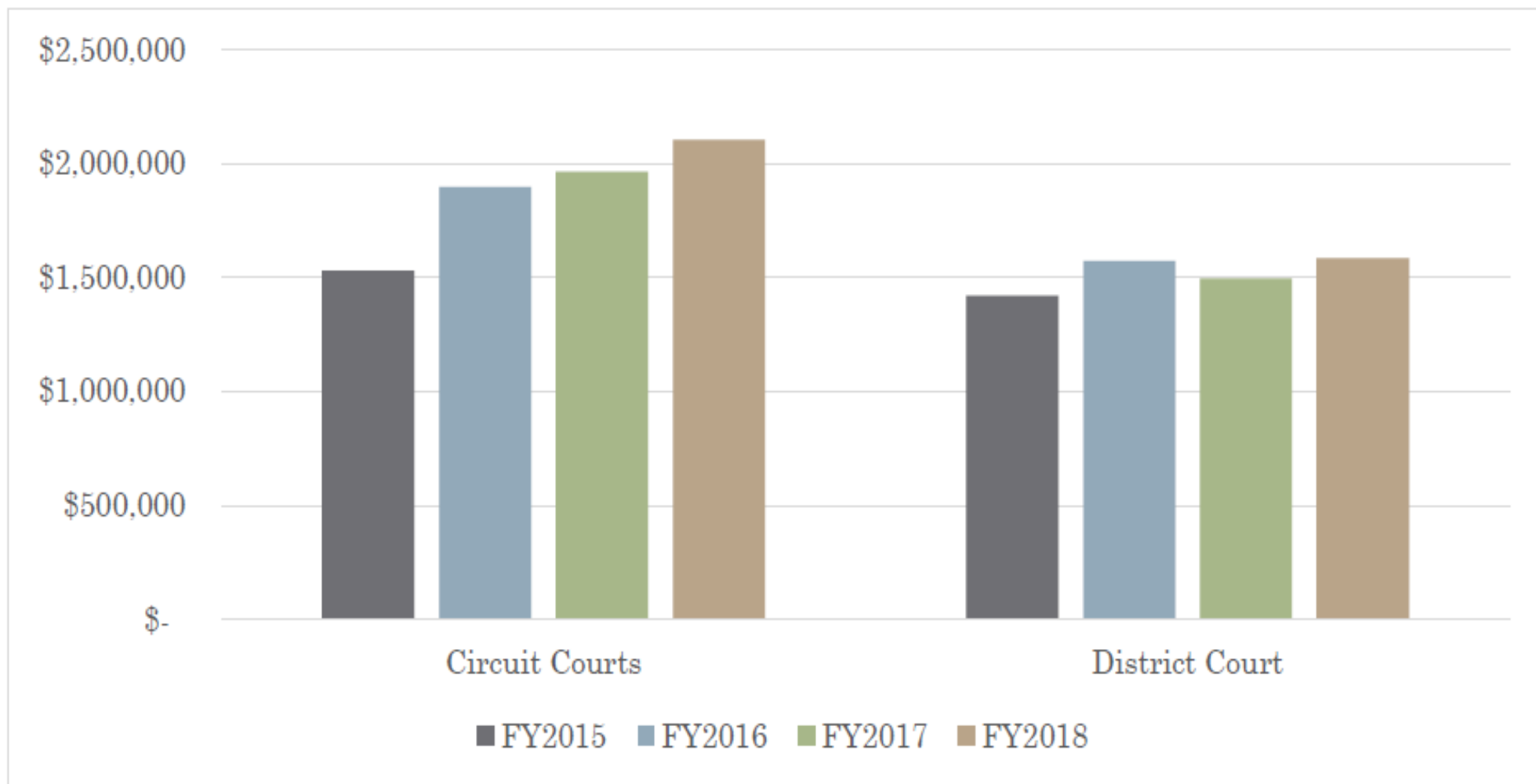
[Return](#)
[Worklist](#)

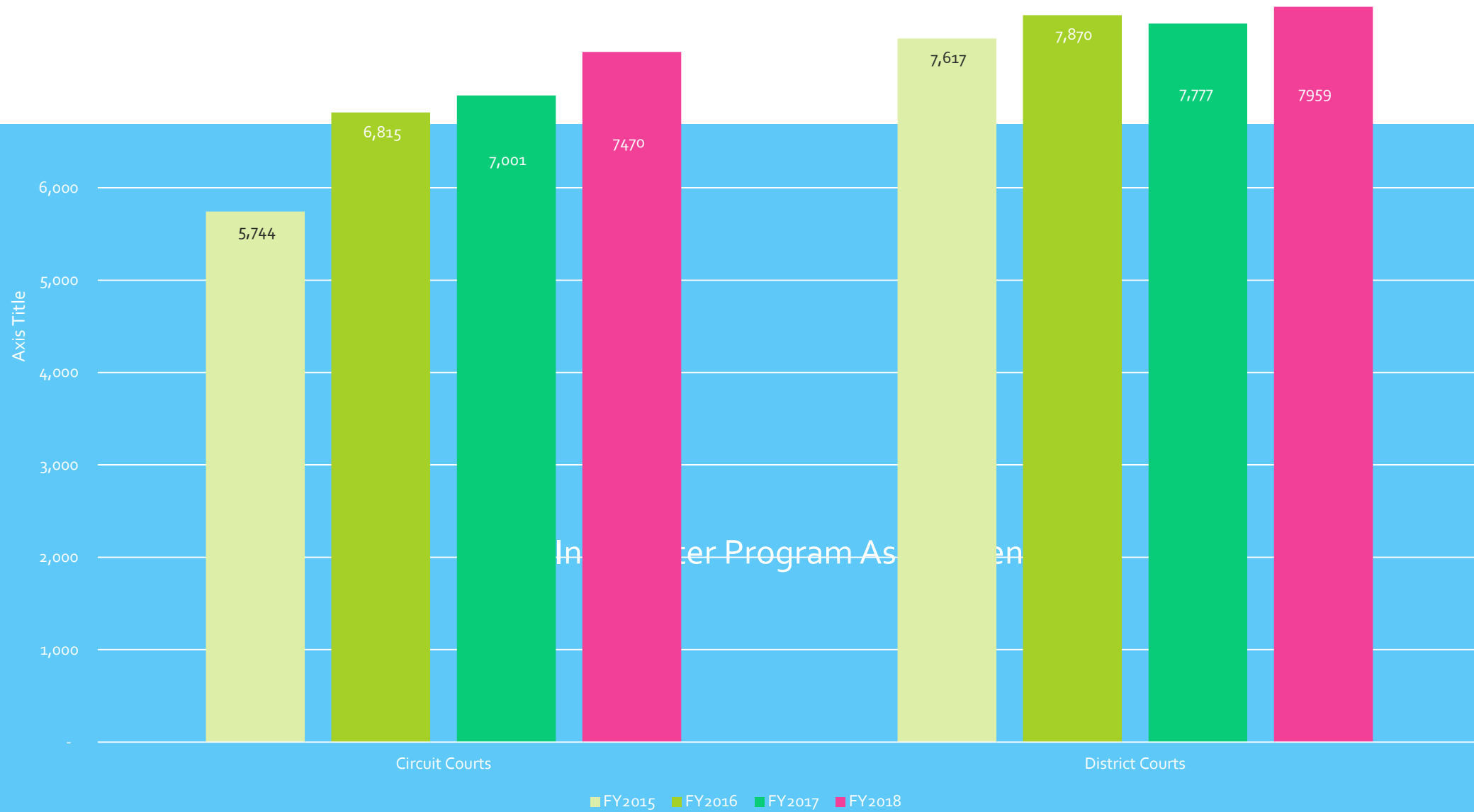
NOTE: If the Buyer is already set up

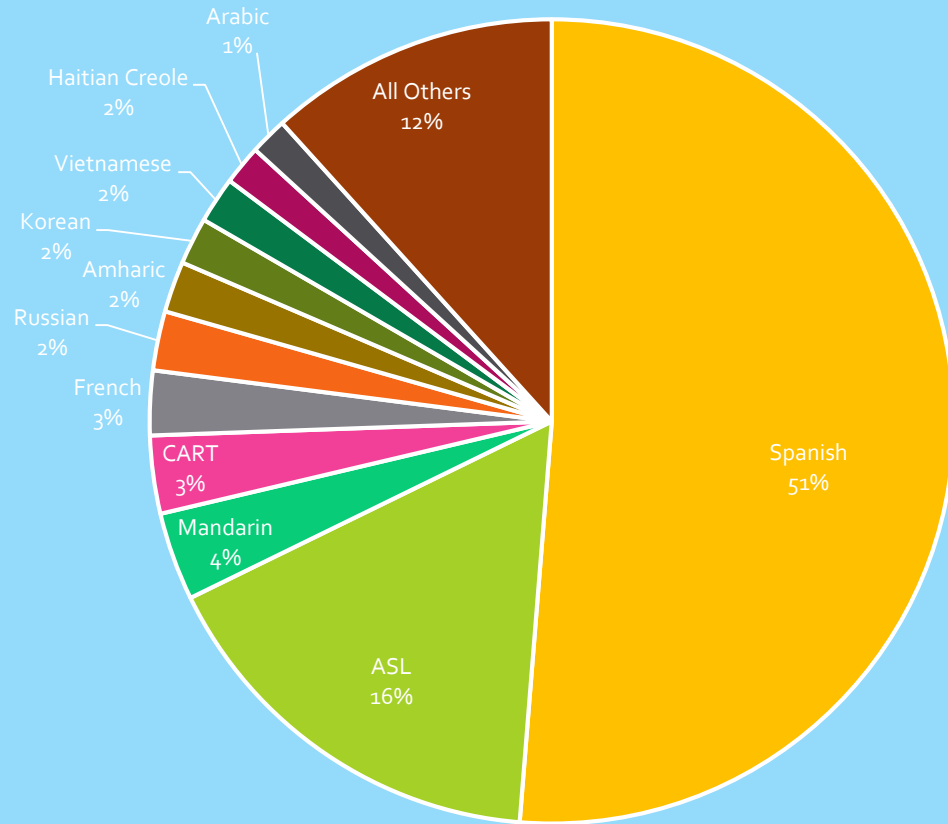
Interpreter Invoice

**FIGURE 2. COURT INTERPRETER PROGRAM (IN-PERSON) ASSIGNMENTS - FY18**

Both the numbers of assignments and the costs of those services grew in Fiscal Year 2018, reflecting an increase in demand for language services.







## Circuit Court Interpreter Usage FY18 (In Person)

Get the report at

[www.mdcourts.gov/accesstojustice/publications](http://www.mdcourts.gov/accesstojustice/publications)

# COLLECTED DATA

- Number of interpreter assignments based on their invoices; languages by counties; total costs by counties/languages
- Types of Proceedings (Civil Family, Civil Non-Family, Juvenile, Criminal, Outside of the Courtroom Event, Juror)
- Travel expenses (mileage, travel time, parking, etc.)
- Individual interpreter costs
- Cancellations
- Telephonic interpretation costs



# DATA NOT COLLECTED

- Types of Cases (divorce; domestic violence, traffic, special immigrant status, etc.)
- Interpreted Events within an interpreter's assignment (previously unscheduled events; walk-ins, etc.)
- Case Management System can be utilized to track all cases requiring interpreters.

# NEW JERSEY



Unified court system (except Municipal courts)

Language Access Plan or functional equivalent since 2004

Publically posted Interpreting statistics since 1997  
<https://www.njcourts.gov/public/cistats.html>

About 75,000 interpreted activities annually; 85% Spanish;  
15% in 100 other languages

Starting court year ending June 30, 2016, data is from an internally developed scheduling system called:  
Official Strategic Management Of Statewide Interpreting Services (OSMOSIS)

# DATA ENTRY SCREENS

New Jersey Courts  
Independence • Integrity • Fairness • Quality Service

Infonet Logout

Manage Contracts Search Reports Home **Manage Requests** Manage Schedules Reference Tables Scheduler Reports JUACARO logged in

Create Request / Add Related Activity Modify/Request Cancel Search

### Create Request

**Case Information**

\*Case Title:  \*Docket Number:

\*County:  \*Division Requesting Interpreter:

\*Case Type:

Notes:

**Activity Information**

Title IV-D Flag:

\*Language:

\*Estimated Start Time:  \*Estimated Duration:

\*Date(s) Interpreter Needed:

Country of Origin:

\*Location:

\*Appearance Type:

\*Court Official Type:  \*Court Official:

\*Party Role:  Party Name:

Notes:

Screen IDs: OS054021 05/14/2019 07:38 AM Copyright ©2007 NJ Judiciary

New Jersey Courts  
Independence • Integrity • Fairness • Quality Service

Infonet Logout

Manage Contracts Search Reports Home **Manage Requests** **Manage Schedules** Reference Tables Scheduler Reports JUACARO logged in

To Be Scheduled Today's Interpreter Schedules Closeout Cancel Release Modify Search Backload Re-Open Schedule

Following interpreter schedules have been successfully created : 1058

### Create Schedule

**Activities to be scheduled** Hired Elsewhere

Select	Request ID	Activity ID	Status	Interpreter Needed Date - Start Time	Estimated Duration	Court Official	Language	Location	Case Title	Notes																
Existing Schedules <input type="button" value="Create New Schedules"/> <input type="button" value="Add 2nd Language to Schedule"/>																										
Search for SPANISH Interpreter																										
<input checked="" type="radio"/> All <input type="radio"/> By Interpreter Type: <input type="text" value="Freelance (FL)"/> And/Or By Interpreter - Classification: <input type="text" value="All"/> <input type="radio"/> By Last Name: <input type="text"/> First Name: <input type="text"/> And/Or By Agency: <input type="text"/> <input type="button" value="Search/Call Log"/>																										
Schedule Date: 10/13/2016 Schedule ID: 1058 Interpreter: Aguilu, Damian Aguilu, Damian																										
Hired For: <input type="text" value="Full Day"/> Pay: \$ <input type="text" value="328.84"/> Miles/Amount: \$ <input type="text"/> Misc Amount: \$ <input type="text"/> Prep Amount: \$ <input type="text" value="0"/> Premium Amount: \$ <input type="text" value="0"/> Total Pay: \$ <input type="text" value="328.84"/>																										
<table border="1"> <thead> <tr> <th>Activity ID</th> <th>Estimated Start Time</th> <th>Estimated Duration</th> <th>Language</th> <th>Location</th> <th>Case Title</th> <th>Notes</th> <th>Prep Time</th> </tr> </thead> <tbody> <tr> <td>2607</td> <td>9:00 AM</td> <td>04:00</td> <td>SPANISH</td> <td>Test Location 1 BL 01202010</td> <td>TESTING FOR PHYLLIS</td> <td></td> <td><input type="text" value="0"/></td> </tr> </tbody> </table>											Activity ID	Estimated Start Time	Estimated Duration	Language	Location	Case Title	Notes	Prep Time	2607	9:00 AM	04:00	SPANISH	Test Location 1 BL 01202010	TESTING FOR PHYLLIS		<input type="text" value="0"/>
Activity ID	Estimated Start Time	Estimated Duration	Language	Location	Case Title	Notes	Prep Time																			
2607	9:00 AM	04:00	SPANISH	Test Location 1 BL 01202010	TESTING FOR PHYLLIS		<input type="text" value="0"/>																			
<input type="button" value="Add checked Activity(s) to this Schedule"/>																										
<input type="button" value="Save Schedule"/>																										

# SAMPLE REPORTS

## COMPLETED AND CANCELLED ACTIVITIES

### Court Interpreter System Statewide Completed Activities by Division

07/01/2017 to 06/30/2018

	Civil	Criminal	Family	Probation	Operations	Total
Hudson	2,326	2,674	6,805	402	211	12,418
Middlesex	2,013	2,494	5,135	72	907	10,621
Passaic	1,847	2,273	4,320	17	39	8,496
Essex	979	1,386	4,883	16	141	7,405
Union	1,149	1,598	3,544	155	9	6,455
Bergen	884	1,744	2,825	99	202	5,754
Camden	488	1,629	2,005	35	63	4,220
Mercer	287	1,207	1,946	176	9	3,625
Cumberland	174	1,156	1,148	95	6	2,579
Monmouth	297	715	1,271	17	55	2,355
Atlantic	260	916	805	49	15	2,045
Morris	210	660	1,018	33	22	1,943
Ocean	137	791	893	112	8	1,941
Somerset	249	394	959	64	2	1,668
Burlington	156	243	447	12	18	876
Cape May	30	529	153	92	1	805
Gloucester	32	169	145	1	4	351
Hunterdon	14	171	134	26	0	345
Warren	8	83	88	18	0	197
Salem	8	47	132	1	0	188
Sussex	23	30	83	3	0	139
<b>Total</b>	<b>11,571</b>	<b>20,909</b>	<b>38,739</b>	<b>1,495</b>	<b>1,712</b>	<b>74,426</b>

### Court Interpreter System Statewide Cancelled Activities by Division

07/01/2017 to 06/30/2018

	Civil	Criminal	Family	Probation	Operations	Total
Hudson	1,191	523	753	325	4	2,796
Bergen	593	863	978	57	26	2,517
Atlantic	696	803	405	8	0	1,912
Union	418	410	650	82	32	1,592
Ocean	186	437	461	51	84	1,219
Middlesex	362	282	339	11	91	1,085
Somerset	163	318	530	54	0	1,065
Camden	494	223	231	2	12	962
Mercer	230	197	499	35	0	961
Morris	109	228	346	7	2	692
Cumberland	73	238	321	51	0	683
Essex	146	123	314	0	8	591
Cape May	91	317	72	84	0	564
Burlington	274	66	157	6	20	523
Passaic	149	142	197	3	1	492
Gloucester	75	75	64	4	40	258
Monmouth	23	57	67	0	0	147
Salem	29	36	69	0	4	138
Hunterdon	12	48	35	2	0	97
Warren	9	40	34	4	8	95
Sussex	16	17	31	2	2	68
<b>Total</b>	<b>5,339</b>	<b>5,443</b>	<b>6,553</b>	<b>788</b>	<b>334</b>	<b>18,457</b>

# SAMPLE REPORTS ON COSTS

## Court Interpreter System Statewide FLI and Agency Costs by County

07/01/2017 to 06/30/2018  
Costs (\$)

	Agency	Freelance(FLI)	Total
Essex	159,008	266,108	425,116
Middlesex	120,546	273,228	393,774
Bergen	74,639	234,734	309,373
Mercer	58,363	135,323	193,686
Passaic	76,559	113,126	189,685
Hudson	48,636	127,981	176,617
Union	74,644	100,028	174,672
Camden	62,239	102,936	165,175
Morris	63,400	58,094	121,494
Monmouth	31,381	87,614	118,995
Ocean	28,952	69,741	98,693
Atlantic	75,817	18,930	94,747
Burlington	28,779	60,067	88,846
Somerset	21,895	59,897	81,792
Cumberland	43,799	28,390	72,189
Gloucester	26,992	36,793	63,785
Hunterdon	4,742	26,732	31,474
Salem	12,383	16,377	28,760
Sussex	8,479	15,306	23,785
Warren	8,677	13,890	22,567
Cape May	7,212	3,590	10,802
<b>Total \$</b>	<b>1,037,140</b>	<b>1,848,884</b>	<b>2,886,024</b>
<b>Percentage %</b>	<b>36</b>	<b>64</b>	<b>100</b>

Courts  
Quality Service

## Court Interpreter System Statewide Cancellation Fees by Division

07/01/2017 to 06/30/2018

	Civil	Family	Criminal	Probation	Operations	Total
Middlesex	\$20,908	\$10,640	\$4,475	\$371	\$545	\$36,939
Bergen	\$16,434	\$9,961	\$6,051	\$355		\$32,801
Camden	\$8,434	\$5,856	\$2,352			\$16,642
Morris	\$4,894	\$9,869	\$583			\$15,346
Union	\$7,422	\$3,166	\$2,995	\$197	\$548	\$14,328
Ocean	\$3,299	\$2,575	\$6,385	\$1,720		\$13,979
Mercer	\$8,579	\$3,680	\$1,222			\$13,481
Atlantic	\$11,096	\$457	\$1,694			\$13,247
Burlington	\$3,349	\$6,089	\$1,548	\$230		\$11,216
Essex	\$4,421	\$4,483	\$1,025		\$844	\$10,773
Passaic	\$2,910	\$5,233	\$1,828	\$240		\$10,211
Monmouth	\$1,258	\$4,339	\$4,328			\$9,925
Hudson	\$6,464	\$2,246	\$859	\$147		\$9,716
Gloucester	\$1,285	\$3,388	\$2,106	\$314		\$7,093
Somerset	\$2,397	\$2,656	\$675	\$53		\$5,781
Salem	\$1,192	\$1,476	\$2,313			\$4,981
Cumberland	\$2,199	\$970	\$220			\$3,389
Sussex	\$912	\$1,220	\$346			\$2,478
Warren		\$380	\$460			\$840
Cape May		\$350	\$275			\$625
Hunterdon	\$137	\$210				\$347
<b>Total</b>	<b>\$107,590</b>	<b>\$79,244</b>	<b>\$41,740</b>	<b>\$3,627</b>	<b>\$1,937</b>	<b>\$234,138</b>

# SAMPLE REPORTS BY COURT OFFICER AND INTERPRETER TYPE

**New Jersey Courts**  
Integrity • Fairness • Quality Service

**Court Interpreter System**  
**Statewide Completed Activities by Court Officer Type**  
07/01/2017 to 06/30/2018

	Judge	Hearing Officer	Mediator/ Arbitrator	Probation Officer	Ombudsman	Staff Member	Other *	Total
Hudson	8,708	1,065	611	947	143	217	727	12,418
Middlesex	5,288	511	647	527	6	3,029	624	10,630
Passaic	6,564	761	605	46	4	47	469	8,496
Essex	4,945	730	224	250	16	1,147	94	7,406
Union	5,203	698	146	205	2	58	143	6,455
Bergen	4,531	323	79	189	198	111	323	5,754
Camden	2,934	319	103	136	58	288	382	4,220
Mercer	2,766	489	126	68	0	82	94	3,625
Cumberland	1,944	202	14	119	0	74	226	2,579
Monmouth	1,880	123	139	65	9	276	83	2,355
Atlantic	1,688	198	60	14	2	82	21	2,045
Morris	1,463	144	108	45	23	22	138	1,943
Ocean	1,241	98	74	211	3	56	258	1,941
Somerset	1,209	147	30	0	1	161	120	1,668
Burlington	627	32	30	7	3	40	137	876
Cape May	613	22	23	117	0	23	7	805
Gloucester	285	18	5	2	2	39	0	351
Hunterdon	258	23	0	4	0	29	31	345
Warren	153	13	0	14	0	5	12	197
Salem	149	19	1	5	0	8	6	188
Sussex	118	7	4	7	0	1	2	139
<b>Total</b>	<b>52,345</b>	<b>5,942</b>	<b>3,029</b>	<b>2,978</b>	<b>470</b>	<b>5,795</b>	<b>3,877</b>	<b>74,436</b>

\* Other includes Customer Service clerks, attorneys, managers and other court staff

**Court Interpreter System**  
**Statewide Completed Activities by Interpreter Type**  
07/01/2017 to 06/30/2018  
Counts

	Agency	Freelance (FLI)	Staff	Total
Hudson	278	1,776	10,364	12,418
Middlesex	429	3,068	7,133	10,630
Passaic	384	1,778	6,332	8,494
Essex	432	3,519	3,455	7,406
Union	294	906	5,254	6,454
Bergen	399	2,192	3,159	5,750
Camden	276	1,478	2,466	4,220
Mercer	353	1,485	1,787	3,625
Cumberland	215	505	1,858	2,578
Monmouth	73	880	1,402	2,355
Atlantic	351	123	1,571	2,045
Morris	168	674	1,101	1,943
Ocean	117	394	1,430	1,941
Somerset	105	593	970	1,668
Burlington	105	332	439	876
Cape May	30	45	730	805
Gloucester	92	242	17	351
Hunterdon	45	286	14	345
Warren	44	113	40	197
Salem	33	146	9	188
Sussex	20	92	27	139
<b>Total Count</b>	<b>4,243</b>	<b>20,627</b>	<b>49,558</b>	<b>74,428</b>
<b>Percentage %</b>	<b>6</b>	<b>28</b>	<b>67</b>	<b>100</b>

# USE OF DATA

- Vicinage (county) staff generate daily payment requests sent to finance, which include a daily activity sheet, close out sheet and payment voucher
- Statewide reports are automatically generated and sent monthly to vicinage management in multiple divisions; local staff generate vicinage-specific reports on demand
- Inform hiring decisions regarding interpreters and qualified bilingual staff
- Trend analysis. For example, trend analysis informed a pay hike for freelancers
- Increase staff awareness of the Judiciary's extensive language access services and policies
- Strengthen training modules and cross divisional communication and coordination

# CHALLENGES AND FUTURE GOALS

- Challenge: How to modernize existing reports and create new reports
- Future goal: Shift reporting to Web Focus 8; currently underway
- Challenge: No centralized data source at the Municipal Court level
- Future goal: Update Municipal's centralized case management system to collect data on dispositions and whether interpreting services were provided and, if so, in what language



# CALIFORNIA



- Unified court system although courts still use separate Case Management Systems
- Language Access Plan since 2015 (<https://www.courts.ca.gov/documents/jc-20150122-itemK.pdf>)
- Language Need and Interpreter Use Study, legislatively mandated report to be conducted every 5 years. Last report released 2015 (<https://www.courts.ca.gov/documents/lr-2015-Language-Need-and-Interpreter-Use-Study.pdf>)
- Most data collected via Court Interpreter Data Collection System
- We estimate between 1.35 – 1.43 million interpreter assignments each year

# Court Interpreters Data Collection System

[Add new daily log](#)

[Search Results](#) | [New Search](#)

You are logged in as: mclark2 (All Counties County)  
 :: add assignment log ::

[Send Request](#) | [Reports](#) | [Logout](#)

**Interpreter's Name:** \*required fields

**\*Status:** Employee (current) ▼ **Employer County:** Los Angeles ▼

**\*Location:** Alameda: Allen E. Broussard Justice Center ▼

**\*Assignment Date:**  (format mm/dd/yyyy)

**\*Session:**  AM  PM  Full Day  Night

During the interpreter's time at the location entered above, did the interpreter perform any VRI or telephonic interpretations for a different court location?  Yes if NO, proceed by entering assignments below.

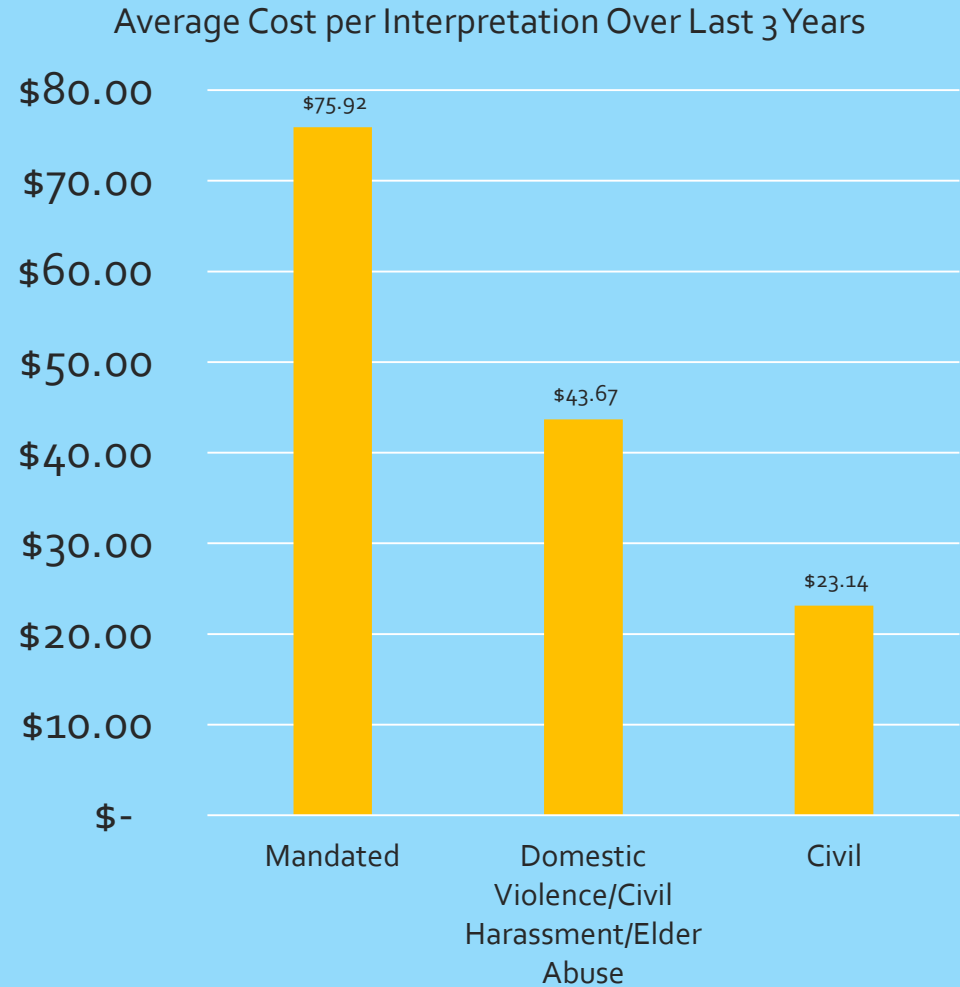
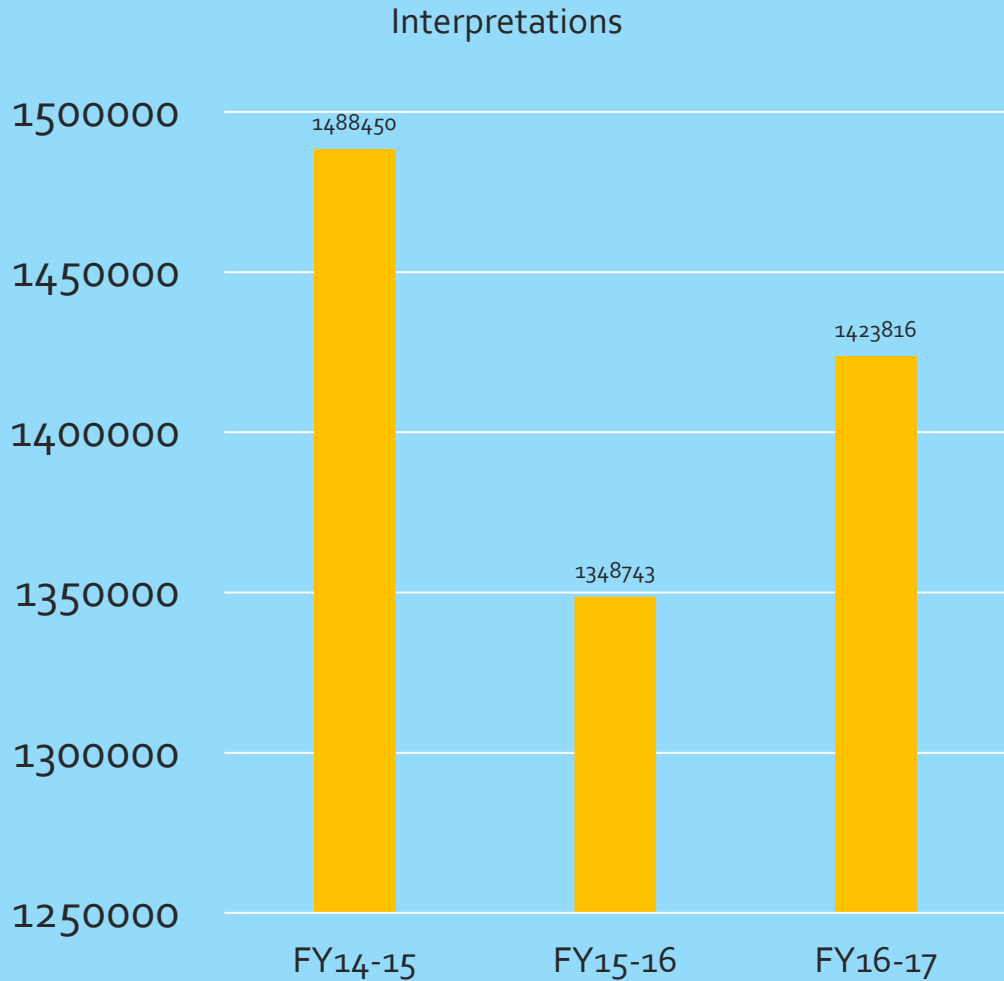
#	*Language	*Classified As	*Case Type	*# of Cases	Case#	*Event Type	Event Details:	*Method
1	Spanish	Certified	<input type="text" value="select"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="Select"/>		<input type="text" value="In Person"/>
2	Spanish	Certified	<input type="text" value="select"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="Select"/>		<input type="text" value="In Person"/>
3	Spanish	Certified	<input type="text" value="select"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="Select"/>		<input type="text" value="In Person"/>
Click to add additional rows				Total # of Cases	<input type="text" value="0"/>			

**Expense/Payment Report**

Interpreting Pay Rate:	<input type="text" value="\$0"/>	<b>Unusual Expenses</b>		<b>Notes</b>
Travel Time:	<input type="text" value="\$0"/>	1 <input type="text" value="select reason"/>	<input type="text" value="\$0"/>	<input type="text"/>
Miles: <input type="text" value="0"/> X 0.58	<input type="text" value="\$0"/>	2 <input type="text" value="select reason"/>	<input type="text" value="\$0"/>	<input type="text"/>
Unusual Expense Subtotal:	<input type="text" value="\$0"/>	3 <input type="text" value="select reason"/>	<input type="text" value="\$0"/>	<input type="text"/>
Total Payment:	<input type="text" value="\$0"/>	4 <input type="text" value="select reason"/>	<input type="text" value="\$0"/>	<input type="text"/>
		5 <input type="text" value="select reason"/>	<input type="text" value="\$0"/>	<input type="text"/>

After clicking save, where do you want to go?

# INTERPRETATIONS AND COST



# USAGE REPORTS

## Riverside

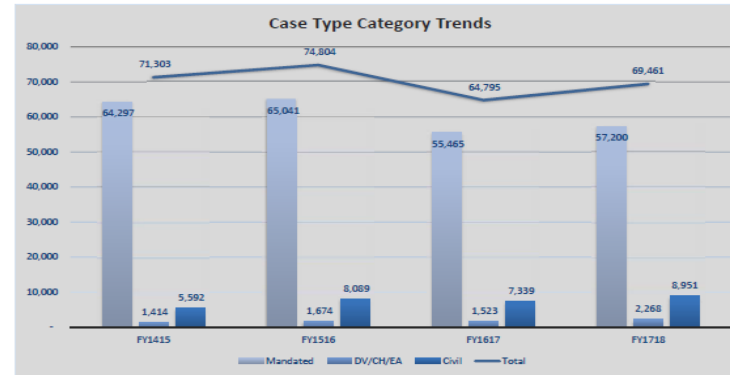
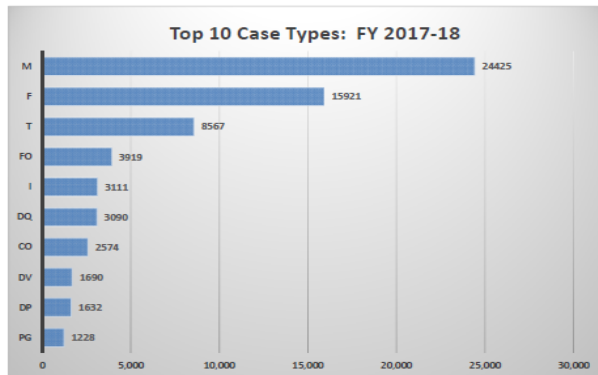
### Fiscal Year 2017-18 Total Number of Interpretations by Case Type and Language

Time Period: July 2017 - June 2018

Language	Civil				Criminal					Family					Juvenile		Other types					UN	Total		
	CH	DV	UD	CO	F	DR	M	I	T	FC	FD	EA	EF	FT	FO	DP	DQ	MH	PG	PO	O			PA	
Spanish	369	1,520	460	2,466	15,126	385	23,590	3,106	8,137	322	0	40	0	13	3,656	1,567	3,065	29	1,223	182	815	98	0	66,169	
American Sign Language	157	53	14	46	276	0	374	0	131	25	0	1	0	0	111	47	23	19	2	3	229	1	0	1,512	
Mandarin	5	18	6	20	94	0	108	3	99	5	0	0	0	0	30	4	0	0	2	0	11	0	0	405	
Arabic	0	38	0	2	49	0	107	0	76	3	0	1	0	0	28	5	1	8	1	0	23	0	0	342	
Vietnamese	0	4	0	13	60	0	43	0	15	4	0	0	0	2	16	0	0	1	0	0	8	0	0	166	
Tagalog	0	10	0	1	53	0	44	0	3	0	0	0	0	0	9	0	0	0	0	0	4	0	0	124	
Korean	0	0	0	9	11	0	24	0	31	0	0	0	0	0	2	0	0	0	0	0	1	0	0	78	
Cantonese	0	0	0	1	52	0	7	0	8	0	0	0	0	0	1	0	1	0	0	0	3	0	0	73	
Dari (Persian of Afghanistan)	0	11	0	6	30	0	0	0	2	0	0	0	0	0	4	0	0	0	0	0	3	0	0	56	
Deaf Interpreter (CDI)	0	0	0	1	15	0	15	0	1	0	0	0	0	0	8	2	0	5	0	0	6	0	0	53	
Punjabi	3	9	1	1	8	0	4	0	9	0	0	0	0	0	16	0	0	0	0	1	1	0	0	53	
Lao	0	0	0	0	26	0	16	0	0	0	0	0	0	0	1	0	0	1	0	0	2	0	0	46	
Kanjolal	0	0	0	0	9	0	13	0	8	0	0	0	0	1	6	0	0	0	0	0	0	0	0	0	37
Khmer (Cambodian)	0	1	0	0	13	0	1	2	1	2	0	0	0	0	7	0	0	0	0	0	6	0	0	33	
Tongan	0	0	0	0	17	2	10	0	0	0	0	0	0	0	0	0	0	4	0	0	0	0	0	33	
Other	2	26	1	8	82	0	69	0	46	3	0	0	0	3	24	7	0	0	0	0	10	0	0	281	
<b>Fiscal Year 2017-18 Total</b>	<b>536</b>	<b>1,690</b>	<b>482</b>	<b>2,574</b>	<b>15,921</b>	<b>387</b>	<b>24,425</b>	<b>3,111</b>	<b>8,567</b>	<b>364</b>	<b>0</b>	<b>42</b>	<b>0</b>	<b>19</b>	<b>3,919</b>	<b>1,632</b>	<b>3,090</b>	<b>67</b>	<b>1,228</b>	<b>186</b>	<b>1,122</b>	<b>99</b>	<b>0</b>	<b>69,461</b>	
<b>Fiscal Year 2016-17</b>	<b>338</b>	<b>1,167</b>	<b>336</b>	<b>1,446</b>	<b>14,667</b>	<b>279</b>	<b>26,690</b>	<b>1,366</b>	<b>7,855</b>	<b>322</b>	<b>18</b>	<b>0</b>	<b>0</b>	<b>21</b>	<b>3,409</b>	<b>1,681</b>	<b>2,873</b>	<b>54</b>	<b>694</b>	<b>226</b>	<b>1,168</b>	<b>185</b>	<b>0</b>	<b>64,795</b>	
<b>Fiscal Year 2015-16</b>	<b>218</b>	<b>1,429</b>	<b>500</b>	<b>1,366</b>	<b>17,164</b>	<b>504</b>	<b>30,934</b>	<b>2,276</b>	<b>8,694</b>	<b>688</b>	<b>7</b>	<b>20</b>	<b>0</b>	<b>41</b>	<b>3,964</b>	<b>2,183</b>	<b>3,232</b>	<b>54</b>	<b>415</b>	<b>112</b>	<b>909</b>	<b>94</b>	<b>0</b>	<b>74,804</b>	
<b>Fiscal Year 2014-15</b>	<b>92</b>	<b>986</b>	<b>341</b>	<b>1,088</b>	<b>15,086</b>	<b>538</b>	<b>32,078</b>	<b>2,270</b>	<b>8,844</b>	<b>314</b>	<b>324</b>	<b>10</b>	<b>2</b>	<b>20</b>	<b>2,907</b>	<b>2,226</b>	<b>3,223</b>	<b>32</b>	<b>226</b>	<b>99</b>	<b>507</b>	<b>51</b>	<b>39</b>	<b>71,303</b>	

- The Judicial Council of California issues usage reports to each county annually

- These reports summarize the interpreter activity in each county for the fiscal year



Note: DV/CH/EA Includes Case Types Civil Harassment, Domestic Violence, Family (Marital with DV) and both Elder Abuse case types

<b>Civil</b>	<b>Criminal</b>	<b>Family</b>	<b>Juvenile</b>	<b>Other types</b>	
CH Civil Harassment	F Felony	FC Family (Child Support)	DP Dependency	MH Mental Health	UN Unknown
DV Domestic Violence (Civil)	DR Drug Court	FD Family (Marital w/DV)	DQ Delinquency	PG Probate (Guardianship/Conservatorship)	
UD Unlawful Detainer	M Misdemeanor	EA Elder or Dependent Adult Abuse (Physical or Mental)		PO Probate (Other)	
CO Civil (Other)	I Infraction	EF Elder or Dependent Adult Abuse (Financial Only)		O Other (Specify)	
	T Traffic	FT Family (Termination of Parental Rights)		PA Public Assistance	
		FO Family (Other)			

# LANGUAGE PROPORTIONALITY



- Spanish accounts for roughly 89% of all interpretations statewide
- Outside of Spanish, our most common languages are Vietnamese, ASL, Cantonese, Mandarin, Punjabi, Russian, Arabic, Korean, Hmong and Tagalog
- Languages that are outside of the top 14 most common languages statewide are aggregated into the “Other” category.

# DATA COLLECTION

## Current Data Collected:

- Detailed case type specificity such as domestic violence and juvenile cases
- Manner of interpretation (in-person, telephonic, VRI)

## Data Collection Challenges:

- Courts must report all data and stats to JCC – no shared system across courts and locations, making data reporting very labor intensive
- Extremely high language access demand in some counties necessitates business practices that make accurate data collection almost impossible
- Reimbursement and expenditure reporting conducted by separate department (Budgets) making it difficult to correlate usage to cost

# RESOURCES AND CONTACT INFO

- **Ksenia Boitsov, Court Interpreter Program Administrator**, Maryland Judiciary  
[ksenia.Boitsova@mdcourts.gov](mailto:ksenia.Boitsova@mdcourts.gov)

- **Brenda Carrasquillo, Manager**  
Language Services Section, New Jersey Judiciary  
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New Jersey Judiciary Language Access Plan:  
[https://www.njcourts.gov/attorneys/assets/directives/dir\\_01\\_17.pdf?c=5Mj](https://www.njcourts.gov/attorneys/assets/directives/dir_01_17.pdf?c=5Mj)

- **Matthew Clark, Analyst**  
Language Access Service, Judicial Council of California  
[matthew.clark@jud.ca.gov](mailto:matthew.clark@jud.ca.gov)

California Language Access Plan:  
<https://www.courts.ca.gov/documents/jc-20150122-itemK.pdf>

California Language Need and Interpreter Use Study -  
<https://www.courts.ca.gov/documents/lr-2015-Language-Need-and-Interpreter-Use-Study.pdf>