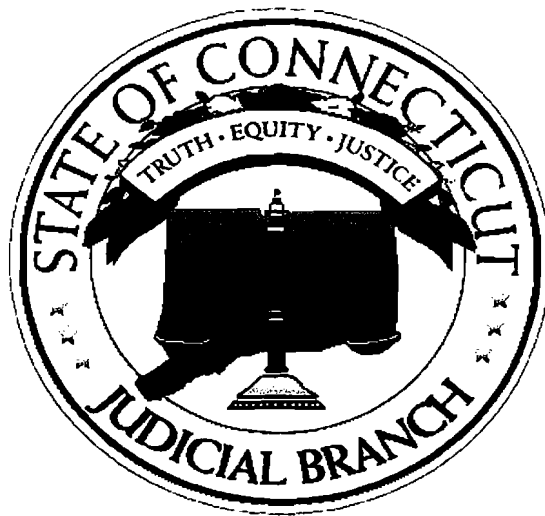


COMMITTEE ON LIMITED ENGLISH PROFICIENCY (LEP)



INTERIM REPORT

COMMITTEE ON LIMITED ENGLISH PROFICIENCY (LEP)

Chaired by: Hon. Maria Araujo Kahn
Attorney Toni Smith-Rosario
Attorney Faith P. Arkin

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LEP COMMITTEE
Interim Report
5-28-09

The Committee on Limited English Proficiency (LEP) is chaired by Hon. Maria Araujo Kahn, Attorney Toni Smith-Rosario, and Attorney Faith P. Arkin. There are 14 members who represent various operations within the Judicial Branch. Below are the names of the current members and the offices that they represent:

Ms. Alejandra Donath - Interpreter and Translator Services Unit
Ms. Jennifer Ensign - Information Technology Division
Ms. Karen M. Franchi – Court Services Center
Ms. Rena Goldwasser – Court Support Services Division
Ms. Diane Hatfield – Judicial Marshal Services
Ms. Cynthia Hernandez – Clerk’s Office
Attorney Daniel B. Horwitch – Legal Services
Ms. Hilda Nieves – Court Support Services Division
Mr. Michaelangelo Palmieri – Juvenile Probation, Court Support Services Division
Ms. Holly Scalzo – Clerk’s Office
Ms. Rhonda Stearley-Hebert – External Affairs Division
Ms. Shirley Turnbull – Human Resource Management*
Ms. Deborah Tvaronaitis – Support Enforcement
Ms. Gabrielle Winter – Interpreter and Translator Services Unit
Staff Support: Rick Dunion and Karen Chorney

*There was one change in membership since the original appointment of the members. Laurie Parent was appointed to the committee and later withdrew due to other commitments; Shirley Turnbull replaced Laurie.

The charge of the Committee is to eliminate barriers to facilities, processes and information that are faced by individuals with limited English proficiency. As of May 15, 2009, the full committee met four times; a fifth meeting is scheduled for June 5, 2009.

At its first meeting, the committee created three subcommittees: Outreach Subcommittee, Multilingual Materials Subcommittee and Interpreter Services Subcommittee. Each subcommittee met three times and produced a report on its work. These reports include background and supporting information for many of the recommendations. (See Attachments A, B, and C for Reports of the Subcommittees)

The **Outreach Subcommittee** (Chairperson: Rhonda Stearley-Hebert; Members: Jennifer Ensign, Diane Hatfield, and Hilda Nieves) was charged with addressing issues faced by LEP individuals in accessing facilities and information. It focused on:

- assessing the current availability within the Branch of signs, publications and web pages in languages other than English,* and

- considering the development of public service announcements on language-specific stations (i.e., Spanish language stations).

*Based upon the charge set forth in the Implementation Plan, this subcommittee did not conduct a local review of signs in facilities since another committee (which is charged with enhancing physical access to facilities and courthouses) will be assuming this task. However, the subcommittee encouraged that the following recommendation be considered: *“Use and display multilingual signs in languages commonly spoken by the LEP population; i.e., Spanish, Portuguese, Polish, French, Haitian, Creole and Chinese Mandarin.”* Included are examples of universal signs (See Attachment D).

The subcommittee recommended the utilization of “I Speak” cards, which have been made available to various offices and are included in the branchwide training on LEP. “I Speak” posters have also been distributed to various offices and locations throughout the Branch.

Additionally, the subcommittee reviewed the list of Judicial Branch publications currently translated in other languages (See Attachment E) and *recommends that the Branch continue its efforts to translate forms and publications commonly spoken by the LEP population and continue implementing the priority lists for translation of sections of the Judicial Branch website.* To accomplish this will require additional resources and a process for prioritizing the translation of documents/forms. Additional recommendations of this subcommittee are set forth later in this document.

The **Multilingual Materials Subcommittee** (Chairperson: Rena Goldwasser; Members: Alejandra Donath, Karen Franchi, Daniel Horwitch, Holly Scalzo, and Deborah Tvaronaitis) was also charged with addressing issues faced by LEP individuals in accessing facilities and information. This subcommittee focused on:

- considering the expansion of available multilingual material to include court/calendar information, forms and handouts;
- making recommendations as to the languages that are most needed statewide based upon demographics and anecdotal information and consider prioritizing the translation of materials based upon the most frequently used or requested materials; and
- analyzing the feasibility of providing forms in multiple languages by looking at the experiences of other states and the federal government in providing and using multilingual forms.

This subcommittee reviewed information that was gathered from other states and the federal government on providing translation and LEP services in the courts. (See Attachment F) The subcommittee also reviewed information provided by the Interpreter and Translator Services Unit which included a comprehensive report on the most frequently requested language by judicial district. As noted, Spanish is the most frequently requested language (87%), followed by Portuguese (4%), Polish (2%) and Chinese/Mandarin (1%). (See Attachment G) The procedures for requesting interpreter and language services were also reviewed. Based on this finding, this

subcommittee recommended that the Branch focus its resources on the top three most requested languages.

The subcommittee reviewed the forms and other Judicial publications that have been translated into languages other than Spanish. (See Attachment H) Additionally, the Court Service Center Unit provided detailed information on the most frequently requested forms and materials, items that have already been translated into Spanish, and other Judicial forms and materials distributed by category and court site. The internal survey process used by the Court Support Services Division (CSSD) to identify policies and forms was reviewed. Information was gathered as to each internal unit (e.g., probation, family) and translation needs were prioritized by frequency of use and identification of the most requested languages at CSSD offices. The results of this internal survey identified Spanish as the primary language identified by all offices. The subcommittee also identified the need for a “translation” plan for court business areas having the greatest frequency of interpreter and translator events. They were: 1) Criminal, 2) Motor Vehicle, 3) Delinquency, 4) Civil, 5) Support Enforcement, and 6) Housing.

It was recommended that the identification of forms and materials that require translation services be accomplished through either an electronic survey (which is being addressed by the current draft survey) and through court personnel identifying the most frequently filed forms. Also proposed is a statistical review of the forms and official publications downloaded from the Internet; the concern is that the download statistics do not necessarily adequately reflect the actual needs of the LEP population. The subcommittee recommended that Spanish be considered the priority language for the translation of forms, with Portuguese and Polish as the second and third priority languages. Examples of materials to be considered for translation include the court calendars and courtroom assignments that are posted in the courthouses. The subcommittee recognized the need for additional resources in the Interpreter and Translator Services Unit. The current staffing levels cannot meet the mandates and needs of the LEP population.

Additional recommendations of this subcommittee are set forth later in this document.

The **Interpreter Services Subcommittee** (Chairperson: Gabrielle Winter; Members: Cynthia Hernandez, Michaelangelo Palmieri and Shirley Turnbull) was charged with addressing issues associated with obtaining adequate interpretive services. This subcommittee focused on the following:

- analyzing the demand for specific types of interpreters (i.e., languages spoken and ASL (American Sign Language) interpreters);
- assessing the numbers and location of interpreters;
- evaluating the current policies and procedures for assigning interpreters and for obtaining interpretive services in all areas - civil, family, housing, criminal, family relations, support enforcement;
- developing and implementing a system for the efficient tracking and scheduling of interpreters statewide;

- analyzing the current and future hiring needs for the Branch for interpreters;
- examining the current procedures for accessing interpretive services, consider standardization of those procedures statewide and consider ways of providing this information to staff and members of the public; and,
- valuating the current use and possible expansion of the language line.

This subcommittee was presented with a preliminary self-assessment of the operations of the Interpreter and Translator Services (ITS) unit, which addressed each of the above enunciated issues. It also included initial recommendations for improvement. The self-assessment provides a comprehensive overview of the ITS unit, an analysis of the specific types and quality of interpreters, details of the procedures for accessing interpreter and translator services, details of the number and location of interpreters, an evaluation of the current policies for assigning interpreters, and hiring needs. ITS provides interpreter and translator services in cases where life, liberty, children, or housing are involved. Interpreters are provided in criminal matters, housing, support enforcement and family matters. It is not possible to provide interpreters in other civil matters based upon the current demands and staffing levels. In 2007, there were 44,615 interpreter requests for both “on-the-record” and “off-the-record” events. There were over 160 translation requests during 2007. The numbers continue to grow. There are continuous challenges in providing interpreters (see page 26 of Subcommittee Report).

Additionally, as set forth in the Preliminary Report of the Interpreter and Translator Services Unit (See Attachment C), there is no member of the ITS staff dedicated to translation work. Some of the certified interpreters work as translators, but not all qualified interpreters can produce quality translations. There are some different skill sets and experience needed to do translation. Legal translation and transcription are very specialized, detailed and time-consuming which require qualified personnel. Dedicating at least one interpreter to translation management, automating the entry of translation requests, and purchasing appropriate terminology-management software may be cost-effective. These are included in the recommendations set forth below.

The subcommittee accepted the report and endorsed the recommendations. See Attachment C and the recommendations below.

The subcommittee recognized that it was essential to obtain feedback from all Judicial Branch employees as to their experience with LEP individuals at work and their knowledge of the Interpreter and Translator Services Unit. A survey was drafted with input from the entire LEP committee. The survey was piloted; however, due to constructive feedback from the pilot test group (a clerk’s office in Middletown), the survey requires further revision before it is distributed to all employees. Once the survey is completed, it will be sent electronically to all employees who have e-mail accounts and via paper to those employees, such as the judicial marshals, who do not have individual e-mail addresses. This is a larger undertaking than was initially contemplated.

The LEP Committee recognizes that there are increasing demands for services to LEP individuals in the Connecticut courts and that improvements to operations and increases in the number of interpreters are essential to meet the needs of LEP individuals. Included within the recommendations below are recommendations regarding the recruiting and hiring of qualified interpreters. Details of the recommendations pertaining to hiring and recruitment are included in Attachment C pages 37- 40. The number one recommendation is to provide additional resources to the Interpreter and Translator Services Unit. However, the LEP Committee is very aware of the fiscal situation and recognizes that implementation of this recommendation is not possible at this time. We recommend that as soon as the fiscal situation improves, this recommendation be implemented.

Initially, 39 preliminary recommendations were collated from the subcommittee's progress reports. The committee members discussed and organized the recommendations into categories. At the end of this process, six categories were created: Data Collection, Information Technology, Operational (which has 3 subsets – Interpreter Services; Telephonic Bilingual Services and Translation Services), Employment Administration, Public Education/Outreach, and Staff Training. The recommendations, approximately 40, were prioritized within each category, duplicative recommendations were removed, and additional recommendations were added.

Below are the recommendations set forth by category. The categories are not in priority order. Many of the recommendations require either budgetary or operational approval prior to implementation. Therefore, those recommendations could not be directly initiated by the LEP Committee. To the extent the LEP Committee has taken action on a particular recommendation, the status of the action is indicated below:

DATA COLLECTION

Recommendation #1. Conduct an internal survey to assess how often and in what manner language assistance services are utilized by various units within the Judicial Branch.

Status: In progress. The survey was drafted and piloted during the week of May 5-12, 2009. Based upon the feedback of the pilot, the survey requires additional revision before being distributed electronically to all employees who have e-mail accounts and via paper to those employees without e-mail accounts (e.g., Judicial Marshals).

Recommendation #2. Identify forms and materials that require translation services through an electronic survey of each Judicial operating unit, determine the statistical "hits" on forms and publications, and ascertain which forms are most frequently filed.

Status: A phone survey was completed. See Attachment I for priority list. The survey referenced in Recommendation #1 above is anticipated to solicit additional information.

- Consider the use of bar codes and, possibly, the use of docket legend codes, to allow Court Operations to generate reports on the numbers and types of Judicial forms that are filed (as opposed to just downloaded or printed or distributed).

- Consider other materials for translation: (a) court calendar uniform instructions into Spanish; (b) translation of courtroom assignments that are posted in courthouses on calendar and other days; (c) consider interpreter/translation options when SES cases are heard in front of family support magistrates, especially in regards to the advisement of rights.

Recommendation #3. Review statistical information on civil court requests to Interpreter and Translator Services.

Status: The ITS application is currently being updated to accept data on civil court requests.

Recommendation #4. Survey community organizations to obtain information regarding the needs of LEP populations as it pertains to the Judicial Branch and review utilization data such as webpage hits and forms used to determine translation priorities for the Judicial Branch website (noting that data represents entire population and is not limited to LEP populations).

Status: LEP Committee will take further action.

Recommendation #5. Utilize the experience of other states and the federal government to prioritize forms translations consistent with available resources.

Status: Survey completed. See Attachment F for results.

INFORMATION TECHNOLOGY

Recommendation #1. Develop computer programs that will:

- Include both “Interpreter” and “Language” indicators in the case-management systems where they currently do not exist (juvenile systems already possess an “Interpreter” indicator).
- Print “Interpreter” and “Language” indicators on all dockets.
- Automatically generate an interpreter-service request from earliest identification of need.
- Automatically generate a translation request.
- Transfer pertinent data into the ITS Scheduler system, for every scheduled court appearance or interview throughout the duration of a case, until final disposition.

Status: Implementation requires the services and support of other units.

Recommendation #2. Develop/include information links on the existing Judicial Branch webpage to direct LEP individuals to translated information and make other webpage changes as determined by community organization survey results.

Status: Implementation requires the services of the IT Division as well as the assessment of the survey results.

Recommendation #3. Develop a system for the efficient tracking and scheduling of interpreters through the use of current and future technology.

Status: Implementation requires the services and support of other units.

OPERATIONAL

(Subsets – Interpreter Services; Telephonic Bilingual Services and Translation Services)

Interpreter Services

Recommendation #1. Record in case-management systems (e.g., CR/MVS, Edison, etc.), at the earliest possible stage in a case involving LEP individuals, the following:

- The need for interpreting services in a case,
- The language needed,
- The type of proceeding and/or approximate duration of the interview requested.

Status: Implementation requires the services and support of other units.

Recommendation #2. Implement a system for the efficient tracking and scheduling of interpreters through the use of current and future technology.

Status: Implementation requires the services and support of other units.

Recommendation #3. Develop and establish specific criteria for prioritizing assignments of interpreting requests.

Status: Pending the approval of Judicial Administration.

Recommendation #4. Permit the use of audio recordings of the advisements of constitutional rights in Spanish, as recorded by certified Spanish-language interpreters.

Status: Pending the approval of Judicial Administration.

Recommendation #5. Implement the procedural recommendations in Figures 4 and 5 of the Preliminary Report to the LEP Committee (Quality Considerations for Testing, Certification, and Training) regarding the qualification and certification processes.

Status: Pending the approval of Judicial Administration.

Telephonic Bilingual Services

Recommendation #1. Expand the scope of Telephonic Bilingual Services (TBS), and rename it, to allow this unit to provide telephonic and in-person interpreting outside of the courtroom (e.g., jail interviews, CSSD studies and interviews, Court Operations interviews, etc.).

Status: Pending the approval of Judicial Administration.

Recommendation #2. Re-assign suitable permanent qualified (but non-certified) Spanish-language interpreters to TBS.

Status: Pending the approval of Judicial Administration.

Recommendation #3. Modify, acquire, and activate necessary telephonic infrastructure and equipment to maximize utilization of the Telephonic Bilingual Services.

Status: Pending the approval of Judicial Administration.

Translation Services

Recommendation #1. Consider Spanish the priority language for translation of materials, with possibly Portuguese and Polish as the second and third priorities. The availability of resources and cost benefits to perform other language translations should be determined based upon the utilization statistics and growth of minority communities.

Status: Pending the approval of Judicial Administration.

Recommendation #2. Prioritize translation of materials based upon interpreter and translation event statistics and other data collected. Ensure that those pamphlets and brochures which have accompanying forms are translated in a coordinated manner. Additionally, a structured process should be developed for screening and prioritizing requests for translations.

Status: A priority list existed prior to the formation of the LEP committee; the committee is of the opinion that additional information on priorities needs to be obtained. (Survey referenced above will solicit additional feedback.) LEP Committee will develop priority list after completion and review of survey results.

Recommendation #3. Consider acquisition of terminology-management translation computer software (e.g., the Trados program) to ensure consistent state-wide translation of legal terminology on court forms for LEP individuals.

Status: Pending approval of Judicial Administration.

Recommendation #4. Acknowledge the issue regarding literacy levels of some LEP individuals and the need to identify assistance in understanding and reading materials, translated or not, to ensure that meaningful access to due process is provided.

Status: To be considered by LEP Committee once priorities regarding translation of materials is established.

Recommendation #5. Support the concept of “Plain Language”; however, need to analyze the concept of “Plain Language” as a cost-effective measure in forms translation.

Status: Pending approval of Judicial Administration.

EMPLOYMENT ADMINISTRATION

Recommendation #1. Recommend additional resources for the Interpreter and Translator Services Unit as outlined in Figure 11 of the Preliminary Report to the LEP Committee. (See Attachment C)

Status: The committee recognizes the financial crisis that currently exists; however, to eliminate barriers to information will require additional interpreters and translators.

Recommendation #2. Establish Branch policies specifying the role and scope of duties and ethical requirements for interpreters in Connecticut Superior Courts.

Status: Pending approval of Judicial Administration.

Recommendation #3. Hire more bilingual staff for positions which directly serve LEP individuals.

Status: Once survey results are assessed, LEP Committee may identify areas where the need for bilingual staff may be more critical and will recommend that appropriate measures to recruit bilingual staff be incorporated.

Recommendation #4. Change organizational structure to:

- a) Establish higher rates for:
 - Services in hard-to-find languages so that the Judicial Branch can compete with other employers (i.e., court systems in adjoining states);
 - Certified temporary interpreters; and
 - Qualified temporary interpreters.
- b) Establish an “Administrative Translator” position for a person responsible for managing translation assignments.
- c) Update the “Interpreter II” job description for certified permanent interpreters to emphasize the professional (rather than clerical) services interpreters provide to the courts.
- d) Establish a “Master Interpreter” job classification for those staff who pass the state certification with higher scores, or who hold multiple certifications (e.g., federal, ATA, interpreting certification in more than one language).

Status: Pending approval of Judicial Administration.

Recommendation #5. Periodically review ITS staffing levels to ensure sufficient coverage for LEP individuals.

Status: Pending approval of Judicial Administration.

Recommendation #6. Create a mechanism to allow candidates to pay for some testing and training which may require legislation.

Status: Pending approval of Judicial Administration.

PUBLIC EDUCATION/OUTREACH

Recommendation #1. Solicit Branch employees (including judges) who have bi/multilingual abilities to participate in the Branch's outreach objectives (to utilize their skills such as through the Speakers Bureau).

Status: Although this presently occurs on an individual basis, the LEP Committee recommends that the External Affairs Division create or update a list of employees and judges willing to participate.

Recommendation #2. Expand outreach to LEP populations by the Judicial Branch website based upon the needs identified via community organizations and establish collaborative relationships with media organizations that have targeted non-English speaking audiences.

Status: LEP Committee will develop an outreach plan pending the results of community organization survey.

Recommendation #3. Develop public service announcements based upon the needs of the LEP population.

Status: Pending approval of Judicial Administration.

Recommendation #4. Utilize monitors in public areas or lobbies that are a source of ongoing information to the public in languages common to the LEP population.

Status: Pending approval of Judicial Administration.

STAFF TRAINING

Recommendation #1. Conduct branchwide training on civil rights, national origin discrimination, and services available to LEP individuals.

Status: Pilot training program conducted in the summer of 2008; program was refined. Branchwide training has commenced with the judicial marshals; a schedule will be developed to reach all employees.

Recommendation #2. Support and foster the development of bi/multilingual employees by dedicating resources to train, recognize, and assist these employees.

Status: Pending approval of Judicial Administration.

Recommendation #3. Train staff to routinely record interpreter and translator information into case-management systems (e.g., CR/MVS, Edison, etc.).

Status: Pending approval of computer changes which require additional resources.

Recommendation #4. Provide foreign language instruction to employees to enable them to provide basic information to LEP individuals, such as the location of the courtroom.

Status: Pending approval of Judicial Administration.

Language Assistance Plan

The LEP Committee will be working on the development of a Language Assistance Plan based upon recommendations that are approved and information that is obtained from the employee survey and data collection.

Conclusion

A significant number of the recommendations cannot be achieved without additional resources for the Interpreter and Translator Services Unit. Other recommendations require the resources of other units, such as IT, to make computer programming changes. Regular monitoring mechanisms should be implemented to obtain feedback from the LEP population and others to ensure that progress continues and that we meet the needs of the LEP population.

ATTACHMENT A

OUTREACH SUBCOMMITTEE REPORT

LIMITED ENGLISH PROFICIENCY SUBCOMMITTEE 1A REPORT

Members: Rhonda Stearley-Hebert (Chair), Hilda Nieves, Jennifer Ensign,
Diane Hatfield

Subcommittee Task: Assess the current availability of signs, publications &
webpage's in languages other than English.

Consider providing public service announcements on language
specific stations. i.e. Spanish language station.

Subcommittee 1A acknowledges that a local review of signs is being conducted by the
committee charged with "Enhancing Physical Access" to facilities & court houses, and
while the subcommittee strongly believes this area must be addressed, it did not take
any specific action beyond encouraging the following recommendations be taken under
advisement;

Recommendations: Use and display multilingual signs in languages commonly spoken
by the LEP population. i.e., Spanish, Portuguese, Polish, French, Haitian, Creole and
Chinese Mandarin.

Utilize Universal Signs (see attached 1)

Utilize "I Specific Cards" (Language I D Cards) (see attached 2)

Court Survey (see attached 3)

Subcommittee Task: Availability to publications in Spanish and other languages.

Recommendations: Presently a list of Judicial Publications exists in languages other
than English. As such, the subcommittee recommends branch continue its efforts to
translate forms and publications to languages commonly spoken by the LEP population,
i.e. Spanish, Portuguese, French, Haitian Creole and Chinese Mandarin. (See attached
4)

Continue efforts to notify divisions about the existence of new or revised language
specific forms and publications.

Develop a multilingual Judicial Branch Guide. (see attached 5a,b,c,d)

Continue implementing priority lists for translation of sections of the Judicial Branch
website into languages commonly spoken by the LEP population. Currently, a Judicial
Branch Publication site exists in Spanish, as does a "Priority list" for translation of
branch other branch sites into Spanish. (see attached 6a,b,c;7a,b,c;8, 9a,b)

Utilize monitors in public areas or lobbies that are a source of on going information to the public in languages common to the LEP population, or those requiring assistance with signage or are of limited reading capability.

Partner with the news media to develop public service announcements, beginning with Spanish. These announcements will provide basic and useful information about the courts, listing provided Rhonda Stearley-Hebert

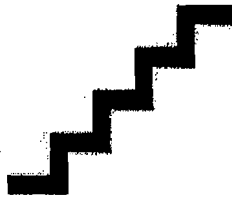
The Judicial Branch should develop an outreach program of Judges /Branch employees to begin an exchange with increasingly diverse media and community organizations, so that they may obtain news about the Branch and communicate it to their readers/viewers.

The Branch should consider ways to provide employees with ways to learn basic skills in other languages. Cost may be a factor with this recommendation, i.e. Basic Spanish Survival course

The Branch should develop educational and informational videos in languages common to the LEP population.

Develop regular monitoring mechanisms and means by which to obtain feed back from LEP population and others to ensure progress continues. i.e. customer satisfaction or user survey

Universal Signs – No specific language needed



for Courtroom 2

United States
Census
2000

U.S. Department of Commerce
Bureau of the Census

LANGUAGE IDENTIFICATION FLASHCARD

<input type="checkbox"/> املأ هذا المربع إذا كنت تقرأ أو تتحدث العربية.	Arabic
<input type="checkbox"/> Մարդու՞մ ենք նշու՞մ կատարե՞լ այս քառակուսու՞մ, եթե խոսու՞մ կամ կարդա՞մ եք հայերեն:	Armenian
<input type="checkbox"/> যদি আপনি বাংলা পড়েন বা বলেন তা হলে এই বাক্সে দাগ দিন।	Bengali
<input type="checkbox"/> សូមបញ្ជាក់ក្នុងប្រអប់នេះ បើអ្នកអាន ឬនិយាយភាសា ខ្មែរ ។	Cambodian
<input type="checkbox"/> Matka i kahhon komu un taitai pat un sang i Chamorro.	Chamorro
<input type="checkbox"/> 如果您具有中文閱讀和會話能力，請在本空格內標上X記號。	Chinese
<input type="checkbox"/> Make kazyé sa a si ou li oswa ou pale kreyòl ayisyen.	Creole
<input type="checkbox"/> Označite ovaj kvadratić ako čitate ili govorite hrvatski jezik.	Croatian (Serbo-Croatian)
<input type="checkbox"/> Zaškrtněte tuto kolonku, pokud čtete a hovoříte česky.	Czech
<input type="checkbox"/> Kruis dit vakje aan als u Nederlands kunt lezen of spreken.	Dutch
<input type="checkbox"/> Mark this box if you read or speak English.	English
<input type="checkbox"/> اگر خواندن و نوشتن فارسی برهستین، این مربع را علامت بگذارید.	Farsi

D-3309

<input type="checkbox"/> Cocher ici si vous lisez ou parlez le français.	French
<input type="checkbox"/> Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen.	German
<input type="checkbox"/> Σημειώστε αυτό το πλαίσιο αν διαβάσετε ή μιλάτε Ελληνικά.	Greek
<input type="checkbox"/> अगर आप हिन्दी बोलते या पढ़ सकते हैं तो इस गोले पर चिह्न लगाएँ।	Hindi
<input type="checkbox"/> Kos lub voj no yog koj paub twm thiab hais lus Hmoob.	Hmong
<input type="checkbox"/> Jelölje meg ezt a kockát, ha megérti vagy beszél a magyar nyelvet.	Hungarian
<input type="checkbox"/> Markaam daytoy nga kahon no makabasa wenno makasaoka iti Ilocano.	Ilocano
<input type="checkbox"/> Marchi questa casella se legge o parla italiano.	Italian
<input type="checkbox"/> 日本語を読んだり、話せる場合はここに印を付けてください。	Japanese
<input type="checkbox"/> 한국어를 읽거나 말할 수 있으면 이 칸에 표시하십시오.	Korean
<input type="checkbox"/> ໃຫ້ໝາຍໃສ່ຊ່ອງນີ້ ຖ້າທ່ານອ່ານຫຼືປາກພາສາລາວ.	Laotian
<input type="checkbox"/> Zaznacz tę kratkę jeżeli czyta Pan/Pani lub mówi po polsku.	Polish
<input type="checkbox"/> Assinale este quadrado se voce lê ou fala Português.	Portuguese

<input type="checkbox"/> Însemnați această căsuță dacă citiți sau vorbiți Românește.	Romanian
<input type="checkbox"/> Поставьте этот квадратик, если вы читаете или говорите по-русски.	Russian
<input type="checkbox"/> Maka pe fa'a'ailoga le pusa lea pe afai e te faitau pe tusitusi i le gagana Samoa.	Samoa
<input type="checkbox"/> Обележите овај квадратик уколико читате или говорите српски језик.	Serbian (Serbo-Croatian)
<input type="checkbox"/> Označte tento štvorček, ak viete čítať alebo hovoriť po slovensky.	Slovak
<input type="checkbox"/> Marque esta casilla si lee o habla español.	Spanish
<input type="checkbox"/> Markahan ang kahon na ito kung ikaw ay nagsasalita o nagbabasa ng Tagalog.	Tagalog
<input type="checkbox"/> ให้ทำเครื่องหมายลงในช่องด้านหน้าหรือทุกภาษาไทย.	Thai
<input type="checkbox"/> Faka'ilonga'i 'ae puha ko'eni kapau 'oku te lau pe lea 'ae lea fakatonga.	Tongan
<input type="checkbox"/> Відмітьте цю клітинку, якщо ви читаете або говорите українською мовою.	Ukrainian
<input type="checkbox"/> اگر آپ اردو پڑھتے یا بولتے ہیں تو اس خانہ میں نشان لگائیں.	Urdu
<input type="checkbox"/> Xin đánh dấu vào ô này nếu quý biết đọc và nói được Việt Ngữ.	Vietnamese
<input type="checkbox"/> צייכונט דעם קעסטל אויב איר שרייבט אדער ליינט אידיש.	Yiddish

D-3309

Attachment 3
172

Ansonia

Two signs in Spanish at the front entrance of the Milford courthouse. They paraphrase the Weapons and Contraband policy, as well as the Search policy set forth by the State of Connecticut. We do not use any documentation containing alternate languages.

Bridgeport

G.A. 2 All signs are English

JD - Front MD entrance: One Spanish sign advising patrons they will walk through a metal detector, if activated a further search will be conducted and if any unlawful items will result in an arrest and confiscation of the item. (State Sign)

Danbury

Hartford

Lafayette Square – Front MD entrance: Spanish sign indicating to patrons to walk through the MD (state sign)

Juvenile: All signs are English

Appellate Court - Office of Victim Services (OVS) Forms (Spanish). Large metal sign for all persons that enter and exit this building (Spanish) explains about metal detector, search, weapons etc.

Broad Street, Juvenile has the following: 1. Notice of Rights, English and Spanish, 2. Notice of Right to file a complaint, English and Spanish, 3. Direction on entering the building and the Metal Detector, English and Spanish. 4. D.O.C. Discharge Resource Card, English and Spanish, 5. Sign on wall outside Control Room regarding need for Interpreter Services, English and Spanish.

At GA13, there are no signs in any other language than English, and as to forms/documents, that I use for the Marshals services there all in English.

101 Lafayette - The signs at the metal detector re in English and Spanish example warning of metal detector, no firearms, no glass bottles, and no smoking signs, in both English and Spanish. The Public Defenders Office has signs in Spanish and Family Relations has signs in Spanish. Those are the only signs and the only language is Spanish.

80 & 90 Washington – Spanish

95 Washington - I have checked and there are no signs in Spanish. The key card doors, the emergency doors, the rest rooms locations, clerk's office, Mediation center are all in English.

Manchester - There is only one sign that is posted and that is in Spanish. I have attached a photo of both English and Spanish versions.

GA#18 Bantam and Litchfield Superior Court
Spanish

Middletown – No

New Britain

Few bi-lingual (Spanish) posters. A couple are in the clerk's office. None of these were put up by JMS...I do not know who put them up. We (Marshals) do not use any forms or documents that are bi-lingual.

GA 17 - no

New Haven

Notice of Rights Form JD-CR-5 11-2000 English / Spanish

Policy and Procedure 208-03 Arrests and Detention of Foreign Nationals

Only Appendix B / Statements to Arrested or Detained Foreign Nationals

Statement 1 & Statement 2

Spanish / Chinese / Portuguese / Farsi / French / Russian / German / Italian / Japanese / Korean /

Polish / Vietnamese / English

Superior Court (GA 23), 121 Elm Street, New Haven

Courthouse Signage in Public Areas (Spanish)

- Metal Detector / Front Foyer – Notice of Rights
- States Attorney's Office / 1st Floor – Project Safe Poster
- Information Desk / 1st Floor – Notice for Victim's Advocate Assistance
- Courtrooms A, B, C / 1st Floor - Rules of Court
- Courtroom B hallway / 1st Floor – Sign-In for Family Relations
- Probation Office / 2nd Floor – Notice of Rights
- Housing Clerk Office / 2nd Floor – Notice for Interpreter Assistance
- Courtrooms D, E, F / 3rd Floor – Rules of Court

New London - no

Stamford

Tolland

The only actual sign I have is the sign at the front door stating that any persons entering the building will be subject to passing thru the metal detector and clearing security. The sign is in Spanish and English. There are posters in Public Defender, Clerks, Family, and States Attorney's offices in Spanish but they are not actual signs, they are more like a poster.

Waterbury

Windham

We have the following signs posted in both English and Spanish:

"All persons entering this building are subject to a search ..."

Persons with pacemakers should notify Marshals.

Many of the civil forms are in both English / Spanish (all housing forms)

Some Criminal forms are in Spanish / English. Marshal forms are English only. We have requested Spanish but have not received any. D.O.C. discharge packets are in both English and Spanish.

JUDICIAL PUBLICATIONS – IN LANGUAGES OTHER THAN ENGLISH

Family Publications:

- A Child Needs Emotional and Financial Support of Both Parents, *JDP-ES-211* (Spanish Version)
- Parenting Education Programs, *JDP-FM-151* – (Spanish Version)

General Information:

- Connecticut's Courts, *JDP-ES-201* (Chinese Version)
- Interpreter and Translator Services, *JPD-ES-212* (Spanish Version, Portuguese Version)
- Kid's Coloring Book, *JDP-ES-189* (Spanish Version)
- Middletown Court Guide, *JDP-ES-210* (Spanish Version)

Housing Publications:

- Landlord's Guide to Summary Process (Eviction), *JDP-HM-14* (Spanish Version)
- Tenant's Guide to Summary Process (Eviction), *JDP-HM-15* (Spanish Version)
- Rights and Responsibilities of Landlords and Tenants in Connecticut, *JDP-HM-31* (Spanish Version)

Jury Publications:

- Jury Duty in Connecticut, What Every Juror Should Know, *JDP-JA-25S* (Spanish Version) and *JDP-JA-25P* (Polish Version)

Victim Services Publications:

- Compensation for Crime Victims, *JDP-VS-10* (Spanish Version)
- Notification Programs to the Victim, *JDP-VS-11* (Spanish Version)
- Rights of Crime Victims in Connecticut, *JDP-VS-15* (Spanish Version)
- Victim Advocate's Brochure- Victim Services, *JDP-VS-14* (Spanish Version)

anhang 4
2 of 2

- Services For Families Of Homicide Victims, *JDP-VS-0075* (Spanish Version)
- Victim Rights / Crisis Services Hotline, *JD-VS-0025* (Spanish Version)
- Eligibility Requirements for Victim Compensation *JD-VS-60815S* (Spanish Version)

Adult Probation:

- Conditions of Probation, *AP-1103* (Spanish Version)
- Adult Probation Handbook, Key to Your Success, *JD-AP-1365* (Spanish Version)
- Travel Permit, *JD-AP-18* (Spanish Version)
- Notice for Restitution, *JD-AP-62* (Spanish Version)

Others:

- Protective Order, *JD-CR-0585* (Spanish Version)
- Notice of Placement In Pretrial Alcohol Education System, *JD-CR-079* (Spanish Version)
- Instructions to Complete Dissolution Agreement Form, *JD-JM-106A* (Spanish Version)
- Specific Steps, *JD-JM-1065* (Spanish Version)
- Middletown Court Guide, *JDP-ES-21051* (Spanish Version)
- Middletown Court Guide, *JDP-ES-21052* (Spanish Directory)

57A

Case #	_____
Name	_____
Probation Office	_____
Address/Number	_____

PROBATIONER HANDBOOK

Key to Your Success



**State of Connecticut Judicial Branch
Court Support Service Division**

Why Should I Read This Book?

Probation is a time you can use to learn how to make good choices. It is your chance to remain in the community with conditions instead of going to jail. You will be assigned a Probation Officer who will help you. If you follow all of the court's conditions and your Probation Officer's conditions, you will successfully complete your probation. However, if you choose not to follow the conditions of your probation you may be arrested for a violation of probation and possibly go to jail.



Adult Probation would like to see you successfully complete your probation and end your involvement with the criminal justice system. This handbook was created to help you do this. Many people do well on probation and never find themselves in legal trouble again. When this happens, everyone benefits, including you. If you think of your probation period as an opportunity, rather than a punishment, you will have more success.

You should ask questions, so you can completely understand what you need to do. This handbook will answer some commonly asked questions and explain some probation conditions. If you have difficulty understanding the handbook, please ask your Probation Officer to read or explain the handbook to you.

COMMON QUESTIONS ABOUT PROBATION

What are the rules for reporting to my Probation Officer?

- You must report on the day and time your Probation Officer tells you to.
- If you have an emergency or illness that prevents you from keeping your appointment, call and speak directly to your Probation Officer or Office Supervisor and get a new appointment.

What should I bring to my appointment with my Probation Officer?

- Photo ID (Driver License or State ID card).
- Proof of where you live (utility bill, business mail, etc.).
- Proof of employment (pay stub, note from employer).
- Proof of changes, if any, to your name, address, phone, etc.
- Proof of any completed treatment, community service, restitution and charity contributions.

What should I not bring to my appointment with my Probation Officer?

You will pass through a metal detector and be searched, so you should not bring the following:

- Weapons or anything that can be used as a weapon.
- Recording devices.
- Camera cell phones (All regular cell phones must be turned off).

Why is it important that I participate in treatment?

Your Probation Officer may refer you to a treatment program. There are many different types of treatment. These programs will help you improve your situation—they are not a punishment. However, failure to cooperate with treatment may result in a violation of probation.

You may not want to go to treatment. This is normal. Programs require your time and effort. The most important first step for you is to attend. Once there, if you look at treatment as an opportunity, you will get the most out of it—give yourself the best chance for success.

Why do I have to sign a release of information?

It is necessary for you to sign the release of information so that your Probation Officer can find out if you attended and completed the program.

How can I get information about services in the community?

You can call INFOLINE at 2-1-1. INFOLINE is a way you can get help by telephone or on the internet at www.infoline.org.

The hearing impaired can also reach the INFOLINE by TDD.

- INFOLINE can provide you with information on the following: housing, financial needs, health insurance, substance abuse and mental health treatment, social services, benefits, suicide prevention, and help in a crisis.
- The caseworkers can speak different languages.
- INFOLINE is toll-free from anywhere in Connecticut and available 24 hours a day and 365 days a year.

Do I have to pay for my treatment services?

You may have to pay for your treatment. However, you may be eligible for services through private or state funding, free services or services that are offered at a reduced cost.

What do I do if I am arrested?

If you are arrested, charged with any offense, or have any police contact, contact your Probation Officer, no later than 48 hours of it happening. You may do this in person or by telephone.

Can I go out of state?

You may not travel or move out of state without permission from your Probation Officer.

Can I carry a firearm?

- No probationer may possess any firearms if on probation for a felony or a misdemeanor crime of illegal possession of drugs, domestic violence involving the use or threatened use of physical force or convicted for having a deadly weapon.
- Probationers convicted of certain misdemeanors, as listed in your standard Conditions of Probation, may not possess any firearms.
- If you are subject to a Protective and/or Restraining Order or other court orders not to possess any weapons, you are expected not to own, possess or purchase any weapons or items that could be used as a weapon.

COMMON QUESTIONS ABOUT PROBATION

What is Violation of Probation?

- When you do not follow the conditions of your probation it is a violation of probation.
- If you do not follow any of your conditions or you get arrested, your Probation Officer may bring your case back to court.
- There will be a court hearing and if a violation is proved, you may be sentenced to jail.



What if I have a “No Contact” order?

You must not have or attempt to have any contact with the person or place. If that person tries to contact you, do not agree to make contact. Tell your Probation Officer immediately.

What does it mean when my case is supervised as administrative?

Administrative is a non-reporting status under Adult Probation. At intake you will review and sign a letter, which explains your responsibility to contact the Adult Probation Administrative Monitoring Unit to report changes, e.g. change of address, a new telephone number, etc. and report any arrest. You must contact a Probation Officer at the Unit and get permission before moving out of state, as well as get permission to travel out of state. The letter will also explain where to mail your proof of completion for any programs, proof of community service hours completed, *(continued pg. 5)*

What does it mean when my case is supervised as administrative? *(continued from pg. 4)*

restitution payments and other required items. If you are notified by letter or telephone to give a urine sample, you are expected to follow the instructions. If you fail to follow any of your conditions your case can be returned to court as a violation.

I was just released from prison, what is the first thing I should do?

Your probation begins the day you are released from prison and you are expected to immediately contact Adult Probation.

Do I have to give a DNA sample?

If you are notified by letter to give a DNA sample, follow all of the instructions in the letter about who to contact for an appointment and where to go for the appointment. You will need to bring two forms of identification to the appointment. If you refuse to give a DNA sample, it is a Class A Misdemeanor.

Where do I send my restitution payments?

You will be given a form with instructions about your restitution and what is required. You must pay with a bank check or money order, mailed to: CSSD Restitution Unit, 936 Silas Deane Hwy., Wethersfield, CT 06109. You must include your printed name, date of birth, and social security number with your payment.

Who do I pay my court fines and fees to?

You will make your court payments directly to the Clerk's Office at the court.

Can I vote?

Yes, but first you must be registered in the town where you live and if you were locked up you may have to restore your voting rights. If you have any questions, contact the Connecticut Secretary of State Elections Office: (860) 509-6100, Toll Free (800) 540-3764, TDD (860) 509-6191.

What are my rights as a probationer?

You have the right to be treated in a respectful and professional manner that is free of any form of harassment, bias or discrimination because of your race, age, religion, gender, sexual orientation, place of birth, disability and political views.

COMMON QUESTIONS ABOUT PROBATION

What do I do if I feel my rights have been violated?

- First, talk to your Officer and try to resolve your problems with your Officer.
- If you feel that you can't work out your problems with your Probation Officer, ask to speak to your officer's supervisor.
- If you still cannot work out the problem you can call the Human Resource Manager at 1-866-627-1583 to make an oral complaint. Or you can request a grievance form from the office supervisor and send it to the CSSD Manager of Human Resources, 936 Silas Deane Hwy., 3rd Floor, Wethersfield, CT 06109.
- Filing a complaint will not be held against you.
- Filing a complaint does not excuse you from having to follow court orders.

TIPS FOR SUCCESS

- Review and understand all of your conditions of probation. Ask questions.
- Think before you act. When you make good decisions you can enjoy life more and feel better about yourself.
- Surround yourself with law abiding people who really want to see you do well, such as friends, family, co-workers, and formal support groups.
- Take ownership of your probation by becoming an active participant.
- Be open to the guidance from your Probation Officer. Remember your Probation Officer is here to help you.
- The responsibility for making changes in your life is yours. The future is in your hands. You can do it!

CSSD PROBATION OFFICE DIRECTORY

Eastern Region

Danielson Adult Supervision

Chief Probation Officer/ Office Supervisor

183 Main St.
Danielson, CT 06239
(860) 774-5735
(860) 774-6277 *fax*

Willimantic Adult Supervision (DNA Testing Site)

109 Valley St.
Willimantic, CT 06226
(860) 423-6318
(860) 423-1906 *fax*

Ashford, Brooklyn, Canterbury, Chaplin, Eastford, Hampton,
Killingly, Plainfield, Pomfret, Putnam, Scotland, Sterling, Thompson,
Windham, and Woodstock

New London Adult Supervision

Chief Probation Officer/Office Supervisor (DNA Testing Site)

153 Williams St.
New London, CT 06320
(860) 442-9426
(860) 443-6751 *fax*

East Lyme, Groton, Ledyard, Lyme New London, N. Stonington,
Old Lyme, Stonington, and Waterford

Norwich Adult Supervision

Chief Probation Officer/Office Supervisor

100 Broadway
Norwich, CT 06360
(860) 889-8351
(860) 887-2599 *fax*

Bozrah, Colchester, Franklin, Griswold, Lebanon, Lisbon, Montville,
Norwich, Preston, Salem, Sprague, and Voluntown

Manchester Adult Supervision

Chief Probation Officer/ Office Supervisor

587 E. Middle Turnpike
Manchester, CT 06040
(860) 649-1650
(860) 646-6252 *fax*

Rockville Adult Supervision (Satellite of Manchester)

20 Park St.
Rockville, CT 06066
(860) 649-1650

Andover, Bolton, Columbia, Coventry, Ellington, Hebron, Tolland,
Mansfield, Somers, Stafford, Union, Vernon, and Willington

CSSD PROBATION OFFICE DIRECTORY

Southwest Region

Bridgeport Adult Supervision

**Chief Probation Officer/Office Supervisor
(DNA Testing Site)**

One Lafayette Circle, 2nd Floor
Bridgeport, CT 06604
(203) 576-3600
(203) 576-3695 *fax*

Bridgeport, Easton, Fairfield, Monroe, Stratford, and Trumbull

Norwalk Adult Supervision

Chief Probation Officer/Office Supervisor

717 West Ave.
Norwalk, CT 06851
(203) 866-5025
(203) 838-8145 *fax*

Norwalk, New Canaan, Weston, Westport, and Wilton

Stamford Adult Supervision

Chief Probation Officer/Office Supervisor

123 Hoyt St.
Stamford, CT 06905
(203) 965-5302
(203) 965-5343 *fax*

Darien, Greenwich, and Stamford

South Central Region

New Haven Adult Supervision

**Chief Probation Officer/Office Supervisor
(DNA Testing Site)**

867 State St.
New Haven, CT 06510
(203) 789-7876
(203) 789-7136 *fax*

New Haven, Bethany, Branford, E. Haven, Guilford, Madison, N. Bradford, and Woodbridge

CSSD PROBATION OFFICE DIRECTORY

South Central Region *(continued)*

Middletown Adult Supervision

Chief Probation Officer/Office Supervisor

484 Main St.

Middletown, CT 06457

(860) 344-2998

(860) 344-2703 *fax*

Chester, Clinton, Cromwell, Deep River, Durham, E. Haddam, E. Hampton, Essex, Haddam, Killingworth, Middlefield, Middletown, Old Saybrook, Portland, Westbrook, Cheshire, Hamden, Meriden, North Haven, and Wallingford

Northwest Region

Waterbury Adult Supervision

Chief Probation Officer/Office Supervisor

(DNA Testing Site)

11 Scovill St.

Waterbury, CT 06702

(203) 596-4195

(203) 596-4201 *fax*

Middlebury, Naugatuck, Prospect, Southbury, Waterbury, Watertown, Wolcott, and Woodbury

Danbury Adult Supervision

Chief Probation Officer/Office Supervisor

319 Main St.

Danbury, CT 06810

(203) 797-4414

(203) 731-2835 *fax*

Bethel, Brookfield, Danbury, New Fairfield, Newtown, Redding, Ridgefield, and Sherman

CSSD PROBATION OFFICE DIRECTORY

Northwest Region *(continued)*

Bantam Adult Supervision

Chief Probation Officer/Office Supervisor

80 Doyle Rd.
Bantam, CT 06750
(860) 567-4646
(860) 567-4669 *fax*

Torrington, Litchfield, Barkhamsted, Bethlehem, Bridgewater,
Canaan, Colebrook, Cornwall, Goshen, Hartland, Harwinton, Kent,
Morris, New Hartford, New Milford, Norfolk, N. Canaan, Roxbury,
Salisbury, Sharon, Thomaston, Warren, Washington, and Winchester
(Winsted)

Milford Adult Supervision

Chief Probation Officer/Office Supervisor

1 Darina Place
Milford, CT 06460
(203) 877-1253
(203) 876-2580 *fax*

Milford, W. Haven, Ansonia, Beacon Falls, Derby, Orange, Oxford,
Seymour, and Shelton

North Central Region

Hartford Adult Supervision

Chief Probation Officer/Office Supervisor

(DNA Testing Site)

309 Wawarmie Ave.
Hartford, CT 06114
(860) 241-2300
(860) 566-7443 *fax*

Enfield Adult Supervision

(Satellite of Hartford)

111 Phoenix Ave.
Enfield, CT 06082
(860) 241-2300

Hartford, Avon, Bloomfield, Canton, Farmington, W. Hartford, E.
Granby, E. Windsor, Enfield, Granby, Simsbury, Suffield, Windsor,
and Windsor Locks

CSSD PROBATION OFFICE DIRECTORY

North Central Region *(continued)*

New Britain Adult Supervision
Chief Probation Officer/Office Supervisor

20 Franklin Sq.
New Britain, CT 06051
(860) 515-5035
(860) 515-5060 *fax*

Berlin, New Britain, Newington, Rocky Hill, and Wethersfield

Bristol Adult Supervision
Chief Probation Officer/Office Supervisor

225 N. Main St.
Bristol, CT 06010
(860) 584-0073
(860) 583-9260 *fax*

Bristol, Burlington, Plainville, Plymouth, and Southington

Adult Probation Administrative Monitoring Unit

765 Asylum Ave.
Hartford, CT 06105
(860) 548-2008
(866) 814-6292 toll free
(860) 548-2012 *fax*

NOTES

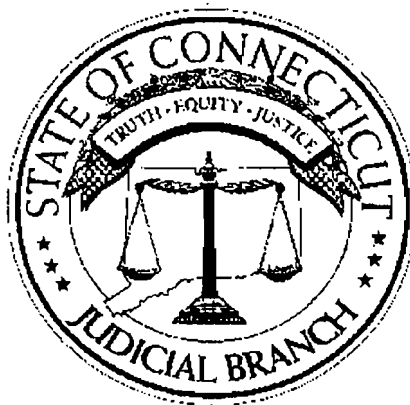
This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There is no text or other markings on the paper.

**Get Information about
Services in the Community**

**Call: INFOLINE at 2-1-1
1-800-203-1234**

Go Online: www.infoline.org

**State of Connecticut Judicial Branch
Court Support Service Division**



**JDP-AP-136
Rev. 3/08**

www.jud.ct.gov

Caso n°	_____
Nombre	_____
Agente de Probatoria	_____
Dirección/Teléfono	_____ _____

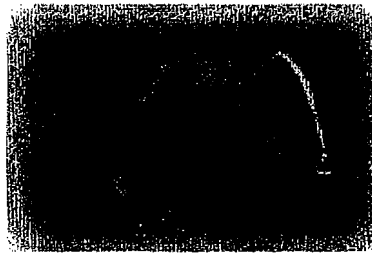
**MANUAL para PERSONAS
en RÉGIMEN de
PROBATORIA**

La Llave de su Éxito



**Rama Judicial del Estado de Connecticut
División de Servicios de Apoyo al Tribunal**

El período de Probatoria es una etapa que usted puede utilizar para aprender a tomar decisiones acertadas. Es una oportunidad de permanecer en la comunidad, con algunas condiciones, en vez de ir a la cárcel. Le será asignado un Agente de Probatoria el cual le servirá de ayuda. Si cumple con todas las condiciones del tribunal y de su Agente, entonces habrá completado con éxito su período de Probatoria. Sin embargo, en caso de incumplir las condiciones de su Probatoria podría ser arrestado por haber quebrantado las normas de la misma y hasta incluso ir a la cárcel.



Lo que pretende la Oficina de Probatoria para Adultos es que usted complete satisfactoriamente su período de Probatoria y de esta manera deje de estar involucrado en el sistema judicial. Este manual ha sido diseñado para ayudarle a conseguir este objetivo. A muchas personas les va bien durante el período de Probatoria y nunca vuelven a tener un tropiezo con la ley; cuando esto sucede, todo el mundo se beneficia, incluido usted mismo. Usted tendrá más éxito durante su período de Probatoria si lo contempla como una oportunidad y no como un castigo.

Debe formular todas las preguntas que crea necesarias para poder entender lo que tiene que hacer. En este manual encontrará respuestas a algunas de las preguntas más frecuentes y también una explicación sobre algunas de las condiciones de Probatoria. Sírvaselo pedirle a su Agente de Probatoria que le explique o le lea el manual en caso de que tenga dificultad para entender su contenido.

Preguntas más frecuentes sobre Probatoria

¿Qué normas tengo que seguir para presentarme a mi Agente de Probatoria?

- Debe presentarse a su Agente de Probatoria en la fecha y hora indicadas.
- En caso de que no pueda asistir a su cita por motivo de enfermedad o emergencia, llame directamente a su Agente de Probatoria o al Supervisor de la Oficina y haga una nueva cita.

¿Qué documentos debo traer a la cita con mi Agente de Probatoria?

- Identificación con fotografía (licencia de conducir o carnet estatal de identidad).
- Comprobante de residencia (factura de servicios públicos, correspondencia comercial, etc.).
- Comprobante de empleo (hoja de pago, justificante de su patrón, etc.).
- Comprobantes de cualquier cambio de dirección, nombre, teléfono, etc...-si los hubiera habido-, para mostrárselos a su Agente de Probatoria.
- Comprobantes de cualquier tratamiento finalizado, servicios comunitarios, indemnización económica y donaciones para obras de caridad.

¿Qué cosas no debo llevar a la cita con mi Agente de Probatoria?

Usted pasará a través de un detector de metales y será registrado, por tanto no deberá llevar lo siguiente:

- Armas o cualquier cosa que pueda ser utilizada como un arma.
- Aparatos de grabación.
- Teléfonos celulares con cámara incorporada (los otros teléfonos celulares deberán ser apagados).

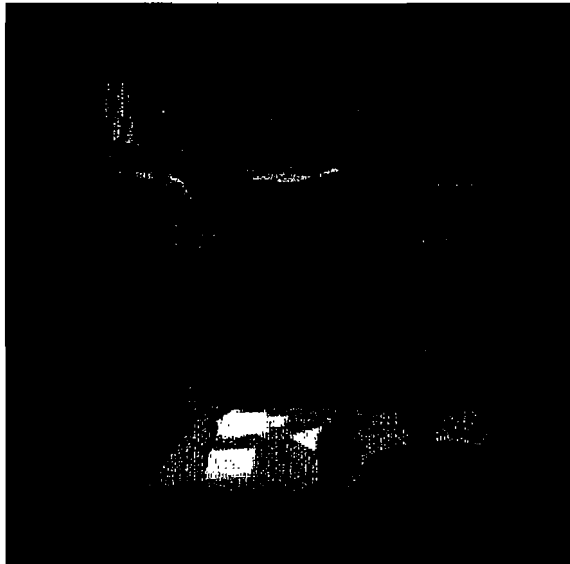
¿Por qué es importante que reciba un tratamiento?

Existen diferentes tipos de tratamientos y es posible que su Agente de Probatoria le remita a un programa donde tenga que recibir un tratamiento. Estos programas le ayudarán a mejorar su situación -no son un castigo-. Sin embargo, la falta de cooperación con dicho programa puede suponer el quebrantamiento de las normas de Probatoria. (continuación p. 3)

Preguntas más frecuentes sobre Probatoria

¿Qué constituye el quebrantamiento de las normas de Probatoria?

- Incumplir las condiciones de Probatoria constituye el quebrantamiento de las normas de Probatoria.
- Es posible que su Agente de Probatoria decida devolver su caso al tribunal si usted ha incumplido algunas de las condiciones o lo han vuelto a arrestar.
- Se celebrará una audiencia en el tribunal para determinar si usted ha infringido las normas de Probatoria, y si ese es el caso, podría ir a la cárcel.



¿Puedo salir del estado?

No puede viajar fuera del estado o mudarse sin la previa autorización de su Agente de Probatoria.

¿Puedo portar armas de fuego?

- Ningún individuo que esté en Probatoria deberá poseer un arma de fuego si ha sido condenado por un delito mayor o un delito menor por posesión ilegal de drogas, violencia doméstica con uso de amenazas o fuerza física, o condenado por posesión de un arma mortal.

(continuación p. 5)

¿Puedo portar armas de fuego?

- Los individuos que estén en Probatoria y hayan sido condenados de ciertos delitos menores, no pueden poseer armas de fuego como así se indica en las condiciones habituales de su Probatoria.
- En caso de estar vigente una orden de protección o de restricción o algún otro mandamiento judicial en su contra, no deberá tener en propiedad, poseer o comprar, armas de fuego o cualquier otro objeto que pudiera ser utilizado como un arma.

¿Qué ocurre si me han impuesto una orden de “no contacto”?

Usted no debe intentar ponerse en contacto con la víctima ni tampoco ir al domicilio o lugar de trabajo de la misma. Si la víctima trata de ponerse en contacto con usted, dígaselo inmediatamente a su Agente de Probatoria.

¿Qué quiere decir que mi caso está siendo supervisado por una compañía privada?

Una compañía privada subcontratada por la oficina de Probatoria para Adultos supervisará su cumplimiento de las condiciones de Probatoria si se considera apropiado. Durante la entrevista de admisión tendrá ocasión de repasar y firmar una carta en la que se indica a quién deberá llamar en caso de que haya algún cambio (domicilio, teléfono, lugar de empleo), un nuevo arresto, o para pedir permiso para viajar fuera del estado. En la carta también le indicarán donde tiene que enviar por correo los comprobantes de los programas que haya finalizado (las horas completadas de servicios a la comunidad, los pagos por indemnización, o algún otro documento que sea necesario). Si se le comunica por medio de una carta o por teléfono que tiene que entregar una muestra de orina, siga las instrucciones que le indiquen.

¿Qué es lo primero que tengo que hacer una vez haya sido puesto/a en libertad?

Deberá ponerse inmediatamente en contacto con su Agente de Probatoria ya que su período de Probatoria comienza el mismo día que sale de la cárcel.

Preguntas más frecuentes sobre Probatoria

¿Tengo que entregar una muestra de ADN (en inglés, DNA)?

Si se le comunica por carta que debe entregar una muestra de ADN, siga todas las instrucciones para ponerse en contacto con la persona a la cual debe pedir una cita y también para saber adónde debe acudir. Cuando vaya a la cita, deberá llevar consigo dos tipos diferentes de identificación. El negarse a dar una muestra de ADN está tipificado como un delito menor clasificado A, lo cual puede constituir un quebrantamiento de las normas de Probatoria.

¿Adónde envío los pagos de la indemnización?

Se le entregará un formulario en donde se indicará lo que tiene que hacer con respecto a la indemnización. Los pagos deberán realizarse por medio de un cheque bancario o un giro postal (en inglés, **money order**) y ser enviados a la siguiente dirección: **CSSD Restitution Unit, 936 Silas Deane Hwy., Wethersfield, CT 06109**. En el pago, deberá incluir impresos su nombre, fecha de nacimiento y número del seguro social.

¿A quién debo pagar las cuotas y las multas impuestas por el tribunal?

Todos los pagos han de ser depositados directamente en la secretaría del tribunal.

¿Puedo votar?

Sí, pero primero tiene que estar registrado en la localidad donde resida. Tenga en cuenta que si estuvo encarcelado es posible que tenga que restablecer su derecho al voto. Si tiene alguna pregunta, póngase en contacto con la oficina del Secretario de Estado de Connecticut (en inglés, **Connecticut Secretary of State's Office**) llamando por teléfono a los números 860-509-6100, 800-540-3764 (llamada gratuita), o al 860-509-6191 (para audio impedidos).

¿Qué derechos me corresponden como persona en régimen de Probatoria?

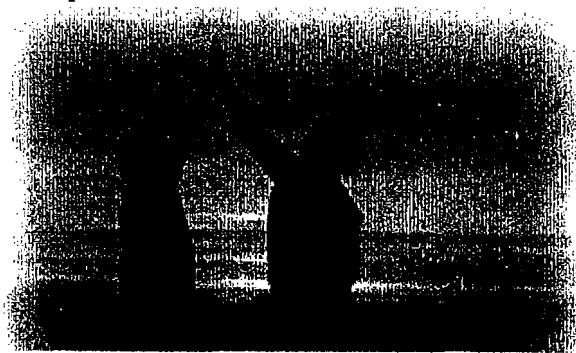
Usted tiene derecho a ser tratado en una manera respetuosa y profesional, libre de acosos, discriminación o imparcialidad debido a su raza, edad, religión, sexo, orientación sexual, lugar de nacimiento, discapacidad o tendencia política.

¿Qué hago si considero que mis derechos han sido vulnerados?

- En primer lugar, hable con su Agente y trate de resolver el problema con él.
- Si cree que no va a poder resolver sus problemas hablando con su Agente de Probatoria, diga que quiere hablar con el supervisor de su Agente.
- Si aun así, no ha podido resolver su problema, puede llamar al director de Recursos Humanos (en inglés, **Human Resources Manager**) y presentar una queja verbal o puede solicitarle a la oficina del supervisor un Formulario de Agravio (en inglés, **Grievance Form**) y enviarlo a **CSSD Manager of Human Resources, 936 Silas Deane Hwy., 3rd Floor, Wethersfield, CT 06109. 1-866-627-1583 (llamada gratuita).**
- Su Probatoria no se verá afectada por el hecho de haber presentado una queja.
- Presentar una queja no le exonera de sus responsabilidades con el tribunal.

Consejos para alcanzar el éxito

- Comprenda y repase todas las condiciones de su período de Probatoria.
- Piense antes de actuar. Tranquilícese y anticipese a las consecuencias.
- Rodéese de personas que cumplen con la ley y que de verdad quieren que le vayan bien las cosas, como amigos, familia, compañeros de trabajo o grupos de apoyo oficiales.
- Tome el control de su Probatoria y conviértase en un participante activo.
- Muéstrese abierto a los consejos de su Agente de Probatoria.
- La responsabilidad de hacer cambios en su vida es sólo suya.



**Directorio de Oficinas de Probatoria CSSD —
CSSD PROBATION OFFICE DIRECTORY**

Zona Este

Danielson, Supervisión de Adultos

Primer Agente de Probatoria/Director

183 Main St.

Danielson, CT 06239

(860) 774-5735

(860) 774-6277 *fax*

**Willimantic, Supervisión de
Adultos (Oficina de muestras
de ADN)**

109 Valley St.

Willimantic, CT 06226

(860) 423-6318

(860) 423-1906 *fax*

Ashford, Brooklyn, Canterbury, Chaplin, Eastford, Hampton,
Killingly, Plainfield, Pomfret, Putnam, Scotland, Sterling, Thompson,
Windham, and Woodstock

New London, Supervisión de Adultos

Primer Agente de Probatoria/Director

(Oficina de muestras de ADN)

153 Williams St.

New London, CT 06320

(860) 442-9426

(860) 443-6751 *fax*

East Lyme, Groton, Ledyard, Lyme New London, N. Stonington,
Old Lyme, Stonington, and Waterford

Norwich, Supervisión de Adultos

Primer Agente de Probatoria/Director

100 Broadway

Norwich, CT 06360

(860) 889-8351

(860) 887-2599 *fax*

Bozrah, Colchester, Franklin, Griswold, Lebanon, Lisbon, Montville,
Norwich, Preston, Salem, Sprague, and Voluntown

Manchester, Supervisión de Adultos

Primer Agente de Probatoria/Director

587 E. Middle Turnpike

Manchester, CT 06040

(860) 649-1650

(860) 646-6252 *fax*

**Rockville, Supervisión de
Adultos (Oficina de muestras
de ADN)**

20 Park St.

Rockville, CT 06066

(860) 649-1650

Andover, Bolton, Columbia, Coventry, Ellington, Hebron, Tolland,
Mansfield, Somers, Stafford, Union, Vernon, and Willington

Zona Suroeste

Bridgeport, Supervisión de Adultos
Primer Agente de Probatoria/Director
(Oficina de muestras de ADN)

1127 Main St.
Bridgeport, CT 06604
(203) 579-6241
(203) 579-6070 *fax*
Bridgeport, Easton, Fairfield, Monroe, Stratford, and Trumbull

Norwalk, Supervisión de Adultos
Primer Agente de Probatoria/Director

717 West Ave.
Norwalk, CT 06851
(203) 866-5025
(203) 838-8145 *fax*
Norwalk, New Canaan, Weston, Westport, and Wilton

Stamford, Supervisión de Adultos
Primer Agente de Probatoria/Director

123 Hoyt St.
Stamford, CT 06905
(203) 965-5302
(203) 965-5343 *fax*
Darien, Greenwich, and Stamford

Zona Centro Sur

New Haven, Supervisión de Adultos
Primer Agente de Probatoria/Director
(Oficina de muestras de ADN)

867 State St.
New Haven, CT 06510
(203) 789-7876
(203) 789-7136 *fax*
New Haven, Bethany, Branford, E. Haven, Guilford, Madison,
N. Bradford, and Woodbridge

Middletown, Supervisión de Adultos
Primer Agente de Probatoria/Director

484 Main St.
Middletown, CT 06457
(860) 344-2998
(860) 344-2703 *fax*
Chester, Clinton, Cromwell, Deep River, Durham, E. Haddam,
E. Hampton, Essex, Haddam, Killingworth, Middlefield,
Middletown, Old Saybrook, Portland, and Westbrook. Meriden,
Cheshire, Hamden, Meriden, North Haven, and Wallingford

**Directorio de Oficinas de Probatoria CSSD —
CSSD PROBATION OFFICE DIRECTORY**

(continuación)

Zona Noroeste

Waterbury, Supervisión de Adultos

Primer Agente de Probatoria/Director

(Oficina de muestras de ADN)

11 Scovill St.

Waterbury, CT 06702

(203) 596-4195

(203) 596-4201 *fax*

Middlebury, Naugatuck, Prospect, Southbury, Waterbury,

Watertown, Wolcott, and Woodbury

Danbury, Supervisión de Adultos

Primer Agente de Probatoria/Director

319 Main St.

Danbury, CT 06810

(203) 797-4414

(203) 731-2835 *fax*

Bethel, Brookfield, Danbury, New Fairfield, Newtown, Redding,

Ridgefield, and Sherman

Bantam, Supervisión de Adultos

Primer Agente de Probatoria/Director

80 Doyle Rd.

Bantam, CT 06750

(860) 567-4646

(860) 567-4669 *fax*

Torrington, Litchfield, Barkhamsted, Bethlehem, Bridgewater,

Canaan, Colebrook, Cornwall, Goshen, Hartland, Harwinton,

Kent, Morris, New Hartford, New Milford, Norfolk, N. Canaan,

Roxbury, Salisbury, Sharon, Thomaston, Warren, Washington, and

Winchester (Winsted)

Milford, Supervisión de Adultos

Primer Agente de Probatoria/Director

1 Darina Place

Milford, CT 06460

(203) 877-1253

(203) 876-2580 *fax*

Milford, W. Haven, Ansonia, Beacon Falls, Derby, Orange, Oxford,

Seymour, and Shelton

Zona Centro Norte

Hartford, Supervisión de Adultos

Primer Agente de Probatoria/Director

(Oficina de muestras de ADN)

309 Wawarme Ave.

Hartford, CT 06114

(860) 241-2300

(860) 566-7443 *fax*

Enfield, Supervisión de

Adultos (Oficina satélite de Hartford)

111 Phoenix Ave.

Enfield, CT 06082

(860) 241-2300

Hartford, Avon, Bloomfield, Canton, Farmington, W. Hartford,
E. Granby, E. Windsor, Enfield, Granby, Simsbury, Suffield,
Windsor, and Windsor Locks

New Britain, Supervisión de Adultos

Primer Agente de Probatoria/Director

20 Franklin Sq.

New Britain, CT 06051

(860) 515-5035

(860) 515-5060 *fax*

Berlin, New Britain, Newington, Rocky Hill, and Wethersfield

Bristol, Supervisión de Adultos

Primer Agente de Probatoria/Director

225 N. Main St.

Bristol, CT 06010

(860) 584-0073

(860) 583-9260 *fax*

Bristol, Burlington, Plainville, Plymouth, and Southington

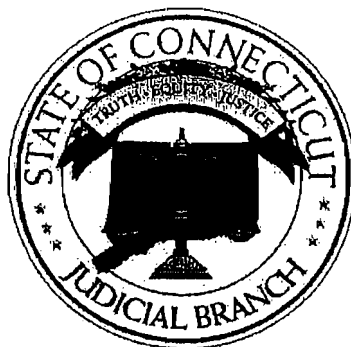
ANOTACIONES

**Reciba información sobre
Servicios en la comunidad**

**Llame a INFOLINE al número
2-1-1 1-800-203-1234**

Entre en la red: www.infoline.org

**Rama Judicial del Estado de Connecticut
División de Servicios de Apoyo al Tribunal**



JDP-AP-136S
08/2005

www.jud.state.ct.us

¿Puedo terminar mi régimen probatorio antes de lo previsto?

Es posible. Si usted ha sido condenado el 1º de octubre de 2008 o después de esa fecha, la ley estatal establece que se van a revisar ciertas condenas de régimen probatorio para ver si se deben terminar prematuramente. La ley dice que la revisión automática no se aplica a los **delitos graves Clase B ni a los delitos sexuales**. Su agente de régimen probatorio le va a decir si su caso se puede revisar al amparo de esta ley.

Recuerde que aunque su caso será *revisado* automáticamente, esto no significa que automáticamente terminará temprano. El agente de régimen probatorio enviará al tribunal un informe sobre el progreso alcanzado en el que se recomienda la terminación o continuación de su régimen probatorio. Solamente el juez puede decidir la terminación de su régimen probatorio.

En los casos de régimen probatorio por delitos menores de más de un año de duración, se le mandará al juez un informe acerca del progreso obtenido al cumplirse el año.

En los casos de régimen probatorio por delitos graves de más de dos años de duración, se le mandará al juez un informe acerca del progreso obtenido al cumplirse los dos años.

Al hacer una recomendación acerca de la terminación prematura de su régimen probatorio, el agente de régimen probatorio debe considerar cómo fue su comportamiento en varios aspectos:

- en cumplir las condiciones del régimen probatorio;
- en asistir y participar en cualquier programa de tratamiento;
- en demostrar mejoría en cuestiones que le llevaron a meterse en problemas en ocasiones anteriores.

El régimen probatorio no consiste solamente en hacerlo a usted responsable por su comportamiento, sino también trata de ayudarlo a terminar satisfactoriamente su involucración con el sistema judicial penal.

BIENVENIDOS AL TRIBUNAL DE 1ª INSTANCIA EN 1 COURT STREET

En este folleto se incluye información valiosa para asistir en su visita al tribunal. Si tiene alguna sugerencia, favor de depositarla en los buzones de sugerencias localizados en la Secretaría o la Biblioteca Jurídica, ambas emplazadas en el 2º piso.

AUDIENCIAS

- Protección de Menores
- Manutención de Menores
- Civiles
- Penales
- Familia
- Viviendas
- Vehículos de Motor
- Reclamos Menores
- Multas de Tránsito

Este es un ESPACIO LIBRE DE HUMOS

Horario del tribunal: de 9:00 a.m. a 5:00 a.m., de lunes a viernes, excepto días feriados. Se permite al público el acceso al vestíbulo a partir de las 8:30 a.m. El tribunal está habilitado para el acceso con silla de ruedas. En caso de que el tribunal tuviera que cerrar a causa de las condiciones meteorológicas, dicho cierre sería anunciado por las emisoras de radio WMRD-AM 1150, WLIS-AM 1420 o WTICAM 1080.

DIRECTORIO

Los cuartos de baño y las fuentes de agua están localizados en todos los pisos desde el 1º hasta el 6º. Los teléfonos públicos y las salas de conferencias públicas están situados en la mayoría de los pisos del tribunal. Los horarios diarios están disponibles en el Mostrador de Información al Público (Public Information Desk) y en el Centro de Servicios del Tribunal (Court Service Center) ubicados en el vestíbulo y también en todas las Secretarías.

Planta Baja:
Comisionado de Fianzas

Primer Piso:
Protección de Menores
Centro de Servicios del Tribunal
Salas de lo Penal y Civil
Secretaría de lo Penal
Especialista en casos de Viviendas
Mostrador de información al público
Salas de conferencias públicas
Fiscalía
Intercesor de las Víctimas

Segundo Piso:
Secretaría de lo Civil
Secretaría de casos de Viviendas
Biblioteca Jurídica
Abogados Públicos
Alguacil
Secretaría de Reclamos Menores
Cafetería

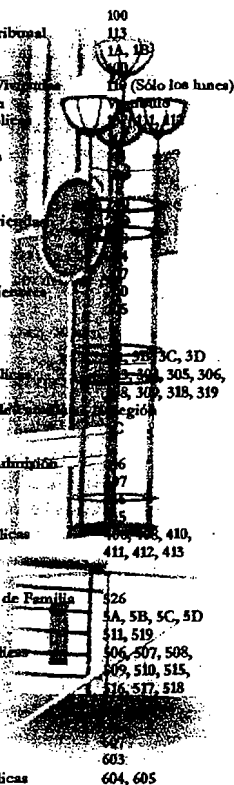
Tercer Piso:
Salas de lo Penal y Civil
Salas de conferencias públicas

Lista de Juicios de casos de...

Cuarto Piso:
Probatoria para Adultos-Admisión
Sala de lo Penal y Civil
Servicios a la Familia
Sala de Audiencias
Salas de conferencias públicas

Quinto Piso:
Gestión de casos Civiles y de Familia
Salas de lo Penal y Civil
Salas de Audiencias
Salas de conferencias públicas

Sexto Piso:
Sala de Audiencia
Secretaría de Jueces
Secretaría de Jurados
Salas de conferencias públicas



CÓMO LLEGAR AL TRIBUNAL DE PRIMERA INSTANCIA DE MIDDLETOWN, 1 Court Street.

Desde New Haven y localidades del Suroeste: Tome la autopista I-91 Norte hasta la salida 22 (Route 9-Middletown). Siga en la Ruta 9 hasta la salida 14 (DeKoven Drive). Doble a la derecha en DeKoven Drive. Tome la segunda izquierda en dirección a Court Street. El tribunal está ubicado en la esquina. El estacionamiento público se encuentra en la segunda entrada a la izquierda. Las dos primeras horas de estacionamiento son gratis.

Desde Hartford y localidades del Norte: Tome la autopista I-91 Sur hasta la salida 22 (Route 9-Middletown). Siga en la Ruta 9 hasta la salida 14 (DeKoven Drive). Doble a la derecha en DeKoven Drive. Tome la 2ª calle a la izquierda en dirección a Court Street. El tribunal está ubicado en la esquina. El estacionamiento público se encuentra en la segunda entrada a la izquierda. Las dos primeras horas de estacionamiento son gratis.

Desde Saybrook y localidades del Sureste: Tome la Ruta 9 Norte hasta la salida 15 (Route 66 West). Doble en la 1ª calle a la izquierda que es DeKoven Drive. Doble en la 1ª derecha en dirección a Court Street. El tribunal está ubicado en la esquina. El estacionamiento público se encuentra en la segunda entrada a la izquierda. Las dos primeras horas de estacionamiento son gratis.

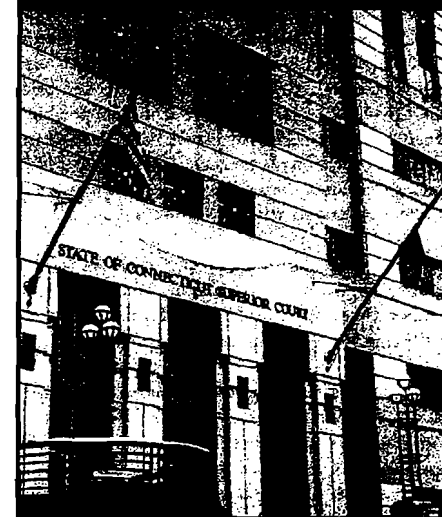
Desde Durham: Tome la Ruta 17 Norte hacia Main Street, Middletown. Vaya hacia el norte en Main Street hasta que llegue al tercer semáforo. Doble a la derecha en Court Street. El estacionamiento público se encuentra a la derecha. Las dos primeras horas de estacionamiento son gratis. El tribunal se encuentra ubicado a la derecha nada más pasar el estacionamiento.

Desde Portland-East Hampton: Tome la Ruta 66 Oeste sobre el Arrigoni Bridge hacia Main Street, Middletown. Siga hasta el sexto semáforo. Doble a la izquierda en Court Street. El estacionamiento público está situado a la derecha. Las dos primeras horas de estacionamiento son gratis. El tribunal se encuentra ubicado a la derecha nada más pasar el estacionamiento.

Desde Middlefield: Tome la Ruta 66 Este hacia Main Street, Middletown. Doble a la derecha en Main Street. Tome la primera derecha sobre Court Street. El estacionamiento público está situado a la derecha. Las dos primeras horas son gratis. El tribunal se encuentra ubicado a la derecha nada más pasar el estacionamiento.

JDP-ES-210S (1 of 2) New 4 - 07

GUÍA DEL TRIBUNAL DE PRIMERA INSTANCIA DE MIDDLETOWN



One Court Street
Middletown, CT 06457

CENTRO DE SERVICIOS DEL TRIBUNAL DE LUNES A VIERNES
De 8:30 A.M. a 3:30 P.M.

HORARIO DE SECRETARÍA DE LUNES A VIERNES
De 9:00 A.M. a 5:00 P.M.

www.jud.ct.gov

PREGUNTAS MAS FRECUENTES

P. Necesito un abogado, ¿dónde puedo conseguir uno?

R. Si lo han arrestado y no puede contratar un abogado, puede solicitar los servicios de un abogado público en la Oficina No. 204. En caso de no reunir los requisitos, llame a *Lawyer Referral Services of the Hartford County Bar Association* (Servicios de Remisión de Abogados del Colegio de Abogados del Condado de Hartford) al 860-525-6052, o consulte las Páginas Amarillas. Si tiene personas a su cargo y sus ingresos son bajos, o tiene problemas legales de vivienda, es posible que tenga derecho a recibir ayuda de *Statewide Legal Services* (Servicios Jurídicos Estatales). Llame al 800-344-0380 (inglés y español), lunes y miércoles de 9 a.m. a 3 p.m.; martes, jueves y viernes de 9 a.m. a 4 p.m.

Si lo han arrestado y comparece ante el tribunal sin que se haya asignado un abogado de oficio en su causa y tampoco tiene un abogado particular, favor de dirigirse a la Oficina No. 114 para hablar con uno de los fiscales.

P. Quiero iniciar una demanda. ¿Adónde debo dirigirme?

R. En la Secretaría de lo Penal, Oficina No. 200, localizada en el segundo piso, están a su disposición los formularios e información necesaria sobre las costas que se aplican al entablar una demanda. El personal del tribunal no está autorizado para ayudarle a redactar la demanda. La Biblioteca Jurídica, en la Oficina No. 208, tiene libros de formularios y copias del reglamento del tribunal. Además, el Centro de Servicios del Tribunal situado en el vestíbulo puede brindarle asistencia para llenar formularios tales como órdenes de restricción temporales, declaraciones financieras juradas, divorcios sin abogado, modificaciones de órdenes de manutención de menores y tutela, acciones legales de procedimientos sumarios de desahucio y también le proporcionarán servicios de fedatario así como información de las listas de casos y el calendario judicial.

P. ¿Dónde se encuentra la fotocopidora?

R. La fotocopidora se encuentra en la Biblioteca Jurídica, Oficina No. 208. Cada copia cuesta 10 centavos.

P. ¿Cómo puedo reabrir un caso de una multa de tránsito caducada?

R. Tendrá que pagar una tarifa de 60 dólares en la Secretaría de lo Penal, Oficina No. 100, para reabrir un caso que esté cerrado. En la secretaría le darán una fecha para comparecer en el tribunal e instrucciones para restablecer su licencia de conducir. En caso de que su licencia hubiese sido suspendida por el Departamento de Vehículos de Motor, tendría que pagarle a éste la cantidad de 125 dólares para restablecerla.

P. ¿Cómo debo pagar las multas y las costas procesales?

R. Deberá dirigirse a la secretaría antes de la fecha de vencimiento o en ese mismo día y pagar las multas y las costas procesales en efectivo, giro postal (en inglés *money order*) o cheque personal pagadero a "Clerks, Superior Court", o también con una tarjeta de crédito MasterCard o Visa. Los cheques personales deberán llevar impresos su nombre y domicilio actual. Los cheques no podrán exceder los 800 dólares.

P. ¿Cómo puedo obtener Manutención de Menores?

R. El Estado puede ayudarle a obtener una orden de manutención o hacer cumplir una orden que ya esté en vigor. Póngase en contacto con el Departamento de Servicios Sociales (*Department of Social Services*) cercano a su domicilio. El número de teléfono del Departamento de Servicios Sociales de Middletown es el 704-3100. También puede consultar con un abogado u obtener por su cuenta la manutención de menores. La Biblioteca Jurídica, en la Oficina No. 208, dispone de formularios e información que pueden servirle de ayuda en determinadas situaciones.

P. ¿Cómo puedo obtener una copia de una transcripción judicial certificada?

R. Las solicitudes han de hacerse por escrito y ser enviadas a Court Reporters' Office, One Court Street, Middletown, CT 06457 o por fax al 860-343-6355. Todas las solicitudes deberán incluir la fecha del procedimiento, el nombre del juez, su nombre, dirección y teléfono. El tribunal se pondrá en contacto con usted cuando éste reciba la solicitud.

PREGUNTAS MAS FRECUENTES

P. Quiero sacar a alguien de la cárcel pagando la fianza. ¿Qué debería hacer?

R. Después que se haya fijado la fianza, usted tendrá las siguientes opciones:

- Podrá pagar una fianza en efectivo; de esta manera tendrá que pagar en la Secretaría de lo Penal, Oficina No. 100, la cantidad exacta de la fianza en efectivo.
- Usted podrá contratar a un fiador profesional quien le cobrará un porcentaje del total de la fianza.
- De acuerdo con el artículo 38-9 del Código Civil y Penal de Connecticut, usted podrá pagar la fianza en la Secretaría de lo Penal (Oficina No. 100), por medio de un bono hipotecario utilizando el valor neto de la propiedad que tenga en posesión para garantizar la comparecencia del acusado ante el tribunal.
- En un caso civil o de familia, la fianza podrá ser depositada en efectivo en la Secretaría de lo Civil en la Oficina No. 200.

P. ¿Qué debo hacer para que me devuelvan el dinero de la fianza?

R. Si la fianza fue depositada en un caso penal o de vehículos de motor, la Secretaría de lo Penal le podrá devolver la fianza si el caso ha llegado a una resolución, si el acusado va a participar en un programa de desvío o si el juez ordena liberar la fianza. Sin embargo, el dinero depositado con un fiador no es reembolsable por la Secretaría de lo Penal. La Secretaría de lo Civil sólo puede devolver una fianza si así lo ha determinado un Juez o Magistrado. Para que el secretario/a le pueda devolver el dinero de la fianza tendrá que mostrar el recibo original de la misma. En caso de que su recibo original se haya extraviado, tendrá que completar una Declaración Jurada de Lost Bond Receipt (Recibo Extraviado de la Fianza), cuyo formulario podrá encontrar en las Secretarías de lo Civil y Penal, previa presentación de una identificación válida con fotografía.

P. ¿Cómo puedo obtener una copia de la sentencia de divorcio?

R. Las peticiones pueden ser presentadas personalmente en la Secretaría de lo Civil, Oficina No. 200, o solicitadas por correo. Envíe las solicitudes por escrito a: Civil Clerk, Superior Court, One Court Street, Middletown, CT 06457 e incluya el número de la demanda, los nombres de las dos partes, el año en que se radicó la demanda y la fecha de la sentencia. También deberá incluir un cheque de 25 dólares, si desea una copia certificada (15 dólares por una copia sin certificar), pagadero a Clerk, Superior Court junto con un sobre con su remite y con el sello.

P. ¿Adónde puedo acudir para obtener una orden de alejamiento y así prevenir la violencia doméstica?

R. A la Secretaría de lo Civil, Oficina No. 200. El Centro de Servicios del Tribunal, situado en el vestíbulo, puede brindarle asistencia para llenar los formularios de las órdenes temporales de alejamiento.

P. ¿Puedo hablar con un juez sobre mi caso?

R. El Código de Ética le prohíbe a los jueces hablar sobre los casos con aquellas personas que quieran entablar una demanda o que estén implicadas en un caso civil o penal. Los jueces solo escucharán sus comentarios durante la celebración de una audiencia.

P. ¿El Tribunal dispone de un fedatario?

R. Si. Pregunte en el Centro de Servicios del Tribunal situado en el vestíbulo. El personal de la Secretaría está autorizado para hacer que usted preste juramento cuando se trate de documentos jurídicos o solicitudes de exoneración de las costas procesales.

P. ¿Dónde puedo encontrar un alguacil estatal para que entregue mis documentos?

R. En la Secretaría de lo Civil, Oficina No. 200, puede obtener una lista de los alguaciles estatales.

Se dispone de tarjeta
de Directorio Telefónico
JDP-ES-210S2 New 4 - 07

WELCOME TO SUPERIOR COURT, ONE COURT STREET

This brochure includes helpful tips to facilitate your court visit. If you have any suggestions, please leave them in the suggestion boxes located at the Clerk's Office or Law Library, both on the second floor.

COURT CASES heard here

- Child Protection
- Child Support
- Civil
- Criminal
- Family
- Housing
- Motor Vehicle
- Small Claims
- Traffic Ticket

This is a SMOKE FREE FACILITY

Courthouse Hours: 9:00 a.m. to 5:00 p.m., Monday through Friday, except on legal holidays, with entry into the lobby allowed at 8:30 a.m. The courthouse is wheelchair accessible. Storm and weather cancellations are broadcast on WMRD-AM 1150, WLIS-AM 1420, or WTIC-AM 1080.

BUILDING DIRECTORY

There are restrooms and drinking fountains located on floors 1 through 6. Pay telephones and public conference rooms are located on most floors of the courthouse. Daily schedules are available at the Public Information Desk and Court Service Center in the lobby and at each Clerk's Office.

Ground Floor:

Bail Commission
First Floor:
Child Protection
Court Service Center
Courtrooms
Criminal Clerk
Housing Specialist
Information Desk
Public*
State's Attorney
Victim Advocate

Second Floor:

Civil Clerk
Housing Clerk
Law Library
Public Defender
Marshal
Small Claims Clerk
Snack Bar

Third Floor:

Courtrooms
Public*
Regional Family Trial Docket

Fourth Floor:

Adult Probation Intake
Courtroom
Family Services
Hearing Room
Public*

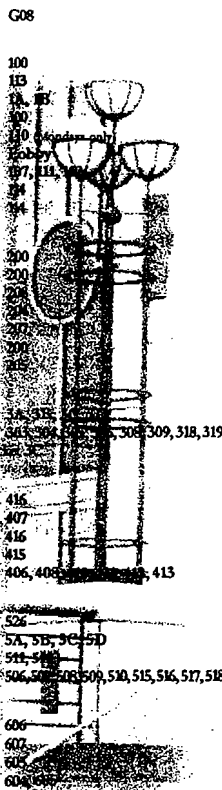
Fifth Floor:

Civil/Family Caseflow
Courtrooms
Hearing Rooms
Public*

Sixth Floor:

Hearing Room
Judges' Secretary
Jury Clerk
Public*

* Conference Rooms



DIRECTIONS TO SUPERIOR COURT 1 COURT STREET, MIDDLETOWN

From New Haven and Points Southwest:
Take I-91 North to Exit 22 (Route 9 - Middletown). Continue on Route 9 to Exit 14 (DeKoven Drive). Turn right onto DeKoven Drive. Take the second left onto Court Street. The courthouse is on the corner. Public parking garage is the second driveway on the left. The first two hours are free.

From Hartford and Points North: Take I-91 South to Exit 22 (Route 9 - Middletown). Take Exit 14 (DeKoven Drive). Turn right onto DeKoven Drive. Take the second left onto Court Street. The courthouse is on the corner. Public parking garage is the second driveway on the left. The first two hours are free.

From Saybrook and Points Southeast:
Take Route 9 North to Exit 15 (Route 66 West). Take the first left onto DeKoven Drive. Take the next right onto Court Street. The courthouse is on the corner. Public parking garage is the second driveway on the left. The first two hours are free.

From Durham: Take Route 17 North to Main Street, Middletown. Go north on Main Street to the third traffic light. Turn right onto Court Street. Public parking garage is on the right. The first two hours are free. Court-house is on the right just beyond the parking garage.

From Portland-East Hampton: Take Route 66 West over the Arrigoni Bridge to Main Street, Middletown. Continue to the sixth traffic light. Turn left onto Court Street. Public parking garage is on the right. The first two hours are free. Court-house is on the right just beyond the parking garage.

From Middlefield: Take Route 66 East to Main Street, Middletown. Turn right onto Main Street. Take the first left onto Court Street. Public parking garage is on the right. The first two hours are free. Court-house is on the right just beyond the parking garage.

JDP-ES-210 Rev. 5 - 06

MIDDLETOWN SUPERIOR COURT GUIDE



One Court Street
Middletown, CT 06457

COURT SERVICE CENTER
MONDAY-FRIDAY
8:30 A.M. - 3:30 P.M.

CLERK'S OFFICE HOURS
MONDAY-FRIDAY
9:00 A.M. - 5:00 P.M.

www.jud.ct.gov

5D
Pg 1

FREQUENTLY ASKED QUESTIONS

Q. I need a lawyer. Where can I get one?

A. If you were arrested and cannot afford an attorney, you may apply for a public defender in Room 204. If you do not qualify, call the Lawyer Referral Service of the Hartford County Bar Association at 860-525-6052, or check the Yellow Pages. If you have low income and have a family or housing legal problem, you may qualify for help from Statewide Legal Services. Call 860-344-0380 (English and Spanish), Monday-Wednesday, 9 a.m.-3 p.m.; Tuesday, Thursday, Friday 9 a.m.-4 p.m.

If you have been arrested, and on your court date you do not have an attorney, AND the public defender has not been appointed to represent you, please speak to the State's Attorney, in Room 114.

Q. I want to start a lawsuit. Where do I go?

A. The Civil Clerk's Office, Room 200, on the second floor can provide you with any available court forms and information about the fees to file lawsuits in this court. The staff cannot help you write your lawsuit. The Law Library, Room 208, has form books and copies of the court rules. In addition, the Court Service Center located in the lobby can assist you with completing forms for temporary restraining orders, financial affidavits, pro se divorces, custody and support modifications, and summary process/eviction actions and can provide notary services and court calendar and docket information.

Q. How do I reopen an old traffic ticket?

A. You must pay a \$60 fee to reopen a closed court case at the Criminal Clerk's Office, Room 100. The clerk will give you a court date and instructions on how to get your driver's license restored. If your driver's license was suspended by the Department of Motor Vehicles, you also may have to pay \$125 to DMV to restore your license.

Q. How may I pay fines and fees?

A. Pay fines and fees at the Clerk's Office on or before the due date by cash, money order or personal check, payable to "Clerk, Superior Court" or by MasterCard or Visa. Personal checks must be pre-printed with your current name and address. Valid picture ID is required. Checks cannot exceed \$800.

Q. How can I get child support?

A. The state can help you get a child support order or enforce an existing order. Contact the Department of Social Services closest to where you live. The Middletown DSS office may be reached at 704-3100. You may also consult an attorney or pursue child support on your own. The Law Library, Room 208, has information and court forms that may help you in some situations.

Q. Where is the public copier?

A. Photocopies can be made for \$0.10 in the Law Library, Room 208.

Q. I want to bail someone out of jail. What do I do?

A. After the court sets the amount of the bond, you have these options:

- You may post a cash bond; which means you must pay the exact amount of the bond in cash to the Criminal Clerk's Office (Room 100).
- You may hire a bail bondsperson who will charge you a fee based on the total amount of the bond required.
- You may, in accordance with Connecticut Practice Book Section 38-9, post a real estate bond, in the Criminal Clerk's Office (Room 100), using the equity in property you own to guarantee the appearance of the defendant in court.
- In a civil or family case, you may post a cash bond with the Civil Clerk's Office in Room 200.

Q. How do I get my bond money back?

A. If a cash appearance bond is posted for a criminal or motor vehicle matter, the Criminal Clerk's Office can return your money upon final disposition of the case; upon the defendant entering a diversionary program; or upon the Court ordering the cash bond released. However, money paid to a bail bondsperson, is not refundable through the Clerk's Office. The Civil Clerk's Office can only return an appearance bond if ordered to do so by the Judge or Magistrate. The clerk will need the original receipt for the money you posted in order to return the bond money to you. If your original receipt is lost, you must fill out an Affidavit of Lost Bond Receipt (form is available at the Civil and Criminal Clerk's Offices) and you must present a valid photo ID.

Q. How do I get a copy of my divorce decree?

A. Requests can be made in person at the Civil Clerk's Office, Room 200, or through the mail. Send written requests to: Civil Clerk, Superior Court, One Court Street, Middletown, CT 06457. Include the docket number of your case, the names of both the parties, the year the case was filed and the date of judgment. Please include a check for \$25 for a certified copy (\$15 for a regular copy), made payable to "Clerk, Superior Court," and a stamped, self-addressed envelope.

Q. Where do I go for a restraining order to prevent family violence?

A. The Civil Clerk's Office, Room 200. The Court Service Center located in the lobby can assist you with completing forms for temporary restraining orders.

Q. I want to talk to a judge about my case. Who is available?

A. The Code of Ethics prohibits a judge from speaking to you about any pending criminal or civil case or any lawsuit you wish to bring. Judges will listen to your comments on a case only at a scheduled hearing.

DIRECTORY

SUPERIOR COURT, ONE COURT STREET (unless otherwise noted)

All telephone numbers are in area code (860)

ADULT PROBATION (Intake)	343-6460
ADULT PROBATION (Supervision)	
484 Main Street	344-2998
BAIL COMMISSION	343-6500
CASEFLOW (Civil and Family)	343-6320
(Criminal)	343-6533
CHILD PROTECTION	343-6456
CHILD SUPPORT ENFORCEMENT	
484 Main Street, 3rd Floor	344-2957
CLERK'S OFFICE	343-6400
(Civil, Family, Housing)	Fax 343-6423
CLERK'S OFFICE	343-6445
(Criminal and Motor Vehicle)	
COURT REPORTER	343-6515
COURT SERVICE CENTER	343-6499
FAMILY SERVICES	343-6460
HOUSING SPECIALIST	343-6400
Hartford Office	566-8550
JUDGES' SECRETARY	343-6570
JUROR INFORMATION	1-800-842-8175
(No Toll Charge)	
JURY CLERK	343-6590

Q. Is there a notary public in the building?

A. Yes. Inquire at the Court Service Center in the lobby. Also, the staff at the Clerk's Office can take your oath on a fee waiver application or other court document.

Q. Where do I find a state marshal to serve my papers?

A. Obtain a list of state marshals from the Civil Clerk's Office, Room 200.

Q. How can I get a copy of a certified court transcript?

A. Requests are to be made in writing and either sent to the Court Reporters' Office at 1 Court Street, Middletown, CT 06457, or faxed to 860-343-6355. All requests must include the date of the proceeding, the name of the judge, your name, address and telephone number. Upon receipt of said request, you will be contacted.

LAW LIBRARY	343-6560
PUBLIC DEFENDER	343-6480
REGIONAL FAMILY TRIAL DOCKET	343-6330
JUDICIAL MARSHAL	343-6550
SMALL CLAIMS CLERK	343-6477
LUNCH/COFFEE SHOP	794-2933
STATE'S ATTORNEY-GA/Part B	343-6300
STATE'S ATTORNEY-JD/Part A	343-6425
TDD (HEARING IMPAIRED)	343-6490
2nd floor near elevator	343-9905
VICTIM ADVOCATE	343-6425

OTHER IMPORTANT TELEPHONE NUMBERS

CHILD SUPPORT ENFORCEMENT	
SES - 484 Main Street	344-2957
Applications	704-3126
Payment Information	1-888-233-7223
Child Support Call Center	1-800-228-5437

DEPARTMENT OF MOTOR VEHICLES

(closed on Mondays)	
General Information	263-5700
License Suspension	263-5720

DEPARTMENT OF SOCIAL SERVICES

117 Main Street Extension, Middletown	
General Information	704-3100
Toll Free	1-800-842-1508

JUVENILE COURT	344-2986
230 Main Street Extension	Fax 344-2085

PROBATE COURT	347-7424
94 Court Street, Middletown	

SOCIAL SECURITY ADMINISTRATION	347-8562
425 Main Street, Middletown	

STATEWIDE LEGAL SERVICES	344-0380
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TOWN CLERK (City of Middletown)	344-3459
245 DeKoven Drive, Middletown	

WORKERS' COMPENSATION	344-7453
90 Court Street, Middletown	

Priority List for Translation of sections of the Judicial Branch web site into Spanish

- 1) Jury Duty - completed
- 2) Traffic - completed
- 3) Landlord/Tenant -- completed
- 4) Child Support enforcement - in progress
- 5) Court service centers
- 6) Directions
- 7) Victim Services
- 8) Small Claims
- 9) Common legal terms
- 10) Foreclosure mediation program



State of Connecticut Judicial Branch



Attorneys
Case Look-up
Courts
Directories
Educational
Resources
E-Services
Español
FAQ's
Juror Information
Online Media
Resource Center
Opinions
Opportunities
Self-Help
Home

SEARCH

Publicaciones en español

- Folletos acerca de la atención a las víctimas
- Folletos acerca de cuestiones de la vivienda
- Folletos acerca de Libertad condicional
- Folletos acerca de la familia
- Guías de tribunales
- Libro para colorear
- Operaciones de los Tribunales de Primera Instancia
- Publicaciones para jurados

Formularios en español

Publications in English



Folletos acerca de la atención a las víctimas

- JDP-VS-7S Atención a los familiares de las víctimas de homicidio (Services For Families of Homicide Victims)
- JDP-VS-10S Compensación para las víctimas del delito (Compensation For Crime Victims)
- JDP-VS-11S Programas de notificación a la víctima (Notification Programs to the Victim)
- JDP-VS-14S Defensores de los servicios de atención a las víctimas (Victim Advocate's Brochure - Victim Services)
- JDP-VS-15S Derechos de las víctimas del delito en connecticut (Rights of Crime Victims in Connecticut)

Folletos acerca de cuestiones de la vivienda

- JD-HM-14S Guía del arrendadores en materia procedimientos sumarios (desalojo) (A Landlord's Guide to Summary Process (Eviction))
- JD-HM-15S Guía del arrendatario en materia de procemientos sumarios (desalojo) (A Tenant's Guide to Summary Process (Eviction))
- JD-HM-31S Derechos y responsabilidades de los arrendadores y los arrendatarios en Connecticut (Rights and Responsibilities of Landlords and Tenants in Connecticut)

Folletos acerca de Libertad condicional

- JDP-AP-136S Manual para Personas en Régimen de Probatoria (Probationer Handbook, Key to Your Success)

Folletos acerca de la familia

JDP-ES-211S Los Niños Necesitan... El Apoyo-Afectivo y Financiero de Ambos Padres
(A Child Needs Emotional and Financial Support of Both Parents)
(Se recomienda imprimir en papel de 8.5x14 pulgadas. Printing on 8.5x14 inch paper recommended.)

JDP-FM-151S Programas educativos para los padres
(Parenting Education Programs)
(Se recomienda imprimir en papel de 8.5x14 pulgadas. Printing on 8.5x14 inch paper recommended.)

Guías de tribunales

JDP-ES-210S1 Guía del Tribunal de Primera Instancia de Middletown
(Middletown Court Guide)
(Se recomienda imprimir en papel de 8.5x14 pulgadas. Printing on 8.5x14 inch paper recommended.)

JDP-ES-210S2 Guía del Tribunal de Primera Instancia de Middletown, Directorio Telefónico
(Middletown Court Guide, Phone Directory)

Libro para colorear

JDP-ES-189S Libro para colorear
(Coloring Book)

Operaciones de los Tribunales de Primera Instancia

JDP-ES-212S Servicios de Interpretación y Traducción
(Interpreter and Translator Services)
(Se recomienda imprimir en papel de 8.5x14 pulgadas. Printing on 8.5x14 inch paper recommended.)

Publicaciones para jurados

JDP-JA-25S El deber de prestarse como jurado en Connecticut: Lo que todo miembro del jurado debe saber
(Jury Duty in Connecticut - What Every Juror Should Know)

Inicio de la página

[Attorneys](#) | [Case Look-up](#) | [Courts](#) | [Directories](#) | [Educational Resources](#) | [E-Services](#) | [Español](#) | [FAQ's](#) | [Juror Information](#) | [Media](#) | [Opinions](#) | [Opportunities](#) | [Self-Help](#) | [Home](#)

[Common Legal Words](#) | [Contact Us](#) | [Site Map](#) | [Website Policies and Disclaimers](#)

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Other State's Websites – language translation

1. The majority of states have *some* translation which mainly includes forms and publications. Other areas translated are Self-Help sections and Frequently Asked Questions.
 - a. 20 states – could not find any translation
 - b. 5 states – offer links to free on-the-fly translation sites: Google Translation and Yahoo Babel Fish. Each of these states includes a disclaimer that they have no control over the content and do not guarantee the accuracy of translated text. It is provided simply to facilitate access to information. (Maine, Kentucky, Illinois, Rhode Island, Vermont)
2. **Indiana – Workplace Spanish Training for Judicial System**
 - a. Partnered with community college to develop a Spanish curriculum for court employees – 24 hours of classroom instruction
 - b. Textbook has *basic* information needed by court employees to effectively communicate information to Spanish-speaking individuals.
 - c. CD-rom included to assist in maintaining skills learned in class
 - d. Topics: greetings, introductions, dates and times, numbers, phone reception phrases, eliciting personal info, providing directions, explaining courtroom procedures, referencing court documents
 - e. Free for court personnel who deal with public. For others (attorneys, community organizations, etc.) there is a fee
3. **Maryland – Posters**
 - a. English and Spanish – online order form so schools, government agencies, community organizations, etc. can order specific posters and choose from 3 sizes
4. **Ohio, Wisconsin – “I Speak” card (language ID card)**
 - a. Tool to identify the language of individuals who do not speak English
5. **Minnesota**
 - a. Courthouse sign translated into most frequently used languages that states: *“You may have the right to a court-appointed interpreter in a court case. Please ask someone at the court information desk.”*
 - b. Directional signs in courthouse – translated
 - c. Spanish hotline
 - d. Bilingual staff roster
 - e. Class given by Dept. of Human Services – “Dispelling the Myths: Deaf and Hard of Hearing Trends” – for staff that deals with public
6. **Nebraska, Indiana, Utah, New Jersey – Online Glossary of Legal Terms and Courthouse Signs**

State	Translation
Alabama	No
Alaska	No
Arizona	No
Arkansas	No
California	Legal Help, Small Claims, Seniors, Family, Protection from Abuse, Traffic, Landlord/Tenant, Victim Assistance, Forms. Additional languages have info available in PDF.
Delaware	Family Court FAQs, Arraignments
Florida	No
Georgia	Spanish video for Divorcing Parents
Hawaii	Video for Jurors
Idaho	No
Illinois	Link at bottom of page to translate to Dutch, French, German, Greek, Italian, Portuguese, Russian, Spanish
Indiana	Video "The Initial Hearing", Indiana Criminal Code Excerpts, Glossary of Legal Terms, Self-Service Legal Center, Forms
Iowa	No
Kansas	Forms, Publications, Domestic Violence Protection, Interactive video "Parent Ally Program"
Kentucky	Google Translation of site (with disclaimer)
Louisiana	No
Maine	Google Translation of site (with disclaimer)
Maryland	Publications, Community Posters, Family Law section, Forms
Massachusetts	Mediation info, Forms, Publications
Michigan	Publications
Minnesota	Forms, Publications, Videos- Defendant's Rights, Conciliation Court Hearing
Mississippi	No
Missouri	Forms
Montana	No
Nebraska	Forms, Publications, Glossary of Legal Terms and Courthouse Signs
Nevada	No
NH	No
NJ	Forms, Publications (Español link on home pg goes to Spanish Forms)
NM	No
NY	Language links on bottom of page go to a page that explains what is available in that language. (Russian, Chinese, Spanish, French, Korean)
NC	Forms, Welcome from Chief Justice
ND	No
Ohio	Language Identification Guide
OK	No
Oregon	Español link from home page goes to pg w/links to items in Spanish, Forms, Foreign Language Legal Assistance, Publications
Pennsylvania	No
Rhode Island	Translation link to Babel Fish, Forms, Publications
SC	No
SD	No
Tenn	Forms, Publications
Texas	No
Utah	Forms, Publications, Legal Term Glossary, Divorce section
Vermont	Link to Babel Fish Translation
Virginia	I-CAN Interactive Forms in Spanish
Washington	Forms, Publications
West Virginia	No
Wisconsin	Forms, I-Speak Card (for language ID)
Wyoming	No

Connecticut website translation:

1. Publications
2. Forms
3. Landlord/Tenant FAQs
4. Traffic Violation FAQs
5. Jury Duty FAQs
6. Support Enforcement FAQs
7. Jury Duty – Answer Summons

Scheduled to be translated and posted online:

1. Directions to Courts
2. Court Service Centers
3. Public Information Desks
4. Victim Services FAQs
5. Small Claims FAQs

Attachment 8

Judicial Website Top Pages and Downloads
 (Static side.- excludes case look-ups and e-services) -- Statistics
March 2008

* = Available in Spanish also		
Top 20 Pages	Top Downloaded Publications	Top Downloaded Forms
1. Home page 2. Case Look-up 3. Job Postings 4. Superior Court 5. Connecticut Courts 6. Housing Case Look-up 7. Jury Duty FAQs* 8. Court Information 9. Advance Release Opinions 10. Law Libraries 11. Directories 12. Child Support FAQs 13. Attorneys 14. Small Claims FAQs 15. Juvenile Matters Map 16. Supreme Court Home 17. Probate Court 18. Opportunities 19. Legal Terms 20. Landlord/Tenant FAQs*	1. Practice Book 2. FM180 - Divorce Guide Supplement 3. Judicial Directory 4. HM31* - Rights & Responsibilities of Landlords and Tenants* 5. FM179 - Divorce Guide 6. Child Support Guidelines 7. Jury Handbook 8. CV045 - Small Claims Process 9. HM014 - Landlord Guide to Eviction* 10. Bar Exam Application Form 1E 11. Infractions Booklet 12. HM015 - Tenant's Guide to Eviction* 13. EEO Policy 14. Code of Evidence 15. Marshals List 16. Appellate Court Assignments 17. Appellate Court Docket 18. Supreme Court Docket 19. Kids Coloring Book 20. Supreme Court Assignments 21. Probate Guide to Decedent's Estate 22. CR137P - Guide to Criminal Court 23. Bar Exam Law School Stats 24. ES201 - Connecticut's Courts 25. Probate Court and You 26. Judicial Biennial 27. Grievance Public Hearing Schedule 28. Bar Exam MBE Stats 29. Inclement Weather Policy 30. Probate - Conservators Booklet 31. Bar Exam Form 5 32. Caruso/Bridgeport Slip Opinion 33. CR284/284CR130 34. Law Library Bibliography 35. Appellate Court Handbook	1. Civil Summons CV001 2. Small Claims Writ & Notice of Suit CV040 3. Financial Affidavit FM006 4. Divorce Complaint FM159 5. Appearance Form CL012 6. Affidavit Concerning Children FM164 7. Fax Filing Cover CL073 8. Motion for Modification FM174 9. App for Relief from Abuse FM137 10. Pretrial Memo ES047 11. Withdrawal Form CV041 12. Motion for Continuance CV021 13. Case Management Agreement FM163 14. Custody/Visitation App FM161 15. Petition for Emancipation JM090 16. Notice of Automatic Court Orders FM158 17. Summons Family Action FM003 18. Order to Withhold Income from Child Support FM001 19. Wage Execution CV003

ADULT SERVICES BAIL AND PROBATION FORMS

POLICY #	POLICY NAME	FORM #	FORM NAME
4.1	Bail Intake & Assessment	Attach D CSSD Attach F	Authorization to Release Information Notice of Next Scheduled Court Date
4.2	Post-Conviction IAR	CSSD Attach I CSSD Attach J CSSD Attach P CSSD Attach Q CSSD Attach R CSSD Attach S CSSD Attach T	Victim Letter Authorization for Release of Info Random Urinalysis Referral Form Administrative Supervision Unit Letter (2 pages) Administrative Monitoring – Victim No Contact Letter Administrative Monitoring – Parent/Guardian Letter Certificate of Discharge
4.3	Community Partnerships	N/A	N/A
4.4	Case File	N/A	N/A
4.5	CMIS Case Notes	N/A	N/A
4.6	Diversionary Program Procedures	Attach B (JD-CR-44) Attach C (JD-CR-118) Attach D (JD-CR-81) Attach E (JD-CR-10) Attach F (JD-CR-126) Attach G (JD-CR-91) Attach H (JD-AP-48) Attach J (JD-CR-79)	Pre-Trial Alcohol Education System – App, Order, Disposition Pre-Trial Drug Education Program App, Order, Disposition Suspnsn of Prosecution/Order of Comm Svc App, Order, Rept Notice of App for Accelerated Pretrial Rehabilitation Pre-Trial School Violence Prevention Pgm, App, Order, Disp. Examination for Alcohol or Drug Dependence-Motion & Order Affidavit of Indigency Criminal Notice of Placement in Pre-Trial Alcohol Education System
4.7	Jail Re-Interview Process	N/A	N/A
4.8	Pre-Trial Supervision	N/A	N/A
4.9	Intrastate Transfers	N/A	N/A
4.10	Interstate Compact	Attach A (JD-AP-18)	Out of State Travel Agreement
4.11	Supervision Services	CSSD G	Community Services Completion Report
4.12	Restitution	CSSD Attach C Attach F (JD-AP-62) CSSD Attach G	Victim Letter Notice of Restitution Payment Procedure Split-Sentence Victim Letter
4.13	Urinalysis	N/A	N/A
4.14	Electronic Monitoring	CSSD Attach A CSSD Attach C CSSD Attach D	Fee Collection Rules Fee Collection Guideline Electronic Monitoring Agreement
4.15	Supervised File 17	N/A	N/A
4.16	Supervision of Drug/Alcohol Depn Cases	N/A	N/A
4.17	Modifications and Terminations	N/A	N/A

POLICY #	POLICY NAME	FORM #	FORM NAME
4.18	Sex Offender Supervision	Attach B Attach D (JD-CR131) CSSD Attach E	Summary of Obligation to Register as Sex Offender Sex Offender Conditions Computer Access Agreement (2 pages)
4.19	Community Notification	CSSD Attach A	Warning Notice
4.20	Sex Offender Registration	CSSD Attach C	Sex Offender Registry Registration Form
4.21	Search and Seizure	CSSD Attach D CSSD Attach E CSSD Attach F	Receipt for Seized Prop & Advisement of Rights Seized Prop Voluntary Agreement to Search Controlling 3 rd Party Vol Agrmnt to Search Probationer or Person under Prob Supv
4.22	Response to Non-Compliance	N/A	N/A
4.23	Warrant Service & Arrest Procedures	Attach A	Uniform Arrest Report
4.24	Personal Safety Equipment	N/A	N/A
4.25	Use of Force	N/A	N/A
4.26	Confidentiality / Release of Information	CSSD	Authorization for Release of Information
4.27	Split-Sentence Notification	CSSD Attach E	Split Sentence Supervision Notification
4.28	Probationer Notification	N/A	N/A
4.29	Victim Access & Safety	N/A	N/A
4.30	Metal Detector Screening	N/A	N/A
4.31	Pre-Sentence Investigation	N/A	N/A
4.32	Alternative to Incarceration	N/A	N/A
4.34	Adult Supervision – Staff Supv Conf....	N/A	N/A
4.35	DNA Sample Collection	CSSD Attach A CSSD Attach B	DNA Notification Letter DNA Warning Notification Letter (2 pages)
4.36	Record Retention	N/A	N/A
4.38	Eqpt – Procurement & Maintenance	N/A	N/A
4.39	Selection, Retention and Promotion	N/A	N/A
4.40	Quality Control & Information Retrieval	N/A	N/A
4.41	Probation Transition Program	N/A	N/A
4.42	Technical Violation Unit	N/A	N/A
4.43	Staff Training	N/A	N/A
4.44	CMIS Firearms Notes Action Link	N/A	N/A
4.45	Parole to Probation	N/A	N/A
4.46	Weapons Conditions	CSSD Attach B CSSD Attach C	Firearms Compliance Statement Firearms Acknowledgement Form
4.48	Intensive Pre-Trial Supervision	CSSD Attach A CSSD Attach C	Jail Reinterview/Bail Commission Interview Form Acceptance Letter
4.49	Mental Health Probation	N/A	N/A

ATTACHMENT B

MULTI LINGUAL MATERIAL SUBCOMMITTEE REPORT

To: Judicial Limited English Proficiency Committee

From: Multi Lingual Materials Sub Committee

Re: Report on Activities

Date: January 9, 2009

The sub committee has met two times since November 2008. Sub committee members include: D. Horowitz (Legal); R. Dunion (Judge Support Services); A. Donath (Interpreter and Translator Services); K. Franchi (Court Services Centers); H. Scalzo (Clerks Office); D. Tvaronaitis (Support Enforcement); R. Goldwasser, Chair (Court Support Services Division).

Consensus was reached that our efforts would be directed at the following goals:

1. How to identify needed forms and other materials that require translation
2. How to determine which languages were most needed
3. Development of an action plan to gather the necessary information and implement the activities (i.e. translation requests) needed to ensure that appropriate forms are available.

I. Background & Research

The sub committee looked at efforts in this area that have been undertaken by other states nationally. Information was gathered from other states and the federal government on providing translation and LEP services in the courts. It was found that states are at various levels of adequately addressing the LEP population regarding form translation and that Connecticut is doing well compared to other states. **SEE ATTACHED SURVEY RESULTS**

Next, the sub committee reviewed information provide by the Interpreter and Translator Services unit. This included a comprehensive report on the most frequently requested languages by judicial district which varies by district based on demographics and ethnic groups. All districts listed Spanish as the first most requested, followed by Portuguese and Polish. The next most requested were Vietnamese and Haitian/French, although these were only in certain districts. The figures were for 2006, 2007 and as of November 2008 and showed very little change in requested frequency over those years. Other languages were also requested but only in very small numbers. The procedure currently used for internal forms translation involves a formal request and the work is done mainly by a Lead Interpreter from the Interpreter and Translator Services unit. A formal request is also required for interpreting services. Interpreter and Translator Services also provided a statistical report for 2007 documenting Spanish Only Interpreting and Translating Events by Services.

The Spanish language events for the year totalled 104,023. *(An event is defined as each time an interpreter is used. There may be multiple events in a case on a given day.)* This information also shows frequency of events by Judicial unit. Units with the most frequent requests are: (1) Criminal (2) Motor Vehicle (3) Delinquency (4) Civil (5) Support Enforcement and (6) Housing. (Housing, which while not currently high frequency, has showed a significant increase in 2007 over past years as a result of more foreclosures and foreclosure mediations which are expected to rise in number.) Resources from Interpreter and Translator Services Unit are allocated according to documented need. **SEE ATTACHED CHART**

Stats on Requested Services for All Languages for 2007 were reviewed. A total of 44,615 requests were made. Of 24 languages, Spanish, Portugese, Polish and Franch/Haitian were the top four; Spanish represented 87% of all language requests (Portugese was 4%, Polish was 3% and French/Haitian was 1%). **SEE ATTACHED CHART.**

Forms and Other Judicial Publications Translated Into Languages other than Spanish was also provided by the Interpreter and Translator Services Unit. This provided the sub committee with a base line of additonal translated forms. **SEE ATTACHED CHART.**

Finally, the Court Service Center (CSC) unit provided the sub committee with information on Commonly Stocked Forms and Publications of the Court Service Center Program. This information detailed (1) available Judicial forms and other materials distributed by business category and court site, (2) the most frequently requested forms and materials and (3) items already in Spanish translation. *(Does not include forms distributed directly in court.)* Agencies outside the Branch (Department of Social Services, Legal Aid, etc.) have also placed forms and materials (brochures, etc.) at the Court Service Centers for client convenience. **SEE ATTACHED CHART.**

Additional information has been requested from the CSC on (1) materials frequently requested but not currently available in Spanish (or any other language) and (2) the most frequently handed out that are already in Spanish, especially from outside sources. It is anticipated that most-used forms will be somewhat similar from court to court with differences between the larger cities and small towns. This information will help to identify and cross reference judicial forms and also non judicial forms available at the Centers.

The internal survey process used by CSSD to identify policies and forms was reviewed. Information was gathered by each internal business unit (probation, family, etc.) and translation needs were prioritized by frequency of use and identification of most requested language(s) at CSSD offices. Spanish was the major one identified at all offices, followed by Polish, Portuguese and Haitian/French (at specific offices only).

II. Recommendations to the LEP Committee

The following activities are submitted by the Multi Lingual Forms Sub Committee for consideration at this time. The sub committee is recommending a two phase approach to accomplish its charge.

A. Phase I beginning in January 2009 would focus on the following activities

1. Identification of implementation of a translation action plan for court business areas having the greatest frequency of interpreter/translation events: (1) Criminal, (2) Motor Vehicle, (3) Delinquency, (4) Civil, (5) Support Enforcement and (6) Housing.

2. Identification of forms and materials that require translation services either through an electronic survey of each Judicial operating unit or exploration of the possibility of working with Court Operations on identifying most frequently filed forms. Base line information on this from some units is available from information already collected. Representatives from each Judicial unit have been identified as initial contact persons for this phase of the work.

If a survey is used it will be designed to identify specific judicial forms from operating units, other written material (i.e. traffic tickets, etc.) that need translation and language usage needs.

The use of bar codes and, possibly, the use of docket legend codes, may allow Court Operations to generate reports on the numbers and types of Judicial forms that are filed (as opposed to just downloaded or printed or distributed). Additional information on the most frequently filed forms can be gathered from the Clerk's office. Depending on the information available from already existing data, a survey of each business unit may not need to be completed.

3. It is recommended that: (a) Spanish be considered the priority language for forms translation, with possibly Portugese and Polish as the second and third; (b) availability of resources and cost benefits to perform other translation needs should be determined; and (c) no more than five languages in total be considered for forms and materials translation.

Spanish appears to be the most requested language. Currently the Interpreter's Office is not equipped to provide all other languages and must contract out work, which is very expensive. (*Research from other states indicates that multiple languages are not usually provided for and the Federal mandates do not specify the number of languages that must be provided.*)

4. Other material to be considered for translation would be court calendar uniform instructions into Spanish and translation of courtroom assignments that are posted in courthouses on calendar and other days.

B. Phase II would review the civil business area beginning in June 2009

1. Interpreter and Translator Services is currently updating its statistical application adding data on civil court requests. It is expected that this updated program will go into production mode in June 2009 for statistical data on civil court to be gathered from then on.

2. Also in Phase II, it is proposed that there be a review of downloaded forms and official publications from the Judicial internet to determine which may need translation services.

3. Other issues that may be identified as a result of any Phase I activities.

III. Additional Recommendations

1. The sub committee supports the concept of "Plain Language" as a cost-effective measure in form translation.

2. The sub committee recognizes the need for additional resources in the Interpreter's Office. Current staffing levels could be of concern in meeting the mandates of the Branch's LEP effort.

Language Translation from Other State Court Websites

State	Translation Links to state court websites
Alabama	No
Alaska	No
Arizona	No
Arkansas	No
California	Legal Help, Small Claims, Seniors, Family, Protection from Abuse, Traffic, Landlord/Tenant, Victim Assistance, Forms. Additional languages have info available in PDF.
Delaware	Family Court FAQs, Arraignments
Florida	No
Georgia	Spanish video for Divorcing Parents
Hawaii	Video for Jurors
Idaho	No
Illinois	Link at bottom of page to translate to Dutch, French, German, Greek, Italian, Portuguese, Russian, Spanish
Indiana	Video "The Initial Hearing", Indiana Criminal Code Excerpts, Glossary of Legal Terms, Self-Service Legal Center, Forms
Iowa	No
Kansas	Forms, Publications, Domestic Violence Protection, Interactive video "Parent Ally Program"
Kentucky	Google Translation of site (with disclaimer)
Louisiana	No
Maine	Google Translation of site (with disclaimer). Dropdown menu at top of subpages, translate to....
Maryland	Publications, Community Posters, Family Law section, Forms
Massachusetts	Mediation info, Forms, Publications
Michigan	Publications
Minnesota	Forms, Publications, Videos- Defendant's Rights, Conciliation Court Hearing
Mississippi	No
Missouri	Forms
Montana	No
Nebraska	Forms, Publications, Glossary of Legal Terms and Courthouse Signs
Nevada	No
NH	No
NJ	Forms, Publications (Español link on home pg goes to Spanish Forms)
NM	No
NY	Language links on bottom of page go to a page that explains what is available in that language. (Russian, Chinese, Spanish, French, Korean)
NC	Forms, Welcome from Chief Justice
ND	No
Ohio	Language Identification Guide
OK	No
Oregon	Español link from home page goes to pg w/links to items in Spanish, Forms, Foreign Language Legal Assistance, Publications
Pennsylvania	No
Rhode Island	Translation link to Babel Fish, Forms, Publications
SC	No
SD	No
Tennessee	Forms, Publications

Texas	No
Utah	Forms, Publications, Legal Term Glossary, Divorce section
Vermont	Link to Babel Fish Translation
Virginia	I-CAN Interactive Forms in Spanish
Washington	Forms, Publications
West Virginia	No
Wisconsin	Forms, I-Speak Card (for language ID)
Wyoming	No

Summary

1. **The majority of states have *some* translation which mainly includes forms and publications.** Other areas translated are Self-Help sections (How do I...?) and Frequently Asked Questions.
 - a. 20 states – could not find any translation
 - b. 5 states – offer links to free on-the-fly translation sites: Google Translation and Yahoo Babel Fish. Each of these states includes a disclaimer that they have no control over the content and do not guarantee the accuracy of translated text. It is provided simply to facilitate access to information. (Maine, Kentucky, Illinois, Rhode Island, Vermont)
2. **Indiana – Workplace Spanish Training for Judicial System**
 - a. Partnered with community college to develop a Spanish curriculum for court employees – 24 hours of classroom instruction
 - b. Textbook has *basic* information needed by court employees to effectively communicate information to Spanish-speaking individuals.
 - c. CD-rom included to assist in maintaining skills learned in class
 - d. Topics: greetings, introductions, dates and times, numbers, phone reception phrases, eliciting personal info, providing directions, explaining courtroom procedures, referencing court documents
 - e. Free for court personnel who deal with public. For others (attorneys, community organizations, etc.) there is a fee.
3. **Maryland – Posters**
 - a. English and Spanish – online order form so schools, government agencies, community organizations, etc. can order specific posters and choose from 3 sizes
4. **Ohio, Wisconsin – “I Speak” card (language ID card)**
 - a. Tool to identify the language of individuals who do not speak English
5. **Minnesota**
 - a. Courthouse sign translated into most frequently used languages that states: *“You may have the right to a court-appointed interpreter in a court case. Please ask someone at the court information desk.”*
 - b. Translated directional signs in courthouses
 - c. Spanish hotline
 - d. Bilingual staff roster
 - e. Class given by Dept. of Human Services – “Dispelling the Myths: Deaf and Hard of Hearing Trends” – for staff that deals with public
6. **Nebraska, Indiana, Utah, New Jersey – Online Spanish Glossary of Legal Terms & Courthouse Signs**

Connecticut Judicial Branch Website Translation

Already translated and posted online:

1. Page that lists *all* Spanish pages
2. Publications
3. Forms
4. Landlord/Tenant FAQs
5. Traffic Violation FAQs
6. Jury Duty FAQs
7. Support Enforcement FAQs – waiting for final corrections
8. Jury Duty – Answer Summons

Scheduled to be translated and posted online:

1. Directions to Courts
2. Court Service Centers
3. Public Information Desks
4. Victim Services FAQs
5. Small Claims FAQs

WHAT PROCESS IS USED TO SELECT FORMS/LANGUAGES?

- Federal: Look at volume and those forms being accessed by the general public.
- California: No formal process. Anecdotal evidence and forms with the greatest volume were selected. There are plans to start a work group to assess various forms for translation.
- Colorado: I work with the forms specialist within the Judicial Department to prioritize the forms that we need to have translated. I also work with the Managing Interpreters to prioritize the forms that they are sight translating most often.
- Iowa: We have no formal process at this time. Each judicial district has been allowed to determine: which forms are to be translated, the language which they are translated, and who does the translation. This process resulted in some poorly translated documents. We are in the process of developing guidelines on this issue. We will/would like to require that the State Court Administrator approve any court form that is to be translated and that the translator must be certified by the ATA and/or some other nationally recognized institution that certifies or credentials translators.
- Kentucky: We are at the beginning of the process. Here is what we have so far: Our Legal Department researched the relevant Federal laws and issued a memo addressing the need to translate certain documents into a target language. This requires a four step analysis.
- Maine: A committee was created to look at prioritizing and selecting forms. It was determined that Protection from Abuse forms were the priority. A total of about 12 forms were translated.
- Missouri: Missouri has translated new forms - only forms that are standardized for use in all Missouri state courts and only in the top couple of languages.
- New Jersey: Ad hoc basis - any operating unit within the Branch could make a request for a form to be translated.
- New York:
(southern district) The most utilized forms as determined internal printing statistics as well as feedback from staff/judges. Spanish was the primary focus.
- N. Carolina: In December 2003, full-time coordinator for interpreting services was hired. A team of court managers and judges determined which forms. Focus was on Spanish.
- Ohio: An informal survey was done. Domestic violence forms, protection orders, child support, some small claims forms. Approximately 26 different forms have been interpreted.
- Oregon: No formal process. Looked at volume of forms used in criminal matters.
- Washington: This state is mandated by statute as to the specific forms that are to be translated into other languages. Approximately 100 different forms have been translated.

WHAT FORMS/LANGUAGES ARE SELECTED?

<u>Federal:</u>	Could not identify specific number of forms. However, the primary languages being translated are Spanish, Chinese, Vietnamese, Korean. Their primary brochure on civil rights has been translated into 17 different languages.
<u>California:</u>	Approximately 50-70 forms in Spanish, Vietnamese, Korean, Chinese, Tagalog.
<u>Colorado:</u>	We have selected many domestic forms, our guilty pleas, requests for public defender, FED forms, many instructions to fill out forms.
<u>Iowa:</u>	See above.
<u>Kentucky:</u>	"Vital" documents. Languages are selected based on the finding after applying the legal analysis.
<u>Maine:</u>	Protection from Abuse forms into Spanish, Arabic, French, Vietnamese, Somali, Khmer.
<u>Missouri:</u>	Petitions and Judgments for: Adult Abuse, Child Protection, Family Access and small claims; Waiver of Counsel and Waiver of Preliminary Hearing. Forms include both English and Spanish or English and Bosnian. Must be completed in English.
<u>New Jersey:</u>	Over 200 forms in all areas of the court have been translated - criminal, civil, family, etc. ONLY one language translated - Spanish.
<u>New York:</u> (southern district)	Approximately 50 forms. Spanish was primary language. Some additional languages as the need arises - no set criteria.
<u>N. Carolina:</u>	Spanish. Other languages as need arises - difficult to get interpreters. Over 50 court forms for criminal, civil and domestic violence have been created.
<u>Ohio:</u>	26 forms in Spanish, Somali, Russian, Arabic, Mandarin. These languages were selected based upon an informal survey.
<u>Oregon:</u>	6-8 forms in criminal matters. Only translated in Spanish.
<u>Washington:</u>	Forms are determined by statute and includes all areas of the court: criminal, civil, family. Through demographic survey, Spanish, Russian, Vietnamese, Korean.

WHAT RESOURCES/STAFF ARE USED IN THE PROCESS?

- Federal: Two contractors. One vendor serves as verification of the initial translation. Important to know the name of the specific individual translating the form. At times, some in-house employees are used.
- California: All form interpretation is contracted out to vendors.
- Colorado: We have a group of certified translators who are also federally certified interpreters, who work on our forms. We pay them standard translation and editing rates.
- Iowa: See above.
- Kentucky: Legal Department; Court Services Department; Interpreting Department. We are planning to get the Public Information Department also involved.
- Maine: Existing staff. Also, Arrest grant paid for contractual interpreters through Catholic Charities.
- Missouri: Use ATA accredited translator for Spanish and an agency on the State of Missouri contract for Bosnian.
- New Jersey: Two translators are contracted with to provide all forms translation.
- New York: Internal staff of interpreters. No attorney used in the process. For languages other than Spanish, contractors were hired. Printing completed internally.
(southern district)
- N. Carolina: The interpreter staff are used for translating forms. No attorney involvement. Printing was completed internally.
- Ohio: Ohio has one coordinator and no interpreters on staff. They use contractual interpreters. There is no certification standards in place in Ohio.
- Oregon: Used existing interpreters as well as contractors through a vendor called Northwest Justice Project.
- Washington: Contract out to small agencies. Nothing done internally.

OBSTACLES?

<u>Federal:</u>	Accuracy is the primary obstacle.
<u>California:</u>	Making sure the form was translated properly and accurately.
<u>Colorado:</u>	Time. The project is overwhelming in scope, and we are also standardizing our glossary for forms so that there is consistency. The best thing is to have one final editor to do the job of standardization.
<u>Iowa:</u>	Budget - no funds specifically set aside for translating court forms, though we have proposed such a line item in recent budget requests to the legislature.
<u>Kentucky:</u>	Will report later.
<u>Maine:</u>	Biggest problem was working with the software in which the contractual interpreters used to communicate to the Branch. Also, lack of dedicated staff to this project.
<u>Missouri:</u>	Forms change, so they have to be redone.
<u>New Jersey:</u>	Finding competent translators is a problem. A standard operating procedure/policy needs to be in place to guide the rules for translation. Always use two people to translate forms.
<u>New York:</u> (southern district)	Major obstacle are languages other than Spanish.
<u>N. Carolina:</u>	Languages other than Spanish.
<u>Oregon:</u>	Major problems are when forms are changed or modified. Interpreters office not always informed. It requires a new interpretation of the entire form.
<u>Ohio:</u>	Since only one staff person, coordination is much too time-consuming. Finding competent, trustworthy interpreters has been difficult.
<u>Washington:</u>	The biggest issue is that as forms change in English, it requires revision to the translated form. Constantly updating.

COSTS?

- Federal: Not familiar with costs involved.
- California: Not sure - there is a formula used to pay the vendor.
- Colorado: We have spent about \$20,000 over two years, and still have LOTS to go!
- Iowa: Not sure. It would depend on how many forms/documents need to be translated.
- Kentucky: We are planning to use our website primarily and offer the translated forms in PDF format. We hope that using an interactive website will ensure not only more efficient outreach, but also will enable us to better manage the information and ensure prompt response to a new need.
- Maine: Minimal since existing staff was used. The Arrest grant paid for contractual interpreters through Catholic Charities.
- Missouri: It varies. Spanish is by 25¢/word (in 2005) and Bosnian is by the hour (see below):
Price per hour for translating services - \$62.50
Price per hour for copy editing/proofreading services - \$65.00
Price per hour for document formatting services - \$65.00
Price per CD-R - \$2.00
Price per 3" double sided, double density diskette - no charge
Price per 3" double sided, high density diskette - no charge
Maximum emergency fee for rush job - \$100.00
- New Jersey: Translators are paid approximately \$45.00 per hour.
- New York: Minimal.
(southern district)
- N. Carolina: Minimal.
- Oregon: Average cost is about \$75 per page.
- Ohio: One staff person and all contractual for interpreting services. The Ohio State Bar Association financially contributed to the project.
- Washington: Independent contractors average approximately \$500 per form.

In 2007, the Washington Judiciary asked the legislature for \$7.791 million for state fiscal years 2008 and 2009 to provide partial reimbursement for the cost of certified and registered spoken language court interpreters and qualified interpreters in visual languages, and to assist courts in developing and implementing Language Assistance Plans (LAP's). It was estimated that this funding would be sufficient to pay 50% of the cost of certified, registered and qualified interpreters in the state, as well as enable trial courts to comply with federal mandates to create LAP's.

The 2007 legislature appropriated \$2,000,000 for fiscal years 2008 and 2009 to assist trial courts in paying for interpreter services and in creating and implementing LAP's. \$1.56 million was provided to pay for trial court interpreter services, \$340,000 to create and implement LAP's, and \$100,000 for administration.

INTERPRETER AND TRANSLATOR SERVICES
CONNECTICUT JUDICIAL BRANCH

YEARLY STATISTICAL REPORT, 2007
BASED ON TOTAL OF FILES FOR ALL LANGUAGES

LANGUAGE	TOTAL OF FILES
Albanian	254
Arabic	42
Bosnian	105
Cambodian	42
Cape Verdean	13
Chinese/Mandarin/Cantonese	386
Farsi	23
French/Haitian Creole	447
Greek	32
Hindi/Gujatari/Punjabi	64
Hungarian	31
Italian	64
Korean	216
Laotian	119
Polish	1228
Portuguese	1957
Quiche	13
Russian	257
Somali	33
Spanish	38889
Thai	31
Turkish	50
Ukrainian	105
Vietnamese	214

GRAND TOTAL OF FILES

44615

Totals 2007 by Frequency:

	LANGUAGE	TOTAL OF FILES
1	Spanish	38889
2	Portuguese	1957
3	Polish	1228
4	French/Haitian Creole	447
5	Chinese/Mandarin/Cantonese	386
6	Russian	257
7	Albanian	254
8	Korean	216
9	Vietnamese	214
10	Laotian	119
11	Bosnian	105
12	Ukrainian	105
13	Hindi/Gujatari/Punjabi	64
14	Italian	64
15	Turkish	50
16	Arabic	42
17	Cambodian	42
18	Somali	33
19	Greek	32
20	Hungarian	31
21	Thai	31
22	Farsi	23
23	Cape Verdean	13
24	Quiche	13

INTERPRETOR & TRANSLATOR SERVICES
CONNECTICUT JUDICIAL BRANCH

SPANISH ONLY INTERPRETING AND TRANSLATING EVENTS BY SERVICES

2007

	January	February	March	April	May	June	July	August	September	October	November	December	
IN-COURT EVENTS													
Ch. Protect.	22	35	42	39	61	25	48	35	37	27	18	15	404
Delinq.	286	252	353	322	328	372	367	353	240	365	254	245	3737
Neglect	115	114	245	185	143	129	152	88	94	159	72	126	1622
Com. Court	106	65	107	139	91	126	73	142	61	107	25	55	1097
Housing	67	54	43	31	19	42	49	71	71	44	28	31	550
Sup. Enf	225	154	290	223	330	194	234	267	143	345	188	131	2724
MV	1030	860	1005	1065	1022	1099	1202	1273	1085	1221	1086	1318	13266
Criminal	3125	2121	2653	2475	3072	2182	2876	3340	2912	3127	3478	2241	33602
Part A	213	130	201	165	356	141	147	224	89	191	143	135	2135
Other	0	1	1	0	2	1	1	5	2	2	0	3	18
IN-COURT TRIALS													
Housing	2	0	0	5	0	5	0	4	0	0	1	0	17
MV	3	5	0	0	0	1	0	5	0	0	15	2	31
Part B	29	2	17	9	14	16	25	22	2	12	0	9	157
Part A	24	24	3	14	3	3	8	15	24	0	13	17	148
Juvenile	23	19	9	23	5	5	23	19	20	26	1	6	179
Other	0	0	0	0	0	0	0	0	0	0	0	0	0
OUT OF COURT EVENTS													
Interviews	4002	3028	4007	3419	3563	2886	3980	4263	3406	3830	3672	3082	43138
Non-Judicial	2	5	24	19	13	6	15	16	5	3	2	11	121
Translations	42	62	69	85	102	70	113	142	74	134	97	87	1077
Other	0	0	0	0	0	0	0	0	0	0	0	0	0

MONTHLY

TOTALS

9316	6931	9069	8218	9124	730	9313	10284	8265	9593	9093	7514	104023
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GRAND TOTAL OF EVENTS

104023

FORMS AND OTHER JUDICIAL PUBLICATIONS TRANSLATED INTO LANGUAGES OTHER THAN SPANISH

⊗⊗⊗⊗⊗

⊗⊗⊗⊗

⊗⊗⊗⊗⊗⊗

NOTICE OF PLACEMENT IN THE PRETRIAL AEP	JD-CR-79 Rev. 1-05	PORTUGUESE
NOTICE OF APPLICATION FOR AR	JD-CR-10 Rev. 10-01	PORTUGUESE
CONDITIONS OF PROBATION	JD-AP-110 Rev. 5/2000	PORTUGUESE
SPECIFIC STEPS	JD-JM-106 New 9-98	PORTUGUESE
ELECTRONIC MONITORING AGREEMENT FORM (CSSD)		PORTUGUESE
PROTECTIVE ORDER	JD-CR-58 Rev. 10-07	PORTUGUESE
FORM FOR PLACEMENT AND CONDITIONS		PORTUGUESE
CONDITIONS OF PROBATION	JD-AP-110 Rev. 7/05	PORTUGUESE
INTERPRETER AND TRANSLATORS SERVICES BROCHURE	JDP-ES-212-PE New 4/06	PORTUGUESE
ELECTRONIC MONITORING AGREEMENT FORM	N/A	PORTUGUESE
MADD LEAFLET		PORTUGUESE
WAIVER OF EXTRADITION FORM	JD-CR-108 Rev. 10/06	PORTUGUESE
BASIC IMMIGRATION QUESTIONNAIRE		PORTUGUESE
OFFICE OF VICTIM SERVICES BROCHURE		PORTUGUESE
DO IT YOURSELF DIVORCE GUIDE	JDP-FM-180	POLISH
JURY ADMINISTRATION BROCHURE		POLISH
ADULT SUBSTANCE ABUSE SURVEY ASUS R REVISED		POLISH
JURY ADMINISTRATION PAMPHLET	JDP-ES-212	POLISH
INTERPRETER AND TRANSLATORS SERVICES BROCHURE (IN PROCESS)		POLISH
BASIC IMMIGRATION QUESTIONNAIRE		POLISH
CUSTOMIZED WALLET CARDS (SUPPORT ENFORCEMENT)		POLISH
JURY DUTY IN CONNECTICUT/WHAT EVERY JUROR SHOULD KNOW	JDP-JA-25P	POLISH
INTERPRETER AND TRANSLATORS SERVICES BROCHURE (IN PROCESS)	JDP-ES-212	GERMAN
INTERPRETER AND TRANSLATORS SERVICES BROCHURE	JDP-ES-212	RUSSIAN
BASIC IMMIGRATION QUESTIONNAIRE		RUSSIAN
CONNECTICUT COURTS	JDP-ES-201	CHINESE (Simplified)

SPECIFIC STEPS BASIC IMMIGRATION QUESTIONNAIRE	N/A	ALBANIAN ALBANIAN
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FORM LETTERS

NOTICE OF OBLIGATION TO SUBMIT TO THE TAKING OF A BIOLOGICAL SAMPLE	N/A	PORTUGUESE
PLACEMENT FORM	N/A	PORTUGUESE
HOW TO GET YOUR LICENSE REINSTATED		POLISH
OFFICE OF ADULT PROBATION NOTICE TO VICTIM		POLISH
BAIL COMMISSIONER'S LETTER TO DEFENDANT		RUSSIAN
FAILURE TO APPEAR FORM LETTER		VIETNAMESE

Commonly Stocked Forms and Publicat of the Court Service Center Program

		Ansonia/ Milford JD	Danbury JD	Fairfield JD	Hartford JD	Middlesex JD	New Britain JD	New Haven JD	New Haven/ Meriden JD	Norwich JD	Stamford JD	Tolland JD	Waterbury JD	Bridgeport GA	Hartford GA	New Haven GA	Norwalk GA	Waterbury GA
General																		
Appearance	JD-AP-12	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Short Calendar Reclaim	JD-CL-8	X	X	X	X	X	X	X	X	X	X	X	X					X
Fascimile Coversheet	JD-CL-73		X	X							X	X	X					
Claim for Jury	JD-CL-53		X								X		X					
Aff. Of Indigency	JD-AP-48	X	X			X	X	X	X	X	X			X	X	X	X	X
Civil																		
Civil Summons	JD-CV-1	X	X	X		X	X	X		X	X	X	X					
Wage Execution Application	JD-CV-3	X	X	X		X		X	X	X	X							
Wage Execution Exemption	JD-CV-3a	X	X	X		X		X	X	X	X							
Property Execution Application	JD-CV-5	X	X	X		X		X	X	X	X							
Property Execution Exemption	JD-CV-5b	X	X	X		X		X	X	X	X							
Motion for Continuance	JD-CV-21	X	X	X	X	X	X	X	X	X	X	X	X					
Bank Execution Application	JD-CV-24	X	X	X		X		X	X	X	X							
Bank Execution Exemption	JD-CV-24a	X	X	X		X		X	X	X	X							
Bank Execution App. (NOT a natural person)	JD-CV-24n	X	X	X		X		X	X	X	X							
Small Claims Writ	JD-CV-40	X	X	X	X	X	X	X	X	X	X	X		X		X	X	
Small Claims Process	JDP-CV-45	X	X	X			X	X	X	X	X	X		X			X	
Withdrawal	JD-CV-41	X	X	X				X	X	X	X	X	X					
Subpoena	JD-CL-43		X	X								X						
Mot. For Default/Failure to appear	JD-CV-49	X	X			X		X	X	X	X							
Notice of Judgement/Order for weekly payments	JD-CV-50	X	X			X	X	X	X	X	X							
Motion to Open Judgement	JD-CV-51	X	X	X	X	X	X	X	X	X	X		X			X		
Subpoena application	JD-CV-62		X	X														
Pre-trial Memo	JD-ES-47		X															
Civil Short Calendar Marking	JD-CV-85						X											
Withdrawal Small Claims & Housing	JD-CV-70		X		X	X			X	X	X	X						
Criminal																		
App. For Accelerated Rehab	JD-CR-9	X	X			X	X	X		X	X	X		X	X	X	X	X
Notice of App. For AR	JD-CR-10	X	X			X	X	X		X	X	X		X	X	X	X	X
Youthful Offender Eligibility	JD-CR-14	X	X			X	X	X		X	X	X				X	X	X
Pretrial Alcohol Education	JD-CR-44	X	X			X	X	X	X	X	X	X		X	X	X	X	X
Nolo Contendre	JD-CR-60	X	X			X		X		X		X		X	X	X	X	X
Sentence Modification	JD-CR-68								X							X	X	
Probation/Cond. Discharge	JD-CR-59								X								X	
Suspension Pros/Community Serv	JD-CR-81	X	X			X	X	X	X	X				X	X	X	X	X
Exam for Alc/Drug Dep. (CADAC)	JD-CR-91	X	X			X		X		X	X				X	X	X	X
Pretrial Drug Education	JD-CR-118	X	X			X	X	X		X		X		X	X	X	X	X
Pretrial School Violence	JD-CR-126													X			X	X
Family Violence Education Program	JD-CR-97		X			X										X	X	X
Guide to Special Sessions/Div. Programs	JDP-CR-137		X	X		X	X		X			X			X		X	
OVS Sexual Assault Crisis Services	ovs																	

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		Ansonia/ Milford JD	Danbury JD	Fairfield JD	Hartford JD	Middlesex JD	New Britain JD	New Haven JD	New Haven/ Meriden JD	Norwich JD	Stamford JD	Tolland JD	Waterbury JD	Bridgeport GA	Hartford GA	New Haven GA	Norwalk GA	Waterbury GA
Victims Services Advocates	JDP-VS-14						X											
Services for Families of Homicide	JDP-VS-7						X											
Rights of Crime Victims in CT	JDP-VS-15						X											
Victim Notification Program	JDP-VS-11						X										X	
Compensation for Crime Victims (Eng/Spa)	JDP-VS-10		X	X		X	X	X		X								
Application for Victims Comp	JDP-VS-8		X				X	X		X								
Has your life been aff. By a crime?	JDP-VS-17		X	X		X	X	X		X					X	X		
Family																		
Order to Withold Income for Chld Support	JD-FM-1	X	X	X	X	X	X	X	X	X	X	X	X					
Instruction for Withholding	JD-FM-1(l)	X	X	X	X	X	X	X	X	X	X	X	X					
Summons, Family Actions	JD-FM-3	X	X	X	X	X	X	X	X	X	X	X	X			X		
Financial Affidavit	JD-FM-6	X	X	X	X	X	X	X	X	X	X	X	X			X		
Advisement of rights	JD-FM-71	X	X	X	X	X	X	X	X	X	X	X	X					
Fee Waiver	JD-FM-75	X	X	X	X	X	X	X	X	X	X	X	X			X		
Appeal Support	JD-FM-111		X	X		X	X			X			X			X		
App. For Relief from Abuse	JD-FM-137	X	X	X	X	X	X	X	X	X	X	X	X			X		
Diversory Programs	JDP-FM-137			X			X	X	X	X	X		X				X	
Aff. For Relief from Abuse	JD-FM-138	X	X	X	X	X	X	X	X	X	X	X	X			X		
Relief from Abuse Process	JDP-FM-142	X	X	X	X	X	X	X	X	X	X	X	X		X	X		
Support Petition	JD-FM-148			X				X	X	X			X					
Parenting Education Program	JD-FM-149	X	X	X	X	X	X	X	X	X	X	X	X					
Parenting Education Program Brochure	JDP-FM-151	X	X	X	X	X	X	X	X	X	X	X	X					
Case Input, Non-IV-D	JD-FM-150	X	X	X	X	X	X	X	X	X		X	X					
Notice of Automatic Orders	JD-FM-158	X	X	X	X	X	X	X	X	X	X	X	X			X		
Divorce Complaint/Cross	JD-FM-159	X	X	X	X	X	X	X	X	X	X	X	X			X		
Divorce Answer	JD-FM-160	X	X	X	X	X	X	X	X	X	X	X	X			X		
Custody/Visitation application	JD-FM-161	X	X	X	X	X	X	X	X	X	X	X	X			X		
Order to Attend Hearing	JD-FM-162	X	X	X	X	X	X	X	X	X	X	X	X			X		
Case Management Agreement	JD-FM-163	X	X	X	X	X	X	X	X	X	X	X	X			X		
Aff. Concerning Children	JD-FM-164	X	X	X	X	X	X	X	X	X	X	X	X			X		
Add. Aff Concerning Children	JD-FM-164A	X	X	X	X	X	X	X	X	X	X	X	X					
Case Management Dates	JD-FM-165A	X	X	X	X	X	X	X	X	X	X	X	X			X		
Motion for Notice by Publication	JD-FM-167	X	X	X	X	X	X	X	X	X	X	X	X			X		
Order of Notice by Publication	JD-FM-168	X	X	X	X	X	X	X	X	X	X	X	X			X		
Divorce Agreement (Dissolution)	JD-FM-172	X	X	X	X	X	X	X	X	X	X	X	X			X		
Motion for Contempt	JD-FM-173	X	X	X	X	X	X	X	X	X	X	X	X			X		
Motion for Modification	JD-FM-174	X	X	X	X	X	X	X	X	X	X	X	X			X		
Certificate of Notice (Public Assistance)	JD-FM-175	X	X	X	X	X	X	X	X	X		X	X					
Motion for Orders before Judgement (pendente lite)	JD-FM-176	X	X	X	X	X	X	X	X	X	X	X	X					
Dissolution of Marriage Judgement	JD-FM-177	X					X		X				X					
Aff. Concerning Military	JD-FM-178	X	X	X	X	X	X	X	X	X	X	X	X					
Do It Yourself Divorce Guide	JDP-FM-179	X	X	X	X	X	X	X	X	X	X	X	X			X	X	X

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		Ansonia/ Milford JD	Danbury JD	Fairfield JD	Hartford JD	Middlesex JD	New Britain JD	New Haven JD	New Haven/ Meriden JD	Norwich JD	Stamford JD	Tolland JD	Waterbury JD	Bridgeport GA	Hartford GA	New Haven GA	Norwalk GA	Waterbury GA
Dissolution of Marriage Report	JD-FM-181	X	X	X	X	X	X	X	X	X	X	X	X					
Family Services Programs	JDP-FM-192	X		X				X	X			X						
How to Modify Child Supp/Alimony	LARCC	X	X	X	X	X	X	X	X	X		X	X					
State Marshal TRO Profile	State Marshal	X							X				X					
Attn Parties Family Cases w/children	SES	X		X				X	X				X					
Child Support Guidelines/worksheet	Commission	X	X	X	X	X	X	X	X	X	X	X	X					
Housing																		
Summary Process, Answer	JD-HM-5	X	X	X	X	X	X	X	X	X	X	X				X		
Notice to Quit	JD-HM-7	X	X	X	X	X	X	X	X	X	X	X				X	X	
Summary Process, Non-payment of Rent	JD-HM-8	X	X		X	X	X	X	X	X	X	X				X		
Motion for Default	JD-HM-9	X	X						X		X					X		
Landlord's guide (english/spanish)	JDP-HM-14	X	X	X	X	X	X	X	X	X	X	X				X	X	
Tenant's guide (english/spanish)	JDP-HM-15	X	X	X	X	X	X	X	X	X	X	X				X	X	
Execution	JD-HM-2								X			X				X		
Reply to Special Defenses	JD-HM-16								X			X				X		
Answer to Complaint	JD-HM-18	X	X	X	X	X	X	X	X	X	X					X	X	
Summary Process Complaint, Lapse of Time	JD-HM-20	X	X		X	X	X	X	X	X	X	X				X		
Rights & Responsibilities (english/spanish)	JDP-HM-31	X	X	X	X	X	X	X	X	X	X	X				X	X	
Summons - Summary Process	JD-HM-32	X	X		X	X	X	X	X	X	X	X				X		
Tenants Rights (english/spanish)	LARCC			X		X				X								
What can I do Homeless? (english/spanish)	LARCC					X				X								
Helping yourself thru Eviction Process	LARCC									X								
Need Help w/Basic Living Expenses?	LARCC									X								
Grievance																		
Grievance Procedures	JDP-GC-8	X	X	X	X	X	X	X	X	X	X	X	X		X	X	X	X
Change of Information	JD-GC-10																	X
Complaint Against Atty	JD-GC-6	X	X	X	X	X	X	X	X	X	X		X		X	X	X	X
Juvenile																		
Foster parents and Juvenile Courts	JDP-JM-157		X	X			X	X										
Is your situation safe? (eng/spanish)	DCF			X				X				X						
Probate																		
The Probate Court and you	PROBCT			X				X				X	X			X		
Guidelines for Conservators							X	X								X		
Guidelines for Decedent's Estates	PROBCT						X											
Termination of Parental Rights	PROBCT												X			X		
Adoption Procedures	PROBCT															X		
Procedures for Persons w/Mental Retardation	PROBCT															X		
Understanding Trusts	PROBCT							X								X		
Guidelines for Guardianship Minors	PROBCT							X								X		

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Miscellaneous																		
Court Service Centers	Court Ops		X	X	X	X	X	X		X					X			X
Directory 2007	JDP-ES-190			X			X											
Interpreter and Translator Services (Eng/Spa)	JDP-ES-212		X	X		X	X						X				X	
Welcome to Jury Admin. (english/spanish)	JDP-ES-184P			X		X	X	X				X	X		X			X
From Desktop to Courthouse	JDP-ES-183			X														
Judicial Coloring Book (english/spanish)	JDP-ES-189			X			X						X				X	
Connecticut's Courts	JDP-ES-201		X	X		X	X	X				X	X		X			X
Civil Procedures Online Instructions	Court Ops		X			X		X				X						
Courthouse Guides	Court Ops			X		X	X						X			X		
Statewide Legal Services	SLSCT.org			X		X						X	X					
Community Renewal Team Evictions	CRT					X												
Judicial Branch ADA	JDP-CL-85		X			X		X		X		X						
Legal Terms	JDP-CL-86						X											
Consumer Info Catalog	GSA Fed Info Center					X												
Lawyers concerned for Lawyers	lclct.org					X	X						X					
Transcript Requests	Court Monitors			X		X	X					X						
Attorney Referral Services	Local Bar			X			X	X				X				X		
Appellate Handbook	Judicial											X						
State Register and Manual	S.O.S					X												
211 Guide				X			X					X				X		
Local Bus/Train Schedule				X								X	X			X		
Local Homeless Shelter Info				X									X			X		
Local Counseling Services/Residences	The Programs						X						X			X		
Pregnancy/FMLA (eng/spanish)	CWEALF						X											
Sexual Assault	CWEALF						X											
CWEALF Pamphlet	CWEALF						X									X		
Al-Anon Pamphlets	Al-Anon							X										
Docket Mgmt Program	Court Ops		X	X				X										
CT Legal Research			X				X						X					
State Marshal List	State Marshals		X	X		X	X	X				X	X					
Establish Paternity (eng/spanish)	DSS			X			X									X		
Birth to 3	DSS															X		
Child Support Services in CT	DSS												X					
Husky Application	DSS						X									X		
Food Stamp Application	DSS															X		
Voluntary Paternity Program (eng/spanish)	DSS						X											
Safe Haven (eng/spanish)	DSS						X						X					
Passport Application																X		
Voter Registration Application																X		
SCG Assistance	SCG															X		
Your Family's Money	CT Ass for Human Ser.															X		
Food Stamp Brochure (eng/spanish)	CT Ass for Human Ser.															X		

Commonly Stocked Forms and Publications of the Court Service Center Program

		Ansonia/ Milford JD	Danbury JD	Fairfield JD	Hartford JD	Middlesex JD	New Britain JD	New Haven JD	New Haven/ Meriden JD	Norwich JD	Stamford JD	Tolland JD	Waterbury JD	Bridgeport GA	Hartford GA	New Haven GA	Norwalk GA	Waterbury GA
Program Guide	CT Ass for Human Ser.															X		
Medicare Savings Program	Agency on Aging															X		
Consumer Law for Elders	Agency on Aging							X								X		
Caregiver Support	Agency on Aging															X		
Elderly Ride Info	Agency on Aging															X		
Lifestyle choices	Agency on Aging															X		
Respite Care	Agency on Aging															X		
Elderly Housing	Agency on Aging															X		
Financial Affidavit Info. (eng/span)	LARCC						X						X					
Cont. of Restraining Order	LARCC						X											
Legal Services Programs in CT	LARCC					X	X											
Teenagers Guide to Emancipation	LARCC						X											
Human Resources Agency - polish	HRA						X											
Modest Means Info	New Haven Bar															X		
CT Sexual Assault Crisis Services	ConnSacs.org						X											
Not Where I Live	ConnSacs.org						X											
Working to End Sexual Violence	ConnSacs.org						X											
American Red Cross Emergency Services	American Red Cross						X											
People helping People	American Red Cross						X											
Victim of Alcohol-related Crash	MADD						X											

ATTACHMENT C

INTERPRETER & TRANSLATOR SERVICES UNIT REPORT

**State of Connecticut
Judicial Branch
Interpreter and Translator Services**

**A PRELIMINARY REPORT TO THE
LIMITED ENGLISH PROFICIENCY (LEP) COMMITTEE**

INTRODUCTION

In May 2007, Chief Justice Rogers created the Public Service and Trust Commission, whose mission was to develop a Strategic Plan to improve the services offered to the citizens of Connecticut. In June 2008, the Commission submitted the Strategic Plan to the Chief Justice, who adopted the recommendations and directed the Chief Court Administrator to implement these recommendations.

An implementation plan has been developed that contains thirty-six separate initiatives. The initiatives address access to the courts, delivery of Judicial Branch services, and accountability. One area related to access to the courts involves providing equal access to "Limited English Proficient" (LEP) individuals by providing interpretation of the spoken language and translation of documents from the source language to the target language in various court proceedings.

In the Implementation Plan, two subcommittees were identified to address these LEP issues. The first subcommittee is charged with assessing the current availability within the Branch of signs, publications, and web pages in languages other than English. The second subcommittee is charged with addressing issues related to the interpreters, including an analysis of the demand for specific types of interpreters, an assessment of the number and location of interpreters, an evaluation of the current policies and procedures for assigning interpreters, the development and implementation of a system for tracking and scheduling interpreters statewide, and an analysis of future hiring needs of interpreters.

The purpose of this document is to provide the second LEP subcommittee with a preliminary self-assessment of the operations of the Interpreter and Translator Services Unit, and to provide initial recommendations for improvement.

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Appendix C: Survey: Compensation – Contract [Temporary] Interpreters – 2007, Consortium for State Court Interpreter Certification

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Appendix F: Interim Forensic Transcription/Translation Protocol

SECTION 1: OVERVIEW OF INTERPRETER AND TRANSLATOR SERVICES

A. GENERAL OVERVIEW

A1. Legal Requirements

Federal and state case law, as well as Title VI of the Civil Rights Act of 1964, has stated that LEP individuals have the right to equal access to the courts. By interpreting spoken language, and translating written documents, the court interpreter ensures this equal access for the LEP population in court proceedings.

In Connecticut, there currently is no statute regulating court interpreting. In 1975, the State of Connecticut Judicial Branch established the Office of Court Interpreters. Since 1975, the Office has undergone numerous management and organizational changes. It is now called Interpreter and Translator Services (ITS), and is a unit within Administration of the Superior Court Operations Division. As of October 2008, the Interpreter and Translator Services Unit had 35 permanently assigned and 22 temporary part-time interpreters on staff. Interpreters are also contracted from private agencies, when needed, to provide services in approximately 35 languages.

A2. Interpreter Duties

Court interpreters are provided for court proceedings and court-related interviews involving LEP individuals at approximately 89 different locations within the State of Connecticut. Court-related interviews include, but are not limited to, attorney-client interviews, pre-sentence investigations, psychological evaluations, legal competency evaluations, that are conducted by counsel, Court Support Services Division (CSSD) staff, Superior Court Operations staff, and staff and professionals from other organizations. Locations at which interpreter services are provided include, but are not limited to, the GA, JD, Juvenile Matters, Support Matters, Housing, and Community Court. In addition, ITS provides services to 18 Correctional Facilities, 3 Juvenile Detention Centers, and 1 hospital.

A3. Task Force on Minority Fairness

When LEP individuals come before the court, they are presented with many challenges in following, understanding, and participating in court proceedings. They may have difficulties in understanding the charges before them, their legal rights and responsibilities, required paperwork and a host of other areas in legal proceedings.

Over the years, an increasing awareness of language access issues became more apparent resulting in the forming of a “Task Force on Minority Fairness”. In 1996, this Task Force produced a report highlighting various problematic areas including:

- Lack of certification;
- Insufficient number of interpreters;
- Lack of interpreters for the Civil Courts;
- Unavailability of many court publications in Spanish and other languages (forms, documents, applications for programs, informational pamphlets, brochures); and,
- Insufficient training for non-interpreter personnel--staff, administrators and Judges--related to recognizing language access or cultural differences (which may result in further barriers to LEP individuals).

Each of these areas is discussed in more detail in the sections that follow.

B. INTERPRETER CERTIFICATION

B1. Introduction to Certification

In 2001, following the recommendations of the Task Force on Minority Fairness, the Judicial Branch and the union that represents Judicial interpreters (AFSCME) agreed that the Branch should join The State Court Interpreter Certification Consortium (Consortium). The Consortium’s Certification Program is administered by the National Center for State Courts (NCSC). The Consortium provides objective testing materials, establishes professional quality standards, including a Model Code of Ethics for court interpreters (See Appendix A, Model Code of Responsibility for Interpreters in the Judiciary) and ensures uniformity of interpreting services for court interpreters by requiring interpreters to meet minimal entry-level standards of proficiency. In this

agreement between AFSCME and the Judicial Branch, currently assigned permanent interpreters were granted a period of five years (later extended to six years) in which to take and pass one of four versions of the NCSC oral certification examination for Spanish interpreters. According to this agreement, those permanent interpreters who did not pass the exam, after having been administered the four versions, would be transferred to another position within the Judicial Branch where their language skills, although not sufficient to meet the standards of courtroom interpreting, could be better employed.

B2. Certification Training for Judicial Interpreters

The Consortium recommends member states offer 16 hours of training prior to administering the oral certification exam. The Judicial Branch, however, made a decision to exceed the NCSC requirements by providing a series of in-depth workshops and training sessions to its permanent staff. Temporary interpreters also were offered a condensed version of the training. Nationally, the pass rate for the NCSC oral certification exam among working interpreters is estimated to be 25-30%, and less than 15% of all court interpreter candidates actually pass the oral certification exam. In Connecticut, however, the pass rate for the oral component of the Spanish certification exam for working interpreters is 38%, attributable to the training provided to candidates by ITS.

B3. Training for Interpreters from Agencies

When proceedings require interpreters for languages for which Connecticut has no permanent or temporary interpreters on staff, the interpreters are contracted from vendor agencies. Interpreter agencies are required, by contract, to screen, qualify, and train interpreters before sending them to Branch assignments. ITS has provided training to all vendor agencies as to Judicial Branch interpreting standards. Agency responsibilities regarding these interpreters include:

- Sending them to an ITS-administered Consortium Written English Exam, including a section on Ethics;
- Administering an oral screening exam to their interpreters;

- Providing them with a three-hour “Orientation to Connecticut Judicial Assignments” program; and
- Providing proof to ITS of criminal background checks for their interpreters.

However, not all agency interpreters sent to Judicial assignments have successfully completed all the testing. As a result, ITS, on occasion, has received comments that were unfavorable regarding these agency interpreters. ITS is making every effort to ensure that only qualified vendor interpreters are used in the court. Due to time constraints and the lack of available qualified interpreters, this goal is not always met.

C. SHORTAGE OF INTERPRETERS

C1. Introduction

In 1996, the Task Force on Minority Fairness Report stated that ITS had insufficient staff to meet the increasing needs for their services. Since that time, the LEP population in Connecticut has increased significantly (See Appendix B: Immigration in Connecticut: A Growing Opportunity), while the number of Branch interpreters has remained fairly constant. Currently, there are 35 permanently assigned and 22 temporary interpreters on staff. On an ongoing basis, ITS loses staff due to attrition (retirements and resignations) as well as to failures in passing examinations.

C2. Increasing Demand for Services to LEP Individuals in Connecticut Courts

Despite the fairly constant number of Branch interpreters, ITS has worked to provide interpreters to meet the expanding needs of the courts. Interpreters are routinely required to cover several courtrooms and to travel extensively. In addition, some interpreters complete written translation assignments during intermittent short periods of down-time between cases. Due to the shortage of interpreter staff, the time required to complete translations is so long that many requests are not met in a timely manner. Given the projected increase in the population of LEP individuals in Connecticut, the Judicial Branch can no longer fulfill the needs of these individuals in the courts without improvements to operations and increases in the number of interpreters on staff.

C3. Recruiting Interpreter Candidates

To understand the difficulties encountered in recruiting and retaining qualified interpreters, it is necessary to understand the role and qualifications of the court interpreter. Court interpretation and translation require an integrated combination of specialized knowledge, skills, and experience. Complete proficiency in both English and the foreign language is necessary. In a courtroom, court interpreters must have a full command of technical language, legal "jargon," street slang, and formal language (both in English and several dialects of the target language) and have bicultural awareness. Interpreters must be able to interpret simultaneously (as the words are spoken) and consecutively (after the words are spoken). They also must be able to provide sight translations (spoken translation of written documents), and sometimes are asked to provide written translations. In addition, interpreters must have a solid foundation in ethics, procedures, and protocol.

It is recommended that the Branch consider hiring more bilingual staff for positions which directly serve LEP individuals (see Section VII, Recommendation 9).

Figure 1 (next page) displays the results of a six-month process to recruit promising interpreting candidates to attend an ITS Orientation Program held on July 28th and 29th of 2007. As set forth in Figure 1, only 9 candidates, from an initial 570 applicants, met a preliminary eligibility standard to qualify to interpret in Connecticut Superior Courts.

FIGURE 1

YIELD OF SIX-MONTH PROCESS IN 2007 TO FIND QUALIFIED INTERPRETER CANDIDATES

<p align="center">AGENCY CANDIDATES</p> <p>258 Agency interpreters registered to take the written exam from February 2006 until July 2007.</p>	<p align="center">570 INITIAL APPLICANTS</p>	<p align="center">JUDICIAL CANDIDATES</p> <p>312 Temporary interpreter candidates: 130 Didn't complete applic. process to attend February '07 Orientation, but still active. 182 New candidates who contacted our office from February to July 2007.</p>
<p>Application/recruiting process of agency interpreters is done directly by the Agencies.</p>		<p>143 Did not complete application process for the following reasons: Did not turn paperwork in on time. Discontinued communication. 169 Completed paperwork on time.</p>
<p>258 Eligible Agency interpreters: 68 Agency interpreters failed to attend exam after having confirmed attendance. 190 Agency interpreters attended the written Exam.</p>	<p align="center">427 ELIGIBLE TO TAKE WRITTEN EXAM</p>	<p>169 Temp. candidates with all paperwork: 67 Failed to commit to exam date. 102 Able to attend exam: 67 Did not attend written exam due to: Confirmed and did not attend. Dropped out. Discontinued communication. 35 Attended written exam.</p>
<p>55 Failed the Generic and Ethics test. 17 Passed only Ethics part, failed Generic 36 Passed only Generic part, failed Ethics 82 Passed both parts of the test. *Agency interpreters take Ethics exam together with the Generic.</p>	<p align="center">EXAM RESULTS</p>	<p>25 Failed the written exam. 10 Passed Generic part of the exam: 1 Dropped out after passing due to poor fluency in Spanish. *Temp candidates are administered Ethics part of the exam at the Orientation.</p>
<p>118 Agency interpreters invited to attend Orientation: 82 passed exam in its entirety. 36 passed Generic part only (failed Ethics) but would be able to attend Orientation and re-take Ethics there. 35 Agency interpreters confirmed their Attendance: 3 to re-take Ethics at Orientation..</p>	<p align="center">127 CAND / INTERPS. ABLE TO ATTEND</p>	<p>9 Temporary candidates were invited to attend Orientation Program: 1 Failed to attend w/o explanation. 1 Unable to attend (lack of transportation from NY). 1 Did not attend as she accepted a permanent interpreter position in New Jersey.</p>
<p>3 Agency interpreters attended Orientation and passed Ethics (out of 27 who attended).</p>	<p align="center">FINAL RESULTS</p>	<p>6 Temporary candidates attended Orientation and passed Ethics.</p>

C4. Interpreter Compensation

The Connecticut Judicial Branch faces growing challenges in attracting qualified candidates who possess the proficiency required by the certification exam due to the Branch's current pay rates and hiring practices, as well as to competition from private and other public-sector employers (e.g., hospitals, schools, airports). These other employers generally have less stringent requirements than those of court interpreters and pay higher salaries. In addition, the screening and testing process for qualifying and certifying interpreters is time-consuming and costly.

Although it is somewhat difficult to make direct comparisons for pay rates between Connecticut and nearby states, Connecticut's court interpreter salaries are generally lower than those of surrounding states, and well below those of the Federal court system. (See Appendix C: Survey: Compensation – Contract [Temporary] Interpreters – 2007; Appendix D: Survey: Compensation – Salaried Interpreters – 2007, The Consortium for State Court Interpreter Certification, National Center for State Courts; and Appendix E: Current Fees for Contract Interpreters, U.S. District Courts.)

According to current Branch hiring practices, all new ITS interpreters work as temporary employees for a time period, generally up to 2 years. If they fail to pass Connecticut's prescribed certification exams by the end of the established period, their services are discontinued. During this period, they are paid \$15.93 per hour. This rate is 27% lower than the \$21.75 hourly rate which permanent, qualified, but non-certified, interpreters are paid. If a temporary interpreter passes the oral certification exam, but a current permanent position is not available, the interpreter continues earning \$15.93 per hour. This rate is 34% lower than the \$23.97 hourly rate which permanent certified interpreters are paid by the Branch. At the same time, other organizations are competing for interpreter services by paying their interpreters at rates that exceed those paid by the Branch. This disparity adds to the competitive disadvantage faced by the Branch.

D. INTERPRETING SERVICES FOR THE CIVIL COURTS

ITS provides interpreter and translator services in cases where life, liberty, children, or housing are involved. Therefore, in addition to supplying interpreters for Criminal Court, ITS supplies interpreters for housing, support enforcement, and family matters, including restraining orders. Currently, it is usually not possible to provide interpreters for other civil matters.

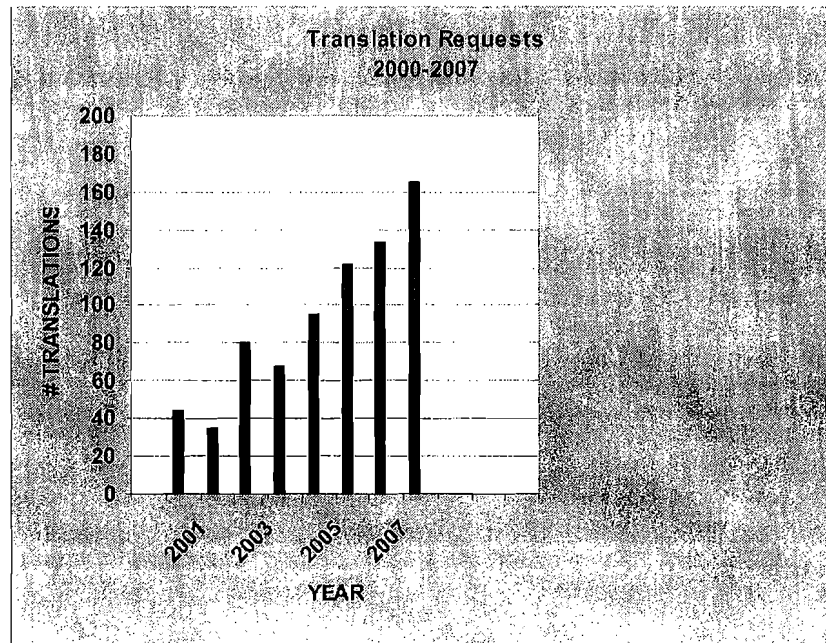
When court interpreters are not provided, other individuals, such as family members or friends, are sometimes allowed to interpret. When such individuals provide interpreting services, it is possible that information they transmit during the proceeding or interview becomes omitted or distorted because these individuals generally do not possess the skills of a trained interpreter.

E. TRANSLATION OF COURT FORMS/DOCUMENTS

Translation is the transference of ideas from a written document in one language, accurately and completely, into a written document in another language. ITS translates documents at the request of State's Attorneys, Public Defenders, Support Enforcement, Probation, Family Services, the Clerk's Office, and other units in the Judicial Branch. Documents translated have varied in length from one paragraph to 140 pages, and may need to be translated from English into another language, or from another language into English. The types of documents translated include legal documents, such as trial transcripts, motions, orders, and decisions, as well as sworn statements, affidavits, expert witness reports, psychological and social studies, and letters to or from prison inmates. In addition, ITS staff translates forms, booklets, manuals, brochures, and any other Judicial Branch publications, either in hardcopy or online formats, for which a translation is requested.

Figure 2 displays the increasing number of translation requests each year.

FIGURE 2
NUMBER OF TRANSLATION REQUESTED AND COMPLETED BY YEAR



ITS also provides transcription/translation of audio and video sources, meaning that spoken words are transcribed from the original non-English audio/visual source recording into a written text. This written text is then translated into English for use by the Courts. Legal translation and transcription/translation are very specialized, detailed, and time-consuming processes that require highly qualified personnel. The two-step transcription/translation process is even more time consuming than standard written-to-written legal translation. According to the U.S. District Court, Central District of California, in “Translation of Tapes, Videotapes, and Compact Disks,” for each 1 minute in the original recording, 30 minutes to 1 hour of transcription and translation time is required.

Although some certified interpreters also work as translators, not all qualified interpreters can produce quality translations, because some different skill sets and experience are needed. Translators often must spend time to produce accurate legal translations, time which typically is not required for standard interpreting assignments.

Translators frequently must refer to dictionaries, statutes, and civil and penal codes in order to complete a translation assignment professionally.

While translation requests are initially assigned to certified interpreters, translation protocol requires that the draft translations these interpreters produce must then be reviewed, edited and corrected by a certified translator. Editing legal documents is a detailed and time-consuming task. ITS has three certified interpreters who are also certified by the American Translators Association (ATA; see Appendix F: Interim Forensic Transcription/Translation Protocol). These certified translators, who also cover interpreting assignments daily, face a considerable challenge in ensuring that legal publications are translated consistently and accurately within required deadlines. One of these certified translators currently manages translation requests, and edits most translations, while also supervising interpreting staff in a busy district and covering interpreting assignments daily.

Currently, no member of ITS staff is dedicated to translation work, and requests must be received and re-entered into the Translation section of the Interpreter Scheduling program; and appropriate translation-management software is not available to meet the increasing demand for timely translations. Dedicating at least one interpreter to translation management, automating the entry of translation requests into the Translation section of the Interpreter Scheduling program, and purchasing appropriate terminology-management translation software may be cost-effective in meeting the growing demand for translators (See Section VII, Recommendations 1, 4, and 8).

F. Training of Court Staff/Judges/Administrators

Many court staff, judges, and administrators are sometimes unaware of the special needs of LEP individuals, or the procedures necessary to access interpreter services to overcome language barriers. Court staff may not be fully aware of the potential consequences of using an unqualified interpreter, which include conflicts of interest, distortions of the record, and other interpreting-related deficiencies, which may result in the denial of access to the courts.

The Judicial Branch provides a one-half day program on diversity for new judges and magistrates. In 2003, ITS was included as a presenter, focusing on a variety of issues relevant to LEP individuals. Additionally, in support of the Public Service and Trust Commission's Strategic Plan for the Judicial Branch, the Branch is currently developing an informational training program, "What You Need to Know about Limited English Proficiency," to ensure that Judicial staff know the legal obligation of the courts to provide LEP individuals with meaningful access to the courts' programs and services, and to educate employees as to how to access interpreter services. This training will soon be available to all Judicial Branch staff.

SECTION II: ANALYSIS OF SPECIFIC TYPES OF INTERPRETERS

A. LANGUAGES REQUESTED

Figure 3, which follows, displays the number of interpreting requests by language in 2007, in volume order. It illustrates that in 2007, ITS received approximately 44,615 interpreting requests for interpreting services in the 24 most-requested languages. ITS provided an interpreter for approximately 98% of these requests for both on-the-record and off-the-record interpreting services. The requests summarized in Figure 3, however, do not include requests handled by Telephonic Bilingual Services (TBS) or the Commission on the Deaf and Hearing-Impaired.

FIGURE 3
INTERPRETING REQUESTS BY LANGUAGE AND VOLUME FOR 2007
(FOR BOTH ON-THE-RECORD AND OFF-THE-RECORD REQUESTS TO ITS)

Language	Total Requests
Spanish	38,889
Portuguese	1,957
Polish	1,228
French/Haitian/Creole	447
Chinese/Mandarin/Cantonese	386
Russian	257
Albanian	254
Korean	216
Vietnamese	214
Laotian	119
Bosnian	105
Ukrainian	105
Hindi/Gujarati/Punjabi	64
Italian	64
Turkish	50
Arabic	42
Cambodian	42
Somali	33
Greek	32
Hungarian	31
Thai	31
Farsi	23
Cape Verdean	13
Quiche	13
GRAND TOTAL OF REQUESTS	44,615

B. AMERICAN SIGN LANGUAGE

ITS is not the unit responsible for providing sign-language interpreting services, as is the practice in some other states. Instead, these services are provided by the State Commission on the Deaf and Hearing Impaired, established by the Connecticut General Assembly in 1974. This Commission is a part of the Department of Social Services (for administrative purposes only), and its functions and responsibilities are covered by Connecticut General Statutes, Sections 46a-27 through 46a-40, in which it is defined as “a state-wide coordinating agency to advocate, strengthen and implement state policies affecting deaf and hearing impaired individuals.”

The enabling statutory sections describe the interpreting services provided by the commission in legal, medical, and educational settings, and establish registration and certification procedures for sign language interpreters.

The State Commission on the Deaf and Hearing Impaired reports that it currently has seven interpreters qualified to interpret in court proceedings. In FY 2008, these interpreters responded to approximately 1,150 requests from Connecticut's courts.

C. QUALITY CONSIDERATIONS (INCLUDING TESTING, TRAINING AND CERTIFICATION)

To provide qualified interpreting services to LEP individuals, ITS extensively tests and trains interpreter candidates. Figure 1, included previously, shows a representative yield during an initial testing period in 2007.

Testing of candidates and newly hired interpreters specifically includes:

- A Written English Exam,
- A Written Translation component into Spanish (for Spanish-language candidates);
- An Oral Screening Exam of proficiency into candidates' non-English languages (after which candidates may be hired as temporary employees);
- A Written Ethics Exam;
- An Oral Readiness Assessment of candidates' readiness to be sworn in; and,
- An Oral Certification Exam.

The training includes a 2 - 8 week paid mentoring period; a practice that few, if any other states, have implemented. During the mentoring period, candidates are given comprehensive manuals and customized attention from certified interpreter mentors (as their time allows) so that they can acquire the following:

- A basic understanding of legal terminology commonly used in Connecticut courts,
- Simultaneous interpreting skills, and
- Ethical training.

The mentoring period culminates with a rigorous readiness assessment, or series of assessments, which candidates must pass before they are considered qualified and are permitted to interpret on the record.

Figures 4 and 5 list the elements in the testing and training of interpreter candidates. These figures illustrate the length and cost of the process for an ITS interpreter candidate to become qualified, and eventually certified, to provide interpreting services in the courts. The figures also include some specific recommendations to reduce the time and resources required . Among other things, Figures 4 and 5 recommend:

- Discouraging unqualified candidates from applying by
 - Collecting appropriate fees from candidates for testing and training (a practice that is implemented in other states); and
 - Creating a self-assessment sample exam online.
- For candidates who apply:
 - Enhancing communication regarding proper registration for exams following Consortium guidelines; and
 - Automating candidates' notification of their exam results.
- More effectively screening candidates by updating oral screening processes;
- Improving the training materials for those who pass screening exams to expedite their swearing-in as qualified court interpreters (e.g., by improving audio and civil training materials).
- Improving resources to help qualified interpreters become certified by

- Encouraging the development of skills-building seminars;
- Considering the collection of fees from candidates to make the training self-funded;
- Fostering the development of interpreting courses at Connecticut colleges; and
- Fostering the development of professional interpreter and translator associations in Connecticut.

FIGURE 4 (two pages)

QUALITY CONSIDERATIONS: TESTING AND CERTIFICATION

Test	Measures	Administered to	Passing Std.	Pass Rate (2007-Oct. 2008)	Status/Issues	Recommendations
Written English Exam	Written English proficiency	All interpreter candidates, unless previously certified	80%	39% of All Tests 44% of Spanish Tests	Most current applicants fail this exam, and are insufficiently educated in aspects of English necessary for accurate interpretation in our courts.	<ol style="list-style-type: none"> 1. Consider charging candidates for tests. 2. Create on-line sample test to discourage unqualified candidates from applying. 3. Purchase grading machine to save time and prevent scoring errors.
Written Translation	Written proficiency (Spanish only)	All interpreter candidates, unless previously certified	70%	25% of Spanish-applicant tests	Labor intensive for single ATA-certified rater (person in charge of Translations) to grade, but a good predictor of written Spanish abilities; few pass.	Encourage other ITS Staff to get ATA certification so ITS can more efficiently measure the writing proficiency of candidates in Spanish, and begin measuring the writing proficiency of candidates in languages other than Spanish.
Written Ethics Exam	Understanding of interpreter's role: accurate, complete, neutral, no legal advice	All interpreter candidates	80%	73% of Tests	Works well; those who fail are given study materials and required to pass before they are considered qualified for court assignments.	
Simultaneous Oral Screening Exams (English into Other Lang.)	Spoken proficiency in other language; and baseline ability to interpret simultaneously between Eng. & other language.	All interpreter candidates who pass Written English (and Spanish Translation) exams	50% (Spanish); 70% (languages other than Spanish)	57% of Tests	Labor intensive to administer; current test used for Spanish needs to be updated; test used for languages other than Spanish is not the same type of test as the Spanish, and may not measure an equivalent level of capability.	<ol style="list-style-type: none"> 1. Add Oral Screening for English (available to purchase from external vendors, or ITS staff could be trained to do in-house.) 2. Consider substituting External Oral Screening Service to measure proficiency in non-English languages, as alternative to our limited oral screening. Note: this will not test baseline interpreting capability.

FIGURE 4 (two pages)
QUALITY CONSIDERATIONS: TESTING AND CERTIFICATION

Test	Measures	Administered to	Passing Std.	Pass Rate (2007-Oct. 2008)	Status/Issues	Recommendations
Readiness Assessments		All Interpreters toward the end of their 2 to 8-week mentoring period, to ensure that they are ready to cover all routine proceedings	Flexible but approx. 80%	13 of 15, or 87% (during Jan.-Nov. 2008)	These assessments are labor intensive to administer, but are a good safeguard to make sure unqualified interpreters are not sworn in. These assessments are administered in a somewhat subjective manner.	Improve Audio Materials <ol style="list-style-type: none"> 1. Create practice tapes at slower speeds. 2. Put blank segments between parts of audio. 3. Add or Improve civil/family/housing/juvenile components of the Audio Materials and Mini-Glossaries that are used in these readiness assessments.
Oral Certification Exams					Few candidates pass, especially in languages other than Spanish; Ability to test candidates hindered by \$200 charge to rate each exam, and lack of mechanism to bill candidates for this exam.	<ol style="list-style-type: none"> 1. Encourage development of college courses & professional associations in CT. 2. Offer Orientation and Skills-Building seminars in CT. These seminars could be self-funded if candidates are charged to attend. 3. If pay is not increased, help fund attendance at accredited training courses outside CT for promising candidates, through educational time or tuition reimbursement.

FIGURE 5 (two pages)
QUALITY CONSIDERATIONS: TRAINING

Educational/Training Resource	For	Status/ Issues	Recommendations
Information on Judicial Internet re: Employment for Interpreting at CT Judicial Branch (Glossaries and Introductory Documents)	Interpreter Candidates	Many unqualified persons apply and are disappointed, and considerable ITS resources are used in tracking.	<ol style="list-style-type: none"> 1. Could better incorporate self-assessment to discourage unqualified candidates. 2. Could further streamline application proc. per Court Operation Computer Systems Support.
1-Day In-House Orientation in Hartford	Newly hired Interpreters-in-Training	Works well.	Emphasize Readiness Assessment and Oral Certification Exams that will follow.
Mentoring Program and Mentoring Manuals (2), Created Sept. 2008	Newly hired Interpreters-in-Training, during 2-8 Week (avg.) Mentoring Period	Works well, but is labor-intensive for mentors, many candidates don't succeed or stay, and some mentors say they don't have enough time outside of court to do mentoring, or the freedom to change assignments to show mentee full breadth of hearings during brief period. Training is highly personalized by mentor and location, and quality of mentoring varies.	<ol style="list-style-type: none"> 1. Could substitute 16 hour training, & court observation programs, (for intensive mentoring), which some other states employ, although these do not prepare interpreters to cover all types of proceedings. 2. Could better "train the trainers" and incorporate more of their suggestions to improve the materials. 3. Complete Mini-Glossaries.
Readiness Assessments for being Sworn In	Interpreters in Training	Besides testing, readiness assessment includes training to fill in gaps typically not well covered during mentoring (e.g., intro to juvenile and other non-criminal matters).	Readiness assessments could be systematized further. Other staff could be trained to give these assessments, if desired.
Annual June Meetings	Staff Interpreters	Excellent for continuing education and morale.	Continue these seminars and explore instituting a continuing-education component for certified interpreters.

FIGURE 5 (two pages)
QUALITY CONSIDERATIONS: TRAINING

Educational/Training Resource	For	Status/ Issues	Recommendations
Assorted Occasional In-House Skills-Building Workshops	Primarily for Staff Interpreters seeking to pass Oral Certification Exams	These workshops are always beneficial to attendees and several in-house master interpreters have much to share.	
Judicial Intranet pages: Interpreter Overview; listing of Administrative staff; listing of staff Court Interpreters; listing of Temporary Court Interpreters; Recruitment Brochure; Yearly Seminars; listing of languages; glossaries and documents for Court Interpreters; requests for Interpreter and Translator Services; Policies and Procedures; Newsletter; Working with Court Interpreters (Bench Card, 2006).	Current Judicial Interpreters	Judicial Intranet web pages, "State of Connecticut Judicial Branch, Superior Court Operations, Interpreter and Translator Services" (http://zeus/Co/AdminUnit/CourtInterpreters/Index.htm).	Update Judicial Intranet Interpreter web pages with relevant educational training resources.
Judicial Internet pages	Potential interpreter candidates	Pages currently offer some resources to prepare candidates to pass ITS qualifying and certifying exams.	Expand candidate training resources on Judicial Internet.

D. CURRENT USE AND RECOMMENDED EXPANSION OF THE TELEPHONIC BILINGUAL SERVICES (TBS) PROGRAM

The Telephonic Bilingual Services Program allows for spontaneous interpreting services by telephone to Judicial staff seeking to communicate with LEP individuals off-the-record. Judicial staff who are in need of off-the-record telephonic interpreting for Spanish may call Judicial TBS staff (currently one person), who then provides the interpreting personally, when available. When TBS staff is unavailable for a Spanish-language call, or when the request is for interpreting in a language other than Spanish, requestors may call a service-provider agency, currently Language Line Services, Inc. This agency provides an interpreter by telephone within several minutes, enabling communication between the Judicial requestor and the LEP individual, 24 hours per day, 365 days per year, in more than 150 languages. On average, the agency provides interpreting services for approximately 313 calls per month, at a cost of 1 dollar per minute. Each call averages approximately 30 minutes.

Figure 6, which follows, summarizes the calls in 2007 through September 2008 which were personally interpreted by Judicial TBS Staff, and those interpreted through calls to Language Line Services, Inc.

FIGURE 6
INTERPRETING REQUESTS BY LANGUAGE AND VOLUME FOR 2007

Language	Total Calls to Judicial TBS Staff Jan. 2007-Sept. 2008	Total Calls to Language Line, Inc. Jan. 2007-Sept. 2008	Grand Total Calls
Spanish	1,634	6,280	
Portuguese		97	
Polish		42	
Mandarin		29	
Vietnamese		29	
Russian		16	
French		15	
Albanian		14	
Amharic		11	
Haitian Creole		9	
Korean		9	
Bosnian		8	
Laotian		6	
Arabic		6	
Urdu		2	
Bengali		2	
Hungarian		2	
Greek		1	
Total	1,634	6,578	8,212
Average Calls/Month	78	313	391

After beginning in the New Britain Judicial District as a pilot program, TBS has recently expanded their services to the statewide offices of the Court Support Services Division, Support Enforcement Services, Centralized Infraction Bureau, Jury Administration, and the Office of Victim Services. Expansion to other courts has proven problematic because some locations do not have appropriate telephone capabilities. For example, in some locations, the telephone communications infrastructure does not permit staff to place calls to 1-800 or out-of-state numbers, which are required to access remote interpreting through Language Line Services.

The Branch may provide improved and more cost-effective access to qualified off-the-record interpreting services outside of the courtroom by re-organizing, renaming, and expanding TBS (see Recommendation 2). TBS could efficiently provide both telephonic and some in-person interpreting (e.g., jail interviews, CSSD studies and interviews, Court Operations interviews, etc.) if the following is implemented:

- Suitable permanent qualified (but non-certified) Spanish-language interpreters are reassigned to TBS; and
- Telephonic capabilities are modified, and telephone equipment (in some cases, equipment which has already been acquired), is activated.

Implementing this recommendation will allow certified ITS staff to provide more timely interpreting services in the courtroom, while qualified staff provide more services outside of the courtroom. Deploying the qualified staff in this way will also reduce the current cost of Language Line services for Spanish-language calls.

E. IN-COURT TELEPHONE AND VIDEO INTERPRETING

The ITS Unit has acquired equipment and has conducted initial tests to facilitate the use of telephone interpreting in courtroom proceedings in a few locations. As ITS continues to serve growing volumes of requests for services, and an increasing number of languages with limited numbers of qualified interpreters, telephone services can be expected to improve operational efficiency as well as reduce costs. It is anticipated that these services will be used only in proceedings of short duration. Branch staff will rely on telephone services similar to the TBS Program currently used, but with conference-call telephone capability to permit everyone in the courtroom to hear. Also, it is contemplated that the Branch's own staff interpreters could provide these services from remote locations when necessary. Emerging technology using videoconferencing equipment and services also may be considered for remote courtroom interpreting.

However, issues such as administering oaths to private agency interpreters via telephone need to be considered and addressed before this service can be implemented.

SECTION III: ACCESSING INTERPRETER AND TRANSLATOR SERVICES (EXCLUDING TELEPHONIC BILINGUAL SERVICES)

A. CURRENT PROCEDURES

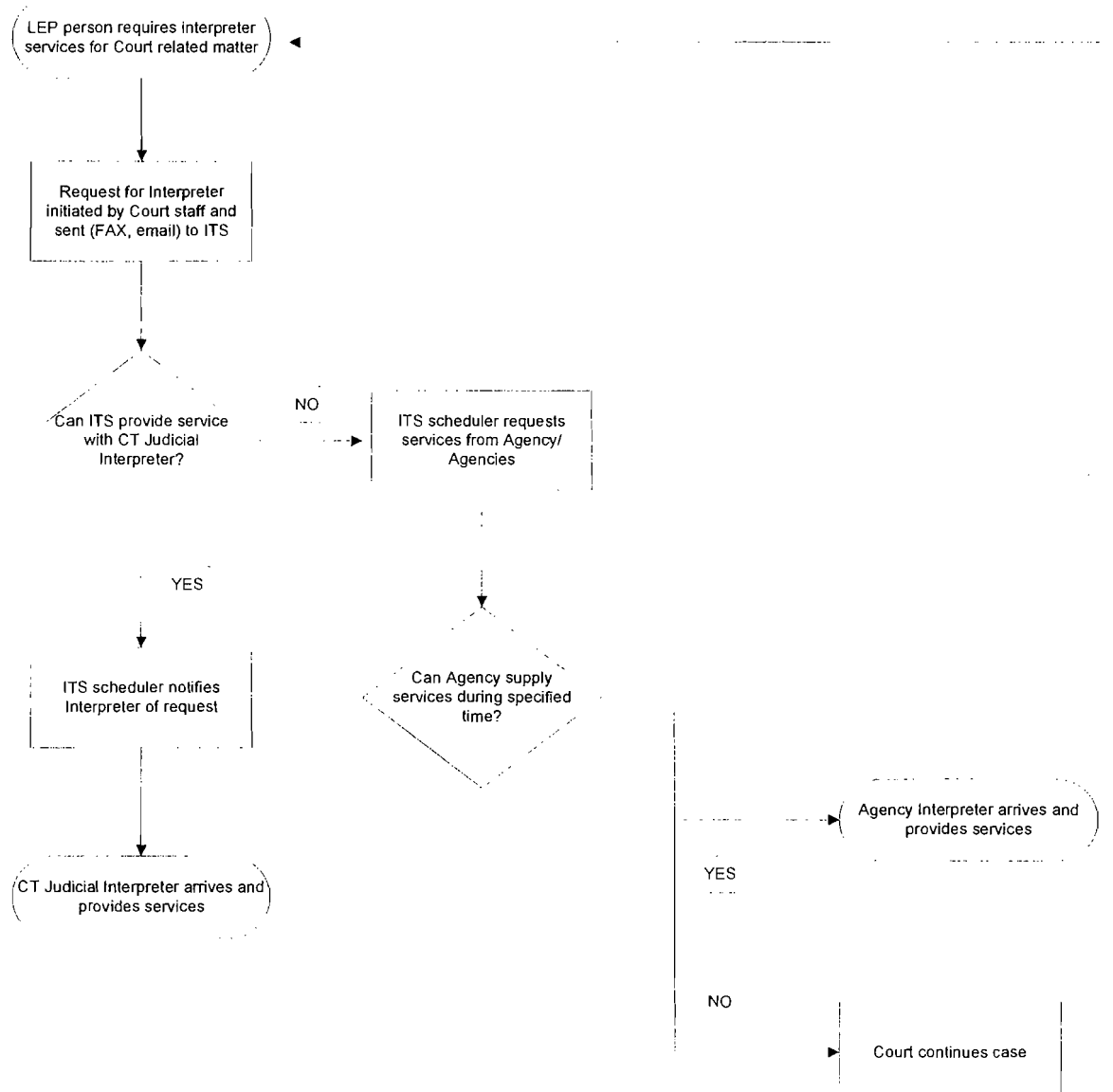
Currently, Judicial staff accesses interpreter services through ITS in two ways:

- By using the Spanish, Portuguese, and Polish interpreters who are assigned daily in specified high-volume court locations (see Figure 10, Section IV: Current Number and Location of Interpreters).
- By submitting the standard “Interpreter Services Request Form” to the ITS Unit by email or FAX (Figure 8). (The second page of the form allows LEP individuals to assist Branch staff to identify the language services needed by asking the individual to mark a given box if the individual speaks a given language.)

ITS staff then enters this information into the Interpreters “Scheduler” System.

Figure 7 (that follows) illustrates the current process for access to, and provision of, interpreter services by specific request to ITS. Section II, D (Current Use and Recommended Expansion of Telephonic Bilingual Services (TBS) Program) has outlined the current process for access to, and provision of, interpreter services through TBS.

FIGURE 7
ACCESSING AND PROVIDING INTERPRETER SERVICES
BY SPECIFIC REQUEST TO ITS



When ITS receives requests with adequate notice, it can effectively arrange for the requested interpreter services to be provided by Judicial Branch or Agency staff.

Challenges in providing interpreters arise when ITS staff receives an urgent request for same-day services (e.g., for an arraignment or trials). A same-day request may arise

- From a location where an on-site interpreter is not scheduled for that day, or
- For a language in which ITS staff cannot provide. In this case, ITS must initiate a request to a vendor agency, which is both time-consuming and costly, and cannot always be satisfied that day.

In some cases, ITS is able to arrange services for later the same morning, or for the afternoon session. When a same-day request cannot be satisfied, the court is obliged to continue the case to a future date. Section VIII, Recommendation 1, outlines how early detection of the need for interpreting services by first-line staff will minimize this occurrence. It is also recommended that the Information Technology Division, and the Court Operations Computer Systems Support Unit, develop computer programs that would allow interpreter-request information to be downloaded from the various judicial case-management systems into the ITS Scheduling System, from the moment the need for an interpreter for a specific case is recognized and recorded. Once accomplished, it is envisioned that these early-detection and automation processes will:

- Help schedulers more effectively assign the limited number of interpreters to cover the maximum number of cases in a timely manner;
- Significantly decrease time currently spent entering interpreter requests; and
- Cut down on data-entry errors that occasionally result in delays before an interpreting request is satisfied.

LANGUAGE IDENTIFICATION GUIDE

Marque esta casilla si lee o habla español.	<input type="checkbox"/>	Spanish
Assinale este quadrado se você lê ou fala português.	<input type="checkbox"/>	Portuguese
Prosimy o zaznaczenie tego kwadratu, jeżeli posługuje się Pan/Pani językiem polskim.	<input type="checkbox"/>	Polish
Make kazyè sa a si ou li oswa ou pale kreyòl ayisyen.	<input type="checkbox"/>	Haitian Creole
如果你能读中文或讲中文。 请选择此框。	<input type="checkbox"/>	Chinese <i>(try to determine whether Mandarin or Cantonese)</i>
Пометьте этот квадратик, если вы читаете или говорите по-русски.	<input type="checkbox"/>	Russian
Veri shenje boksit po shkruan dhe lexon Shqip.	<input type="checkbox"/>	Albanian
한국어를 읽거나 말할 수 있으면 이 칸에 표시하십시오.	<input type="checkbox"/>	Korean
Xin đánh dấu vào ô này nếu quý vị biết đọc và nói được Việt Ngữ.	<input type="checkbox"/>	Vietnamese
ໃຕ້ໝາຍໃສ່ຊ່ອງນີ້ ຖ້າທ່ານອ່ານຫຼືບາກພາສາລາວ .	<input type="checkbox"/>	Laotian
Označite ovaj kvadratić ako čitate ili govorite bosanski.	<input type="checkbox"/>	Bosnian
Відмітьте цю клітинку, якщо ви читаете або говорите українською мовою.	<input type="checkbox"/>	Ukrainian

A request for translation services is accomplished by completing the "Translation Services Request Form." This form (Figure 9) is e-mailed or faxed to the ITS Lead Interpreter for Translations. The Lead Interpreter then enters this request into the Translation Tracking component within the ITS Scheduling system, and arranges for the requested translation to be prepared and edited by certified Judicial Branch interpreters (or Agency staff, when certified Judicial interpreter for that language is not available). The existing Translation-Request form is being revised by Legal Services. It is recommended that computer programs be developed to allow translation requests to be downloaded into the Translation Tracking component within the ITS Scheduling system.

FIGURE 9

Translation Services Request Form (updated version in process)

Translation Services Request Form
INTERPRETER AND TRANSLATOR SERVICES

GA 4 WATERBURY
400 GRAND STREET
WATERBURY, CONNECTICUT 06702

TEL: 203.236.8082

FAX: 203.236.8090

Request Date: _____

Requested by: (pls. include name, title & department) _____

_____ Tel: _____ Fax: _____

Address: _____

Return to: (if different from above) _____

Source Language _____ Target Language _____

Materials enclosed - please circle: video tape or audio tape or documents

Number of taped minutes or pages _____

Date needed by: _____ Case name and number _____

Comments: _____

DO NOT WRITE BELOW THIS LINE

Date Received: _____ Request Tracking No: _____

Given to: _____ Date: _____

Address: _____ Tel: _____

_____ Fax: _____

Deadline: _____ Date received from translator: _____

Date sent: _____ Via: _____

B. INFORMING STAFF AND PUBLIC OF CURRENT PROCEDURES TO ACCESS SERVICES

The following methods are available to inform Judicial Branch Staff of the current procedures for requesting interpreting and translating services, and how to effectively use the services.

1. Intranet Website:

- “Requests for Interpreting and Translating Services” page (contains forms and Instructions for requesting services);
- Form JD-CL-93 (Interpreter Services Request Form) in the “Judicial Branch Forms” page;
- The electronic ITS Unit Brochure (“Interpreter and Translator Services”) in English, Spanish, and Portuguese; and
- “Principles of the Proper Utilization of Interpreters in the Courtroom” (handout prepared by ITS Unit).

2. The hardcopy ITS Unit Brochure (“Interpreter and Translator Services”) in English, Spanish, and Portuguese is available at Clerk’s Offices, Court Service Centers, and Public Information Desks.

3. Education and training for Judicial staff, such as

- Presentation on LEP issues and interpreting at the 2008 “Diversity Day” held by the Judicial Branch.
- A presentation within “Diversity Advantage” training for new Judges and Magistrates on “Effective Communication with Limited-English Speakers.”
- A training program for all Judicial staff, currently being scheduled for 2009, entitled “What You Need to Know about Limited-English Proficiency.”

Currently there are no methods available to inform members of the public of the current procedures to request interpreting and translating services. It is an ITS goal to publicize these procedures.

SECTION IV: CURRENT NUMBER AND LOCATION OF INTERPRETERS

Figure 10 (next page) outlines the current number of Judicial interpreters assigned to the various court locations, based upon automatic standing requests. Figure 10 illustrates the following:

1. Total staffing levels have been reduced in recent years
 - In 2006, a total of 72 permanent and temporary interpreters in all languages were employed;
 - In 2007, a total of 69 permanent and temporary interpreters in all languages were employed;
 - In 2008, a total of 55 permanent and temporary interpreters in all languages are employed.

The reductions are attributable to two major causes:

- Separation of employees unable to pass qualifying exams (without the corresponding employment of qualified interpreters willing to accept our compensation level), and
 - Standard retirements and other forms of attrition.
2. Events in other parts of the world have caused changing demographic trends in Connecticut, resulting in requests for interpreters for languages previously unfamiliar to the courts in Connecticut, such as Cape Verdean, Quiche, and Burmese.

FIGURE 10 (three pages)

CURRENT NUMBER AND LOCATION OF INTERPRETERS

JD	Schedule of basic In-Court Assignments	Additional Assignments/locations by request	Permanent staff available permanently assigned per Districts			Most requested Languages			Special Comments
			2006	2007	2008 as of 11/12/08	2006	2007	2008 as of 11/12/08	
Ansonia/ Miford	GA5 (Mon all day) GA22 (Tues/Thurs all day)	Milford JD Supp (Tues) Housing (Weds AM in Derby) 1 Darina Place Milford (Prob)	0	0	0	Spanish Polish Portuguese Albanian	Spanish Polish Chinese Portuguese	Spanish Polish Chinese Portuguese	Covered by temp Spanish interps
Danbury	GA3/DBJD (Every Day) Housing (Mon) DBJC (Mon) /Supp (Weds)	319 Main St (Prob) Garner C.I.	2 Spanish	2 Spanish	2 Spanish 1 Portuguese	Spanish Portuguese Cambodian Vietnamese	Spanish Portuguese Vietnamese Russian	Spanish Portuguese Cambodian Hindi/Guja/Punjabi	A Portuguese temp interp was assigned to GA3 daily in 2006 and 2007
Fairfield	GA2 (Every Day) Supp (Thurs,Fri) BPJD(Every Day) Housing (Mon,Wed,Fri) BPJC (Every Day) Supp at Lafayette Cir (Mon-Wed)	Juvenile Detention Center Bridgeport C.I. 1 Lafayette Circle (Prob) 299 Washington Ave (Prob) Juvenile Detention Cr	5 Spanish	4 Spanish	3 Spanish	Spanish Portuguese Polish Haitian/French	Spanish Portuguese Polish Haitian/French	Spanish Portuguese Haitian/French Polish	
Hartford	GA12 GA13 GA14/HFJD Family/Supp Community Court(Every Day) Housing(Tues) HFJC	Enfield C.I. Hartford C.I. MacDougal-Walker C.I. Willard-Cybulski C.I. Robinson C.I. 309 Wawarme Ave, Htfd (Prob) Appellate Court (Hartford) Hartford Hospital OVS (Wethersfield)	4 Spanish	5 Spanish 1 Spanish/Portuguese	6 Spanish 1 Spanish/Portuguese	Spanish Polish Vietnamese Russian	Spanish Portuguese Polish Vietnamese	Spanish Polish Vietnamese Portuguese	
Litchfield	GA18 (Mon, Tues & Thurs)	LTJD/Housing/Supp Torrington JC	0	0	0	Spanish Albanian Portuguese Hindi/Guj/Punj	Spanish Albanian Russian Portuguese	Spanish Portuguese/Albanian Chinese Polish	Waterbury permanent Spanish interpreter covers Litchfield
Middlesex	MDJC GA9/Child Protection (Every Day) Housing (Mon)	955 S Main St (Special Serv.) Whiting Forensic Inst Supp CT Valley Hospital	1 Spanish	1 Spanish	1 Spanish	Spanish Polish Portuguese Vietnamese	Spanish Polish Portuguese Vietnamese	Spanish Portuguese Vietnamese Chinese/Polish	
New Britain	GA15/NBJD/NBJC (Every Day) Supp (Tues) Housing (Thurs) GA17 (Weds am, Fri all day)	10 Whiting Street, NB (Mental Services, divers prog) 225 N Main Bristol (Adult Prob)	5 Spanish	3 Spanish	3 Spanish	Spanish Polish Bosnian Russian	Spanish Polish Russian Laotian	Spanish Polish Albanian Arabic	1 Polish-Lang. temp Interpreter is assigned to NB daily

FIGURE 10 (three pages)

CURRENT NUMBER AND LOCATION OF INTERPRETERS

JD	Schedule of basic In-Court Assignments	Additional Assignments/locations by request	Permanent staff available permanently assigned per Districts			Most requested Languages			Special Comments
			2006	2007	2008 as of 11/12/08	2006	2007	2008 as of 11/12/08	
New Haven New Haven	GA7 (Every Day) GA23 (Every Day) Housing (Tues,Thurs) NHJC (Every Day) NHJD/Supp (Every Day) Meriden Supp (Weds) Meriden Housing (Fri)	New Haven Housing (Fri) New Haven Juv. Detention Ctr New Haven C.I. Cheshire C.I. Manson Youth InSt Webster C.I. 867 State St NH (Prob) 165 Miller St Meriden (Juvenile Prob Interviews)	6 Spanish	6 Spanish	5 Spanish 1 for transl only	Spanish Polish Portuguese Korean	Spanish Vietnamese Polish Korean	Spanish Korean Polish Vietnamese	1 Spanish-lang interpreter assigned to translation-only work after not attaining certification
New London	GA10 (Every Day) GA21 (Every Day) WFJC (Mon-Thurs) Norwich Supp (Thurs)	NLJD York C.I. Gates C.I. Corrigan-Radgowski C.I. Norwich Office of Evalls.	1 Spanish	1 Spanish	2 Spanish	Spanish Chinese Haitian/French Turkish	Spanish Chinese Haitian/French Portuguese Cape Verdean (first time requested)	Spanish Chinese Haitian/French Vietnamese Cape Verdean	
Stamford / Norwalk	GA1/ STJC / SNJD (Every Day) GA20 (Every Day) NWJC (Thurs)	717 West Avenue, Norwalk (Prob) NWJC other days per request	2 Spanish	3 Spanish 1 transl only	3 Spanish 1 trans only	Spanish Polish Haitian/French Korean	Spanish Polish Portuguese Haitian/French	Spanish Haitian/French Polish Ukrainian	Interpreter assigned to translation-only work after not attaining certification
Tolland	GA19 (Mon)	Rockville JD Rockville JC Osborne C.I. Northern C.I. Bergin C.I.	0	0	0	Spanish Laotian Hindi/Punj/Guj Polish	Spanish Haitian/French Chinese Lao/Ukrainian	Spanish Laotian Chinese Portuguese	
Waterbury	GA4 / WTJD (Every Day) Housing (Wed) Supp. 300 Grand (Mon,Tues,Thurs,Fri) Comm Court at 400 Grand (Mon&Fri) WTJC (Every Day)		4 Spanish	5 Spanish	4 Spanish	Spanish Portuguese Albanian Korean	Spanish Portuguese Albanian Haitian/French	Spanish Portuguese Albanian Hait/Fm/Burmese (first time requested)	
Windham	GA11/WDJD (Every Day) /Housing WLJC (Mon-Thurs) Windham Supp in Putnam (Thurs)	Brooklyn C.I. 109 Valley St Willimantic & 1320 Main St, Willimantic (Prob) Supp 108 Valley St Willimantic	1 Spanish	2 Spanish	2 Spanish	Spanish Chinese Russ/Portuguese Laotian	Spanish Portuguese Quiche (first time requested) Vietnamese	Spanish Portuguese Quiche Laotian	

FIGURE 10 (three pages)

CURRENT NUMBER AND LOCATION OF INTERPRETERS

JD	Schedule of basic In-Court Assignments	Additional Assignments/locations by request	Permanent staff available permanently assigned per Districts			Most requested Languages			Special Comments
			2006	2007	2008 as of 11/12/08	2006	2007	2008 as of 11/12/08	
			Temp staff available, traveling statewide						
			18 Non-Spanish	15 Non-Spanish	7 Non-Spanish				
			22 Spanish	20 Spanish	13 Spanish				

SECTION V: EVALUATION OF CURRENT POLICIES FOR ASSIGNING INTERPRETERS

ITS attempts to provide interpreting and translation services whenever requested, for cases where life, liberty, children, or housing are involved. ITS must weigh competing demands. ITS recognizes its responsibility to provide services to LEP individuals; however, at times, it must prioritize assignments based upon available resources. There is currently no regular and systematic evaluation within ITS to review the actual allocation of resources.

It is recommended that a more specific and detailed mechanism for prioritizing interpreting requests be developed, and that an analysis of the effectiveness of this mechanism be regularly performed.

SECTION VI: HIRING NEEDS

The following table (Figure 11) lists recommendations for the hiring of additional Branch interpreters to better satisfy current demands for access to the courts by LEP individuals. In making the recommendations, the following elements were considered:

- Current staffing and request levels, and the
- Current procedures for accessing interpreter services.

The recommendations do not reflect any expansion of services (e.g., to additional Civil matters) or changes in current procedures (e.g., the possible restructuring and expansion of TBS). If expansion of services to other areas is desired, or changes to current procedures are instituted, further study will be required to determine hiring needs.

FIGURE 11 (three pages) HIRING NEEDS

DISTRICT	Current Perm. Staff as of 11/12/08	Most Req. Langs. as of 11/12/2008	Comments	Hiring Needs
Ansonia/Milford	0	Spanish Polish Chinese Portuguese	Covered by temp Spanish interps	1 perm Spanish covering AM and GA7 Support on Wed, and GA4 on Fridays
Danbury	2 Spanish 1 Portuguese	Spanish Portuguese Cambodian Hindi/Gujarati/Punjabi	A Portuguese- language temp interp was assigned to GA3 on the daily basis in 2006 and 2007	1 perm Spanish for JC and Support covering NWJC on Thursdays and GA4 Fridays
Fairfield	3 Spanish	Spanish Portuguese Haitian/French Polish		2 permanent Spanish
Hartford	6 Spanish 1 Spanish/Portuguese	Spanish Polish Vietnamese Portuguese		1 perm Spanish covering GA19 on Mondays, GA13 on Tuesdays, MDJC on Wed and Thursdays. Hartford Support on Fridays
Litchfield	0	Spanish Portuguese/Albanian Chinese Polish	Waterbury permanent Spanish- Language interpreter covers LT	1 permanent Spanish also covering GA17 on Wednesdays and Fridays

FIGURE 11 (three pages) HIRING NEEDS

DISTRICT	Current Perm. Staff as of 11/12/08	Most Req. Langs. as of 11/12/2008	Comments	Hiring Needs
Middlesex	1 Spanish	Spanish Portuguese Vietnamese Chinese/Polish		(combined with Hartford position)
New Britain	3 Spanish	Spanish Polish Albanian Arabic	1 Polish-lang temporary interpreter is assigned to NB on the daily basis	1 Polish perm
New Haven	5 Spanish 1 for transl only	Spanish Korean Polish Vietnamese	1 Spanish-lang interpreter assigned to translation work only after not attaining certification	1 perm Spanish
New London	2 Spanish	Spanish Chinese Haitian/French Vietnamese Cape Verdean		
Stamford/Norwalk	3 Spanish 1 trans only	Spanish Haitian/French Polish Ukrainian	1 Spanish-lang interpreter assigned to translation work only after not attaining certification	

FIGURE 11 (three pages) HIRING NEEDS

DISTRICT	Current Perm. Staff as of 11/12/08	Most Req. Langs. as of 11/12/2008	Comments	Hiring Needs
Tolland	0	Spanish Laotian Chinese Portuguese		
Waterbury	4 Spanish	Spanish Portuguese Albanian Haitian- French/Burmese Burmese 1st time		1 permanent to allow Lead to work on translation work
Windham	2 Spanish	Spanish Portuguese Quiche Laotian		
			TOTAL HIRING NEEDS:	8 permanent Spanish 1 permanent Polish + part-time temporary interpreters in lesser most-requested languages

SECTION VII: RECOMMENDATIONS FOR IMPROVEMENT

The following recommendations for improving access to the courts for LEP individuals are presented in two groups, specified by the type of actions required to implement them.

- Operational Actions
- Human Resources Actions

OPERATIONAL ACTIONS

1. Standardize and streamline the processes to request interpreter and translator services by:
 - Enlisting the assistance of first-line Branch staff to consistently record in case-management systems (e.g., CR/MVS, Edison, etc.), at the earliest possible stage in a case involving LEP individuals, the following information:
 - The need for interpreting services in a case,
 - The language needed,
 - The type of proceeding and/or approximate duration of the interview requested.
 - Enlisting the assistance of the Information Technology Division, and the Court Operations Computer Systems Support Unit, to develop computer programs that would
 - Include an “Interpreter” and “Language” indicators in the case-management systems where they currently do not exist (Juvenile systems already possess an “Interpreter” indicator);
 - Automatically generate an interpreter-service request from early detection of the need by first-line staff;
 - Transfer pertinent data into the ITS Scheduler system, for every scheduled court appearance or interview throughout the duration of a case, until final disposition; and

- Print an “Interpreter” and “Language” indicators on all dockets.
- For translation requests, automatically generate a translation request when a requestor fills out a Translation Request Form, and transfer pertinent data from such requests into the Translation Tracking component within the ITS Scheduling system.

Once this system is in place, ITS can better predict and resolve competing scheduling demands for interpreting services, thereby assigning interpreters more effectively.

- It is recommended that a more specific and detailed mechanism for prioritizing interpreting requests be developed, and that an analysis of the effectiveness of this mechanism be regularly performed.
2. Provide improved and more cost-effective access to qualified telephonic and in-person interpreting services outside of the courtroom by expanding the scope and availability of Telephonic Bilingual Services (TBS) to Judicial Staff statewide. This improved access can be accomplished by:
- Considering expanding the scope of Telephonic Bilingual Services, and renaming it, to allow this unit to provide telephonic and in-person interpreting outside of the courtroom (e.g., jail interviews, CSSD studies and interviews, Court Operations interviews, etc.);
 - Re-assigning suitable permanent qualified (but non-certified) Spanish-language interpreters to TBS; and
 - Modifying, acquiring, and activating necessary telephonic infrastructure and equipment.

This recommendation, in part, will allow certified ITS staff to provide more timely interpreting services in the courtroom (“on the record” interpreting), and qualified staff to provide more services for needs outside of the courtroom. It is anticipated that deploying the qualified staff in this way will reduce the current cost of Language Line services for Spanish-language calls.

3. Permit the more effective use of scarce certified Spanish-language interpreters by considering the permissibility of using audio recordings of the advisements of constitutional rights in Spanish. These recordings could eliminate recurring conflicting requests for an interpreter to read the rights in Spanish in multiple courtrooms at the same time.
4. Consider acquisition of appropriate terminology-management translation software (e.g., the Trados program) to ensure consistent state-wide translation of important legal terminology on court forms for LEP individuals.
5. Consider implementing some of the procedural recommendations in Figures 4 and 5 (Quality Considerations for Testing, Certification, and Training). Implementing these recommendations would shorten the process to qualify and certify new interpreter candidates.
6. Strengthen interpreter services by:
 - Establishing Branch policies specifying the role and scope of duties and ethical requirements for interpreters in Connecticut Superior Courts, and
 - Creating a mechanism to allow candidates to pay for some testing and training. Although creating this mechanism may require legislation, it would be more cost-effective, attract more committed interpreter candidates, and allow ITS to focus their testing and training resources on a more promising pool of candidates.

HUMAN RESOURCES ACTIONS

7. Have the Branch consider recommending
 - An increase in the hourly pay rate for qualified temporary court interpreters, currently paid \$15.93/hour. See Appendix C, Survey: Compensation – Contract [Temporary] Interpreters – 2007, Consortium for State Court Interpreter Certification for comparative current market conditions); and
 - Establish higher rates for:
 - a. Services in hard-to-find languages, so that the Judicial Branch can compete with other employers (especially the court systems in adjoining states); and
 - b. Certified temporary interpreters.
8. Consider updating and/or creating job classifications for certified permanent interpreters as follows:
 - Update the “Interpreter II” job description for certified permanent interpreters to emphasize the professional (rather than clerical) services interpreters provide to the courts.
 - Establish a “Master Interpreter” job classification for those staff who pass the state certification with higher scores, or who hold multiple certifications (e.g., federal, ATA, interpreting certification in more than one language).
 - Establish an “Administrative Translator” position for a person responsible for managing translation assignments.

Creating this career path for certified interpreters would allow the Branch to retain and inspire increased contributions from superior-quality interpreters, who currently are paid the same as those who do not possess the same qualifications. It would enable ITS to better satisfy the growing demand for legal translations, and ensure more timely delivery of translations required for court-related proceedings.

9. The Branch should consider hiring more bilingual staff for positions which directly serve LEP individuals.

10. When funds become available, increase interpreter staff as outlined in Figure 11.
Thereafter, periodically, re-assess and review ITS staffing levels so that it can better meet the increasing demands for their services.

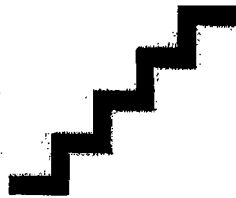
- Appendix A: Model Code of Responsibility for Interpreters in the Judiciary
- Appendix B: Immigration in Connecticut: A Growing Opportunity
- Appendix C: Survey: Compensation – Contract [Temporary] Interpreters – 2007, Consortium for State Court Interpreter Certification
- Appendix D: Survey: Compensation – Salaried Interpreters – 2007, Consortium for State Court Interpreter Certification
- Appendix E: Current Fees for Contract Interpreters, U.S. District Courts
- Appendix F: Interim Forensic Transcription/Translation Protocol

COPIES OF APPENDICES ARE AVAILABLE UPON REQUEST TO JUDGE SUPPORT SERVICES.

ATTACHMENT D

UNIVERSAL SIGNS

Universal Signs – No specific language needed



for Courtroom 2

ATTACHMENT E

PUBLICATIONS & FORMS TRANSLATED INTO OTHER LANGUAGES

**JUDICIAL PUBLICATIONS & FORMS TRANSLATED
INTO OTHER LANGUAGES**

Title	Form Number	Language
A Child Needs Emotional and Financial Support of Both Parents	JDP-ES-211	Spanish
Adult Probation Handbook, Key to Your Success	JD-AP-1365	Spanish
Compensation for Crime Victims	JDP-VS-10	Spanish
Eligibility Requirements for Victim Compensation	JD-VS-60815S	Spanish
Instructions to Complete Dissolution Agreement Form	JD-JM-106A	Spanish
Interpreter and Translator Services	JDP-ES-212	Spanish
Kid's Coloring Book`	JDP-ES-189	Spanish
Landlord's Guide to Summary Process (Eviction)	JDP-HM-14	Spanish
Middletown Court Guide	JDP-ES-210 JDP-ES-21051 JDP-ES-21052	Spanish
Notice for Restitution	JD-AP-62	Spanish
Notification Programs to the Victim	JDP-VS-11	Spanish
Parenting Education Programs	JDP-FM-151	Spanish
Rights and Responsibilities of Landlords and Tenants in Connecticut	JDP-HM-31	Spanish
Rights of Crime Victims in Connecticut	JDP-VS-15	Spanish
Services For Families of Homicide Victims	JDP-VS-0075	Spanish
Tenant's Guide to Summary Process (Eviction)	JDP-HM-15	Spanish
Travel Permit	JD-AP-18	Spanish
Victim Advocate's Brochure - Victim Services	JDP-VS-14	Spanish
Victim Rights / Crisis Services Hotline	JD-VS-0025	Spanish
Basic Immigration Questionnaire		Portuguese
Conditions of Probation	JD-AP-110	Portuguese
Electronic Monitoring Agreement Form		Portuguese

Title	Form Number	Language
Electronic Monitoring Agreement Form (CSSD)		Portuguese
Form for Placement and Conditions		Portuguese
Interpreter and Translators Services Brochure	JDP-ES-212-PE	Portuguese
MADD Leaflet		Portuguese
Notice of Application for AR	JD-CR-10	Portuguese
Notice of Obligation to Submit to the Taking of a Biological Sample (Form Letter)		Portuguese
Notice of Placement in the Pretrial AEP	JD-CR-79	Portuguese
Office of Victim Services Brochure		Portuguese
Placement Form (Form Letter)		Portuguese
Protective Order	JD-CR-58	Portuguese
Specific Steps	JD-JM-106	Portuguese
Waiver of Extradition Form	JD-CR-108	Portuguese
Adult Substance Abuse Survey ASUS R Revised		Polish
Basic Immigration Questionnaire		Polish
Customized Wallet Cards (Support Enforcement)		Polish
Do It Yourself Divorce Guide	JDP-FM-180	Polish
How to Get Your License Reinstated (Form Letter)		Polish
Interpreter and Translators Services Brochure (in process)		Polish
Jury Administration Brochure		Polish
Jury Administration Pamphlet		Polish
Jury Duty in Connecticut/What Every Juror Should Know		Polish
Office of Adult Probation Notice to Victim (Form Letter)		Polish
Interpreter and Translators Services Brochure (in process)	JDP-ES-212	German
Bail Commissioner's Letter to Defendant (Form Letter)		Russian

Title	Form Number	Language
Basic Immigration Questionnaire		Russian
Interpreter and Translators Services Brochure	JDP-ES-212	Russian
Connecticut Courts	JDP-ES-201	Chinese (Simplified)
Specific Steps		Albanian
Basic Immigration Questionnaire		Albanian
Failure to Appear Form Letter		Vietnamese

ATTACHMENT F

OTHER STATES & FEDERAL GOVERNMENT SURVEY

WHAT PROCESS IS USED TO SELECT FORMS/LANGUAGES?

- Federal: Look at volume and those forms being accessed by the general public.
- California: No formal process. Anecdotal evidence and forms with the greatest volume were selected. There are plans to start a work group to assess various forms for translation.
- Colorado: I work with the forms specialist within the Judicial Department to prioritize the forms that we need to have translated. I also work with the Managing Interpreters to prioritize the forms that they are sight translating most often.
- Iowa: We have no formal process at this time. Each judicial district has been allowed to determine: which forms are to be translated, the language which they are translated, and who does the translation. This process resulted in some poorly translated documents. We are in the process of developing guidelines on this issue. We will/would like to require that the State Court Administrator approve any court form that is to be translated and that the translator must be certified by the ATA and/or some other nationally recognized institution that certifies or credentials translators.
- Kentucky: We are at the beginning of the process. Here is what we have so far: Our Legal Department researched the relevant Federal laws and issued a memo addressing the need to translate certain documents into a target language. This requires a four step analysis.
- Maine: A committee was created to look at prioritizing and selecting forms. It was determined that Protection from Abuse forms were the priority. A total of about 12 forms were translated.
- Missouri: Missouri has translated new forms - only forms that are standardized for use in all Missouri state courts and only in the top couple of languages.
- New Jersey: Ad hoc basis - any operating unit within the Branch could make a request for a form to be translated.
- New York:
(southern district) The most utilized forms as determined internal printing statistics as well as feedback from staff/judges. Spanish was the primary focus.
- N. Carolina: In December 2003, full-time coordinator for interpreting services was hired. A team of court managers and judges determined which forms. Focus was on Spanish.
- Ohio: An informal survey was done. Domestic violence forms, protection orders, child support, some small claims forms. Approximately 26 different forms have been interpreted.
- Oregon: No formal process. Looked at volume of forms used in criminal matters.
- Washington: This state is mandated by statute as to the specific forms that are to be translated into other languages. Approximately 100 different forms have been translated.

WHAT FORMS/LANGUAGES ARE SELECTED?

- Federal: Could not identify specific number of forms. However, the primary languages being translated are Spanish, Chinese, Vietnamese, Korean. Their primary brochure on civil rights has been translated into 17 different languages.
- California: Approximately 50-70 forms in Spanish, Vietnamese, Korean, Chinese, Tagalog.
- Colorado: We have selected many domestic forms, our guilty pleas, requests for public defender, FED forms, many instructions to fill out forms.
- Iowa: See above.
- Kentucky: "Vital" documents. Languages are selected based on the finding after applying the legal analysis.
- Maine: Protection from Abuse forms into Spanish, Arabic, French, Vietnamese, Somali, Khmer.
- Missouri: Petitions and Judgments for: Adult Abuse, Child Protection, Family Access and small claims; Waiver of Counsel and Waiver of Preliminary Hearing. Forms include both English and Spanish or English and Bosnian. Must be completed in English.
- New Jersey: Over 200 forms in all areas of the court have been translated - criminal, civil, family, etc. ONLY one language translated - Spanish.
- New York: Approximately 50 forms. Spanish was primary language. Some additional languages as the need arises - no set criteria.
(southern district)
- N. Carolina: Spanish. Other languages as need arises - difficult to get interpreters. Over 50 court forms for criminal, civil and domestic violence have been created.
- Ohio: 26 forms in Spanish, Somali, Russian, Arabic, Mandarin. These languages were selected based upon an informal survey.
- Oregon: 6-8 forms in criminal matters. Only translated in Spanish.
- Washington: Forms are determined by statute and includes all areas of the court: criminal, civil, family. Through demographic survey, Spanish, Russian, Vietnamese, Korean.

WHAT RESOURCES/STAFF ARE USED IN THE PROCESS?

- Federal: Two contractors. One vendor serves as verification of the initial translation. Important to know the name of the specific individual translating the form. At times, some in-house employees are used.
- California: All form interpretation is contracted out to vendors.
- Colorado: We have a group of certified translators who are also federally certified interpreters, who work on our forms. We pay them standard translation and editing rates.
- Iowa: See above.
- Kentucky: Legal Department; Court Services Department; Interpreting Department. We are planning to get the Public Information Department also involved.
- Maine: Existing staff. Also, Arrest grant paid for contractual interpreters through Catholic Charities.
- Missouri: Use ATA accredited translator for Spanish and an agency on the State of Missouri contract for Bosnian.
- New Jersey: Two translators are contracted with to provide all forms translation.
- New York: Internal staff of interpreters. No attorney used in the process. For languages other than Spanish, contractors were hired. Printing completed internally.
(southern district)
- N. Carolina: The interpreter staff are used for translating forms. No attorney involvement. Printing was completed internally.
- Ohio: Ohio has one coordinator and no interpreters on staff. They use contractual interpreters. There is no certification standards in place in Ohio.
- Oregon: Used existing interpreters as well as contractors through a vendor called Northwest Justice Project.
- Washington: Contract out to small agencies. Nothing done internally.

OBSTACLES?

- Federal: Accuracy is the primary obstacle.
- California: Making sure the form was translated properly and accurately.
- Colorado: Time. The project is overwhelming in scope, and we are also standardizing our glossary for forms so that there is consistency. The best thing is to have one final editor to do the job of standardization.
- Iowa: Budget - no funds specifically set aside for translating court forms, though we have proposed such a line item in recent budget requests to the legislature.
- Kentucky: Will report later.
- Maine: Biggest problem was working with the software in which the contractual interpreters used to communicate to the Branch. Also, lack of dedicated staff to this project.
- Missouri: Forms change, so they have to be redone.
- New Jersey: Finding competent translators is a problem.
A standard operating procedure/policy needs to be in place to guide the rules for translation.
Always use two people to translate forms.
- New York: Major obstacle are languages other than Spanish.
(southern district)
- N. Carolina: Languages other than Spanish.
- Oregon: Major problems are when forms are changed or modified. Interpreters office not always informed. It requires a new interpretation of the entire form.
- Ohio: Since only one staff person, coordination is much too time-consuming. Finding competent, trustworthy interpreters has been difficult.
- Washington: The biggest issue is that as forms change in English, it requires revision to the translated form. Constantly updating.

COSTS?

- Federal: Not familiar with costs involved.
- California: Not sure - there is a formula used to pay the vendor.
- Colorado: We have spent about \$20,000 over two years, and still have LOTS to go!
- Iowa: Not sure. It would depend on how many forms/documents need to be translated.
- Kentucky: We are planning to use our website primarily and offer the translated forms in PDF format. We hope that using an interactive website will ensure not only more efficient outreach, but also will enable us to better manage the information and ensure prompt response to a new need.
- Maine: Minimal since existing staff was used. The Arrest grant paid for contractual interpreters through Catholic Charities.
- Missouri: It varies. Spanish is by 25¢/word (in 2005) and Bosnian is by the hour (see below):
Price per hour for translating services - \$62.50
Price per hour for copy editing/proofreading services - \$65.00
Price per hour for document formatting services - \$65.00
Price per CD-R - \$2.00
Price per 3" double sided, double density diskette - no charge
Price per 3" double sided, high density diskette - no charge
Maximum emergency fee for rush job - \$100.00
- New Jersey: Translators are paid approximately \$45.00 per hour.
- New York: Minimal.
(southern district)
- N. Carolina: Minimal.
- Oregon: Average cost is about \$75 per page.
- Ohio: One staff person and all contractual for interpreting services. The Ohio State Bar Association financially contributed to the project.
- Washington: Independent contractors average approximately \$500 per form.

In 2007, the Washington Judiciary asked the legislature for \$7.791 million for state fiscal years 2008 and 2009 to provide partial reimbursement for the cost of certified and registered spoken language court interpreters and qualified interpreters in visual languages, and to assist courts in developing and implementing Language Assistance Plans (LAP's). It was estimated that this funding would be sufficient to pay 50% of the cost of certified, registered and qualified interpreters in the state, as well as enable trial courts to comply with federal mandates to create LAP's.

The 2007 legislature appropriated \$2,000,000 for fiscal years 2008 and 2009 to assist trial courts in paying for interpreter services and in creating and implementing LAP's. \$1.56 million was provided to pay for trial court interpreter services, \$340,000 to create and implement LAP's, and \$100,000 for administration.

Language Translation from Other State Court Websites

State	Translation <u>Links to state court websites</u>
Alabama	No
Alaska	No
Arizona	No
Arkansas	No
California	Legal Help, Small Claims, Seniors, Family, Protection from Abuse, Traffic, Landlord/Tenant, Victim Assistance, Forms. Additional languages have info available in PDF.
Delaware	Family Court FAQs, Arraignments
Florida	No
Georgia	Spanish video for Divorcing Parents
Hawaii	Video for Jurors
Idaho	No
<u>Illinois</u>	Link at bottom of page to translate to Dutch, French, German, Greek, Italian, Portuguese, Russian, Spanish
Indiana	Video "The Initial Hearing", Indiana Criminal Code Excerpts, Glossary of Legal Terms, Self-Service Legal Center, Forms
Iowa	No
Kansas	Forms, Publications, Domestic Violence Protection, Interactive video "Parent Ally Program"
<u>Kentucky</u>	Google Translation of site (with disclaimer)
Louisiana	No
Maine	Google Translation of site (with disclaimer). Dropdown menu at top of subpages, translate to....
Maryland	Publications, Community Posters, Family Law section, Forms
Massachusetts	Mediation info, Forms, Publications
Michigan	Publications
Minnesota	Forms, Publications, Videos- Defendant's Rights, Conciliation Court Hearing
Mississippi	No
Missouri	Forms
Montana	No
Nebraska	Forms, Publications, Glossary of Legal Terms and Courthouse Signs
Nevada	No
NH	No
NJ	Forms, Publications (Español link on home pg goes to Spanish Forms)
NM	No
NY	Language links on bottom of page go to a page that explains what is available in that language. (Russian, Chinese, Spanish, French, Korean)
NC	Forms, Welcome from Chief Justice
ND	No
Ohio	Language Identification Guide
OK	No
Oregon	Español link from home page goes to pg w/links to items in Spanish, Forms, Foreign Language Legal Assistance, Publications
Pennsylvania	No
Rhode Island	Translation link to Babel Fish, Forms, Publications
SC	No
SD	No
Tennessee	Forms, Publications

Texas	No
Utah	Forms, Publications, Legal Term Glossary, Divorce section
Vermont	Link to Babel Fish Translation
Virginia	I-CAN Interactive Forms in Spanish
Washington	Forms, Publications
West Virginia	No
Wisconsin	Forms, I-Speak Card (for language ID)
Wyoming	No

Summary

1. **The majority of states have *some* translation which mainly includes forms and publications.** Other areas translated are Self-Help sections (How do I...?) and Frequently Asked Questions.
 - a. 20 states – could not find any translation
 - b. 5 states – offer links to free on-the-fly translation sites: [Google Translation](#) and [Yahoo Babel Fish](#). Each of these states includes a disclaimer that they have no control over the content and do not guarantee the accuracy of translated text. It is provided simply to facilitate access to information. (Maine, Kentucky, Illinois, Rhode Island, Vermont)
2. **Indiana – Workplace Spanish Training for Judicial System**
 - a. Partnered with community college to develop a Spanish curriculum for court employees – 24 hours of classroom instruction
 - b. Textbook has *basic* information needed by court employees to effectively communicate information to Spanish-speaking individuals.
 - c. CD-rom included to assist in maintaining skills learned in class
 - d. Topics: greetings, introductions, dates and times, numbers, phone reception phrases, eliciting personal info, providing directions, explaining courtroom procedures, referencing court documents
 - e. Free for court personnel who deal with public. For others (attorneys, community organizations, etc.) there is a fee.
3. **Maryland – Posters**
 - a. English and Spanish – online order form so schools, government agencies, community organizations, etc. can order specific posters and choose from 3 sizes
4. **Ohio, Wisconsin – “I Speak” card (language ID card)**
 - a. Tool to identify the language of individuals who do not speak English
5. **Minnesota**
 - a. Courthouse sign translated into most frequently used languages that states: *“You may have the right to a court-appointed interpreter in a court case. Please ask someone at the court information desk.”*
 - b. Translated directional signs in courthouses
 - c. Spanish hotline
 - d. Bilingual staff roster
 - e. Class given by Dept. of Human Services – “Dispelling the Myths: Deaf and Hard of Hearing Trends” – for staff that deals with public
6. **Nebraska, Indiana, Utah, New Jersey – Online Spanish Glossary of Legal Terms & Courthouse Signs**

Connecticut Judicial Branch Website Translation

Already translated and posted online:

1. Page that lists *all* Spanish pages
2. Publications
3. Forms
4. Landlord/Tenant FAQs
5. Traffic Violation FAQs
6. Jury Duty FAQs
7. Support Enforcement FAQs – waiting for final corrections
8. Jury Duty – Answer Summons

Scheduled to be translated and posted online:

1. Directions to Courts
2. Court Service Centers
3. Public Information Desks
4. Victim Services FAQs
5. Small Claims FAQs

ATTACHMENT G

LANGUAGE STATISTICS

INTERPRETER AND TRANSLATOR SERVICES
CONNECTICUT JUDICIAL BRANCH

YEARLY STATISTICAL REPORT, 2008
BASED ON TOTAL OF FILES FOR ALL LANGUAGES

LANGUAGE	TOTAL OF FILES
Spanish	38275
Portuguese	1521
Polish	982
Chinese Mandarin/Chinese Cantonese	484
French/Haitian Creole	460
Vietnamese	274
Albanian	246
Korean	237
Russian	201
Laotian	138
Ukrainian	129
Arabic	120
Italian	113
Lang. of India (Bengali/Hindi/Gujatari/Punjabi/Telugu/Urdu)	106
Bosnian	85
Turkish	73
Hungarian	38
Cambodian	36
Greek	29
Japanese	27
Romanian	26
Hebrew	17
Thai	11
Quiche	10
Farsi	9
Burmese	8
Cape Verdean	6
Somali	6

ATTACHMENT H

PUBLICATIONS TRANSLATED INTO LANGUAGES OTHER THAN SPANISH

**FORMS AND OTHER JUDICIAL PUBLICATIONS TRANSLATED
INTO LANGUAGES OTHER THAN SPANISH**

Title	Form Number	Language
NOTICE OF PLACEMENT IN THE PRETRIAL AEP	JD-CR-79 Rev. 1-05	PORTUGUESE
NOTICE OF APPLICATION FOR AR	JD-CR-10 Rev. 10-01	PORTUGUESE
CONDITIONS OF PROBATION	JD-AP-110 Rev. 5/2000	PORTUGUESE
SPECIFIC STEPS	JD-JM-106 New 9-98	PORTUGUESE
ELECTRONIC MONITORING AGREEMENT FORM (CSSD)		PORTUGUESE
PROTECTIVE ORDER	JD-CR-58 Rev. 10-07	PORTUGUESE
FORM FOR PLACEMENT AND CONDITIONS		PORTUGUESE
CONDITIONS OF PROBATION	JD-AP-110 Rev. 7/05	PORTUGUESE
INTERPRETER AND TRANSLATORS SERVICES BROCHURE	JDP-ES-212-PE New 4/06	PORTUGUESE
ELECTRONIC MONITORING AGREEMENT FORM	N/A	PORTUGUESE
MADD LEAFLET		PORTUGUESE
WAIVER OF EXTRADITION FORM	JD-CR-108 Rev. 10/06	PORTUGUESE
BASIC IMMIGRATION QUESTIONNAIRE		PORTUGUESE
OFFICE OF VICTIM SERVICES BROCHURE		PORTUGUESE
DO IT YOURSELF DIVORCE GUIDE	JDP-FM-180	POLISH
JURY ADMINISTRATION BROCHURE		POLISH
ADULT SUBSTANCE ABUSE SURVEY ASUS R REVISED		POLISH
JURY ADMINISTRATION PAMPHLET	JDP-ES-212	POLISH
INTERPRETER AND TRANSLATORS SERVICES BROCHURE (IN PROCESS)		POLISH
BASIC IMMIGRATION QUESTIONNAIRE		POLISH
CUSTOMIZED WALLET CARDS (SUPPORT ENFORCEMENT)		POLISH
JURY DUTY IN CONNECTICUT/WHAT EVERY JUROR SHOULD KNOW	JDP-JA-25P	POLISH
INTERPRETER AND TRANSLATORS SERVICES BROCHURE (IN PROCESS)	JDP-ES-212	GERMAN
INTERPRETER AND TRANSLATORS SERVICES BROCHURE BASIC IMMIGRATION QUESTIONNAIRE	JDP-ES-212	RUSSIAN RUSSIAN
CONNECTICUT COURTS	JDP-ES-201	CHINESE (Simplified)

SPECIFIC STEPS BASIC IMMIGRATION QUESTIONNAIRE	N/A	ALBANIAN ALBANIAN
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FORM LETTERS

NOTICE OF OBLIGATION TO SUBMIT TO THE TAKING OF A BIOLOGICAL SAMPLE	N/A	PORTUGUESE
PLACEMENT FORM	N/A	PORTUGUESE
HOW TO GET YOUR LICENSE REINSTATED OFFICE OF ADULT PROBATION NOTICE TO VICTIM		POLISH POLISH
BAIL COMMISSIONER'S LETTER TO DEFENDANT		RUSSIAN
FAILURE TO APPEAR FORM LETTER		VIETNAMESE

ATTACHMENT I

COURT SERVICE CENTER PHONE SURVEY RESULTS

Court Service Center - Information Desk Location:

Most-requested Forms/Publications in English (Top 20 in order of most-requested)	Most-requested Forms/Publications in Spanish (Judicial or otherwise) (in order of most requested, up to 20)	Forms/Pubs that are frequently requested by limited english proficient people and should be translated to other languages (up to 20) please indicate language. SPANISH, POLISH & PORTUGUESE FOR ALL
Motion for Modification JD-FM-174	Do It Yourself Divorce Guide	Motion for Modification JD-FM-174
Application for waiver of fees JD-FM-75	Parenting Ed Brochure	Application for waiver of fees JD-FM-75
Appearance JD-CL-12	Landlord's Guide to Summary Process	Appearance JD-CL-12 PORTUGUESE
Accelerated Rehabilitation JD-CR-9	Tenant's Guide to Summary Process	Accelerated Rehabilitation JD-CR-9
Notice of Accelerated Rehab JD-CR-10	Rights/Responsibilities of Landlords/Tenants	Notice of Accelerated Rehab JD-CR-10
Divorce Forms (supplement) JDP-FM-180	El Divorcio en Connecticut (cuelf publication)	Divorce Forms (supplement) JDP-FM-180
Pre-trial Alcohol Education JD-CR-44	Guia Para Llevar a Cabo su prop. JDFM179ps	Pre-trial Alcohol Education JD-CR-44
Financial Affidavit JD-FM-6	Pas. A Seg. En una Dem. De Des. Jdphm-15s	Financial Affidavit JD-FM-6
Motion for Contempt JD-FM-173	Der. Y Resp. de los Arren. Inq JDP-HM-31s	Motion for Contempt JD-FM-173
Custody Application JD-FM-161	CT Jud Branch Coloring Book JDP-ES-189	Custody Application JD-FM-161
Do it yourself Divorce Guide JDP-FM-179	Derechos de Inquilino(housing code)(legal aid)	Do it yourself Divorce Guide JDP-FM-179
Affidavit of Indigency JD-AP-48	Derechos de inquilino(security deposit)(leg aid)	Affidavit of Indigency JD-AP-48
Small Claims Writ JD-CV-40	Acosto Sexual en el Trabajo (cuelf publication)	Small Claims Writ JD-CV-40
Relief from Abuse JD-FM-137	Guia de Arrendadores. . (landlords) jdphm14s	Relief from Abuse JD-FM-137
Aff. Relief from Abuse JD-FM-138	211 infoline (spanish) (united way)	Aff. Relief from Abuse JD-FM-138
Pre-trial Drug Education JD-CR-118	Servicios de interpreter services jdp-es-212s	Pre-trial Drug Education JD-CR-118
Affidavit Concerning Children JD-FM-164	Proylecto de leyes para los ancianos-legal aid	Affidavit Concerning Children JD-FM-164
Order to Attend Hearing JD-FM-162	estas desesperada (safe haven pamphlet)	Order to Attend Hearing JD-FM-162
Case Management Agreement JD-FM-	El embarazo . . (family med leave)- cuelf pub.	Case Management Agreement JD-FM-
Foreclosure Mediation Request JD-CV-93	Le corte reclamaciones . .-small claims-leg aid	Foreclosure Mediation Request JD-CV-93