

# Language Access in the Trial Court

June 26, 2015

# Overview

1. Language Access Plan
2. Court Service Centers
3. Translation and language access online
4. Opportunities to work together

# LANGUAGE ACCESS PLAN

# Highlights in Language Access

## Projects

## Partners

Language Access Plan



Language Access Advisory  
Committee + OCIS

Telephone interpreting



LanguageLine Solutions

Translated forms and  
information



Translation Specialist

Language access  
website



Web & Communications

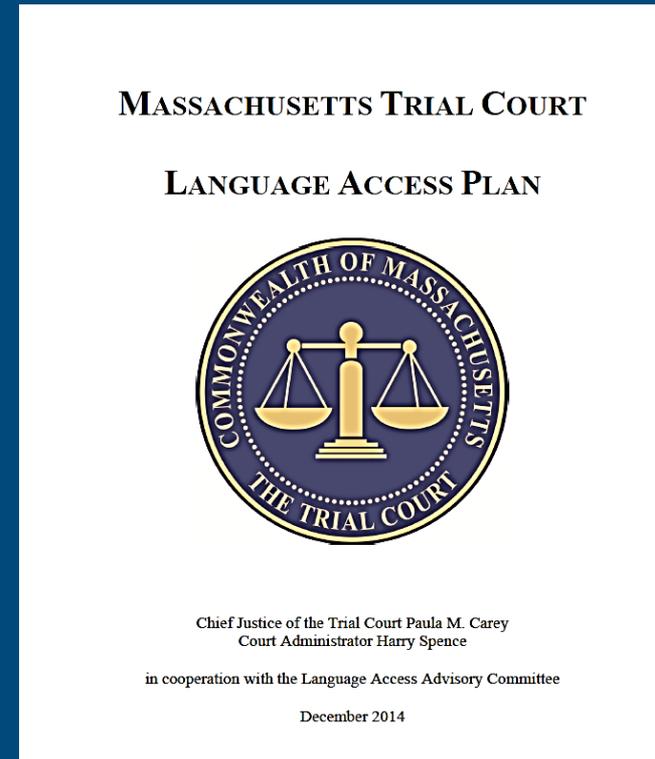
Courthouse signage



Facilities

# Language Access Plan

- Language Access Advisory Committee includes Trial Court + external partners
- Language Access Plan approved December 2014
- 75 action items
- Implementation in progress



# LAAC Membership

## Chair: Chief Justice Ronquillo

### Trial Court Representatives

- Trial Court leadership
- District Court
- Juvenile Court
- Land Court
- Probate & Family Court
- Superior Court
- Office of the Commissioner of Probation
- Support Services
- Human Resources
- Court Capital Projects
- Security Department
- OCIS staff
- Access to Justice Coordinator & Special Advisor

### External Stakeholders

- Language Access Coalition
- Mass Immigration & Refugees Advocacy Coalition
- Boston Bar Association
- Mass Association of Hispanic Attorneys
- Mass Bar Association
- Volunteer Lawyers Project, BBA
- Committee for Public Counsel Services
- Mass Office for Victim Assistance
- Mass Office for Refugees and Immigrants
- Massachusetts DAs' Association
- Massachusetts Sheriffs' Association

# LAP Implementation

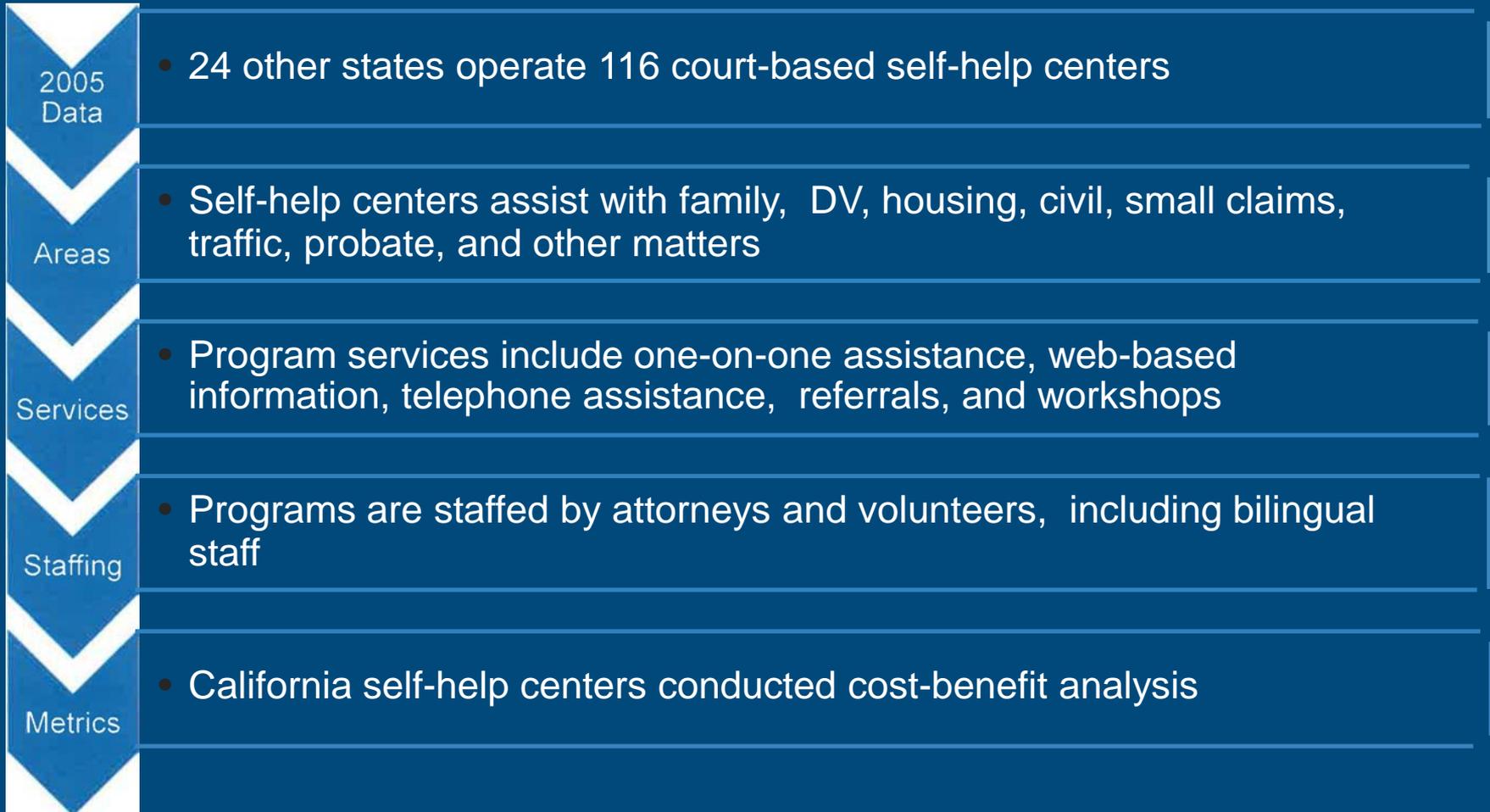
- Interim Language Access Coordinator
  - Erika Rickard, Esq.
- Categories of action items
  - e.g., interpreters, translation, staffing, signage, technology, communication, training
- Subcommittees
  - Meet with Office of Court Management leaders
  - Develop milestones and timetables
  - Report back to LAAC on implementation

# LAP Action Items: *In Progress*

#5	Language Access Hub on <a href="http://mass.gov/courts">mass.gov/courts</a>
#3	Modify Babel Notice to post in courthouses
#29	Train staff and expand use of (Language Line) telephone interpreting
# 23, 30	Expand interpreter availability to include counters, Probation desk, CSC, etc.
# 36, 37, 62	Include multilingual information in static and electronic signage
# 41	Recruit more per diem interpreters
#7-8	Hire more staff interpreters
# 44	Translation protocols and translation request form

# COURT SERVICE CENTERS

# National Context



# Court Service Center Committee

## Court

- Chief Justice Carey
- Harry Spence
- Chief Justice Ordonez
- Judge Fein, co-chair
- Judge Connors
- Kevin Buckley
- Vanessa Dillen
- Maria Fournier
- Meg Hayden
- Richard L'Heureux
- Jolene Malagieri
- Joanne Mclaughlin
- Ilene Mitchell
- Mary Rafferty
- Kim Wright

## External Partners

- Tony Doniger, co-chair
- Jerry Cohen
- Sue Marsh

# Court Service Centers: Overview

## SERVICES

- One-on one assistance
  - Filling out forms
  - Court procedures
- Self help materials
  - Written
  - Web
  - Video
  - Multilingual
- Computers + workspace
- Info on Legal assistance & community resources

## FUTURE SERVICE

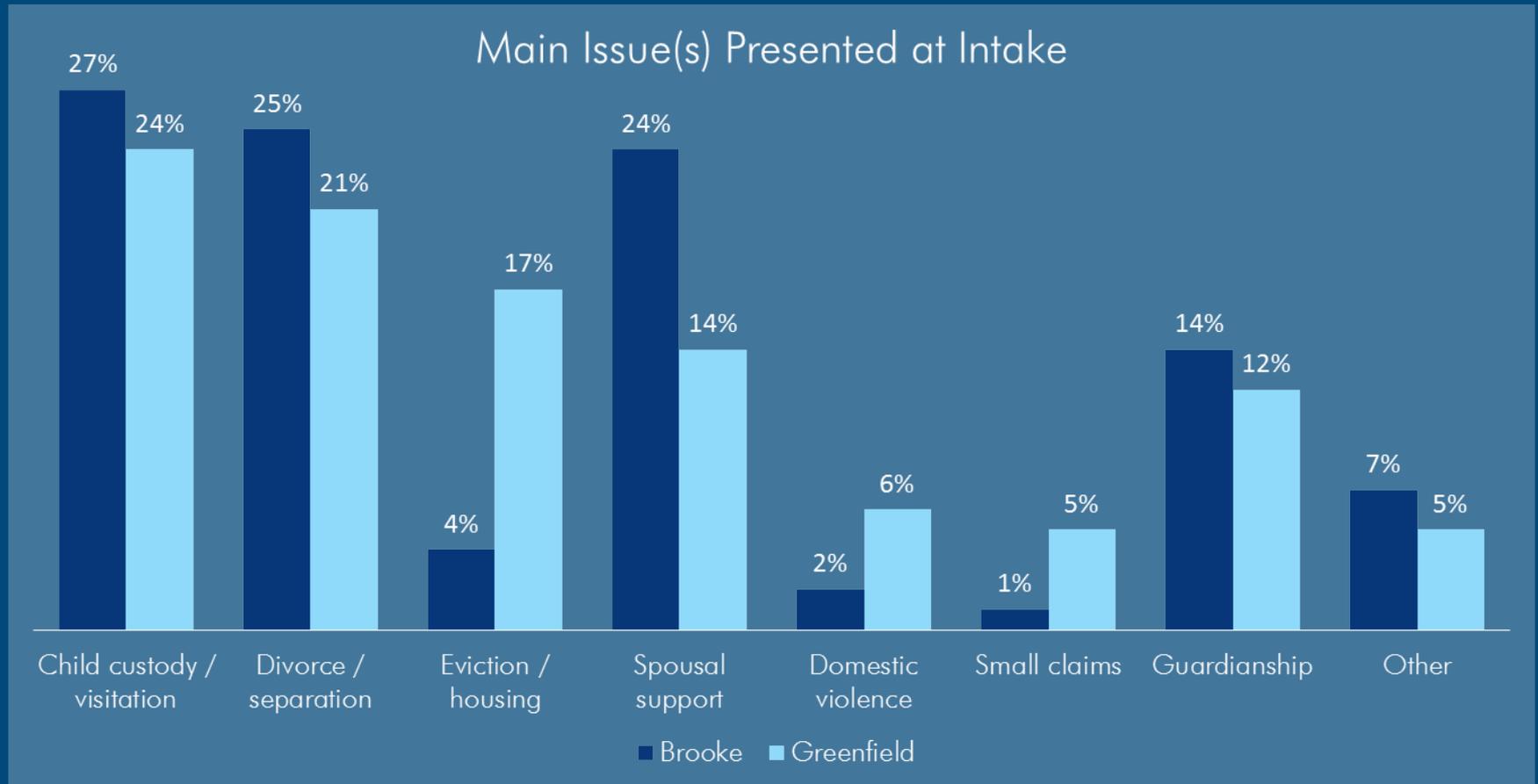
- Workshops
- Consider authorizing outside users in the space
- Expand volunteer capacity

# Court Service Centers: Overview

- Started in Boston & Greenfield 1 year ago
- Opening in Brockton, Worcester, Lawrence, and Springfield summer 2015
- Total intakes: 6,300 projected as of April 2015



# Court Service Centers: Overview



# Court Service Centers & Language Access

- Approximately 14% of litigants in the Brooke Court Service Center speak primarily a language other than English
- Services available:
  - Connection to in-person interpreters in the building
  - LanguageLine telephone interpreting

# Intake

## How People Find the Centers

Clerk/Register Security  
Staff

Greenfield  
Info Desk

Walk-ins



## Once in the Centers

Intake Sheet  
Disclosure/  
acknowledgement

Language Assistance

In-person: staff/per diem

Language Line

American Sign Language

# Electronic Resource Libraries

## New Electronic Resource Library at the Brooke

- Online law library services
- Assist users with more complex legal issues
- Resource for attorneys

# **TRANSLATION & LANGUAGE ACCESS ONLINE**

# Services Provided by OCIS

- ❑ Court Interpreters for criminal and civil matters
- ❑ Phone Interpretation Services
- ❑ Sign language interpreter services, through the Massachusetts Commission of the Deaf and Hard of Hearing
- ❑ Training/Support in using interpreter services
- ❑ Translation of official court documents (Court Translation Specialist)

## Future Services:

- ❑ Video Remote Interpretation (VRI) services to be implemented widely
- ❑ Services expanded outside of the courtroom to clerks, probation, law libraries and court service centers

# OCIS Interpreter Resources

- 24 Staff Interpreters
  - 5 Portuguese
  - 1 Cambodian (Khmer)
  - 16 Spanish
  - 1 Vietnamese
  - 1 Haitian Creole
- 180+ Per Diem Interpreters  
Certified/Qualified; Screened
- 60+ languages
- Interpreter agencies for in-person and telephonic interpretation



# On-Line List of OCIS Interpreters



OCIS maintains and posts a list of its staff and per diem interpreters.

[http://www.mass.gov/courts/docs/admin/interpreters/list-of-  
interpreters.pdf](http://www.mass.gov/courts/docs/admin/interpreters/list-of-<u>interpreters.pdf</u>)

# Language Access Online:

[www.mass.gov/courts/selfhelp](http://www.mass.gov/courts/selfhelp)



The Official Website of the Massachusetts Judicial Branch

## Massachusetts Court System

Massachusetts Court System > Self-Help Center

### Self-Help Center

Abuse & Harassment

Civil Appeals

Consumer Protection

Court Basics

Criminal Law

Families, Children & Divorce

Guardianship

Housing

Name Changes

Small Claims

Tickets & Traffic Offenses

Wills & Estates

The content presented here is to help you find information on how the Massachusetts Court System operates and how to find a lawyer and locate other services that might be available to you.

Please be aware that this information is provided as a service to the general public and does not constitute legal advice. If you are in need of legal advice or assistance, you may wish to consult an attorney or contact a legal aid organization.



#### Court Basics

Representing yourself, finding a lawyer and more



#### Civil Appeals

Information on appeals in all court departments



#### Consumer Protection

Mass. law gives buyers the right to sue in court and get back money they lost



#### Abuse & Harassment

Getting or responding to abuse prevention orders and harassment prevention orders



#### Criminal Law

Criminal Procedure and Criminal Records (CORI)



#### Family, Children, and Divorce

Adoption, Divorce, CRA and more



#### Guardianship

Guardianship of children and incapacitated persons



#### Housing

Information on eviction, security deposits, and foreclosure.



#### Name Changes

Changing your name or your child's name



#### Small Claims

Information and links to forms



#### Traffic Tickets and Other Offenses

Traffic, jaywalking, littering and more



#### Wills and Estates

Probate options when a loved one dies.

### Questions?

#### Get help with court forms

Court Service Centers are now open in some courts. Court Service Center staff give one-on-one help with filling out court forms and answer questions about court procedures.

Learn more about Court Service Centers

#### Get help finding legal resources

Text and online chat  
Available Monday-Friday  
9:00 a.m. - 4:00 p.m.

Text questions to 617-674-1455

Chat with a law librarian

Email a law librarian

Visit a law library



# Language Access Online:

<http://www.mass.gov/courts/language-access>



# Language Access Online:

[www.mass.gov/courts/language-access](http://www.mass.gov/courts/language-access)

## Language Access

### Right to an Interpreter

You have a right to an interpreter, free of charge, for all court events. If you require an interpreter, please let the court staff know.

Usted tiene derecho a un intérprete gratis en todos los procedimientos judiciales. Si necesita un intérprete, favor de avisar al personal del tribunal.

É direito de qualquer participante de processo jurídico ter a assistência gratuita de um intérprete jurídico. Peça ao funcionário que lhe atender que agende um intérprete para sua audiência.

Quý vị có quyền được một thông dịch viên miễn phí khi ra tòa. Nếu quý vị cần thông dịch viên, xin báo cho nhân viên tòa án biết.

Ou gen dwa pou'w gen yon entèprèt gratis pou tout sa w'ap regle nan tribinal la, si'w bezwen yon entèprèt, tanpri fè yon moun kap travay nan tribinal la konnen.

У Вас есть право на бесплатные услуги переводчика во время всех судебных процедур. Если Вам требуется переводчик, сообщите об этом сотрудникам суда.

[Poster for the Right to an Interpreter](#) 

### Forms and Information in Multiple Languages

- Formularios e información en español / Forms and Information in Spanish
- Forms and Information in Arabic / النماذج والمعلومات باللغة العربية
- 在中文形式和信息 / Forms and Information in Chinese
- Fòm ak enfòmasyon an Kreyòl Ayisyen / Forms and Information in Haitian Creole
- សម្បត្តិសន្លឹកស្នាដៃព័ត៌មានជាភាសាខ្មែរ / Forms and Information in Khmer
- Formulários e informações em Português / Forms and Information in Portuguese
- Бланки и данные на русском языке / Forms and Information in Russian
- Các mẫu đơn của tòa án và thông tin bằng tiếng Việt / Forms and Information in Vietnamese

### Related Links



[Notice of Linguistic Access](#)

[Language Access Plan](#) 

[Instructions & FAQ for Court Interpreter Services](#)

[G. L. Chapter 221C](#)

[Translated Court Forms](#)  
[Translated Court Forms](#)

[Request an Interpreter](#) 

To request an interpreter for a court proceeding please contact the court liaison in the appropriate court.

[Interpreter Services Forms](#)



# Language Access Online:

[mass.gov/courts/language-access](https://www.mass.gov/courts/language-access)

## Forms and Information in Multiple Languages

- Formularios e información en español / Forms and Information in Spanish
- Forms and Information in Arabic / النماذج والمعلومات باللُّغة العربية
- 在中文形式和信息 / Forms and Information in Chinese
- Fòm ak enfòmasyon an Kreyòl Ayisyen / Forms and Information in Haitian Creole
- សណ្ឋាននិងព័ត៌មានជាភាសាខ្មែរ / Forms and Information in Khmer
- Formulários e informações em Português / Forms and Information in Portuguese
- Бланки и данные на русском языке / Forms and Information in Russian
- Các mẫu đơn của tòa án và thông tin bằng tiếng Việt / Forms and Information in Vietnamese

# Language Access Online:

[www.mass.gov/courts/selfhelp/small-claims/videos](http://www.mass.gov/courts/selfhelp/small-claims/videos)

## Multilingual Videos Explaining the Small Claims Process

Abuse & Harassment

Civil Appeals

Consumer Protection

Court Basics

Criminal Law

Families, Children & Divorce

Guardianship

Housing

Name Changes

Small Claims

Tickets & Traffic Offenses



### Introduction to Small Claims

[English](#) | [Chinese](#) | [Haitian Creole](#) | [Khmer](#) | [Portuguese](#) | [Spanish](#) | [Russian](#) | [Vietnamese](#)

### What is a Small Claims Case?

[English](#) | [Chinese](#) | [Haitian Creole](#) | [Khmer](#) | [Portuguese](#) | [Spanish](#) | [Russian](#) | [Vietnamese](#)



### How to File a Small Claims Case

[English](#) | [Chinese](#) | [Haitian Creole](#) | [Khmer](#) | [Portuguese](#) | [Spanish](#) | [Russian](#) | [Vietnamese](#)

### What to do if Someone Files a Case Against You

[English](#) | [Chinese](#) | [Haitian Creole](#) | [Khmer](#) | [Portuguese](#) | [Spanish](#) | [Russian](#) | [Vietnamese](#)



### How to Prepare for Court

[English](#) | [Chinese](#) | [Haitian Creole](#) | [Khmer](#) | [Portuguese](#) | [Spanish](#) | [Russian](#) | [Vietnamese](#)

### How to Appeal if You Lose

[English](#) | [Chinese](#) | [Haitian Creole](#) | [Khmer](#) | [Portuguese](#) | [Spanish](#) | [Russian](#) | [Vietnamese](#)



### How to Collect Money if You Win

[English](#) | [Chinese](#) | [Haitian Creole](#) | [Khmer](#) | [Portuguese](#) | [Spanish](#) | [Russian](#) | [Vietnamese](#)

# List of Forms in Progress

BMC (Boston Municipal Court):

- \* Waiver of Jury Trial – monolingual

Juvenile:

- \* Tender of Plea-Admission (JV-5)- monolingual
- \* Notice of Probation Violation/Hearing (JV-16) – monolingual
- \* Probation Violation Preliminary Finding & Order of Violation of Probation Hearing (JV-17) – monolingual
- \* Probation Violation Finding & Disposition (JV-18)- monolingual
- \* Order of Probation Conditions(JV-30) – monolingual
- \* Waiver of Counsel (JV-122) – bilingual
- \* Pretrial probation conditions (JV-031) – bilingual
- \* Consent to filing criminal charges (JV-034)- monolingual

# List of Forms in Progress

## Superior:

- \* Waiver of Defendant's Rights – monolingual

## District:

- \* Application for 12e mental health commitment – monolingual
- \* Petition for section 35 substance abuse commitment – monolingual
- \* Waiver of Counsel - bilingual
- \* Disposition of criminal offense as civil infraction – monolingual
- \* Summons for witness – monolingual
- \* General purpose motion – monolingual
- \* Tender of Plea

# List of Forms in Progress

## Probate & Family:

- \* Affidavit of Care & Custody – monolingual

## Multi-department (monolingual):

- \* 258E complaint form
- \* Petition to Seal Record under 100C
- \* Petition to Seal Record under 100A/B
- \* Findings and Order of Court on Petition to Seal Record(s)

**WORKING TOGETHER**

# Language Access in the Courts: working together

Outreach on new language access tools

Feedback on usability and implementation of the LAP

Your suggestions are welcome

Please contact:  
Erika J. Rickard, Esq.  
Access to Justice Coordinator &  
Interim Language Access Coordinator  
3 Center Plaza, 9<sup>th</sup> Floor  
Boston, MA 02108  
(617) 878-0238  
[Erika.Rickard@jud.state.ma.us](mailto:Erika.Rickard@jud.state.ma.us)

**Thank you!**