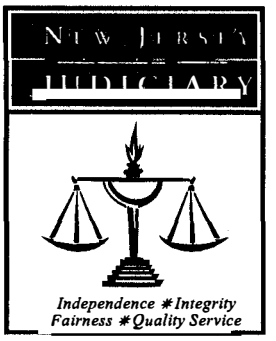

OPERATIONAL STANDARDS

FOR TELEPHONE INTERPRETING

Links: Manual for Judges
Manual for Managers
Manual for Interpreters

Approved by the Judicial Council April 24, 2001

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EXECUTIVE SUMMARY OF OPERATIONAL STANDARDS

Standard 1. REQUIRED USE OF TELEPHONE INTERPRETING.

Telephone Interpreting is to be used instead of on-site interpreting whenever:

(a) there is no on-site staff or freelance interpreter reasonably available and there is an emergent matter; or

(b) there is no available on-site staff or freelance interpreter for a non-emergent matter of thirty minutes duration or less so long as (1) it is more fiscally responsible to obtain the service by telephone than by bringing in an on-site freelance interpreter, and (2) the quality of interpretation is not compromised.

Standard 2. EQUIPMENT FOR RECEIVING TELEPHONE INTERPRETING.

All vicinages shall have adequate equipment to support telephone interpreting in courtrooms as well as rooms in which proceedings take place that may require interpreting services (for example, those areas in which hearing officers, mediators, and arbitrators work) or offices in which support personnel deliver direct services.

Standard 3. RESOURCES FOR DELIVERING INTERPRETING SERVICES.

The Administrative Office of the Courts (AOC) will supply the equipment for staff and freelance interpreters to use from courthouses and the vicinages will keep that equipment secure and provide appropriate space and resources so that interpreters can deliver telephone interpreting services.

Standard 4. PREFERRED ORDER OF SERVICES.

When reasonably possible, staff interpreters shall be used first, followed by registered freelance interpreters, then agencies.

Standard 5. PAY RATES.

Pay rates for freelance interpreters shall be uniform across all vicinages. These rates shall be set by the Central Office and reviewed on a periodic basis.

Standard 6. TRAINING.

To ensure the integrity of the program, training on interpreting by telephone shall be given to all participating interpreters and orientation on using the service shall be given to all judges, relevant court staff, arbitrators, and mediators. The Central Office court interpreting section shall coordinate interpreter training; vicinage operations managers shall coordinate orientation sessions.

Standard 7. INSTRUCTIONAL MATERIALS.

Interpreters, judges, and other staff participating in the telephone interpreting program shall receive written documentation outlining their various responsibilities as well as the mechanics of the program's operation.

Standard 8. COORDINATION OF PROGRAM.

Arranging for telephone interpreting services will be handled by staff or designees of the vicinage operations manager. All requests for any interpreting services should flow through the individual or individuals designated within each county.

Standard 9. EVALUATION OF PROJECT.

The Central Office Court Interpreting Section shall conduct both an initial and an ongoing evaluation to monitor the use and efficacy of the project. During the first six months, each judge or other court official receiving the service, and each staff or freelance interpreter delivering the service, and each court manager coordinating the service will be required to complete an evaluation form on each telephone interpreted event.

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OPERATIONAL STANDARDS FOR TELEPHONE INTERPRETING

PURPOSE

The ideal way to ensure faithful and accurate interpretation is to provide an on-site interpreter. However, that ideal is sometimes unnecessarily costly and can cause delays in providing critical relief. Experience has shown that, with certain safeguards, interpreting services delivered by telephone is a suitable alternative in two instances: emergent matters and matters lasting no more than thirty minutes. The purposes of this document are: (1) to mandate the use of telephone interpreting in those two instances, and (2) to establish statewide standards for telephone interpreting that make it highly likely to produce the same quality of interpretation as that done in person in the courtroom.

BACKGROUND

The Judiciary must provide interpreting services in more than three dozen languages. Some of those languages (primarily Spanish) are heard in courtrooms every day. Others are heard only infrequently and intermittently. All require the Judiciary to provide qualified interpreting services.

An increasing number of vicinages are employing Spanish-language staff interpreters and the Judiciary has both developed a cadre of freelance interpreters and identified vendors providing language services in its ongoing effort to ensure the efficient delivery of accurate interpreting services.

Over the past few years, it has also gained significant experience with delivering interpreting services by telephone in appropriate cases. Four vicinages (Atlantic/Cape May, Bergen, Ocean and Mercer) and the Hudson Vicinage Central Judicial Processing (CJP) Court have successfully used one or both of two vendors (Language Line Service and Quantum). In addition, a 1995-1997 pilot saw staff interpreters in the Essex and Hudson vicinages providing telephone interpreting upon request to the Superior Court in Atlantic and Cape May Counties and the Atlantic City Municipal Court. The project identified the key impediments to effective service and concluded that telephone court interpreting can be delivered effectively and efficiently when four conditions are met:

- the equipment at both ends of the link-up is suitable
- the process includes a number of controls to compensate for the interpreter's physical absence
- the proceedings are relatively short
- the service can be made available for confidential attorney-client communications.

In January 1998, then-Assignment Judge Samuel DeSimone (Vicinage 15) approved implementing telephone court interpreting based on what had been learned in the previous pilot test. The Administrative Office of the Courts provided an orientation to the judges and support staff in Salem County as well as the interpreter from Cumberland County, in April, 1998. Services began in May of that year. Both the judges and the interpreter report complete satisfaction with the arrangement.

In September of 1998, the Committee on Services to Linguistic Minorities (which consists of AOC staff as well as a designee from each Trial Court Administrator [TCA]) created a subcommittee to take the findings and recommendations of the previous pilot project and develop a complete model that could be easily replicated statewide, in which staff in the Essex Vicinage would provide telephone interpreting when requested by Somerset County courts. That subcommittee, along with a focus group convened by Director John P. McCarthy, Jr., and a more recent group of staff interpreters convened to discuss training requirements, have been working to put all the pieces in place for statewide implementation of telephone interpreting. What follows below reflects the findings and recommendations that flow from this history.

OPERATIONAL STANDARDS

Standard 1. REQUIRED USE OF TELEPHONE INTERPRETING.

Telephone Interpreting is to be used instead of on-site interpreting whenever:
(a) there is no on-site staff or freelance interpreter reasonably available and there is an emergent matter; or
(b) there is no available on-site staff or freelance interpreter for a non-emergent matter of thirty minutes duration or less so long as: (1) it is more fiscally responsible to obtain the service by telephone than by bringing in an on-site freelance interpreter, and (2) the quality of interpretation is not compromised.

Commentary:

The first instance when telephone interpreting meets a crucial need is when there are ***emergent matters*** that require an interpreter but for which no staff or freelance interpreter is reasonably available. The most obvious example is a request for a temporary restraining order arising out of domestic violence. In order to protect the plaintiff, there should be no significant delays in arranging for an interpreter.

While telephone interpreting is most appropriate for matters that are brief and do not exceed thirty minutes, there is no time limit for emergent matters that require telephone interpreting. Users of this service should recognize that the longer a telephone-interpreted proceeding unfolds, the more likely it is that the quality of interpretation will suffer and the management of the proceeding will become more difficult.

"Reasonably available" means that the county's coordinator of interpreting services has been contacted and is unable to provide a staff or freelance interpreter in a timely fashion. Depending on the circumstances, it may be reasonable to wait for an hour or two before an interpreter is supplied. However, requests for interpreters should always go through the coordinator of interpreting services, understanding that there may be brief delays.

Telephone interpretation is appropriate for certain ***non-emergent, short matters*** as well. Telephone interpreting is to be used in all non-emergent matters whose anticipated duration is under thirty minutes and are scheduled in advance so long as they cannot be handled by staff interpreters or freelance interpreters in a fiscally responsible manner and the quality of the interpretation is not compromised.

Experience so far has shown that the best way to ensure quality interpreting is for the interpreter to be physically present, not interpreting by telephone. In sensitive or complex

matters, even if they are expected to be under thirty minutes, it may be more appropriate to bring in a freelance interpreter even though it would be less costly to obtain the service by telephone.

One creative way to manage interpreting services is to schedule two or more proceedings for a given language that appears infrequently on the same date. That way a freelance interpreter can come in, serve those cases, and leave and the per-case cost is reduced because it is spread over more than one case. However, when the coordinator of interpreting services knows there will be only one or perhaps two brief proceedings on a given day in a particular language, the service should be scheduled in advance to be delivered by telephone.

Standard 2. EQUIPMENT FOR RECEIVING TELEPHONE INTERPRETING.

All vicinages shall have adequate equipment to support telephone interpreting in courtrooms as well as rooms in which proceedings take place that may require interpreting services (for example, those areas in which hearing officers, mediators, and arbitrators work) or offices in which support personnel deliver direct services.

Commentary:

Equipment for Proceedings and Hearings

Experience has shown that the major impediment to successful delivery of court interpreting services by telephone is the inadequacy of equipment in the courtroom, the hearing room, or the office. The interpreter must hear quite clearly everything that is said and, thus, everything that is to be interpreted.

The presumptive set of equipment for receiving telephone court interpreting in courtrooms and hearing rooms is the Polycom SoundStation EX Model 2200-00696-001 with two external microphones (one on each counsel table) connected to the speaker phone. This is described in further detail at Appendix A and a diagram is provided at Appendix B.

Exceptions to this equipment may be requested through the operations manager to the AOC. Such requests will be reviewed by staff of the Technology Applications Unit in Appellate Court Administration and the Court Interpreting Section in Trial Court Services to determine whether the proposed alternate arrangement is actually workable. Such alternate arrangements could include but are not necessarily limited to a speaker phone that is of another make or model, or, in a small room, the absence of the external microphones. In a small room, it may be effective to use either the Polycom SoundStation EX Model 2200-006960-001 without external microphones or Polycom SoundStation model 2200-00101-001

which does not use external microphones. If the alternate arrangement is found to work, the AOC will grant a waiver.

This equipment may be either permanently installed in the courtroom or hearing room, or it may be brought in and temporarily set up only when needed. The decision to install the equipment permanently or provide it on a temporary and mobile basis is a function of local preferences for aesthetics, frequency of use, and local resources for delivering a mobile unit in an efficient manner.

Equipment for Confidential Attorney/Client Consultations during Proceedings

In addition, any time there is the possibility or probability of an attorney being involved who may need to have a private, confidential consultation with his or her client during the proceeding or hearing, an additional set of equipment is essential. This equipment permits the court to turn off the speaker phone while the attorney and client are enabled to communicate privately with each other for a brief consultation with the assistance of the interpreter. This configuration is explained and illustrated in greater detail at appendices A and B.

The only alternative is to recess the case momentarily while the attorney and client go to a private conference room to which the interpreter delivering the service can be transferred or reconnected.

Equipment for Direct Service Contexts

The presumptive speaker phone to be used for receiving telephone interpreting services in offices where direct services are delivered (*e.g.*, interviews and supervision contacts in case management offices and probation offices) will be the following:

Large Office (up to 5-6 persons present), Polycom SoundStation Model 2200-00101-00;
Small Office (2-3 persons present), Polycom SoundPoint Pro SE-220.

The most cost effective way to use telephone interpreting in this setting is to designate one office in an operating unit or set of operating units that would have this speaker phone, and any employee could use it when needed. This would require the purchase of only a limited number of units. It certainly would not be reasonable to place a unit in each employee's office. Requests for exceptions to these models will be handled the same way as requests for exceptions in courtrooms and hearing rooms. Equipment adaptations for special situations such as service windows should be discussed with the Court Interpreting Section of the AOC.

An alternate arrangement may be used that does not involve a speaker phone. In this instance, the employee and the linguistic minority client pick up separate handsets that have access to the same line to effect a three-way call with the interpreter.

Fax Machines

In the comparatively infrequent situations when there is a document which must be orally translated (*e.g.*, a form from English into the other language or a letter written in another language into English), the only way to accomplish a sight interpretation (also known as a "sight translation") of the document is to fax the document to the interpreter. The presiding officer or court support employee needs to have access to a fax machine when one is needed. All staff and freelance interpreters are able to receive such faxed documents. This is not possible in most situations involving interpreters provided by agencies.

Standard 3. RESOURCES FOR DELIVERING INTERPRETING SERVICES.

The AOC will supply the equipment for staff and freelance interpreters to use from courthouses and the vicinages will keep that equipment secure and provide appropriate space and resources so that interpreters can deliver telephone interpreting services.

Commentary:

The AOC has ordered and will supply each courthouse that has a staff interpreter or high volume of freelance interpreting with the equipment that interpreters should use to deliver telephone interpreting services. This includes a noise-canceling headset with attached microphone and a volume control. Each operations manager shall be responsible for ensuring the availability and appropriate use of this equipment.

In addition, the vicinages shall provide in each courthouse from which telephone interpreting services will be delivered appropriate space for interpreters to work in. Experience has shown that the location in which the interpreter is physically located must be: (1) quiet, and (2) free from distractions (*e.g.*, people entering and leaving the room). This kind of space can be provided in any number of ways, including using a staff interpreter's existing office (if it meets these criteria), using someone else's office on a temporary basis, or using a space set aside specifically for this purpose.

Furthermore, the vicinage will ensure that this room has ready access to a fax machine so the interpreter may receive background information about the case or in the event there are any documents that will be faxed for sight interpretation. The fax machine should be in a nearby location and not be located in the actual room where the interpreter is working.

Standard 4. PREFERRED ORDER OF SERVICES.

When reasonably possible, staff interpreters shall be used first, followed by registered freelance interpreters, then agencies.

Commentary:

In order to maximize quality assurance and control costs, telephone interpreting services should be used in the sequence listed above. Staff interpreters have all passed a professional performance exam in Portuguese, Spanish, or both. In addition, there is no additional expense for their services. Court staff are currently available for Galician, Portuguese, Spanish and Ukrainian.

(Hint: The most efficient way to use staff resources for telephone interpreting is to coordinate the service with those vicinages whose staff interpreters have the most time available to deliver the service, supplemented by using other staff interpreters in descending order of average availability.)

Registered freelance interpreters have met certain requirements to be registered with the AOC and their use provides a certain level of quality assurance. (Hint: Begin with any who are available on-site in a courthouse [because they are being paid and have completed their on-site assignment(s) for which they were called] or at home [because their assignment was canceled and they are being paid for a cancellation fee].) Registered freelance interpreters who work in the fourteen languages for which the AOC has a professional performance exam have taken the exam and qualified at some level. Registered freelance interpreters who work in all other languages have attended a one-day seminar on the Code of Professional Conduct for Interpreters, Transliterators, and Translators but have not taken a performance exam. The services of these private contractors are less costly than those available through agencies.

Both because of expense and because agencies cannot guarantee qualified interpreters, agencies should be the last call when the needed service is not otherwise available. In fact, in some if not many instances it may be appropriate for the presiding officer to *voir dire* interpreters provided by agencies per *Evidence Rule* 604.

Standard 5. PAY RATES.

Pay rates for freelance interpreters shall be uniform across all vicinages. These rates shall be set by the Central Office and reviewed on a periodic basis.

Pay rates authorized for freelance interpreters are shown as follows:

RATES FOR TELEPHONE INTERPRETING		
TYPE OF INTERPRETER	FIRST 30 MINUTES (GUARANTEED MINIMUM)	ADDITIONAL 15-MINUTE INTERVALS
Freelance Master Level	$40.00	$20.00
Freelance Journeyman	$35.00	$17.50
Freelance Conditionally Approved	$25.00	$12.50
Freelance Eligible Unapproved	$20.00	$10.00

Rates paid to agencies are set by the agencies as published in the *Registry of Free-lance Interpreters and Interpretation/Translation Agencies* issued by the Administrative Office of the Courts. The initial rates charged by agencies are:

A&A Korean-Asian Translation:	$60.00/first thirty minutes flat fee
Berlitz:	$2.00-$2.50/minute, depending on the language
Inlingua:	$55.00-$80.00/hour flat fee, depending on language
Language Line Services:	$2.65-$3.00/minute, depending on language
The Lingual Institute:	$1.50-2.50/minute, depending on language
Quantum, Inc.:	$1.95/minute

Standard 6. TRAINING.

To ensure the integrity of the program, training on interpreting by telephone shall be given to all participating interpreters and orientation on using the service shall be given to all judges, relevant court staff, arbitrators, and mediators. The Central Office Court Interpreting Section shall coordinate interpreter training and orientation for hearing officers; vicinage operations managers shall coordinate orientation sessions.

Commentary:

Although an ongoing requirement as new people are added, training is well underway. Thirty staff interpreters and sixty-eight freelance interpreters have already been trained and more will be trained on a periodic basis each year. An orientation program on how to use telephone interpreting effectively and efficiently has been designed. It will delivered to judges through a local team that ideally would consist of someone from the office of the operations manager, a staff court interpreter and a judge. It will be delivered to other consumers of the service by a team assembled by the operations manager. The program will

be delivered to Child Support, Comprehensive Enforcement Program (CEP) and Domestic Violence Hearing Officers by AOC personnel.

Standard 7. INSTRUCTIONAL MATERIALS.

Interpreters, judges, and other staff participating in the telephone interpreting program shall receive written documentation outlining their various responsibilities as well as the mechanics of the program's operation.

Commentary:

Manuals will be delivered to the three major sets of actors in this program either at the initial orientation sessions or soon after coming on the job. They are:

- **Recipients of the service:** *Manual for Judges and Other Court Officials Who Use Interpreting Services Delivered by Telephone.* This manual focuses uniquely on the telephone interpreting procedure that should be followed to provide quality controls, equipment configurations for receiving the service, and helpful hints for success during telephone interpreted events.

- **Interpreters:** *Manual for Interpreters Delivering Interpreting Services by Telephone to Court Proceedings and Court Support Services.* This document focuses uniquely on equipment and environmental requirements for the interpreter, techniques for handling problems that arise during telephone interpreting, compensation rates, payment for services, and notification of availability.

- **Coordinators of the service:** *Manual for Managers Who Coordinate Interpreting Services Delivered by Telephone.* This text provides guidance on how to make the best match between a judge or other court official who needs telephone interpreting services and an interpreter, instructions on how to find interpreters and manage resources such as freelance interpreters who are already on site with time available to deliver telephone interpreting services, directions on when and how to deliver background case information to the interpreter in advance, payment policies and procedures (including handling cancellations), and responsibilities for coordinating the flow of the evaluation forms.

Standard 8. COORDINATION OF PROGRAM.

Arranging for telephone interpreting services will be handled by staff or designees of the vicinage operations manager. All requests for any interpreting services should flow through the individual or individuals designated within each county.

Commentary:

Operations managers or their designees will be responsible for coordinating the use of telephone interpreting for their respective vicinages according to the manual issued by the AOC. This involves all the usual duties of scheduling any freelance or staff interpreter, but also requires some additional steps that are critical to success of the service. Among the most important is the need to provide interpreters with advance information about the cases for which they are scheduled to deliver services. This makes it easier for the interpreter to be accurate and efficient.

A standard form has been developed to facilitate this transfer of information between court staff and interpreter. (See "Fax Request for Telephone Interpreting," attached as Appendix C.)

Standard 9. EVALUATION OF PROJECT.

The Central Office Court Interpreting Section shall conduct both an initial and an ongoing evaluation to monitor the use and efficacy of the project. During the first six months, each judge or other court official receiving the service, each staff or freelance interpreter delivering the service, and each court manager coordinating the service will be required to complete an evaluation form on each telephone interpreted event.

Commentary:

The project requires significant administrative efforts on the parts of both vicinage and Central Office staff. It is essential, therefore, that the project be productive. Initially, this will require monitoring the project to identify problem areas and other areas for improvement. Later, it may be sufficient to have statistics monitored for proper use and cost effectiveness.

During the initial six months of statewide implementation, therefore, customers receiving the service (judges and others), staff and freelance interpreters delivering the service, and

managers coordinating the service will complete an evaluation form on each case immediately following the case. These forms are attached as Appendix D.

A new statistical report has been designed specifically for this program to supplement the Court Interpreting Statistical Reporting System. The form and instructions for completing it are provided at Appendix E.

FOR FURTHER INFORMATION, CONTACT:

Court Interpreting, Legal Translating, and Bilingual Services Section
Special Programs Unit
Programs and Procedures Division
Office of Trial Court Services
Administrative Office of the Courts
P.O. Box 988
Trenton, NJ 08625-0988
609-984-5024

APPENDIX A

TECHNICAL SPECIFICATIONS FOR TELEPHONE INTERPRETING IN PROCEEDINGS

Basic Set for Simple Proceedings	
This set is for proceedings at which there is no need for privileged and confidential attorney-client consultations during the proceedings.	
Speaker Phone	**Details** Polycom Model 2200-00696-001 SoundStation EX 2 external microphones, each with 25-foot cables. NOTE: This unit works only on analog lines. For digital lines, a digital-to-analog converter is required to make the SoundStation work.

Basic Set for Complex Proceedings	
This set is for proceedings during which there is a possibility to provide for privileged and confidential attorney-client communications during the proceeding.	
Speaker Phone	**Details** Polycom Model 2200-00696-001 SoundStation EX 2 external microphones, each with 25-foot cables. NOTE: This unit works only on analog lines. For digital lines, a digital-to-analog converter is required to make the SoundStation work.
Switch Box	This item is engineered and assembled by the telephone technician affiliated with Facilities Management at the Administrative Office of the courts. It permits the judge to turn off the telephone line to the SoundStation speaker phone so that counsel and client can have a confidential communication with the assistance of the interpreter.
Standard Desk-top Telephone	Two standard telephone units are required with lines long enough to run between counsel table and the switch box.
One-to-Three Splitter	This item makes one phone line into three: One to the switch box which controls the SoundStation speaker phone, and one to each of the two telephones at counsel table.

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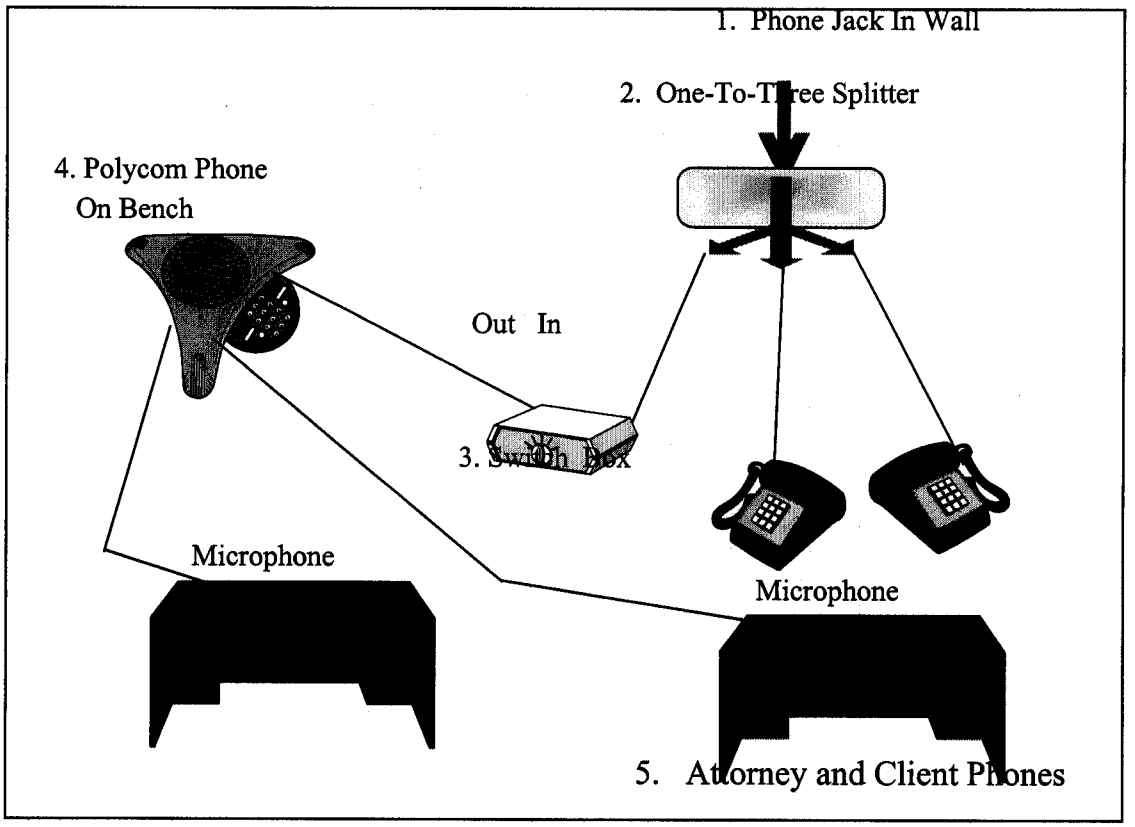
APPENDIX B

INSTALLATION DIAGRAM



To place a call in the ***Public Conference Mode*** (*i.e.*, on the record):

1 Place the switch box to ON.
2. Turn on the Polycom phone.
3. Use the keypad on the Polycom to place a call.
4. When the call is made, you are in a Public Conference Mode.

To function in attorney-client ***Private Conference Mode*** (*i.e.*, confidential, off the record):

1. At the point in which a Private Conference is to take place, the attorney and client must pick up the handsets on the phones in front of them on the counsel table. (Note: All three phones in the courtroom are now active.)
2. The clerk turns the switch box to the OFF position and the Polycom phone is no longer part of the conference. The system is now in Private Conference Mode.
3. When the confidential, private conference is concluded, the attorney must inform the clerk BEFORE the attorney and client hang up their handsets.
4. The clerk will turn the switch box to the ON position to activate all phones.
5. The attorney and client can now hang up their phones.

Should both the attorney and client hang up their phones before the switch box is placed to ON, the call will be terminated. If this occurs, redial the interpreter to resume the private conference or on-record proceeding.

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APPENDIX C

FAX REQUEST
FOR TELEPHONE INTERPRETING

TO:

FROM: _____ _____ ( )
NAME TITLE TELEPHONE

DATE:

DATE SERVICE NEEDED	LANGUAGE	STARTING TIME : AM/PM	ESTIMATED LENGTH OF ASSIGNMENT _____Minutes

NAME(S) OF COURT PERSONNEL INVOLVED

	Name
☐ Judge	
☐Mediator/Arbitrator	
☐Hearing Officer	
☐Probation Officer/Investigator	

CASE NAME	DOCKET NUMBER

CASE TYPE

ATTORNEY NAMES
Prosecutor/Plaintiff Defense ☐ None Party is Pro Se

PARTY NAMES

	Needs Interpreter
#1 _____	☐ Yes ☐ No
#2 _____	☐ Yes ☐ No
#3 _____	☐ Yes ☐ No

PHONE NUMBER WHERE SPEAKER PHONE WILL BE LOCATED

ADDITIONAL INFORMATION Street names likely to be used	Technical/medical terms likely to be used	Comments about anything unusual in this case

NUMBER OF PAGES: Attach any pertinent background documents

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APPENDIX D (1)

TELEPHONE INTERPRETING EVALUATION FORM

*To Be Completed by **The Coordinator of Interpreting Services***
and Forwarded to the Judge or Other Court Official

Case Identification	
Date:	
Case Name:	
Docket No.:	
County Receiving Service:	
Interpreter's Name:	
Service was provided to: *(Check one box with ✓ or X.)*	☐ Judge/Civil ☐ Judge/Criminal ☐ Judge/Family ☐ Judge/Small Claims ☐ Judge/Landlord-Tenant ☐ Judge/Reg.Civil ☐ Judge/General Equity ☐ Case Management/Civil ☐ Case Management/Criminal Case Management/Family ☐ Domestic Violence ☐ JD/Family Crisis ☐ Non-Dissolution/Dissolution ☐ All Other ☐ Mediator ☐ Arbitrator ☐ Hearing Officer: Comprehensive Enforcement Program (CEP) ☐ Hearing Officer: Child Support (CS) ☐ Hearing Officer: Domestic Violence (DV) ☐ Probation: Child Support (CS) ☐ Probation: Juvenile ☐ Probation: Adult

Service was provided by: *(Check one boxes that apply with ✓or X.)*	Staff Interpreter □ Within vicinage □ From other vicinage Freelance interpreter from registry □ From courthouse while on other assignment(s) □ From home/work with no cancellation in effect □ From home/work under a cancellation in effect Freelance interpreter from agency □ A&A Korean □ Berlitz □ Inlingua □ Language Line Services □ Lingual Institute □ Quantum
Language Interpreted	
Interpreting services were received: *(Check one box with ✓or X.)*	□ On the same day as the request for service was made □ One or more days after the request for service was made
Interpreter Location Information	
Which of the following did you contact for interpreting services? *(Check one boxes that apply with ✓or X.)*	□ Staff Interpreter □ Registered freelance interpreter □ Registered agency
How many calls did you have to make before you secured an interpreter for this assignment?	
Costs	
If telephone interpreting had not been available for this case, what is your estimate of the amount you would have spent for a freelance interpreter?	$
How much, if anything, was charged for this service?	*($0.00 if by staff, otherwise show actual fee.)* $
Who paid for the long-distance call when the interpreter delivered the service? *(Check all boxes that apply with ✓or X.)*	□ The receiving county □ The providing county □ The freelance interpreter □ The agency
Comments	

APPENDIX D (2)

TELEPHONE INTERPRETING EVALUATION FORM

*To Be Completed by **The Judge or Other Court Official Receiving Telephone Interpreting Service***

Name of judge or other court official receiving service	*(Please print.)*
Title	
Time interpreter came on	: ☐ AM ☐ PM
Time interpreter went off	: ☐ AM ☐ PM
Was there any confidential attorney/client communication using the telephone interpreting service in this proceeding?	☐ Yes ☐ No
Which, if any, of the following **problems** occurred in this telephone interpreted event? *(Check all boxes that apply with ✓ or X.)*	
Audibility	☐ Court/other user could not hear interpreter ☐ Party could not hear interpreter ☐ Interpreter could not hear party ☐ Interpreter could not hear court official
Technical Issues	☐ Static on line ☐ Problem with interpreter's phone ☐ Problem with speaker phone ☐ Problem with attorney/client line
Protocol	☐ Interpreter didn't follow instructions ☐ Party was confused ☐ Interpreter was not assertive enough
Length of Party's or Attorney's Utterances	☐ Phrases too short ☐ Phrases too long (without breaks)
Rate of Speech by Attorney/Party	☐ Talked too fast ☐ Talked too slow
Interpreter's Qualifications	☐ Had to do voir dire ☐ Found interpreter to be unqualified ☐ Had doubts, but used interpreter anyway
Other	Please specify.

What comment or reaction, if any, did the party/attorney make or have about the interpreting service being provided by telephone? *(Check one.)*	☐ No comment or obvious reaction ☐ No noticeable reaction in either direction; neutral ☐ Happy with the service or complimentary ☐ Somewhat unhappy with the service or hesitant ☐ Somewhat happy with the service or accepting ☐ Very unhappy with the service and very critical
In your opinion, how well did telephone interpreting service work in this case? *(Check one.)*	☐ Extremely well ☐ More positively than negatively ☐ Mixed feelings and basically neutral ☐ More negatively than positively ☐ Not well at all
What concerns, if any, do you have about telephone interpreting?	
What suggestions, if any, would you offer to improve this service?	

Please return this form to:

_____

APPENDIX D (3)

TELEPHONE INTERPRETING EVALUATION FORM

*To Be Completed by **the Interpreter***

Case Identification	
Date:	
Case Name:	
Docket No.:	
County Receiving Service:	
Interpreter's Name:	
Description of Assignment	
Which of the following occurred during this telephone interpreted case? *(Check all boxes that apply with ✓ or X.)*	☐ Interpreter received faxed case description information in advance ☐ Interpreter was sworn in ☐ Interpreter's appearance was placed on the record ☐ Interpreter was *voir dired* ☐ Judge or other court official provided background to the proceeding ☐ Interpreter served a private attorney/client communication during the proceeding
Degree to which court official gave the recommended explanation of the process to the parties. *(Check one box with ✓ or X.)*	☐ Most or all of them ☐ Some of them ☐ None of them
Evaluation of Assignment:	
Which, if any, of the following ***problems*** occurred in this telephone interpreted case? *(Check all boxes that apply with ✓ or X.)*	
Audibility	☐ Court could not hear interpreter ☐ Party could not hear interpreter ☐ Interpreter could not hear party ☐ Interpreter could not hear court official ☐ Interpreter could not hear attorney
Technical Issues	☐ Static on line ☐ Problem with interpreter's phone ☐ Problem with speaker phone ☐ Problem with attorney/client line ☐ Words chopped off

Protocol	☐ Court official did not solve problems ☐ Court official didn't understand interpreter's role ☐ Court official didn't help interpreter understand what was happening ☐ Court official criticized interpreter for interrupting too much
Length of Utterances	☐ Party/attorney spoke too long (w/o breaks) ☐ Party/attorney spoke too short ☐ Court official spoke too long ☐ Court official spoke too short
Speed	☐ Party/attorney talked too fast ☐ Party/attorney talked too slow ☐ Court official talked too fast ☐ Court official talked too slow
The Linguistic Minority Party	☐ Was confused by process ☐ Mumbled/did not speak clearly ☐ Had limited linguistic skills
Need to Request Repetition	☐ Had to ask court official to repeat ☐ Had to ask party to repeat ☐ Had to ask attorney to repeat
Need for Clarification	☐ Had to ask court official for clarification ☐ Had to ask party for clarification ☐ Had to ask attorney for clarification
Miscellaneous	☐ Interpreter was not always able to follow who was speaking ☐ Long silences left interpreter wondering what was happening ☐ Things happened (*e.g.*, significant non-verbal events) that were not clarified to the interpreter
Sight Translation/Interpretation	
Was any document sight interpreted? (*Check one box with ✓ or X.*) ☐ No ☐ Yes	If yes, please provide the title of the document or describe it completely):
Summary Questions	
Were there any significant problems with this telephone interpreted event? (*Check one box with ✓ or X.*) ☐ No ☐ Yes	If yes, please provide what it/they were.

Did anything happen in this case that particularly helped make telephone interpreting succeed? (*Check one box with ✓ or X.*) ☐ No ☐ Yes	If yes, please provide what it/they were.
What concerns, if any, do you have about telephone interpreting?	
Comments	

Return this completed form to:
Court Interpreting Section
Administrative Office of the Courts
P.O. Box 988
Trenton, NJ 08625-0988

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APPENDIX E

TELEPHONE INTERPRETING STATISTICAL REPORT

County: _____ Month/year: _____

Person Completing This Form: Name: _____

Telephone: (____) ____-_____

Section 1: Telephone Interpreted Services ***Received*** by County

A. Number of events served by staff interpreters:

① From within county: _____

② From another county: _____

B. Number of events served by freelance interpreters working from another county (i.e., paid by that county): _____

C. Number of events served by registered freelance interpreters (excluding those reported in B): _____

D. Number of events served by registered agencies: _____

Section 2: Services ***Delivered*** by Staff Interpreters or Freelance Interpreters Working for this County to Other Counties

E. Number of events in other counties served by this county's ***staff interpreter(s):*** _____

F. Number of events in other counties served by ***freelance interpreters*** working from (i.e., paid by) this county:

_____

Submit this report electronically or by hard copy ***by the third Monday of each month for the preceding month*** to: Court Interpreting Section, Administrative Office of the Courts, P.O. Box 988, Trenton, NJ 08625-0988; fax: 609-633-7142. Call 609-984-5024 with questions about this form.

INSTRUCTIONS FOR COMPLETING THE TELEPHONE INTERPRETING STATISTICAL REPORT FORM

Who compiles the data?

Each vicinage's ATCA/Operations Manager should designate one person in each county the responsibility of compiling and submitting the data for that county.

What is the difference between Section 1 and Section 2?

Section 1 covers ***telephone interpreting services that are received by anyone working in a given county.*** Section 2 covers ***telephone interpreting services that are delivered to another county by anyone working for a given county.***

What is the unit of count?

"Number of events served" means the number of events that are interpreted by telephone. "Event" is defined as follows: "An 'interpreting event' means each interpreting situation within each separate assignment an interpreter goes to interpret for, regardless of whether services are actually provided." For example, if an interpreter assists a judge or hearing officer with two back-to-back cases on one call, that constitutes two events.

What is the relationship of this statistical report to the quarterly "Court Interpreting Statistical Report" required per the *Statistical Policy and Procedure Manual for Interpreting Services*?

This report should include all interpreted events served by telephone and no events served in person. All cases/events reported on this form should also be reported in the quarterly statistical report, i.e., whether in person or by telephone.

What does each of the items on the form really mean?

A①: Events within your county that one of your own judges, hearing officers, or other staff interpreters interprets by telephone for your own staff, e.g., working by telephone from the interpreter's office to another building in your county.

A②: Events within your county that a staff interpreter from another county interprets by telephone for your judges, hearing officers, or other staff.

B: Events within your county that a registered freelance interpreter who is working for another county and being paid by the county interprets by telephone, presumably from that other county's court house, for anyone in your county.

C: Events within your county that a registered freelance interpreter interprets by telephone directly for you, paid by you, coordinated by you, for anyone in your county.

D: Events within your county that are telephone interpreted by someone provided by an agency that you have coordinated and paid for and are delivered to anyone in your county.

E. Events that your county's staff interpreters have telephone interpreted for any other county. If there is no staff interpreter in your county, this will always be blank or 0.

F: Events that a registered freelance interpreter working on site in your county whose services you are paying for interprets by telephone for any other county.