

MANUAL FOR
MANAGERS WHO COORDINATE
INTERPRETING SERVICES
DELIVERED BY TELEPHONE

(See Directive #14-01)

Approved by the Judicial Council April 24, 2001

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MANAGING TELEPHONE INTERPRETED SERVICES: OVERVIEW OF THE PROCESS

1. ***Receive request for service*** from judge or other court official.
2. According to the following sequence, ***find an interpreter*** who is available to provide the service:
 - A. ***Staff*** if it's a language available from staff (Use the list in this Manual);
 - B. ***Registered freelance interpreter*** (Consult the Telephone Interpreting Calendar on the InfoNet or the *Registry* [use interpreters who are approved for telephone interpreting first and interpreters who have not been so approved before going to an agency]), using Master or Journeyman interpreters if available and unapproved interpreters if not;
 - C. As a last resort, ***agency*** (Use list for telephone interpreting in the *Registry*).
3. ***Fill out "FAX Request for Telephone Interpreting" form and fax it*** to the interpreter (this does not apply when service is obtained from an agency) unless the matter is so emergent there isn't any time to collect and fax the information.
4. ***Make sure the interpreter and the judge or other court official needing the service are connected at the appropriate time*** using one of the following methods:
 - A. Make the connection with the interpreter from your own telephone line and transfer the interpreter to the judge or other court official who will use the service;
or
 - B. Give the staff of the judge or other court official the interpreter's name, telephone number, and anything else required to call the interpreter directly.
5. ***Fill out the "Evaluation Form to be Completed by COORDINATOR OF INTERPRETING SERVICES AND FORWARDED TO THE JUDGE OR OTHER COURT OFFICIAL."***
6. ***See that the completed evaluation form and the attached blank form are delivered in a timely manner to the judge or other court official*** who will use the service so he or she can complete the section for the user of the service.
7. ***Collect evaluation forms*** filled out by judges and other court officials.
8. ***Review the form and obtain any missing information*** from the judge or other court official who received the service.
9. ***Send completed pair of evaluation forms*** to the Court Interpreting Section, Administrative Office of the Courts, P.O. Box 988, Trenton, NJ 08625-0988 via Contract Messenger.
10. ***Process an invoice*** for the service delivered if applicable.

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POLICY

The New Jersey Supreme Court has adopted the policy that the courts and their support services shall be equally accessible for all persons regardless of the degree to which they are able to communicate effectively in the English language. In order to complement the delivery of interpreting services which have historically been provided by interpreters who are physically present on site, the Judicial Council has approved a program¹ that requires delivering interpreting services to the courts and their support services by telephone in the following situations:

- (1) *Emergent matters* when no on-site staff or freelance interpreter is reasonably available; and
- (2) *Short matters (non-emergent matters of thirty minutes duration or less)* when no on-site staff or freelance interpreter will be reasonably available so long as it is more fiscally responsible to obtain the service by telephone than by bringing in an on-site freelance interpreter and the quality of the interpretation is not compromised.

The program for telephone court interpreting is grounded in the policy of the Judiciary articulated in *Guidelines for Contracting Free-lance Interpreters in the Superior Court* [hereinafter "Guidelines"] (March 9, 1995; revised March 25, 1996). The *Guidelines* provide that when no staff interpreter is available, the most qualified freelance interpreter available must be used. This means whenever possible the Superior Court must use interpreters who are either staff court interpreters approved by the Administrative Office of the Courts (AOC) or freelance interpreters registered with the AOC, but allowing the use of other interpreters provided by agencies only when no staff or registered freelance interpreter is reasonably available. Accordingly, this policy should be considered an extension of the policy articulated in the *Guidelines*.

Following the same hierarchy in the *Guidelines*, the Judiciary will obtain telephone interpreting services for emergent and short matters indicated above according to the following sequence:

1. *Full-time staff court interpreters*. At the present time, staff interpreters are available in the following languages: Galician, Portuguese, Spanish, and Ukrainian.
2. *Registered freelance interpreters*. Telephone interpreting services which cannot be satisfied by full-time staff court interpreters will be obtained from registered freelance interpreters, if available.
3. *Agencies*. When neither a staff nor a registered freelance interpreter can provide the needed interpretation, telephone interpreting services will be provided *as a last resort* by a small group of agencies. Agencies are the last option because (1) they are the most expensive option and (2) they cannot guarantee they will provide qualified interpreters, which raises concerns regarding the quality of the interpreting delivered.

¹This Manual is based on Directive #14-01, *Operational Standards for Telephone Interpreting*.

LOCAL COORDINATION OF TELEPHONE INTERPRETING SERVICES

Telephone interpreting services should be coordinated the same way all other interpreting services are coordinated. Except as may be otherwise provided within a vicinage, all arrangements for telephone interpreting flow through staff or designees of the Vicinage ATCA/Operations Manager. If problems arise with a particular interpreter, they should be referred the pertinent staff or designees of the Vicinage ATCA/Operations Manager, who may then forward them on to the Court Interpreting Section at the AOC.

MANAGING INTERPRETING SERVICES FOR "SHORT" MATTERS

When the coordinator of interpreting services receives requests for interpreting services, he or she should inquire of the person making the request approximately how long the event for which the interpreting services is being requested will take. Any time it appears likely for such a request to be a "short" matter, *i.e.*, thirty minutes or less, then the coordinator must arrange for telephone interpreting services if on-site services are not appropriate under the guidelines articulated in the Policy section above.

When the coordinator of interpreting services receives a request for telephone interpreting for a short matter as defined above, the coordinator should explore with the person making the request whether such a matter is really likely not to exceed the thirty-minute threshold. That discussion can lead to concluding, based on past experience or the totality of the case characteristics in this particular matter, that the request is not likely to be under thirty minutes. If this happens, the coordinator would advise the individual making the request that he or she will arrange for an on-site interpreter. In addition, the coordinator should also review standing requests for services for that language and, in consultation with the persons who manage the various case calendars, see if anything can be done to reschedule short cases from various divisions and departments on the same date.

However, if that discussion concludes that the case is indeed likely to take less than thirty-minutes, then the coordinator should proceed to find an interpreter who can commit to delivering the service by telephone.

EQUIPMENT CONFIGURATIONS FOR TELEPHONE INTERPRETING

Courtrooms/Hearing Rooms

When telephone interpreting is employed, the judge or other presiding official needs to make sure that the interpreter has no impediments to hearing everything that is said throughout the proceeding. The presumptive equipment configuration for all courtrooms and hearing rooms requires the following:

- Polycom SoundStation EX Model 2200-00696-001 situated on the judge's or other court official's bench (or the equivalent).
- A microphone on each counsel table with wires connecting the microphones to the speaker phone.

Other configurations are possible so long as everyone participating in the proceeding can hear the interpreter without difficulty and the interpreter can hear all of the participants without difficulty. For example, if a hearing room is small, either the Polycom unit identified above may be used without the external microphones or the Polycom SoundStation model 2200-00101-001, which does not come with external microphones, may be used.

For proceedings which may involve a confidential attorney/client consultation that requires interpretation, additional equipment is required. An outline of the distinctions between situations where only the speaker phone is required and where the supplemental equipment for attorney/client communications is required is attached at Appendix A. This set of equipment allows the judge or other court official to switch off the speakerphone when the attorney needs to have a confidential communication with the client. A diagram of this equipment and instructions for using it are provided at Appendix B. Some explicit practical suggestions for setting up this equipment are included at Appendix C. The only known alternative is to excuse the attorney and client for a few minutes so they can go to some other room where telephone interpretation can be provided.

Offices

The presumptive speaker phones 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, receipt of forms or payments at customer service windows, etc.) are as follows:

- 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.

This may be handled most cost effectively by one of the case management divisions or a probation department setting aside an office or small room that would have an authorized speaker phone and making that room available to all employees within the division or department, or even perhaps across divisions and departments. This would require the purchase of only a limited number of speaker phones. It certainly would not be reasonable to place the SoundPoint Pro in each employee's office.

The Polycom SoundStation EX Model 2200-006960-001, which is designed for large rooms such as courtrooms and hearing rooms, may be used in this context but is not required in this environment. Furthermore, the SoundStation Model 2200-00101-00 may also be used in a small office.

Until such time as the presumptive equipment is available, 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 within the same room that have access to the same line to effect a three-way call with the interpreter.

Requests for Waivers of Presumptive Equipment

Request for exceptions to this equipment may be requested through the ATCA/Operations Manager to the AOC. Such requests should be forwarded by whoever is designated by the ATCA/Operations Manager to handle such requests to staff of the Court Interpreting Section, which, with the assistance of staff of the Technology Applications Unit in Appellate Court Administration and possibly staff interpreters, will determine whether the proposed alternate arrangement is actually workable.

Each request should include the following information:

1. Reasons for the request for a waiver of the presumptive equipment;
2. Exact make and model number of the speaker phones the vicinage wishes to use; and
3. A list of all major operating units (i.e., Civil Division Management, Criminal Division Management, Family Division Management, and Probation Department) that use the speaker phone.

PROCESS FOR FINDING AN INTERPRETER DURING NORMAL BUSINESS HOURS

The following sequence must be followed in finding an interpreter to deliver telephone interpreting services during normal business hours:

- *Staff interpreters first* if the language is Galician, Portuguese, Spanish, or Ukrainian
- *Registered freelance interpreters second* (except they may be first when the language is not available from any staff interpreter)
- *A registered agency* (except they may be first when the language is not available from either staff or registered freelance interpreters).

Staff Interpreters: Non-Spanish

Three staff interpreters interpret languages in addition to Spanish: Galician, Portuguese, and Ukrainian. The information for contacting them follows:

INTERPRETER/ VICINAGE	GROUPWISE E-MAIL?	TELEPHONE NUMBER	FAX NUMBER
<i>GALICIAN</i>			
Margarita Smishkewych/Union	Yes	908-659-4101	908-659-3880
<i>PORTUGUESE</i>			
Suzana Martinez/Ocean	Yes	732-288-7864 pager: 732-315-3359	732-288-7606
<i>UKRAINIAN</i>			
Margarita Smishkewych/Union	Yes	908-659-4101	908-659-3880

Staff Interpreters: Spanish

There are two ways to find a Spanish staff interpreter. One way is to contact via the following lists the counties that have Spanish staff interpreters until finding one that is available for a given assignment. The alternate way is to consult the *Telephone Interpreting' Calendar*² available on the InfoNet (instructions follow below) in case a staff interpreter has posted availability for a particular time range on a particular date.

Whether seeking an interpreter for an emergent or a scheduled matter, these routing sequences should be followed. The routing sequences were compiled in an attempt to balance the following considerations:

1. Ranking of the counties according to average daily amount of time available;
2. Geographic proximity to reduce cost of the long-distance call; and
3. Keeping calls within a vicinage when possible.

If a court interpreting coordinator should contact all of the counties listed according to that county's sequence as outlined below, then the coordinator may either contact any of the other counties that have staff interpreters or proceed to registered freelance interpreters listed in the Telephone Interpreting Calendar and, if still necessary, then to agencies.

²The software that supports this calendar is Brown Bear; the company's website is www.brownbearsw.com.

IF THE COUNTY IS:

THE SEQUENCE IS:

Atlantic/Cape May	Cumberland, Camden, Ocean, Essex, Passaic, Bergen, Hudson, Monmouth
Bergen	Essex, Hudson, Ocean, Passaic, Morris
Burlington	Mercer, Ocean, Essex, Passaic, Bergen, Hudson, Camden, Monmouth
Camden	Ocean, Mercer, Essex, Passaic, Bergen, Hudson, Monmouth, Cumberland
Cumberland	Ocean, Essex, Passaic, Bergen, Hudson, Camden, Middlesex, Monmouth
Essex	Passaic, Hudson, Ocean, Bergen, Morris, Union
Gloucester/Salem	Cumberland, Camden, Ocean, Essex, Passaic, Bergen, Hudson
Hudson	Passaic, Essex, Ocean, Bergen, Morris, Union
Mercer	Ocean, Essex, Passaic, Camden, Bergen, Hudson, Middlesex, Monmouth
Middlesex, Monmouth, Morris	Ocean, Essex, Passaic, Bergen, Hudson, Union
Ocean	Passaic, Essex, Bergen, Middlesex, Monmouth
Passaic, Union	Ocean, Bergen, Essex, Hudson, Morris
Somerset/Hunterdon/Warren	Ocean, Mercer, Passaic, Essex, Bergen, Hudson, Middlesex
Sussex	Morris, Passaic, Essex, Bergen, Hudson

Contact Persons for Finding Spanish Staff Interpreters

The table below provides the names of the primary and, where available, secondary persons who should be called to find out if a staff interpreter is available.

COUNTY	PRIMARY CONTACT PERSON	SECONDARY CONTACT PERSON(S)
Bergen FAX 201-646-2598	Helen Rein 201-646-3102	Mary Lou Ehlers 201-646-3102
Camden FAX 856-225-7391	Rosa Mendizábal 856-225-7514, -7531	Pat Robinson 856-225-7457
Cumberland FAX 856-451-7152	Mari Paz Russell 856-453-4370	Maria Buono -Gaimari 856-453-4366 Gladys Verlander 856-453-4686
Essex FAX 973-693-5753	Lauren Egbert 973-693-5755, -5756	Pat Romano 973-693-5755, -5756
Hudson FAX 201-795-6603	Gloria Oudine 201-217-5206	Bertha Johnson 201-459-2035
Mercer FAX 609-278-6647	Margo Reyes 609-278-2728	Letitia Davis 609-278-2715
Middlesex FAX 732-981-3944	Claudia Villalba 732-981-3182	Sherry Gardner 732-981-2673
Monmouth FAX 732-294-5952	Ana Rivera 732-431-6587	Joseph D. Barba 732-431-7085
Morris FAX 973-829-8298	Dottie Collins 973-285-6472	Enrique Noriega 973-285-6525
Ocean FAX 732-288-7606	Suzana Martinez 732-288-7864	Lisa Joyce 732-506-5348
Passaic FAX 973-247-8109	Lucy Rodríguez 973-247-8106	Hayley Encarnación 973-247-8106
Union FAX 908-659-3880	Margarita Smishkewych 908-659-4101	Miguel Socarrás 908-659-3889

Assumptions for Staff Interpreters in Accepting Telephone Interpreting Assignments

As a general rule, requests for telephone interpreting that come in to staff interpreter or a unit of staff interpreters should be handled the same way as requests coming in from within that county are handled. In most instances, interpreting services will be provided according to the sequence in which requests are received.

Additionally, if no staff interpreter is available when needed, the court official who is trying to locate an interpreter should call other vicinages according to the sequence provided above.

Registered Freelance Interpreters

Coordinators of interpreting services are reminded that the Judiciary's policy is to use approved interpreters (rotating work among both Master and Journeyman interpreters) when they are available. Conditionally Approved interpreters may be used only when approved interpreters are not available and Eligible Unapproved interpreters may be used only when neither Approved nor Conditionally Approved interpreters are available.³

There are two ways to locate registered freelance interpreters. First, a computerized calendar known as **Telephone Interpreting Calendar** is available to all employees who have access to the InfoNet via Netscape Communicator. This calendar will include the following information for any freelance interpreter who is available on any given date:

- Name
- Language(s)
- Time(s) available
- Any other information that might pertinent or different from published information (e.g., the interpreter is at a telephone number different from the one that is published in the *Registry*)

This data base will be maintained primarily by staff of the Court Interpreting Section at the AOC. Freelance interpreters will advise the Section regarding their availability and AOC staff will input that data into the calendar. The calendar may be found in the Interpreting Services section of the InfoNet. Here are two initial methods of accessing the calendar and the instructions for using it:

1. Click on "Quite Site Menu" in the middle of the front page of the InfoNet and move the cursor down to "Interpreting Services." Then click on "Find."
2. Click on "Central Office" on the top menu bar of the front page and scroll down to Interpreting Services in the left-hand menu column under "Trial Court Services, Director Jack P. McCarthy, Jr." Then click on "Interpreting Services."

In addition, any court employee who coordinates interpreting services and who has password access to the calendar can add the same information. Anyone who has a problem with a password or forgets his or her password can obtain assistance by sending an e-mail to "Web Work Mailbox" on the GroupWise e-mail system.

³*Guidelines*, pp. 3-4.

Specific and detailed instructions for using the calendar are also available. They are provided at the same location on the InfoNet and may be downloaded. If there are any user questions or problems other than password problems, the person to contact via e-mail is Toni McLaughlin, who is listed in the Users section of the address book in GroupWise.

The second way to locate a freelance interpreter is through the *Registry*. Find the interpreters for the language in question and contact first the ones who are approved to do telephone interpreting (“Yes” appears next to “Tel.”). If no interpreter is available who has been approved to do telephone interpreting, then reach out to all of the other interpreters listed for that language.

Registered Agencies

If no staff or registered freelance interpreter can handle the assignment, then and only then can the manager contact an agency. The only agencies that may be used are the ones registered to provide telephone interpreting services and listed in the section, “Interpretation/Translation Agencies for Telephone Interpreting Services” in the *Registry*. Any of the agencies may be used, but managers are encouraged to review the information regarding (1) quality control and (2) cost provided in the *Registry* and use agencies which are found to have higher standards. Note that some agencies require the court to already have an established account before being called for services.

PROCESS FOR FINDING AN INTERPRETER DURING TIMES OTHER THAN NORMAL BUSINESS HOURS

Staff or designees of the Vicinage ATCA/Operations Manager who have been designated the responsibility of coordinating the delivery of telephone interpreting services must set up a procedure for anyone who will need the service at times other than during normal business hours. Where possible, those procedures should include the same hierarchy:

- *Staff interpreters first* if the language is Galician, Portuguese, Spanish, or Ukrainian
- *Registered freelance interpreters second* (except they may be first when the language is not available from any staff interpreter)
- *A registered agency* (except they may be first when the language is not available from either staff or registered freelance interpreters).

However, since both staff interpreters and vicinage staff who coordinate interpreting services will rarely if ever be available during these times, the local coordinator of interpreting services, under the guidance of the Vicinage ATCA/Operations Manager, will need to establish a mechanism whereby employees who need telephone interpreting services may obtain them without delay and will submit the required evaluation forms without the ordinary coordination by the coordinator of interpreting services.

Ordinarily, this will mean having an arrangement with one or more agencies listed in the *Registry*. Each coordinator of interpreting services must advise all persons who may need to obtain telephone interpreting services during off hours exactly how to do so. The method of conveying this information to all of the operating units in the vicinage is left to the discretion of the ATCA/Operations Manager, but the information must be distributed to all persons who may need

to use the service, perhaps with the assistance of the Civil, Criminal, and Family Division Managers, as well as the Chief Probation Officers.

CASE BACKGROUND INFORMATION FOR INTERPRETERS

Since preparation of an interpreter for every assignment is highly desirable and is already provided for with respect to freelance interpreters in the *Guidelines* (see p. 14), and since advance notice appears to be even more important when the interpreter is not physically present and able to do some of the preparation that is readily conducted in person, background information will be provided *when feasible*. This means it may not be feasible in some emergent matters, but it should be regularly provided in non-emergent matters and even in some emergent matters. Attached as Appendix D is the *Fax Request for Telephone Interpreting* form that should be completed by a court employee and faxed to the office (in the event of a staff interpreter) or the freelance interpreter that will provide the service.

Any time the court requesting the service is not able to fax this information, the interpreter should feel free to request some basic information from the court employee who has called to arrange for the service or from the judge or whoever is in charge of the event after being connected by telephone and before starting to interpret.

COMPENSATION RATES AND RELATED CONSIDERATIONS

Staff Interpreters and Freelance Interpreters Working from a Court House

When a staff interpreter delivers a telephone interpreting service to another vicinage, those services are being delivered within the staff interpreter's job specification. Accordingly, there is no fee to the vicinage receiving the service and there is no reimbursement to the vicinage where the interpreter is employed.

Similarly, when a freelance interpreter provides a service while on assignment at a court house, there is no reimbursement to the vicinage that brought the interpreter in that day. The vicinage who contracted for the interpreter pays the full amount to the interpreter.

Freelance Interpreters Working from Home or Personal Office

The *Guidelines for Contracting Free-lance Interpreters in the Superior Court* anticipated when they were published in 1995 that rates would soon be required for telephone interpreting (see note 9 at page 11). Accordingly, the *Guidelines* are hereby revised to include the following rates for individual freelance interpreters:

Any service rendered for under one minute and not exceeding thirty minutes is to be paid the flat rate indicated below for the first 30 minutes. In addition, after the first thirty minutes, each interval of one to fifteen minutes is to be paid at the fifteen-minute flat rates indicated herein. For example,

Master interpreters will be paid \$40 whether they interpret for one minute or twenty-nine minutes. When Journeyman interpreters interpret for thirty-five minutes, they will be paid \$52.50.

RATES FOR TELEPHONE INTERPRETING		
CLASSIFICATION OF INTERPRETER	RATE FOR THE FIRST 30 MINUTES	RATE FOR EACH ADDITIONAL INTERVAL OF 15 MINUTES
+aster	\$40	\$20
Journeyman	\$35	\$17.50
Conditionally Approved	\$25	\$12.50
Eligible Unapproved	\$20	\$10.00

The calculation of rates begins from either of the following points in time:

1. **When the interpreter is on the phone line**, regardless of when the proceeding actually starts. Example: The interpreter is called and gets on the line, but is on hold for ten minutes until the call is transferred to the courtroom. The proceeding then runs twenty-five minutes. In this case, the interpreter is entitled to the flat rate for the first 30 minutes and the rate for an additional 15 minutes.
2. **When the interpreter has been told to be available** for the proceeding. Example: The interpreter has been told to be available at 1:30 PM, and the court is not ready for this proceeding until 2:00 PM. The interpreter is entitled to the total amount of time per the above rates including (A) waiting time and (B) all the time actually on the phone for the interpreted event.

The cancellation policies indicated in the *Guidelines* will be in force for telephone interpreting assignments with one exception. The policy, as stipulated in the *Guidelines*, is as follows: "In the event the VCIS [Vicinage Coordinator of Interpreting Services] cancels the assignment within the immediately preceding working day (*i.e.*, less than twenty-four hours), the interpreter is entitled to one-half of the minimum professional fee..." (at p. 16). The exception is that if an interpreter accepts a telephone interpreting assignment on the same day that the service is needed, and the assignment is canceled on the same day, then the interpreter is entitled to the full rate for the first thirty minutes.

Here are some specific scenarios:

- Interpreter agrees at 9:00 AM to provide services for an emergent matter scheduled for 9:45 AM on the same day (or any other time on the same date) and the request is canceled. Interpreter is entitled to the full rate for the first thirty minutes.

- Interpreter agrees at 1:00 PM to provide services for a scheduled matter at 3:00 PM two business days later, which is canceled at 10:30 AM the following business day. The interpreter is not entitled to any compensation.
- Interpreter agrees at 2:15 PM to provide services for a scheduled matter at 3:00 PM two business days later, which is canceled at 3:00 PM the next business day. The interpreter is entitled to one-half of the flat thirty minute rate that corresponds to the interpreter.

The rates for agencies are the ones published in the *Registry of Free-lance Interpreters and Interpretation/Translation Agencies*. Each agency will charge the same rate statewide as indicated in the Registry except when updated through the AOC. At the outset, six agencies are registered to provide telephone interpreting services.

PAYMENT FOR SERVICES

Payment for services rendered by freelance interpreters will be made pursuant to receipt by the appropriate office in the Judiciary of either of two documents. First, as provided in the *Guidelines*, a freelance interpreter may submit the State of New Jersey Payment Voucher (Vendor Invoice; form PV 5/93). This is the method by which freelance interpreters have historically been paid and with which they are familiar.

However, a new method has been approved and may now be used, whether for telephone interpreting or on-site assignments. In this case, the freelance interpreter can submit a written invoice in lieu of a state payment voucher so long as the following information is included:

1. Vendor identification number (social security number for individuals; federal identification number for agencies)
2. Name and mailing address where the check is to be sent (this should be consistent with the original W-9 form completed or pursuant to a subsequent Registration Change Form)
3. Name and mailing address of party being billed (*i.e.*, vicinage name and address)
4. Date of service
5. Specific description of service rendered (*e.g.*, judge or other employee of the Judiciary in whose presence the service was delivered)
6. Number for the invoice
7. Amount being billed according to the rates published herein
8. Any other information that the interpreter believes may be important
9. An *original* signature (an invoice created by the interpreter is valid only if mailed or turned in; faxed invoices are not valid)

Vicinage staff should verify all invoices for accuracy before processing them. In addition, the interpreter can submit invoices to an individual vicinage according to whatever billing cycle is mutually agreed to in advance (*e.g.*, per service rendered, weekly, or monthly).

MONITORING AND EVALUATION

During April through September 2001, the first six months of statewide implementation, the program will be monitored and evaluated. Separate evaluation forms (see Appendix E for the forms) have been designed for each of three principal groups:

1. Court employees who coordinate the services (the Vicinage Coordinator of Interpreting Services or designee)
2. Judges and other court officials who receive the service
3. Freelance (both while at a court house and from home or office) and staff interpreters who provide the service (interpreters obtained through agencies will not be completing this form)

The Court Interpreting Section has distributed a preliminary quantity of all forms to coordinators of interpreting services and to staff interpreters. If more forms become necessary, local personnel may make copies or request additional copies from the Court Interpreting Section.

One set of all three forms is to be completed (except that the interpreters' form is not completed when the service is obtained from an agency) as quickly as possible every time a telephone interpreting service is delivered to a specific judge or other court official. If there are two, back-to-back cases handled by the same judge or court official and the same interpreter, one set of forms should be completed, not two, using the name of the first case for purposes of identification.

Forms for Coordinators of the Service and Judges and Other Users of the Service

In each vicinage (or in each county in the multi-county vicinages), the coordinator of interpreting services must develop an efficient method of managing the process for collecting the data from the first two groups. Note that the two forms are stapled together and should be kept together. This eliminates the need to match up the two forms with the same case at a later point in time.

The following steps are recommended for accomplishing this, but a local coordinator may find some other process that works better:

1. Fill out as much of the "Evaluation Form to Be Completed by Coordinator of Interpreting Services" as possible before submitting to a judge or other court official.
2. Fill out the bottom of the form for judges and other court officials by indicating to whom the completed form should be returned (i.e., the coordinator of interpreting services who sent it in the first place).
3. Deliver that form, to which the second form is stapled, to the judge or other court official who will be using the service BEFORE the service is received, if possible.
4. Receive the form back.
5. Review the form to make sure the judge or other court official filled it out completely, especially questions 1-4 (note: there doesn't have to be a response to questions 5-9).
6. Answer additional questions that need a response, probably the section on Costs.
7. Send the two forms via contract messenger to the Court Interpreting Section at the AOC.

Anyone who has specific questions regarding how to fill out these forms should direct them to Robert Joe Lee at the Court Interpreting Section, preferably via e-mail, but by telephone (609-984-5024) or fax (609-633-7142) as well.

It may be desirable for the coordinator to develop and maintain a tracking system to know when forms have been delivered to a particular judge or other court official who has used a telephone interpreting service. This would ensure that the forms are returned in a timely manner and, when not, the coordinator is able to follow up easily. ***It is very important to do everything possible to have the judge or other court official fill out the form very close to the time of the interpreted proceeding.***

Forms for Interpreters

Any time a staff interpreter or a freelance interpreter working out of a court house delivers a telephone interpreting service, whether to another vicinage or within one's own vicinage, he or she must complete the evaluation form designed for interpreters. ***This should be done immediately following the service if at all possible, or the very next day if not on the same day.*** Send completed forms via contract messenger to the Court Interpreting Section periodically but no less frequently than monthly. If there is a supervisor of interpreters, that supervisor should collect the forms from all staff interpreters and send them in together.

STATISTICAL REPORTING

A new statistical report has been designed specifically for this program. The form, together with instructions for completing it, is provided at Appendix F. It should be submitted on a monthly basis during the early months of the project and, after implementation has succeeded, on a quarterly basis. The AOC will notify the vicinages in advance when to shift to a quarterly reporting schedule.

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

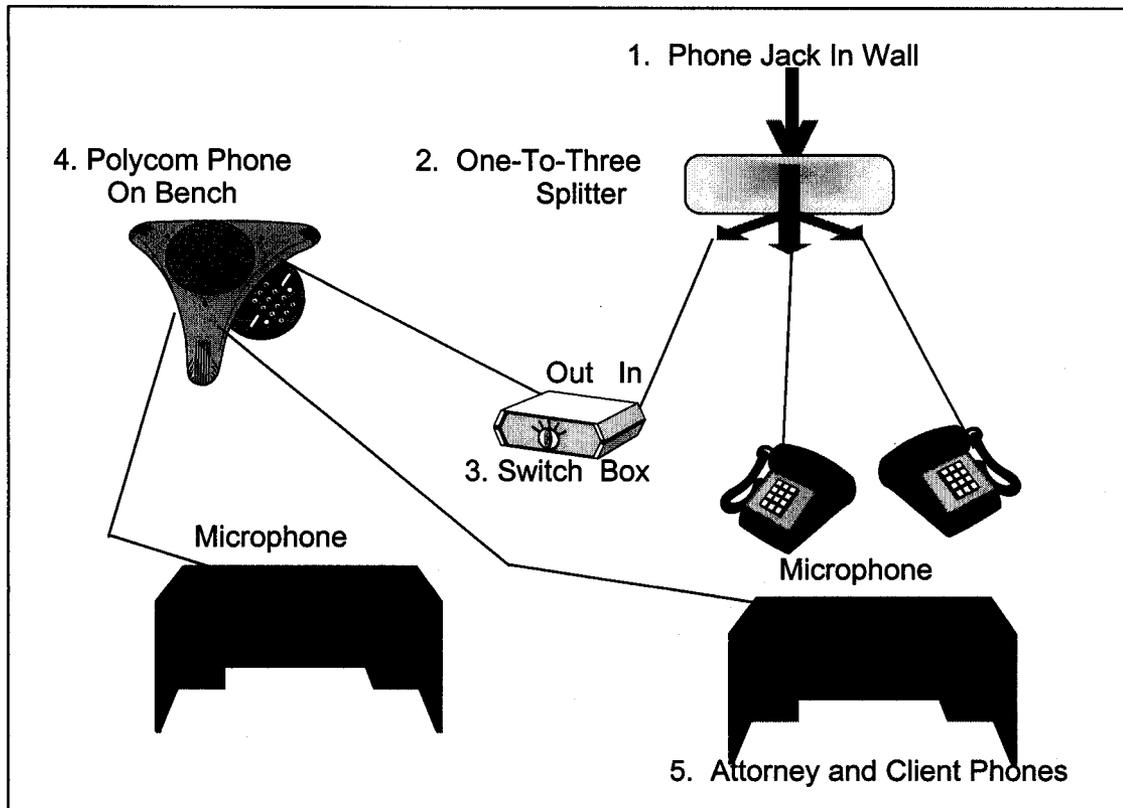
**APPENDIX A
TECHNICAL SPECIFICATIONS FOR
TELEPHONE INTERPRETING IN PROCEEDINGS**

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

Basic Set for Complex Proceedings	
<i>This set is for proceedings during which there is a possibility to provide for privileged and confidential attorney-client communications during the proceeding.</i>	
Speaker Phone	<p>Details Polycom Model 2200-00696-001 SoundStation EX 2 external microphones, each with 25-foot cables.</p> <p>NOTE: This unit works only on analog lines. For digital lines, a digital-to-analog converter is required to make the SoundStation work.</p>
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.

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.

APPENDIX C

PRACTICAL SUGGESTIONS FOR SETTING UP THE EQUIPMENT FOR ATTORNEY/CLIENT CONVERSATIONS ⁴

Maintaining the Equipment

The six components of this set of equipment should be stored in a sturdy carrying case or box that is clearly labeled. This way the equipment will be protected, easily located, and promptly transported to the location where it needs to be installed. The six components are as follows:

1. Wire to connect switch box to the splitter.
2. The one-to-three splitter.
3. Two desk-top standard telephones.
4. Two wires for connecting the desk-top telephones to the splitter.

Installation Instructions

A. Polycom speaker phone:

- Disconnect the wire that connects the Polycom speaker phone to the wall jack if it is already plugged into the telephone line.
- Connect the wire from the Polycom speaker phone to the switch box.

B. One-to-three splitter:

- Plug in the splitter to the wall jack.
- Connect a wire from the switch box to one aperture of the splitter.
- Connect both wires from the two desk-top telephones to the other two apertures of the splitter.

Suggested Warnings to Place on Switch Box and Telephones at Counsel Table

There is a danger of losing the interpreter if the switch box is turned off before counsel and client pick up their telephones or if the counsel and client hang up their phones before the switch box is turned back on. In order to prevent this problem, it may be advisable to place a warning on both the switch box and the telephones such as:

For switch box: **DO NOT SWITCH OFF UNTIL THE TELEPHONES ARE PICKED UP;
SWITCH BACK ON BEFORE PARTIES HANG UP**

For telephones: **DO NOT HANG UP UNTIL INSTRUCTED BY THE COURT**

⁴These suggestions are drawn largely from materials prepared for use in the Monmouth Vicinage, and thanks are expressed to Joe Barba and his staff for sharing them.

APPENDIX D

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 <div style="float: right; text-align: right;"> Name _____ _____ _____ </div> <div style="clear: both;"></div> <input type="checkbox"/> Judge <input type="checkbox"/> Mediator/Arbitrator <input type="checkbox"/> Hearing Officer <input type="checkbox"/> Probation Off./Inv.			
CASE NAME			DOCKET NUMBER
CASE TYPE			
ATTORNEY NAMES <div style="float: right; text-align: right;"> <input type="checkbox"/> None Party is Pro Se </div> <div style="clear: both;"></div> Prosecutor/Plaintiff _____ Defense _____			
PARTY NAMES <div style="float: right; text-align: right;"> Needs Interpreter <input type="checkbox"/> Yes <input type="checkbox"/> No </div> <div style="clear: both;"></div> #1 _____ #2 _____ #3 _____			
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	

APPENDIX E (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: <i>(Check one box with ✓ or X)</i>	<input type="checkbox"/> Judge/Civil <input type="checkbox"/> Judge/Criminal <input type="checkbox"/> Judge/Family <input type="checkbox"/> Judge/Small Claims <input type="checkbox"/> Judge/Landlord-Tenant <input type="checkbox"/> Judge/Reg.Civil <input type="checkbox"/> Judge/General Equity <input type="checkbox"/> Case Management/Civil <input type="checkbox"/> Case Management/Criminal <input type="checkbox"/> Case Management/Family <input type="checkbox"/> Domestic Violence <input type="checkbox"/> JD/Family Crisis <input type="checkbox"/> Non-Dissolution/Dissolution <input type="checkbox"/> All Other <input type="checkbox"/> Mediator <input type="checkbox"/> Arbitrator <input type="checkbox"/> Hearing Officer: Comprehensive Enforcement Program (CEP) <input type="checkbox"/> Hearing Officer: Child Support (CS) <input type="checkbox"/> Hearing Officer: Domestic Violence (DV) <input type="checkbox"/> Probation: Child Support (CS) <input type="checkbox"/> Probation: Juvenile <input type="checkbox"/> Probation: Adult

<p>Service was provided by: <i>(Check one boxes that apply with ✓ or X.)</i></p>	<p>Staff Interpreter</p> <ul style="list-style-type: none"> <input type="checkbox"/> Within vicinage <input type="checkbox"/> From other vicinage <p>Freelance interpreter from registry</p> <ul style="list-style-type: none"> <input type="checkbox"/> From courthouse while on other assignment(s) <input type="checkbox"/> From home/work with no cancellation in effect <input type="checkbox"/> From home/work under a cancellation in effect <p>Freelance interpreter from agency</p> <ul style="list-style-type: none"> <input type="checkbox"/> A&A Korean <input type="checkbox"/> Berlitz <input type="checkbox"/> Inlingua <input type="checkbox"/> Language Line Services <input type="checkbox"/> Lingual Institute <input type="checkbox"/> Quantum
<p>Language Interpreted</p>	
<p>Interpreting services were received: <i>(Check one box with ✓ or X.)</i></p>	<ul style="list-style-type: none"> <input type="checkbox"/> On the same day as the request for service was made <input type="checkbox"/> One or more days after the request for service was made
<p>Interpreter Location Information</p>	
<p>Which of the following did you contact for interpreting services? <i>(Check one boxes that apply with ✓ or X.)</i></p>	<ul style="list-style-type: none"> <input type="checkbox"/> Staff Interpreter <input type="checkbox"/> Registered freelance interpreter <input type="checkbox"/> Registered agency
<p>How many calls did you have to make before you secured an interpreter for this assignment?</p>	
<p>Costs</p>	
<p>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?</p>	<p>\$</p>

How much, if anything, was charged for this service?	<i>(\$0.00 if by staff, otherwise show actual fee.)</i> \$
Who paid for the long-distance call when the interpreter delivered the service? <i>(Check all boxes that apply with ✓ or X.)</i>	<input type="checkbox"/> The receiving county <input type="checkbox"/> The providing county <input type="checkbox"/> The freelance interpreter <input type="checkbox"/> The agency
Comments	

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APPENDIX E (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	<i>(Please print.)</i>		
Title			
Time interpreter came on	:	<input type="checkbox"/> AM	<input type="checkbox"/> PM
Time interpreter went off	:	<input type="checkbox"/> AM	<input type="checkbox"/> PM
Was there any confidential attorney/client communication using the telephone interpreting service in this proceeding?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Which, if any, of the following problems occurred in this telephone interpreted event? <i>(Check all boxes that apply with ✓ or X.)</i>			
Audibility	<input type="checkbox"/> Court/other user could not hear interpreter <input type="checkbox"/> Party could not hear interpreter <input type="checkbox"/> Interpreter could not hear party <input type="checkbox"/> Interpreter could not hear court official		
Technical Issues	<input type="checkbox"/> Static on line <input type="checkbox"/> Problem with interpreter's phone <input type="checkbox"/> Problem with speaker phone <input type="checkbox"/> Problem with attorney/client line		
Protocol	<input type="checkbox"/> Interpreter didn't follow instructions <input type="checkbox"/> Party was confused <input type="checkbox"/> Interpreter was not assertive enough		
Length of Party's or Attorney's Utterances	<input type="checkbox"/> Phrases too short <input type="checkbox"/> Phrases too long (without breaks)		

Rate of Speech by Attorney/Party	<input type="checkbox"/> Talked too fast <input type="checkbox"/> Talked too slow
Interpreter's Qualifications	<input type="checkbox"/> Had to do <u>voir dire</u> <input type="checkbox"/> Found interpreter to be unqualified <input type="checkbox"/> 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.)	<input type="checkbox"/> No comment or obvious reaction <input type="checkbox"/> No noticeable reaction in either direction; neutral <input type="checkbox"/> Happy with the service or complimentary <input type="checkbox"/> Somewhat unhappy with the service or hesitant <input type="checkbox"/> Somewhat happy with the service or accepting <input type="checkbox"/> Very unhappy with the service and very critical
In your opinion, how well did telephone interpreting service work in this case? (Check one.)	<input type="checkbox"/> Extremely well <input type="checkbox"/> More positively than negatively <input type="checkbox"/> Mixed feelings and basically neutral <input type="checkbox"/> More negatively than positively <input type="checkbox"/> 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:

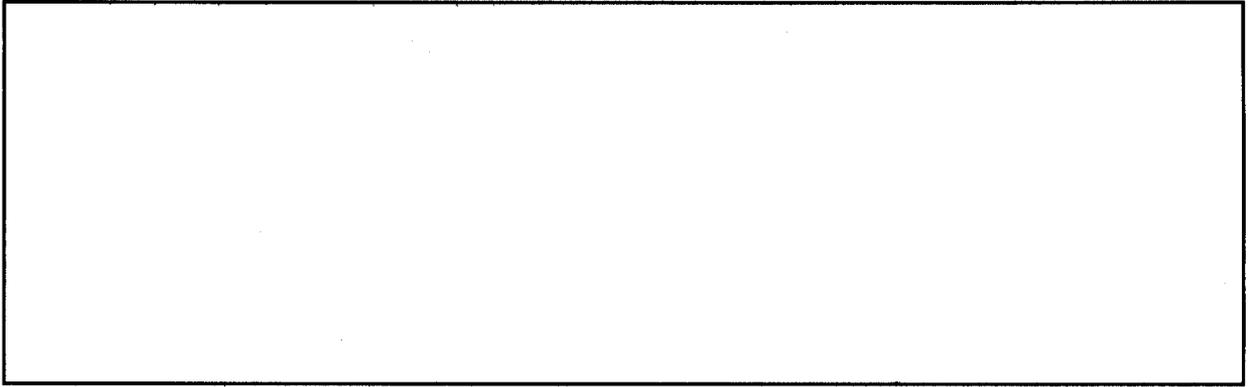
APPENDIX E (3)

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)	<input type="checkbox"/> Interpreter received faxed case description information in advance <input type="checkbox"/> Interpreter was sworn in <input type="checkbox"/> Interpreter's appearance was placed on the record <input type="checkbox"/> Interpreter was <i>voir dire</i> d <input type="checkbox"/> Judge or other court official provided background to the proceeding <input type="checkbox"/> 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)	<input type="checkbox"/> Most or all of them <input type="checkbox"/> Some of them <input type="checkbox"/> None of them
Evaluation of Assignment:	
Which, if any, of the following <i>problems</i> occurred in this telephone interpreted case? (Check all boxes that apply with ✓ or X)	
Audibility	<input type="checkbox"/> Court could not hear interpreter <input type="checkbox"/> Party could not hear interpreter <input type="checkbox"/> Interpreter could not hear party <input type="checkbox"/> Interpreter could not hear court official <input type="checkbox"/> Interpreter could not hear attorney
Technical Issues	<input type="checkbox"/> Static on line <input type="checkbox"/> Problem with interpreter's phone <input type="checkbox"/> Problem with speaker phone <input type="checkbox"/> Problem with attorney/client line <input type="checkbox"/> Words chopped off
Protocol	<input type="checkbox"/> Court official did not solve problems <input type="checkbox"/> Court official didn't understand interpreter's role <input type="checkbox"/> Court official didn't help interpreter understand what was happening <input type="checkbox"/> Court official criticized interpreter for interrupting too much

Length of Utterances	<input type="checkbox"/> Party/attorney spoke too long (w/o breaks) <input type="checkbox"/> Party/attorney spoke too short <input type="checkbox"/> Court official spoke too long <input type="checkbox"/> Court official spoke too short
Speed	<input type="checkbox"/> Party/attorney talked too fast <input type="checkbox"/> Party/attorney talked too slow <input type="checkbox"/> Court official talked too fast <input type="checkbox"/> Court official talked too slow
The Linguistic Minority Party	<input type="checkbox"/> Was confused by process <input type="checkbox"/> Mumbled/did not speak clearly <input type="checkbox"/> Had limited linguistic skills
Need to Request Repetition	<input type="checkbox"/> Had to ask court official to repeat <input type="checkbox"/> Had to ask party to repeat <input type="checkbox"/> Had to ask attorney to repeat
Need for Clarification	<input type="checkbox"/> Had to ask court official for clarification <input type="checkbox"/> Had to ask party for clarification <input type="checkbox"/> Had to ask attorney for clarification
Miscellaneous	<input type="checkbox"/> Interpreter was not always able to follow who was speaking <input type="checkbox"/> Long silences left interpreter wondering what was happening <input type="checkbox"/> 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) <input type="checkbox"/> No <input type="checkbox"/> 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) <input type="checkbox"/> No <input type="checkbox"/> 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) <input type="checkbox"/> No <input type="checkbox"/> 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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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: Robert Joe Lee, 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.

GUIDELINES 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.