

**Program name: Court Interpreter Program
Judicial Branch, Court Operations Division)**

Quality of Life Result to which the Program Contributes:

People in the state have equal access to justice, regardless of their language.

Program's Contribution to Result:

The Court Interpreter Program helps to eliminate language barriers that prevent individuals with limited English proficiency to understand and fully participate in court and court-related proceedings.

Partners:

- Judges
- Judicial Marshals
- Language Line
- Information Technology Division

Performance Measures:

Performance Measure Number 1:

Number of interpreter and translation requests:

Interpreter Requests (cases)	Translation Requests (for written materials)
2006: 50,348	2006: 133
2007: 44,615	2007: 165
2008: 43,667	2008: 209

(These measures indicate the total number of cases that require interpreters and the number of translation requests made by Connecticut's courts. It defines the problem that needs to be addressed.)

Performance Measure Number 2:

Number of languages provided:

2006: 26
2007: 28
2008: 35

(This measure indicates extent to which the interpreter program addresses the overall number of interpreter and translation requests. It is both a quantity and quality indicator of the program's effectiveness.)

Story Behind the Baseline:

A significant number of cases that involve individuals with limited English proficiency (LEP) are added to the court's criminal, civil, family and juvenile caseloads each year; individuals whose lives, liberty, property and children may be impacted by their ability to understand and participate in the matter before the court. Each year the range of languages that appear in the courts expands, as does the scope of proceedings (both court and court-related) that must be interpreted and translated into these languages.

Proposed Actions to "Turn the Curve":

The Court Interpreter Program seeks to provide interpretation and translation services to limited English proficient (LEP) individuals and to the court so that LEP individuals may have their matters resolved in a fair, timely, efficient and open manner. It has begun to implement a number of procedures meant to improve quality of life results for LEP individuals in connection with the implementation of the Branch's strategic plan. These include the certification of court interpreters and translators to ensure accurate and consistent delivery of services to individuals with limited English proficiency; translation of Judicial Branch forms, notices, and manuals to help make court procedures more accessible to LEP individuals; simplified procedures for requesting an interpreter, to expedite service delivery; and, adaptation of technology throughout the Branch so that a limited number of interpreters and translators may meet the demand for service posed by the wide range and large number of LEP individuals who appear in Connecticut's courts.