



**Twentieth Judicial Circuit
of Florida**

Administrative Office of the Courts

**Court Interpreter Services
Annual Report
2017**

Court Interpreting Services

TABLE OF CONTENTS

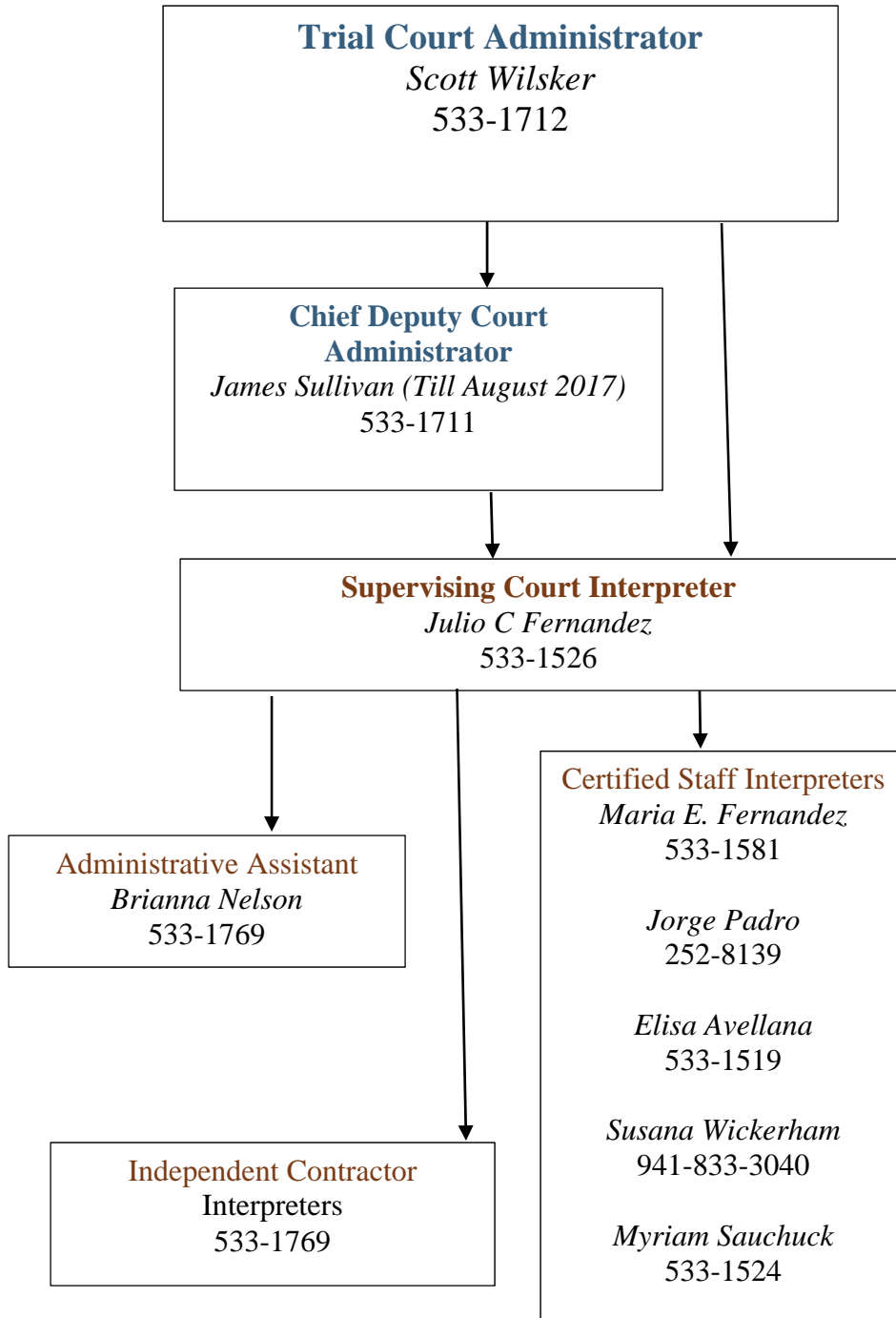
	PAGE
SECTION 1 – MISSION STATEMENT	3
SECTION 2 – ORGANIZATIONAL CHART	4
SECTION 3 – INTERPRETERS CODE OF CONDUCT	5
SECTION 4 – COURT INTERPRETER SERVICES - GENERAL	6
SECTION 4 – COURT INTERPRETER SERVICES – CIRCUIT WIDE	7
SECTION 5 – OTHER LANGUAGES PROVIDED	8
SECTION 6 – STAFF DEVELOPMENT	8



Mission Statement

We are a team of professionally trained, certified court interpreters, and support personnel. We work in conjunction with each other, to carry out our common mission which is enabling the faithful and accurate interpretation of court proceedings, and in so doing, to facilitate the mission of the judicial branch, by placing those who use our services on equal footing within the court with those that speak the English language.

Administrative Office of the Courts
Court Interpreter Services
Organizational Chart



INTERPRETER'S CODE OF PROFESSIONAL CONDUCT

All 20th Circuit Court Interpreters, staff and independent contractors, shall act in a professional manner in keeping with the Code of Conduct as set forth in the Florida Rules for Certification and Regulation of Spoken Language Court Interpreters (Rule 14.300 thru 14.390)

Interpreters shall render a complete and accurate interpretation or sight translation, without altering, omitting, summarizing, or adding anything to what is stated or written, and without explanation.

Interpreters shall accurately and completely represent their certifications, training, and pertinent experience.

Interpreters shall be impartial and unbiased and shall refrain from conduct that may give an appearance of bias. Interpreters shall disclose any real or perceived conflict of interest.

Interpreters shall protect the confidentiality of all privileged and other confidential information. Furthermore, interpreters shall not publicly discuss, report, or offer an opinion concerning a matter in which they are or have been engaged, even when that information is not privileged or required by law to be confidential.

Interpreters shall conduct themselves in a manner consistent with the dignity of the court and shall be as unobtrusive as possible.

Interpreters shall limit themselves to interpreting or translating, and shall not give legal advice, express personal opinions to individuals for whom they are interpreting, or engage in any other activities which may be construed to constitute a service other than interpreting or translating while serving as an interpreter.

Interpreters shall assess their ability to deliver their services at all times. When interpreters have any reservation about their ability to satisfy an assignment competently, they shall immediately convey that reservation to the appropriate judicial authority.

Interpreters shall report any effort to impede or influence their compliance with any law, any provision of this Code, or any other official policy governing court interpreting and legal translating to the proper judicial authority.

Interpreters shall continually improve their skills and knowledge and advance the profession through activities such as professional training, continuing education, and interaction with colleagues and specialists in related fields.

COURT INTERPRETER SERVICES

The Administrative Office of the Courts (AOC) of the 20th Judicial Circuit recognizes the growing diversity of people who appear before and utilize the courts. Removing barriers to communication helps to ensure that all persons receive fair and equal access to justice and can fully participate in court proceedings. The AOC provides access to interpreting services for individuals who are non-English-speaking or have a limited ability to understand English (limited-English-proficient), are deaf or hearing-impaired, or are unable to speak. The AOC employs full-time staff Court Interpreters and utilizes qualified independent contract Court Interpreters, with services available in all court locations. From our home base office in Lee County, we provide interpreting services to all 5 counties in our circuit as follows:

Lee County employs 3 full-time staff certified Spanish Court Interpreters; Charlotte County employs 1 full-time staff certified Spanish Court Interpreter, and Collier County employs 1 full-time staff certified Spanish Court Interpreter. All supervised by a working and supervising certified staff Spanish Court Interpreter. A total of 25 contract interpreters (individuals and/or agencies) also serve the courts in our circuit. The languages provided include Spanish, Haitian-Creole, American Sign Language and a variety of exotic languages and dialects.

As per the General Recommendations, Standards of Operation, and Best Practices proposed by the Commission on Trial Court Performance and Accountability relating to the provision of interpreter services in Florida's trial courts (See AOSC11-45 corrected) and approved by The Supreme Court of Florida January 30th, 2012, cases are prioritized as follows:

- 1) First appearances, detention hearings and reviews, shelter hearings, final injunction hearings, and Baker Acts.
- 2) Felony trials
- 3) Other felony matters
- 4) Misdemeanor cases
- 5) Delinquency cases
- 6) Dependency cases, except shelter hearings
- 7) Civil commitment hearings
- 8) Civil traffic cases
- 9) Diversion programs operated by the courts
- 10) Other civil cases

The Court Interpreter Services hired a full-time staff Spanish Court Certified Interpreter for Lee County this year who transferred from the 10th Judicial Circuit: Ms Myriam Sauchuk. We also hired a Temporary Part time Administrative Assistant, Ms Maria Loretto Recabarren to help with our contractor's invoices and schedules..

Court Interpreting continues to undergo progressive updating to better serve our circuit, while making the best use of resources. The following attributes have been added and/or improved for a more effective functioning of the Interpreting Department.

- Interpreter Services information is continually being updated on our website to reflect the cases and clients we serve in the 20th Circuit

- New improved Interpreter Request Form are available online in English, Spanish, and Creole
- Information bins in public locations throughout the 20th Circuit to inform the public of their right to request interpreter services via the New Request Form or by phone on our automated line
- Automated phone number for receipt of telephonic interpreter requests for patrons that are not able to submit a request electronically
- Uniform Data Report reformatted to reflect the duration of interpreting services tallied by case type, per county within the 20th Circuit
- Improved communications between the Interpreter Services Office and Administrative Service managers in outlying counties has resulted in more efficient allocation of interpreter resources
- Updated internal interpreter schedules to aid in the collection of UDR data and duration for the circuit
- Continued collaboration with Clerk of Courts and Public Defender throughout the 20th Circuit to improve the already established automated reporting system for identification of cases requiring interpreter services
- Bench Cards have been disseminated to aid the Judiciary in the implementation of Administrative Order 2.36 to make a finding for interpreter services on a case by case basis, whereby cases will be indicated in the newly established clerk reporting system and daily reports
- Remote Interpreting capabilities based in Lee County are progressively being implemented, to serve outlying counties. All staff interpreters were trained on protocol of use.
- Contracted with several reliable, bilingual, and experienced Mayan dialect interpreters to facilitate due process.
- Have been able to address the increase in Mayan exotic language requests in Collier County, especially for MAM dialect by contracting directly with bilingual MAM interpreters.

Court Interpreter Services Circuit Wide 2017					
Type of Proceeding	Number of Events				Translation
	Spanish	Haitian – Creole	Other	ASL	Pages
Circuit Criminal	2402	106	82	12	166
County Criminal	7273	118	133	15	1
Family Court - Dependency/CINS/FINS	586	131	35	10	0
Family Court - Delinquency	732	166	19	4	0
Baker/Marchman/Guardianship	55	17	2	0	0
Domestic Violence Injunctions	386	29	23	5	0
General Magistrate/CSHO for Family Law – All Other Title IV-D	54	0	1	2	0
Other Case Types	119	1	2	18	0
Total	11607	568	297	66	167

**Languages Provided – Circuit Wide
2017
(Other than Spanish, Haitian-Creole and Sign Language)**

Chuj	Mandarin	Q’Anjobal
Uzbek	Acateco	Russian
Portuguese	Italian	Hebrew
Japanese	Quiche’	French
Polish	Vietnamese	German
Albanian	Romanian	Greek
Mam	Tagalog	Ukranian
Tzotzil	Arabic	Thai
Tojolabal	Farsi	Hindi
Choctaw	Popti	

**Court Interpreter Services – CART
2017**

Charlotte County	0	Collier County	0
Glades County	0	Hendry County	0
Lee County	9		
		Total	9

STAFF DEVELOPMENT

Training

- Fernandez, Julio (Supervising Court Interpreter)
 - Teambuilding for Supervisors 5- 1/24/17
 - Ethics of Public Service for Court Staff- 4/21/17
 - Probate, Mental Health and Guardianship- 5/12/17
 - Workplace Diversity for Supervisors- 8/22/17 The Voice of the Interpreter – 9/23/17
 - ADA – What Supervisors need to Know 5 – 12/4/17
 - Social Media and Sexual Harassment 5 – 12/4/17
 - Remote Interpreting – 5/10/17

- Avellana, Elisa – Certified Court Interpreter
 - Office Hazards 5 – 1/2017
 - Workplace Diversity for Employees – 11/2017
 - Ethics of Public Service – 4/19/17
 - Remote Interpreting – 5/2017
 - Continuing Education – Ethics – 5/2017

- Wickerham, Susana – Certified Court Interpreter
 - Office Hazards 5 – 1/27/17
 - Ethics of Public Service – 4/20/17
 - Probate, Mental Health and Guardianship- 5/12/17
 - Remote Interpreting – 5/2017

- Fernandez, Maria Elena – Certified Court Interpreter
 - Social Media and Sexual Harassment 5 course – 12/6/17
 - Workplace Diversity for Employee 5 – 8/22/17
 - Ethics of Public Service – 4/18/17
 - Office Hazards 5 – 1/25/17
 - Ethics, Marchman Act – 5/12/17
 - Legalization of Documents 1/27/17
 - Remote Interpreting – 5/10/17

- Nelson, Brianna - Administrative Assistant *
 - Workplace diversity for Employees 5 – 11/2017
 - The Ethics of Public Service for Court Staff – 4/2017
 - Office Hazards 5 - 3/2017
 - Remote Interpreting (How to set up) – 5/2017

- Prado, Jorge – Certified Court Interpreter
 - Workplace Diversity for Employees 5- 8/28/17
 - Office Hazards 5 – 2/3/17
 - Ethics: Brief History and Application
 - Remote Interpreting – 5/18/17

- Sauchuk, Myriam – Certified Court Interpreter
 - Workplace Diversity for Employees 5- 3/17
 - Active Shooter - 10/17
 - Remote Interpreting - 2017
 - Sexual Harassment – 11/17

In addition to AOC sponsored training, the staff actively seeks out additional online and class room trainings in order to achieve the highest professional standards in interpreting and translating, facilitate continuing interpreter’s education in order to grow their knowledge, refine their skills, and stay up to date on innovations within the profession. In addition, all staff and independent contractors are required to complete 16 hours of Continuous Education every 2 years to maintain their Certified Status with OSCA.

*Administrative Assistant Brianna Nelson is currently enrolled in the Certified Manager’s Program.