



Office of the State Court Administrator

Office of Language Access

Division of Court Services

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National Consortium on Racial and Ethnic Fairness in the Courts

Highlights from the Colorado Judicial Department's Office of Language Access

Most influential programs in Colorado's Office of Language Access in 2014:

- **Center for Telephone/Remote Interpreting**

The Center for Telephone Interpreting (CTI) was established in 2011 to provide the Colorado State Courts with qualified and approved interpreters in all languages over the phone and, when feasible, via video. CTI provides services for both urban and rural courts, probation offices, meetings with court appointed professionals and customer service inquiries at all Judicial Department levels.

CTI is housed in the Boulder Combined Courthouse's Interpreter Offices and is staffed on a daily basis with certified Spanish Interpreters who are available at a moment's notice for all Spanish interpreter needs. The CTI Manager coordinates telephonic events with interpreters working in languages other than Spanish on a case-by-case basis.

Remote interpreters are provided for the Colorado State Courts for customer service needs, meetings, and non-evidentiary matters lasting approximately 30 minutes. If the need for telephone interpreter services requires a longer period of time, the CTI Manager ensures that there is more than one interpreter available to provide the services without the potential fatigue that may affect the quality of interpretation.

Hearings and other appointment-based events are pre-scheduled using a joint online calendaring system. Courtrooms and court-related offices can request that an interpreter be present via phone for a scheduled time and duration. The system also allows for last-minute requests and coverage when events were not pre-scheduled.

The CTI Manager and the Language Access Administrator have frequent contact with CTI customers to verify that the end user is experiencing the best sound quality possible and to ensure that the interpreter's telephone interpreting skills are adequate for the scheduled event.

By providing qualified and skilled interpreters remotely for over 2,000 events in Colorado's courts in the last three years, the Office of Language Access has saved approximately \$80,000 per year, while ensuring access to justice and due process for court users.

Office of Language Access

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- **Office of Language Access Translation Department**

The Office of Language Access manages the production of official translations for all Colorado Judicial Districts through the work of the Translation Department, which is made up of a team of translators, editors and proofreaders. The group's main objective is to provide official translations of documents issued by the Courts for use by the public, either in court or online. The translated documents are issued in bilingual format, except for documents which are instructional in nature and are issued in monolingual format. The translation process consists of three stages: translation, editing/revising and proofreading/formatting.

The Translation Department was established to provide the Colorado Judicial Department with accurate and consistent translations and is responsible for coordinating the certified translation, editing and proofing of all translation projects. It is comprised of translators, editors, proofreaders and formatters as well as a coordinator for all projects. The primary translators are ATA-certified translators or the most qualified for the language as it relates to a current project. The Translation Department also provides expertise in the development of policies and best practices related to document translation for the Department.

In May 2014 the Colorado Legislature appropriated two positions to the Office of Language Access to serve as Spanish translators for the Colorado Courts, furthering the Colorado Judicial Department's commitment to providing language access in all of its forms for court users.