



## DISTRICT OF COLUMBIA COURTS

# Language Access Program 2022 Annual Report

---

Karla E. Saguil  
Director, Special Operations Division

Karima Azzouz  
Acting Language Access Coordinator,  
Office of Court Interpreting Services,  
Special Operations Division

February 28, 2023

## Table of Contents

<b>EXECUTIVE SUMMARY</b> .....	<b>3</b>
<b>A. Interpretation Services</b> .....	<b>3</b>
<b>B. Translation Services</b> .....	<b>3</b>
<b>C. Testing and Training Services</b> .....	<b>3</b>
<b>D. Language Access Resources</b> .....	<b>3</b>
<b>E. National Ranking</b> .....	<b>4</b>
<b>I. INTRODUCTION</b> .....	<b>5</b>
<b>A. Mission</b> .....	<b>5</b>
<b>B. Evolution</b> .....	<b>5</b>
<b>C. Services</b> .....	<b>6</b>
<b>D. OCIS Organizational Structure</b> .....	<b>6</b>
<b>II. INTERPRETATION SERVICES</b> .....	<b>7</b>
<b>A. 2022 Interpretation Data</b> .....	<b>7</b>
<b>B. Delivery of Interpretation Services</b> .....	<b>11</b>
<b>III. TRANSLATION SERVICES</b> .....	<b>14</b>
<b>A. 2022 Translation Data</b> .....	<b>14</b>
<b>IV. INTERPRETER REGISTRY</b> .....	<b>16</b>
<b>V. TESTING AND TRAINING SERVICES</b> .....	<b>17</b>
<b>A. DC Courts' Interpreter Registry</b> .....	<b>17</b>
<b>B. American Sign Language (ASL) Interpreters</b> .....	<b>17</b>
<b>C. Judicial Officers</b> .....	<b>18</b>
<b>D. Court Staff, CJA, and CCAN Attorneys</b> .....	<b>18</b>
<b>VI. LANGUAGE ACCESS RESOURCES</b> .....	<b>19</b>
<b>VII. CONCLUSION</b> .....	<b>20</b>

## EXECUTIVE SUMMARY

### **A. Interpretation Services**

In 2022, the Office of Court Interpreting Services (OCIS) in the Special Operations Division of the Superior Court of the District of Columbia assigned interpreters on 6,462 occasions to fulfill 5,315 interpretation events in 51 distinct languages. This represents a 40% increase in the number of interpreter assignments and a 49% increase in the number of events compared to 2021, and more closely resembles the most recent pre-pandemic data of 2019. Of all interpretation requests, 65% were for Spanish speakers. Other frequently requested languages included American Sign Language (10.27%), Amharic (8.65%), French (2.67%), Arabic (1.86%), Mandarin (1.71%), and Tigrinya (1.66%). Interpreting services were provided for both in-person and remote hearings.

### **B. Translation Services**

In 2022, OCIS processed 621 document translations compared to 518 in 2021, an increase of 20%. These translations included court orders, notices, summons, handbooks, forms, and tip sheets for court users. Spanish translations accounted for 72% of all translation requests and Amharic accounted for 18%.

### **C. Testing and Training Services**

OCIS facilitated 11 exams and assessments for contract interpreters, court personnel, and CJA attorneys in 2022 and 31 training events for contract interpreters, judicial officers, and court personnel. In 2022, OCIS launched the DC Courts' American Sign Language (ASL) mentorship program in partnership with Gallaudet University and designed a series of specialized workshops for ASL interpreters to prepare them for work at the DC Courts.

### **D. Language Access Resources**

In 2022, OCIS implemented a new data collection management system to improve and enhance data accuracy, transparency, and availability. In addition, key language access

resources for external and internal stakeholders were published on digital platforms, printed material, and multimedia content, including but not limited to a dedicated Language Access page on the DC Courts' website to inform external stakeholders of the comprehensive language access services available at the Courts, and a Language Access Toolkit published on the Courts' intranet to support court staff and internal stakeholders when engaging with a member of the public requiring language assistance.

**E. National Ranking**

The Courts' Language Access Program ranked 12th nationwide in the National Center for Access to Justice's 2020 Justice Index ranking for language access. (The Courts previously ranked 16<sup>th</sup> in this category in the 2016 Justice Index.)

## I. INTRODUCTION

### A. Mission

The Language Access Program of the District of Columbia Courts (the Courts) is an overarching, comprehensive program for language access services that is designed and implemented to serve the language access needs of the Courts' internal and external stakeholders.

Consistent with the Courts' Vision Statement, "Open to All, Trusted by All, Justice for All," and its strategic goals,<sup>1</sup> the mission of the Language Access Program is to provide effective and timely language access services at no cost for Limited English Proficient (LEP) and deaf and hard-of-hearing persons doing business with the Courts, in compliance with the Americans with Disabilities Act of 1990,<sup>2</sup> Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. § 794),<sup>3</sup> Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d *et seq.*),<sup>4</sup> and the Omnibus Crime Control and Safe Streets Act of 1968 (42 U.S.C. § 3789d(c)).<sup>5</sup>

### B. Evolution

The Language Access Program has evolved since its inception as the Courts' interpreting services program with a limited mandate of providing interpretation services under certain circumstances. The Office of Court Interpreting Services (OCIS) was established in 1986 as an office in the Special Operations Division of the Superior Court. Over the years, the breadth of OCIS' services expanded, and its mandate was formally established by Administrative Orders 98-12, 09-04, and 09-09,<sup>6</sup> culminating in Administrative Order 14-15, which was issued by Chief Judge Lee F. Satterfield in 2014.<sup>7</sup>

---

<sup>1</sup> The six main goals outlined in the 2023-2027 Strategic Plan are: Access to Justice for All; Public Trust and Confidence; A Great Place to Work; Effective Court Administration; Fair and Timely Case Resolution; and Racial Equity and Cultural Competence.

<sup>2</sup> <https://www.ada.gov/law-and-regs/ada/>

<sup>3</sup> <https://www.hhs.gov/civil-rights/for-individuals/disability/laws-guidance/index.html>

<sup>4</sup> <https://www.hhs.gov/civil-rights/for-individuals/special-topics/needful-families/civil-rights-requirements/index.html>

<sup>5</sup> <https://www.ojp.gov/ncjrs/virtual-library/abstracts/omnibus-crime-control-and-safe-streets-act-1968>

<sup>6</sup> <https://www.dccourts.gov/search/results?keys=administrative+orders>

<sup>7</sup> <https://www.dccourts.gov/search/results?keys=administrative+orders>

In 2012, the position of the OCIS Supervisor was upgraded to Language Access Coordinator. The Language Access Coordinator was tasked with the responsibility for implementing and upgrading the DC Courts' Language Access Plan,<sup>8</sup> which provides the framework for the Language Access Program. In 2015, Joint Administrative Order 15-1<sup>9</sup> was issued to establish a Language Access Advisory Committee for the purpose of advising the Language Access Coordinator on ways to implement and improve the Language Access Plan.

### **C. Services**

The Language Access Program is administered by OCIS<sup>10</sup> except for the testing and hiring of Spanish and English bilingual employees, which falls under the purview of the Human Resources Division. The following components of the Language Access Program are covered in this annual report:

- Interpretation services
- Translation services
- Testing and training services
- Language access resources

### **D. OCIS Organizational Structure**

OCIS is a high-volume, fast-paced office that manages an Interpreter Registry of over 160 contractors and engages multiple independent agencies to provide interpretation and translation services to meet the Courts' daily language access needs.

At its full complement, OCIS is staffed by five employees: a Language Access Coordinator who manages OCIS and the Language Access Program; a Program Officer who administers the DC Courts' Interpreter Registry; a Program Specialist who processes immediate and advance interpreter requests; and a staff Spanish interpreter and American Sign Language (ASL) interpreter who provide interpretation services and administrative support.

---

<sup>8</sup> [https://www.dccourts.gov/sites/default/files/divisionspdfs/Language\\_Access\\_Plan\\_DC\\_Courts.pdf](https://www.dccourts.gov/sites/default/files/divisionspdfs/Language_Access_Plan_DC_Courts.pdf)

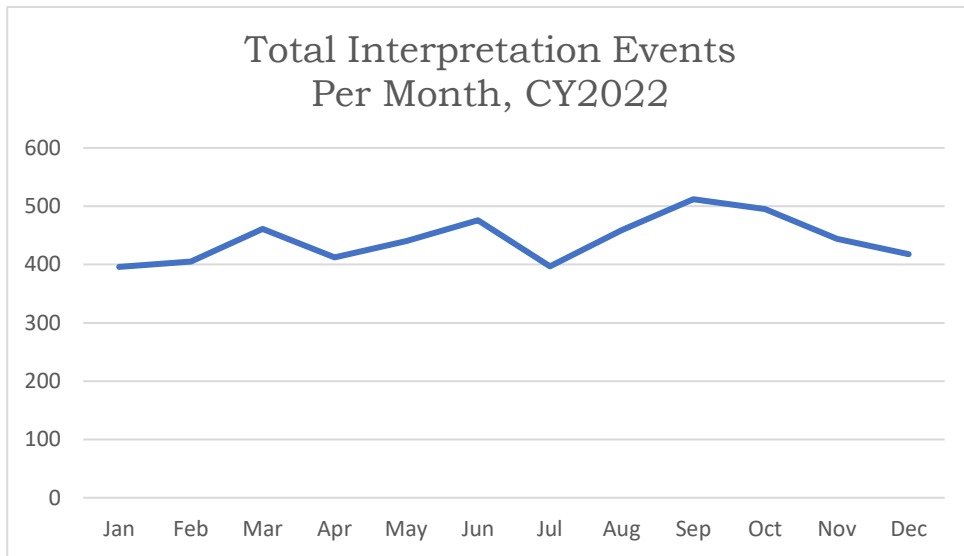
<sup>9</sup> <https://www.dccourts.gov/search/results?keys=administrative+orders>

<sup>10</sup> <https://www.dccourts.gov/index.php/services/language-access-services>

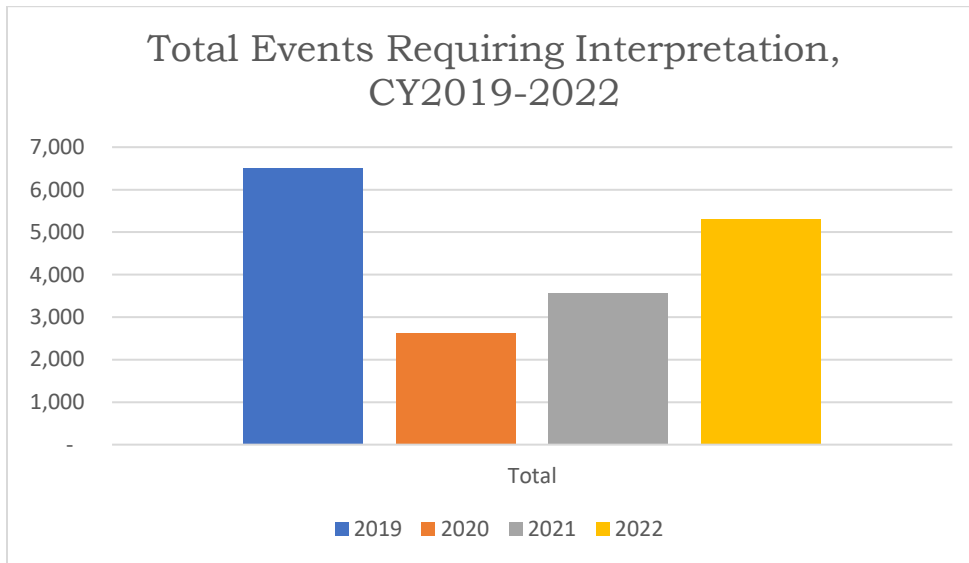
## II. INTERPRETATION SERVICES

### A. 2022 Interpretation Data

Interpretation services are provided by OCIS staff, DC Courts' Interpreter Registry contract interpreters, and independent interpretation agencies. In 2022, OCIS saw a gradual increase in interpretation requests after a sharp decline during the 2020 and 2021 COVID-19 pandemic years.



By the end of 2022, total interpretation requests for 2022 increased to numbers closer to the pre-pandemic data of 2019.



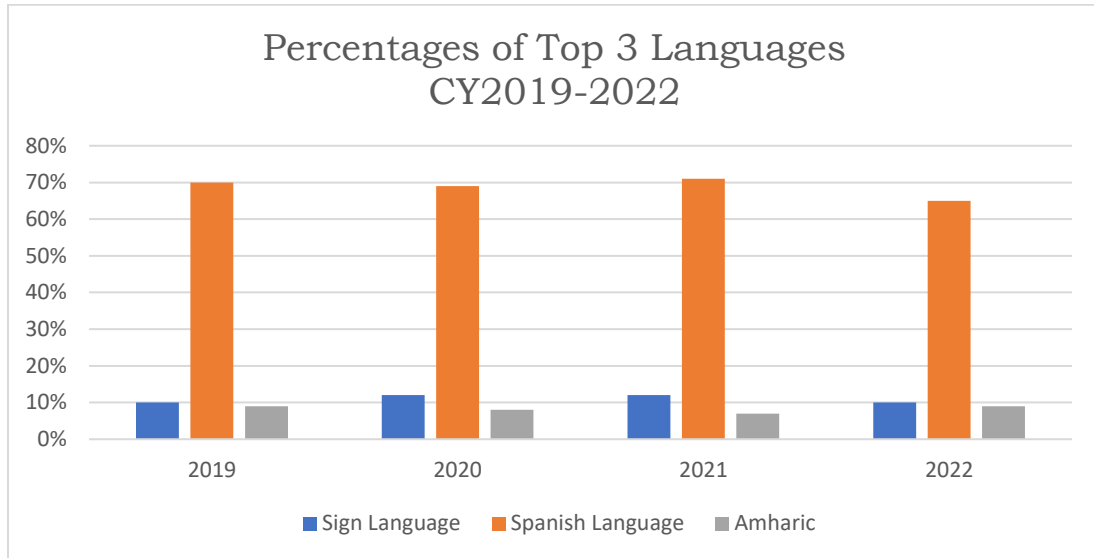
In 2022, OCIS received 5,315 requests for interpretation services in 51 distinct languages.

Number of Hearings Per Language		
Language	Count of Hearings	Percentage
Spanish	3,471	65.31%
Deaf - American Sign Language (ASL)	546	10.27%
Amharic	460	8.65%
French	142	2.67%
Arabic	99	1.86%
Mandarin	91	1.71%
Tigrinya	88	1.66%
Vietnamese	51	0.96%
Korean	49	0.92%
Deaf - Relay	38	0.71%
Russian	31	0.58%
Persian	28	0.53%
Bengali	22	0.41%
Portuguese	19	0.36%
Tagalog	16	0.30%
Ewe	16	0.30%
Turkish	15	0.28%
Urdu	12	0.23%
Creole (Haitian)	11	0.21%
Cantonese	10	0.19%



<b>Number of Hearings Per Language</b>		
<b>Language</b>	<b>Count of Hearings</b>	<b>Percentage</b>
Bosnian	8	0.15%
Romanian	7	0.13%
Punjabi	7	0.13%
Indonesian	7	0.13%
Arabic (Moroccan)	6	0.11%
Italian	5	0.09%
Dari	5	0.09%
Nepali	5	0.09%
Yoruba	5	0.09%
Creole (Eng)	4	0.08%
Japanese	4	0.08%
Albanian	3	0.06%
Sango	3	0.06%
Kurdish	3	0.06%
Mongolian	3	0.06%
Bulgarian	3	0.06%
Somali	2	0.04%
Uyghur	2	0.04%
Greek	2	0.04%
Georgian	2	0.04%
Pashtu	2	0.04%
Polish	2	0.04%
Oromo	2	0.04%
Swahili	1	0.02%
Igbo	1	0.02%
Croatian	1	0.02%
Akan	1	0.02%
Deaf - Hearing Impaired	1	0.02%
Burmese	1	0.02%
Hindi	1	0.02%
Shanghainese	1	0.02%
<b>Grand Total</b>	<b>5,315</b>	
<b>Number of Languages Requested</b>	<b>51</b>	

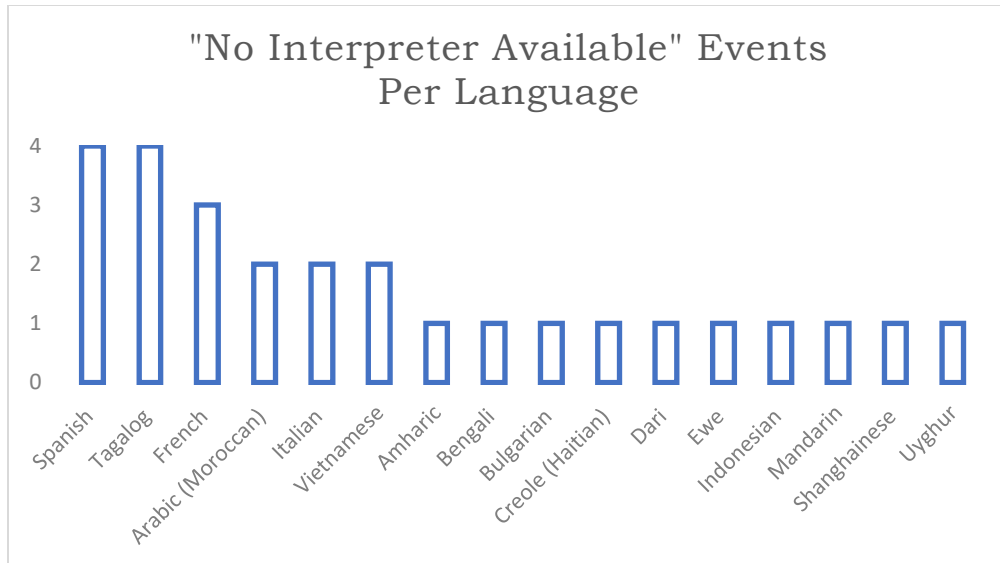
As in previous years, the three most requested languages in 2022 were Spanish, ASL, and Amharic. Spanish consistently represents the majority of requests at approximately 70%.



Included in the data for ASL requests are the interpretation services provided to deaf prospective jurors summoned to perform their civic duty. In 2022, 54 deaf jurors were issued summonses to report for jury duty. Of those, one deaf grand juror was empaneled and served for 20 days.

In 2022, OCIS was unable to provide interpreters for 27 events (0.5% of all requests) on the scheduled dates. OCIS provided interpreter services for the majority of the events at their continued dates and a telephonic interpretation service, Language Line Solutions (LLS), was used on the initial scheduled date.<sup>11</sup>

<sup>11</sup> LLS usage is not included in OCIS' interpretation data.



## B. Delivery of Interpretation Services

During 2022, OCIS continued to pivot, innovate, and leverage technology to adapt to court operations affected by the COVID-19 pandemic and the Courts’ Reimagining Plan<sup>12</sup> to ensure effective and timely interpretation services for virtual,<sup>13</sup> remote,<sup>14</sup> hybrid,<sup>15</sup> and in-person<sup>16</sup> proceedings.

In January 2022, OCIS staff and contract interpreters began a gradual “return to the office” and OCIS worked to meet the language access needs of the Courts by adopting emerging best practices to support consistently efficient and effective interpreting services while still prioritizing the health and safety of staff and contractors. OCIS developed best practices for hybrid interpretation services centered on the need for optimum technology setups to provide effective remote interpretation and established the following in 2022:

- Prioritized assigning interpreters who are scheduled to work from home to cover remote<sup>17</sup> hearings, as home setups are typically well established (following two years of remote work experience during the COVID pandemic) with ethernet

<sup>12</sup> <https://www.dccourts.gov/reimagining>

<sup>13</sup> <https://www.dccourts.gov/reimaginingdcsc>

<sup>14</sup> <https://www.dccourts.gov/reimaginingdcsc>

<sup>15</sup> <https://www.dccourts.gov/reimaginingdcsc>

<sup>16</sup> <https://www.dccourts.gov/reimaginingdcsc>

<sup>17</sup> For OCIS purposes, “remote” assignments are those performed virtually from home.

hardwired internet connections, the requisite bandwidth, webcams, adjustable lighting, and backgrounds.

- Set clear guidance and expectations for interpreters scheduled to work remotely so that services are consistent, reliable, and effective.
- Created two dedicated rooms for video remote interpretation (VRI) for interpreters working onsite.<sup>18</sup> The VRI rooms are equipped with the requisite technology and equipment for optimum delivery of services, including additional support equipment to enhance ASL interpretation such as ring lights and backdrops, to ensure the clarity of linguistic markers that are carried visually. The VRI rooms provide privacy to safeguard the confidential nature of certain proceedings and minimize distractions both to interpreters and to consumers.
- Instituted hybrid schedules for staff and contractors to promote social distancing and accessibility to home-based technology needed for remote interpretation.
- Provided accessible interpreting equipment for onsite assignments to promote social distancing.
- Provided cleaning supplies for shared equipment and spaces.

Webex is the video conferencing platform for most operating divisions and over which OCIS staff and contract interpreters deliver their remote interpretation services. During 2022, simultaneous interpretation<sup>19</sup> was not available for virtual hearings over Webex, therefore interpretation services were delivered in consecutive mode,<sup>20</sup> which is a talk and pause method. To maintain a level of efficiency, interpreters use cell phones to interpret over Webex for LEP parties who use their cell phones to receive the interpretation. The LEP party must have access to two devices, one to listen to the interpretation and a second to access the Webex session. The simultaneous interpretation feature will be implemented in 2023.

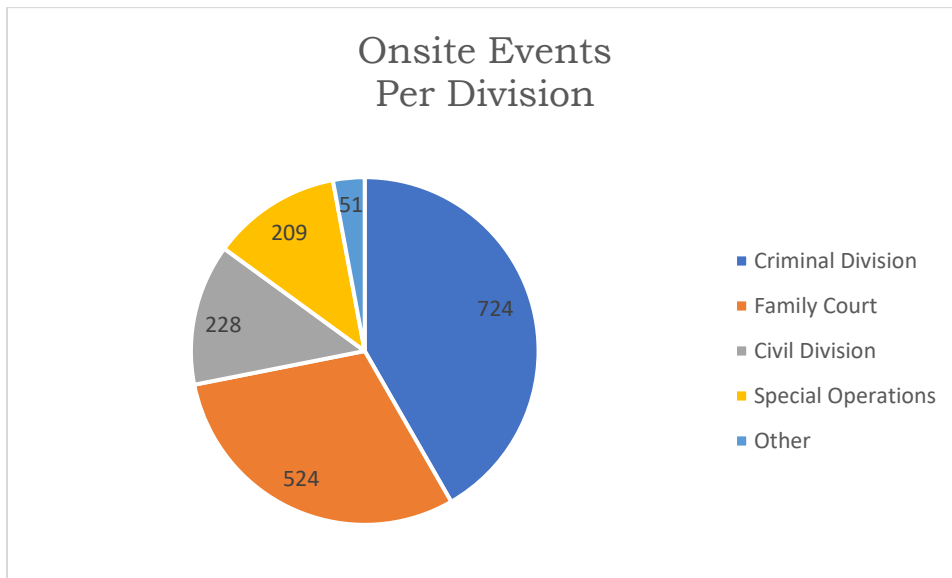
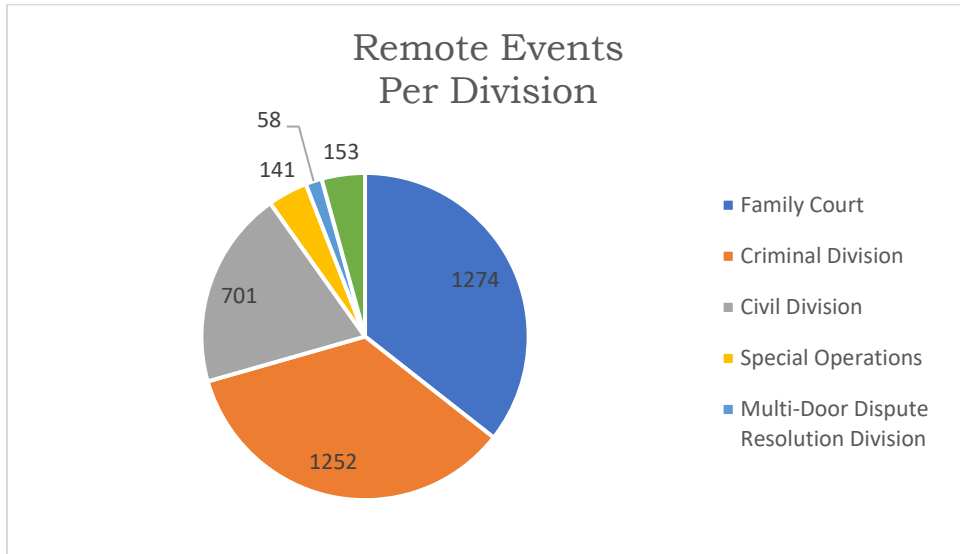
---

<sup>18</sup> For OCIS purposes, “onsite” assignments are those performed at in the courthouse either virtually from OCIS or in person in the courtroom.

<sup>19</sup> Simultaneous interpretation is when an interpreter interprets the message from the source language to the target language in real-time.

<sup>20</sup> Consecutive interpretation is when an interpreter takes notes while the speaker is talking and waits for the speaker to pause before rendering the message into the target language.

While onsite interpretation requests steadily increased during the course of 2022 in direct correlation with the increase in overall requests, the requests for remote assignments, at 3,479, significantly outweighed the requests for onsite assignments at 1,736.



Remote interpretation has generally increased the availability of interpreters to provide services, which was not possible before the Courts leveraged technology to remain open and operational throughout the COVID-19 pandemic.

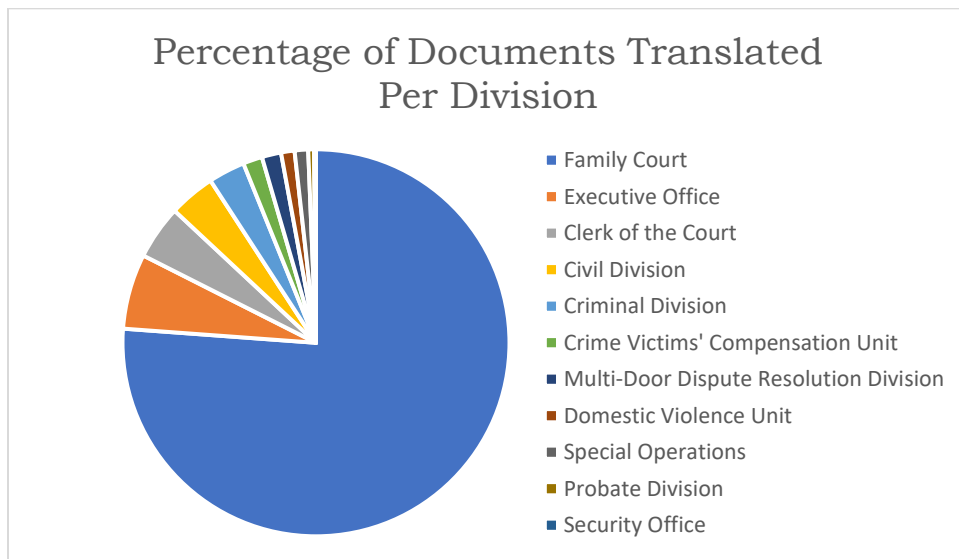
### III. TRANSLATION SERVICES

#### A. 2022 Translation Data

It is the Courts' policy to provide translation<sup>21</sup> services free of charge to assist LEP persons doing business with the Court. This includes the translation of vital documents, notices, court orders, and other court documents. OCIS outsources translations to a translation agency and may also assign translations to OCIS staff and Interpreter Registry contract interpreters.

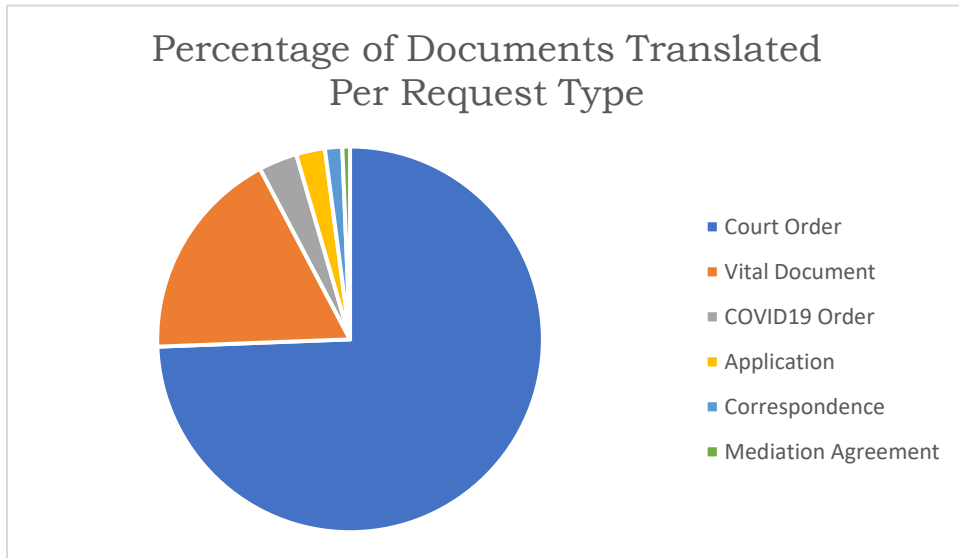
In 2022, translation services continued to expand. OCIS produced 621 document translations compared to 518 in 2021, an increase of 20%. However, the total translation word count in 2022 was 423,915, a decrease of 9% compared to the word count of 464,467 in 2021. This is due to a decrease in the requests for translations of lengthy COVID-19 related orders in 2022, compared to 2021.

Document translation requests from the Family Division accounted for 76% of all requests.

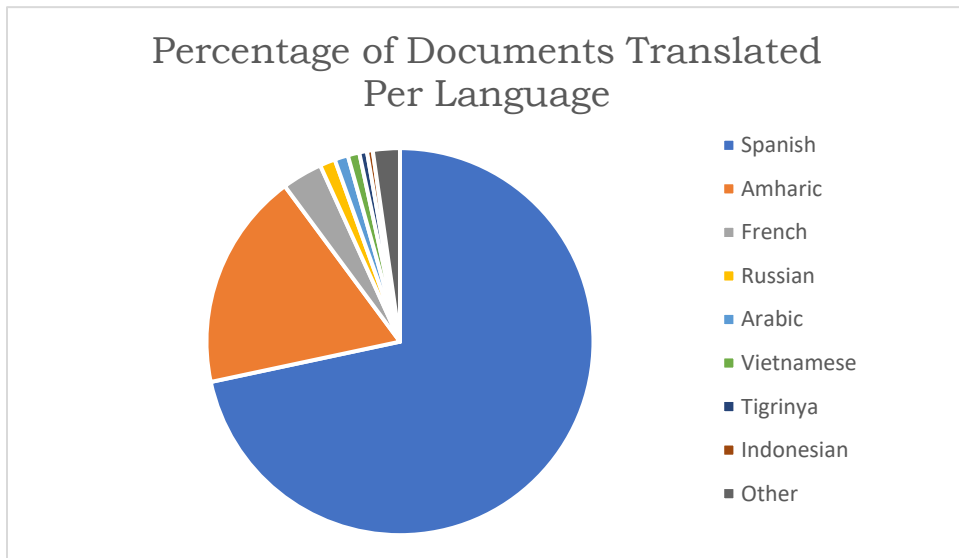


<sup>21</sup> Translations render a message from a written language text into another written language text.

Requests for translations of court orders accounted for 74% of all translation requests.



In 2022, OCIS received requests for document translations in 20 languages. Spanish and Amharic remain the top two most requested languages for document translations at the Courts at 72% and 18% of all requests respectively.



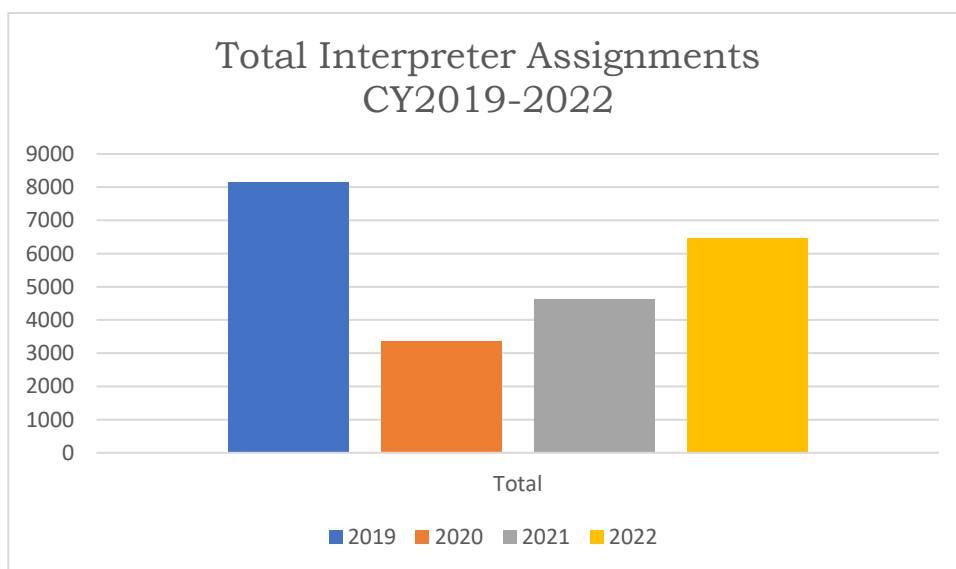
In 2022, the Courts expanded its translation services to allow LEP individuals who are parties or participants in a case to request a translation of a court order, court notice, or other court document filed in the case into their preferred language of communication. The translations are provided free of charge.

#### IV. INTERPRETER REGISTRY

In 2019, the State Justice Institute awarded the Courts a matching grant to launch the DC Courts' Interpreter Registry and the first nationwide Amharic Court Interpreter Certification Examination. The DC Courts' Interpreter Registry launched on October 1, 2019. It is a formal court interpreter testing and training program designed to improve the quality of interpretation services at the Court by standardizing interpreter testing, training, responsibilities, and scheduling.

In 2022, the Registry included over 160 contract interpreters representing over 50 spoken and signed languages. OCIS manages the Registry and coordinates the activities of the contract interpreters to fulfill the Courts' daily needs for interpretation services.

In 2022, OCIS assigned interpreters on 6,462 occasions<sup>22</sup> to fulfill 5,315 requests for interpretation services in 51 distinct languages. This amounts to a 40% increase in the number of interpreter assignments compared to 4,619 in 2021, and more closely resembles the pre-pandemic data of 2019.



<sup>22</sup> Two interpreters are assigned as a team to interpret for lengthy proceedings.



## **V. TESTING AND TRAINING SERVICES**

OCIS provides testing and training services to ensure that court staff, judicial employees, and contract interpreters are familiar with the DC Courts' Language Access Program and available language access services, and to ensure consistent best practices for delivery of services. Tests and training sessions are provided court-wide periodically and upon request to safeguard LEP and deaf court users' meaningful access to court proceedings and services.

### **A. DC Courts' Interpreter Registry**

All Interpreter Registry members are required to complete an orientation workshop during their onboarding process that covers skills building, team interpretation, remote interpretation, ethics, practice standards and code of conduct, court procedures and protocols, WITS, policies, and procedures. To remain in good standing, interpreters on the Interpreter Registry must complete 12 hours of continuing education every two years on legal or interpretation matters. In 2022, OCIS facilitated 23 workshops and training sessions for Interpreter Registry members. In 2022, OCIS also administered four Amharic Court Certification exams for DC Courts' Registry Amharic interpreters and two exams for candidates applying to join the Interpreter Registry.

### **B. American Sign Language (ASL) Interpreters**

The District of Columbia has over 20,000 deaf and hard of hearing residents, many of whom use ASL as their primary language.<sup>23</sup> The Courts typically hold 20-30 proceedings per month that require ASL interpretation, and approximately 50 deaf jurors are summoned every year. However, the national pipeline of ASL interpreters with legal training credentials effectively dried up in 2015 with the termination of the administration of the SC:L (Specialist Certificate: Legal) credential, which demonstrates specialized knowledge of legal settings and greater familiarity with language used in the legal system.

---

<sup>23</sup> <https://code.dccouncil.gov/us/dc/council/code/sections/38-2431.html>

OCIS developed short- and long-term strategies in 2022 to address the shortage of ASL interpreters qualified to work in court, including providing mentorship and training opportunities for interpreters who have an interest in working in court.

In 2022, OCIS established a mentorship program in partnership with the Department of Interpretation and Translation at Gallaudet University. Gallaudet University, located in Washington, D.C., is the nation's leading institution of higher education for the deaf and hard-of-hearing. The mentorship program provides a path for students of ASL interpretation to learn the requisite knowledge, skills, and abilities (KSAs) to work in court.

In 2022, OCIS designed a series of specialized workshops for interpreters who hold the National Interpreter Certification which demonstrates professional knowledge and skills that meet or exceed the minimum professional standards necessary to perform in a broad range of interpretation assignments, but who no longer have a viable means of obtaining the SC:L credential or legal and court training. The first series of workshops will begin in 2023.

### **C. Judicial Officers**

Annually and upon request, the Language Access Coordinator provides an overview of the Language Access Program and best practices for working with interpreters for all new judges during their on-boarding sessions. In 2022, the Language Access Coordinator provided three presentations for new judges.

### **D. Court Staff, CJA, and CCAN Attorneys**

The Language Access Advisory Committee developed a training called *Identifying Language Needs and Providing Language Assistance Services in a Court Setting* which the Courts implemented in 2019. This mandatory training has been incorporated into the on-boarding of all new employees at the Courts and provides an overview of the Courts' Language Access Program, the role of an interpreter, best practices for working with an interpreter in person or remotely, and how to coordinate interpretation services with OCIS. In 2022, the Language Access Coordinator conducted two such training sessions for new employees during their on-boarding process.

CJA and CCAN attorneys who wish to join the Spanish attorney panels must first take and pass a language proficiency test at OCIS. In 2022, OCIS administered three CJA Spanish attorney panel tests.

In 2022, OCIS created a multi-media training module for the Multi-Door Dispute Resolution Division on best practices for working with interpreters at mediations. OCIS also provided two language proficiency assessments for Multi-Door staff.

In 2022, the Language Access Coordinator led three trainings for the Information Desk, the Family Court Central Intake Center, and the Domestic Violence Intake Office on providing language access services to the public.

## **VI. LANGUAGE ACCESS RESOURCES**

In 2022, OCIS implemented a new data collection management initiative to improve and enhance data accuracy, transparency, and availability. The OCIS Program Officer collects and analyzes interpretation and translation data in monthly reports to produce a detailed needs assessment tool. The data is utilized by the Language Access Coordinator, the Management and Program Analyst, and the Special Operations Division Director for quality control, hiring practices, budget requests, and recommendations to internal stakeholders based on data patterns and trends.

In 2022, key language access tools and information on the Language Access Program were developed for the public and the Courts' internal stakeholders through printed material, digital platforms, and multimedia content.

A Language Access tab was added to the DC Courts' website at <https://www.dccourts.gov/services/language-access-services> which provides an overview of the Courts' language access services for the public, attorneys, and interpreters. The webpage is designed to provide access to key language access tools as well as targeted information for the public, attorneys, and interpreters.

An OCIS Language Access Toolkit was designed for internal stakeholders and published on the Courts' intranet. The OCIS toolkit is a one-stop resource for judicial officers, law clerks,

and court personnel that provides information on the Language Access Program and the tools for obtaining language access services.

Desk Cards were developed for public facing clerks and are located at key public counters. Signs in multiple languages continue to be posted throughout the court campus informing court users of their right to an interpreter at no cost, and language identification cards are available at public counters for court users to identify the language they are most comfortable using. Signage court-wide continues to be posted in English and Spanish. The Language Access Advisory Committee designed and developed brochures which describe the Courts' language access services and how to obtain such services and are available court-wide in English, Spanish, and Amharic for members of the public. The Language Access Advisory Committee also updated Bench Cards which are provided to judicial officers and made available in all courtrooms.

## **VII. CONCLUSION**

In accordance with its mission to provide meaningful access to justice for all, OCIS continued to innovate and adapt to the evolving COVID-19 conditions in 2022. OCIS instituted a hybrid service model for staff and contract interpreters to provide both remote and onsite services. OCIS regularly reviews and adjusts the hybrid service model to adapt to the Courts' changing language access needs.

In 2022, the Language Access Program continued to grow despite the decline in some services during the COVID-19 pandemic years of 2020 and 2021. In 2022, the Courts experienced a sharp uptick in interpretation events compared to 2021 and translation services continued to expand. Innovative projects launched in 2022, such as the OCIS Toolkit and the DC Courts' Language Access website tab, provide key tools for the public and internal stakeholders to learn and benefit from the Courts' language access services.

Some areas of improvement for the Language Access Program include filling staff vacancies and establishing new staff positions. To meet increasing demands for interpretation and translation services, Special Operations Division requested an additional employee position, a Program Officer, in its fiscal year 2024 budget request. The additional position is

envisioned to liaise with the Financial Operations Branch of the Budget and Finance Division, troubleshoot contractor invoicing issues, manage translation projects, recruit contract interpreters of all languages to add to the DC Courts' Interpreter Registry, and provide crucial administrative and programmatic support.

Contract interpreters are in high demand in the Washington, D.C., metropolitan area, and OCIS competes directly with local agencies, such as the U.S. Department of State, the U.S. Attorney's Office, and neighboring state and federal court systems, for the services of contract interpreters. To attract and retain contract interpreters to the DC Courts' Interpreter Registry and ensure their continued availability, the Special Operations Division submitted a fiscal year 2024 budget request for additional funding to increase pay rates and provide annual Cost-of-Living Adjustment increases (COLA) commensurate with DC Courts' employees' COLA increases, as well as periodic reviews to ensure base rates are aligned with D.C. market conditions and local competitor agencies.

In 2023, OCIS will focus on the development and distribution of surveys for a comprehensive needs assessment regarding the Courts' language access services. OCIS will also focus on updating WITS to further streamline and enhance the provision of interpreting services and data collection. Staff will continue to utilize best practices, leverage technology, and collaborate with stakeholders to provide a high standard of language access services.