Wisconsin Remote Interpreting: Needs Assessment for Developing a Pilot

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Executive Summary[1]

The Wisconsin Director of State Courts Office[2] ("Director's Office" or "DSCO") asked the NCSC for assistance in assessing the demand as well as readiness in counties to expand the use of remote interpreting for cases requiring language interpretation. The scope of the assessment was to develop a method for choosing pilot counties, as well as an action plan for developing a proposal to pilot remote interpreting services within a number of courtrooms, courthouses, counties or judicial administrative districts. The needs assessment identified a number of counties that showed willingness to explore remote interpretation, spanning different levels of experience in audio and video, as well as scale and size of interpretation needs.

Expanding remote interpreting is a strategy to increase the quality of interpreting by linking a pool of certified interpreters with demand around the state, and to take advantage of technology to reduce overall costs for providing high quality interpretation services in its district courts. The goal of the Wisconsin Director's Office with the needs assessment was to identify an initial pool of courts with sufficient demand for spoken and sign language interpretation, willingness to expand remote interpreting, and technology assets to make up a sizable pilot and explore applications of remote interpreting. Although the needs assessment was broadly targeted at remote interpreting as a strategy to reduce costs and increase quality of interpretation, technology choices have impacts on the cost of implementation, operational issues around providing different types of remote interpreting, as well as determining the level of benefit. This report reviews data from a range of sources to develop recommendations for the creation of an initial pilot program, as well as broader recommendations for expanding the use of remote interpretation in the Wisconsin courts. The pilot approach is a possible path forward for interpretation becoming a state function by centrally scheduling interpretations, as well as using state technology resources to support remote interpretation. Technology choice plays a key role in a cost-benefit calculation, and the flexibility of implementation between telephonic and video means more courts can participate in developing business processes and coordination within their courts or counties.

For the upcoming biennial budget cycle, the Wisconsin Director's Office has proposed a 3-county pilot to develop efforts in centralized scheduling and efficient use of certified interpreters through technology.

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[1] Acknowledgements: The project team would like to thank Carmel Capati for her leadership and hard work in coordinating the working group and serving as a skilled guide in helping the NCSC team in understanding Wisconsin's Court System. Further, the full participation and attention by the working group made up of Carlo Esqueda, Patrick Brummond, Sheila Reiff, and Warren Sveum gave the team great insight from experienced Clerks of Court, District Administrators, and State IT staff. This was invaluable in helping to create, refine, and deploy a high quality assessment tool. The NCSC team would also like to thank the 30+ participants at the May site visits, whose knowledge and openness helped inform all aspects of this report. Acknowledgement also goes to the Wisconsin DSCO Budget Office for researching and providing detailed fiscal and use records to better inform the fiscal impacts of interpreting in the Wisconsin courts.

[2] DSCO Website: https://www.wicourts.gov/courts/offices/director.htm

The current proposal is for a two-year pilot program where the state would take over all scheduling responsibilities in three courts and establish a centralized interpreter station that would offer these counties video interpreter services, as well as telephone and in-person interpreter services, using certified interpreters.

Funding would be used for:

1. videoconferencing equipment and office space in a centralized location;
2. a full time scheduler to work on behalf of pilot counties;
3. a half time LTE Spanish interpreter; and
4. a contract with a sign language interpreting agency.

CCAP would assist with technology set-up and support, with state-provided county reimbursement funds used to pay for on-site and telephonic interpreters.

The DSCO would hire a half time certified Spanish interpreter and contract for a certified American Sign Language interpreter (ASL) to provide remote video interpreting services. For other languages, the DSCO would use a qualified telephone interpreting service for interpreters. When necessary, in-person interpreters for all languages (including ASL) would be used.

Future Planning Recommendations

In developing the needs assessment, the NCSC recommends the following strategies to both improve the access to the courts for Limited English Proficiency (LEP) litigants and develop cost savings business cases for remote interpreting:

1) Deploy a pilot that takes advantage of the interest in 52 courts to expand remote interpreting to both audio and/or video.
2) Develop state level ability to automate processes as well as centralize policies, procedures, and contracts for interpreters that would be in effect regardless of the technology options.
3) Take advantage of DCAs in each JAD, and their ability to move projects forward and build relationships with the court and county.
4) Develop business cases that use strategies to maximize return on investment by choosing remote technologies that are appropriate for the trial court practices, language demand, and technology infrastructure.
5) Continue to develop telephonic remote interpreting, in tandem with video remote interpreting to gain experience in deploying and administering remote interpretation.
6) Develop a focus group and evaluation plan that incorporates user feedback, administrative data, as well as suggestions on implementing the statewide pilot.

Programmatic Findings and Results from the Statewide Survey on Remote Interpreting

- The demand for remote interpreting comes from those LEP individuals with who make up 3.2% of the population, and deaf/hard of hearing who make up approximately 2.0% of the population. The Wisconsin LEP population has grown 82% since 1990.
- Wisconsin courts interpreted 23,000 hours in 2012 and 2013, across 9,500 instances.

- 80% of the hours for interpretation in 2013 were for Spanish, with Hmong (3%), ASL (3%) and other languages making up the remaining 20%.
- 82% of all interpretations were by certified interpreters, mostly driven by the high certification rates of Spanish interpreters.
- 67% of all interpretations in 2012 involved some kind of travel, usually for less than 1 hour of interpretation time.
- The average time per interpretation instance was 2.4 hours, although there was considerable variation by court and language.
- 60% of courts use block scheduling to consolidate interpreters into certain days/times.
- 90% of courts allow appearance by telephone, with usage varying for interpretation by size of county.
- 15% allow appearance by computer, but few use it for interpreting.
- 85% of courts allow video for interpreting, but few used it in 2013 for interpretation.
- Of the 52 courts willing to expand remote interpreting, 25% of these courts had not used remote interpreters via technology, but were willing to explore it. 75% of the courts willing to explore technology to support remote interpreting had experience using audio, or audio in conjunction with video.

Project Summary

This needs assessment builds off the partnership supported by the SJI grant between the Wisconsin Director's Office and the NCSC consulting team. The project had three phases: 1) pre-assessment to develop a work plan and needs assessment strategy, 2) survey information and data gathering from administrative and fiscal sources, and 3) evaluation through site visits and development of the written report. The NCSC assisted in development of a survey which covered types of technology used for remote interpreting, current use situations for remote interpreting, and attitudes toward using remote interpreting. The survey was completed by 64 of 72 counties in 10 judicial districts in March 2014.

The information from the survey assessed the respondent courts' ability to provide remote interpreting services and created an information source, which when combined with other data allowed the remote interpreting working group to understand the following:

1. Existing hardware and connectivity within courthouses for remote interpreting through telephonic, computer, and video.
2. Frequency of interpretation and the fiscal impacts of interpretation at the court level , across all language types.
3. Internal and external challenges that may inhibit the use of remote interpreting services.

By using a range of information sources, the Wisconsin DSCO is better able to develop a pilot and create testable business cases to adjust their model. This project will better inform the legislature about the impacts of remote interpreting on court operations, use of certified interpreters, and the possible fiscal implications of incorporating technology to better manage costs and increase service quality.

1. Understanding Demand for Interpretation Services

Wisconsin courts have placed a priority on court access to those with LEP or deaf/hard of hearing by creating solutions to the challenge of providing highly qualified interpreters in all types of court events.

> Under Wis. Stat. §885.38(1) (b) 1&2, LEP is defined as:
>
> *1. The inability, because of the use of a language other than English, to adequately understand or communicate effectively in English in a court proceeding;*
> *2. The inability, due to a speech impairment, hearing loss, deafness, deaf-blindness, or other disability, to adequately hear, understand, or communicate effectively in English in a court proceeding.*

Starting in 2000, the policy of the Wisconsin Director's Office was to support and expand language access in the court system for those with LEP to understand the court proceedings.[3] This goal is meant to expand access to the courts and is part of a larger movement to provide operational and policy support to broaden the accessibility of the courts.

Urban and rural courts face different strengths and challenges with these issues as an urban court may have more volume of those needing interpretation services, but may also have a larger pool of interpreters to draw from in the local community. Rural courts, on the other hand, may have fewer people by volume requiring language interpretation for court events, but the result is a smaller pool of interpreters to draw from in the community, such that interpreters would need to travel from outlying areas. This dynamic proves challenging to plan and budget for, since the need for interpretation can vary substantially from year to year, along with the types of languages in rural areas. Because Wisconsin state law places the responsibility to fund access for interpretation on the county, subsidized by the State, small and midsized counties face challenging financial risks as the demand for language interpretation rises for languages without a deep pool of interpreters in the community. The demand for interpretation is one partly for those who attend hearings, but also for meetings with attorneys at the courthouse before or after a hearing, and assistance required at the service counter. This creates a more realistic picture of the demand that courts are trying to meet through its goals of increased access to the courts.

The ability to serve this population is a function of several variables that vary by county and court:

- The number of filings and resultant hearings;
- Who is using the court in the overall population;
- The level of English proficiency by court users;
- Their preferred language;
- The pool of certified court interpreters; and
- The pool of available court interpreters for a given court event.

[3] Wisconsin Director of State Courts Language Plan, 2013
http://www.wicourts.gov/services/interpreter/docs/laplan.pdf

In assessing the demand for language interpretation, a main driver is going to be the size and language needs of the underlying county population, which includes American Sign Language (ASL) for those who are functionally deaf, as well as hard of hearing.

Wisconsin in the National Context of LEP Growth

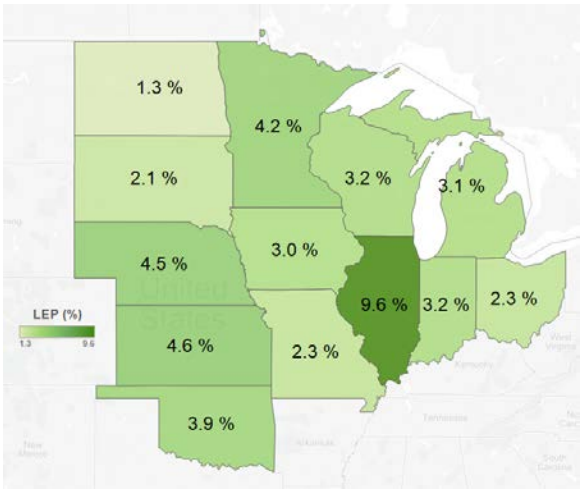


Figure 1: 2012 Percent LEP Population in Midwest States

Nationally, states have experienced a growing population of those with limited English proficiency, with growth in this population expanding 80% nationwide since 1990, from 13 million people to 25 million people in 2010. Wisconsin is on the low end of American states in percent of LEP population at 3.2%. However, compared to other Midwest states, it falls in the middle of growth rates as shown in Figure 1. Historically, immigration in America was located in several states, but in the last 20 years, the dispersion has meant more communities throughout Wisconsin and its Midwest neighbors are seeing changing demography of court users in both urban and rural counties.

As the LEP population has grown, so has the linguistic diversity, and so have the types of communities receiving migrants. The growth in the last 20 years has placed new populations throughout Wisconsin, as the LEP population has increased by 82% since 1990, higher than the national average. This translates into 76,000 more LEP people in Wisconsin than in 1990 who might need spoken interpreter services. However, statewide growth impacts counties differently as most of the LEP people by population are situated in counties such as Milwaukee and Dane counties. These large urban areas may have seen most of the growth, but smaller counties have seen new demand create an imperative to develop or augment resources where in previous years the need did not exist, or had not been addressed.

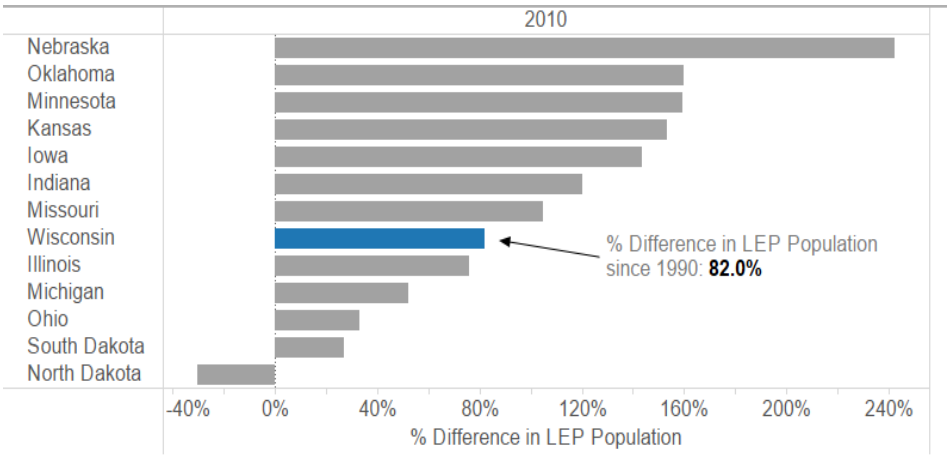


Figure 2: 20-year Percent Change in LEP population in Midwest States

The deaf and hard of hearing population is estimated to be 2.0% of the population[4]. In conjunction with the LEP rate of 3.2%, that means 5.2% of the population may need court interpretation throughout Wisconsin.

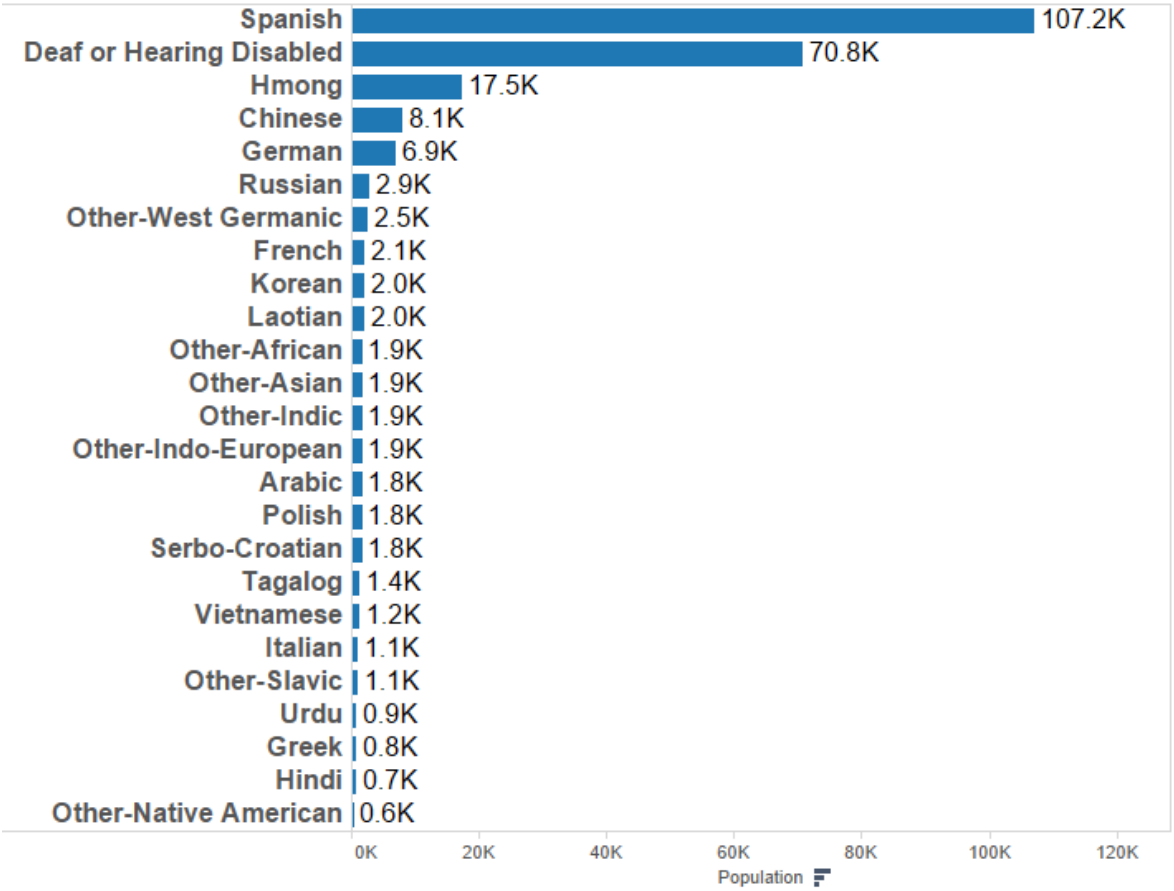


Figure 3: 2012 Census of Wisconsin LEP population, by Language

In terms of language need, Spanish represent the largest population of those possibly needing court services at around 50% of the LEP population, with Deaf and hard of hearing at around 30%. Sizable Hmong, Chinese, and German populations are part of a long tail of languages making up the LEP populations present in Wisconsin.[5]

[4] U.S. Census Bureau, 2012 American Community Survey, American FactFinder, Table B18120; Civilians Ages 18 to 64 Years Living in the Community for the United States and States—Hearing Disability: 2012.

[5] Migration Policy Institute tabulations from the US Census Bureau's pooled 2009-2011 American Community Survey (for the United States and states), Table B16001.

2. Profiling County Demand for Remote Interpreting

To get a better sense of demand for interpreting, the needs assessment used county level LEP data from the US census, administrative data from interpreter usage, and a statewide survey of Wisconsin Court clerks. This section draws on this data to paint a picture of interpreter demand in counties for remote interpreting, as well as qualitative insight around current usage and technology.

Wisconsin's 72 counties are divided into 10 judicial districts. When applying the LEP percentage to counties, larger counties tend to have higher percentages of LEP, while numerous smaller counties have larger percentages of LEP populations but relatively small populations. Although there is a strong correlation between a county's size and its LEP population, a number of counties have larger LEP populations compared to their total size and interpreter usage proportional to their size.[6] Darker colors in figure 4 show counties with higher LEP populations.

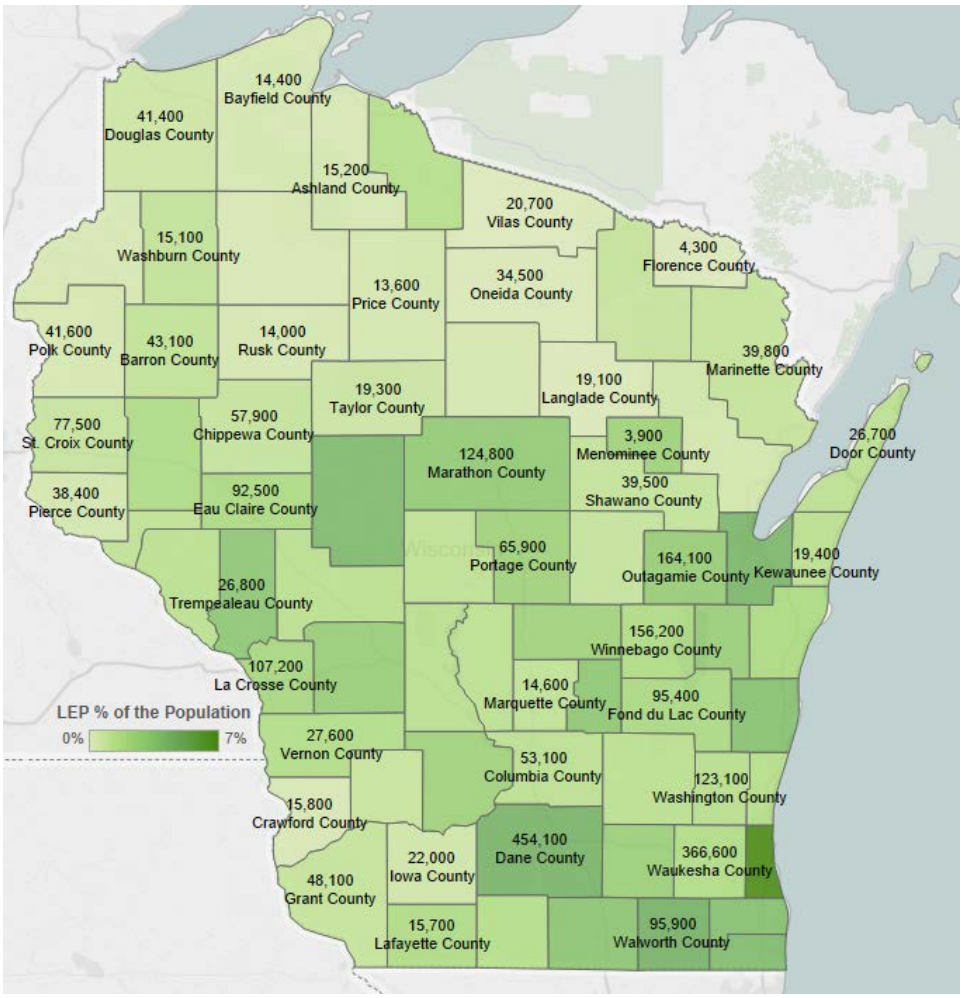


Figure 4: Wisconsin Percent LEP, by County, labeled by sample of Total County Population

[6] Migration Policy Institute tabulations from the US Census Bureau's pooled 2007-2011 ACS (for counties), Table B16001.

Interpreter Usage and Common Languages

The LEP population and its 20-year growth translate into a long-term rise in need for interpreter services, such that interpretation was used in 9,500 instances in 2012, spending nearly 23,000 hours in 2012 and 2013. Spanish makes up 80% of language interpretation hours in the state. Hmong and ASL/Deaf Relay both make up around 4% of interpreter hours, with a long tail of other languages that is used more sporadically. However, the preference is to use certified interpreters since there can be assurance by the court and to an extent those seeking interpretation, that they will be receiving high quality interpretation. Spanish makes up a large percentage of the certified interpreter hours in the state, but other languages such as French, Polish and ASL/Deaf Relay being interpreted by certified interpreters 70+% of the time. Figure 5 shows the distribution of percent of total hours interpreted in 2013 against the percent of those hours that were by certified interpreters. The percent of certified interpreters is a function of both training and the ability to pass oral certification tests, as well as interest in the community to fill that function. Some languages, like Hmong are one of the largest in the state, but have a relatively low percentage of certified hours since no certified Hmong interpreters live in-state.

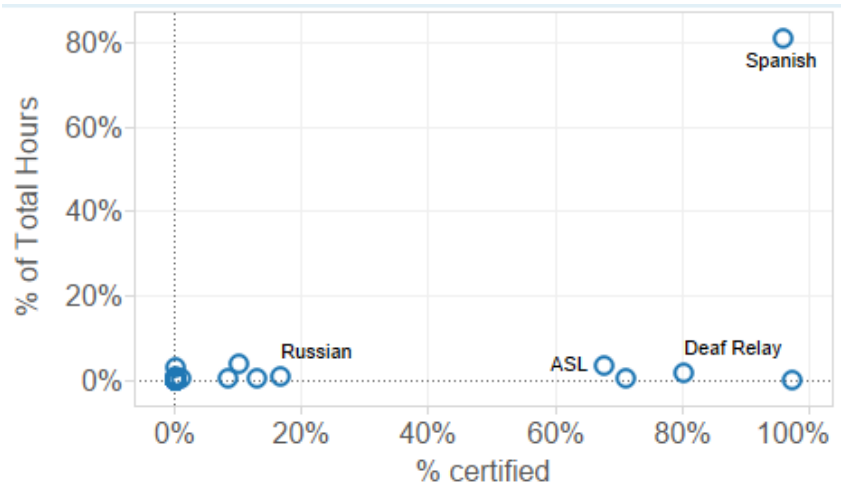


Figure 5: 2013 Interpretation Hours and Percent Certified

The source of funds for interpreting, as well as other resources and infrastructure comes from a mix of funding streams for court finances. In 2012, Wisconsin courts spent $1.8 million on interpreter services, with $600,000 coming from county funds and $1.2 million from State funds. The total costs for interpretation have stayed near $1.8 million for several years, but the state share of reimbursement has been trending down recently, which puts more pressure on counties to make up the difference, as demand will likely continue to grow.

The Wisconsin Director's Office reimburses counties at an hourly rate of $40 for certified and $30 for uncertified interpreters. Depending on the local pool of interpreters and the type of language demand required, the cap on reimbursements can create challenges to county budgets if there are unforeseeable needs around language interpretation, usually in the form of languages that require travel over numerous days. Although a rare language event can be alarming from a budget perspective, using interpreters for short hearings in person can also cause financial challenges depending on the arrangement with the interpreter and the costs incurred for travel and the resulting time. With the

continued growth in the LEP population in Wisconsin, it is important to see remote interpreting as a solution to match court users with qualified interpreters and overcome the need and cost of travel.

In 2012, 67% of all interpreter events involved travel of some kind, making up 6,500 instances and 15,000 hours. 4,500 instances and 12,000 hours were for certified interpreters, mainly for Spanish and ASL/Deaf Relay. Most of the events were for short hearings, such that some longer trials may have made the average time longer statewide, but when disaggregated to the county level, there is a linear relationship between hours per instance and total number of hours interpreted such that larger counties have higher ratios likely because that is where longer trials take place. By looking at the smallest 50 counties in the state, those with under 100 hours of interpretation, the average number of hours per instance is closer to 1.3, implying the usage might be different in these courts than larger counties.

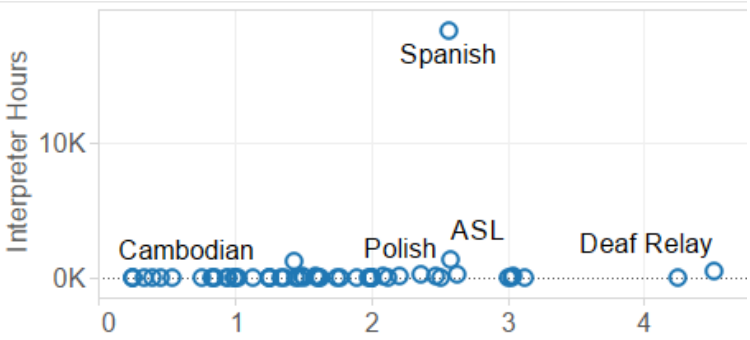


Figure 6: 2012 Interpretation Hours and Hours per Instance, by Language

Twelve counties had more than one instance of court interpretation per day, with the 46 having an interpretation 1-2 days a month, with the remaining 12 averaging one interpretation every few months. The variability of demand underscores the need for a flexible solution that takes into account the actual usage in courts, as well as the types of usage. Although the types and lengths may vary, a firm understanding of each counties' dominant language need as well as how often services are needed will give the state and courts a clearer sense of where to invest its resources.

Interpreter Use and Remote Interpreting Survey

In February 2014, the Wisconsin Director's Office, through its court interpreter program, distributed a survey to Clerks of Court designed to identify areas of court operations, language usage, attitudes, and technology capabilities.[7] The assessment tool was designed to identify situations when remote interpreting was used, technology used for remote interpreting, and attitudes toward using remote interpreting. 64 of the 72 courts completed the survey. This survey covered telephonic, computer-based, as well as video, and further refined the strengths and weaknesses of implementing either technology. The survey results are discussed in three areas: Court management of interpreters, court hardware and connectivity capacity, and attitudes toward remote interpretation.

Court Management of Interpreters

In order to determine the demand on court personnel beyond time in front of judges, counties were asked how often interpreters are provided for services such as meetings with attorneys immediately before/after a hearing and at the service counter. As the above section showed, 58 courts have several interpretations a month, with most having multiple days a month requiring interpretation services.

[7] See Appendix for the full list of survey questions.

The resources to schedule and maintain interpreters take up a large amount of non-judicial time for court clerks and staff. This can be mitigated through the practice of block scheduling interpreters. This method of scheduling centralizes the court time of interpreters such that an interpreter comes to the court for set amounts of time and all hearings or court business requiring a language interpretation is done within this block. Typically, this process can be implemented with one specific language (e.g. Spanish) or one specific interpreter. Thirty-five courts responded as users of block scheduling, or around 55%. Block scheduling is a key to effective remote interpreting since it pools the demand of interpretation with the supply of interpreters, and as such makes the scheduling of interpreters easier and more predictable. The ability to block schedule also allows for creating a uniform list of interpreters and may be a jumping off point to dynamically scheduling interpreter time across counties.

Figure 7 shows that 43% of respondent counties use interpreters to assist with attorney/client meetings more than 1-2 times a month with 18% using interpreters multiple times a week. Although generally not supported or mandated by the courts to provide, courts often found this a useful function when interpreters were already onsite to interpret hearings for a client, or in the building. This obligation is generally seen as a county function and arranged by the attorneys, but respondents to the survey said it was often more practical to share the use of the interpreter.

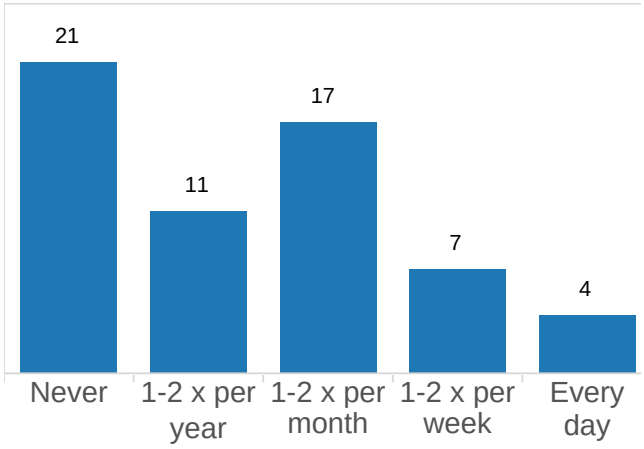


Figure 7: Courts using Interpreters in Attorney/ Client Meetings

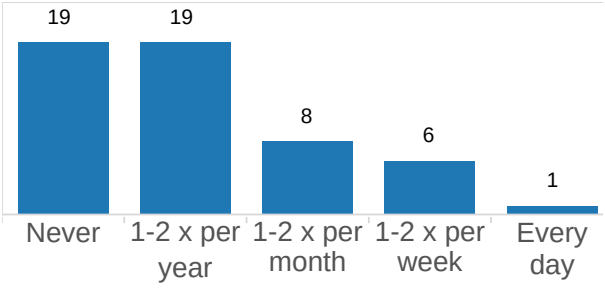


Figure 8: Number of Courts using Interpreters as the Clerk's

Figure 8 shows that under 30% of respondent counties use interpreters at the service counter more than 1-2 times a month. This need arises when court users need assistance filling out forms, paying fines, or taking care of other court business. Although courts prioritize interpreters for court appearances, a number of courts used telephonic interpretation to support ad-hoc interpretation or assistance using speakerphones located in the service counter area, accompanied by multi-lingual signage. Service counter assistance can be a key business case for remote interpreting due to the fact use is sporadic, and like many retail functions, a user may not know they need help without clear, seamless access to the assistance.

Court Connectivity and Hardware Capacity

A key component of remote interpreting is the ability to connect to the internet or phone lines through a reliable and high quality network. The lack of a quality network reduces the efficacy of remote interpreting by causing delays or interruptions of proceedings or in the case of Video Remote interpretation, unacceptable delays or choppiness in the images and audio. Court technology is made up of both county networks, as well as state provided computers and connectivity. The Wisconsin Director's Office Consolidated Court Automation Programs (CCAP)[8] supports court computer hardware, as well as a statewide computer network through a Wide Area Network (WAN) with bandwidth capacities for the purpose of supporting the statewide case management system, as well as file and information sharing. Each court has its own technology approach building off this basic setup, which is a function of the physical building, budget, and needs, as well as integration with other county functions and agencies.

CCAP supports a basic setup of computer hardware for judges, clerks, administrative, and service counter staff. The availability of this hardware provides the primary tools for court operations, but courts would likely need to augment this hardware to support computer based remote interpreting uses. The survey found that very few courts had augmented their state provided computer hardware. The CCAP network also may provide a basis for communicating and sharing databases of interpreters, or other transactional information to support block interpreting and scheduling, such that using the existing state infrastructure may be a useful hub for deploying remote interpreting, as well as compiling use and program administration data.

The bandwidth supported by CCAP is augmented by county networks in some courts. Because audio and video is a high user of bandwidth compared to other computer applications when using computers or internet protocols, courts need sufficient bandwidth (the speed at which the router connects to the internet measured in bit per second[9]) and capacity (room in the system to support more activity). High quality audio via Voice over IP can be done with 100kps of bandwidth, while video calling requires a minimum of 768kps as well as excess capacity in the system to continue doing other tasks as well as take on the requirements of video. Wisconsin courts all have sufficient minimum bandwidth, with all having at least 768kps of bandwidth and 98% having better than 1.5MPS routers. In addition to their CCAP provided bandwidth, 36 courts have county owned networking capacity, with 20 of these having access throughout the courthouse with the remaining group providing access in certain courtrooms, hearing rooms, and the clerk's service counter. According to bandwidth usage rates provided by CCAP in May 2014, there is likely sufficient capacity in the networks for most courts, however more research would be needed to establish a baseline, as well as peak usage rates to certify the ability of courts to support different remote interpreting methods, assuming methods that use network bandwidth.

[8] DSCO Consolidated Court Automation Program website: https://www.wicourts.gov/courts/offices/ccap.htm
[9] Bandwidth is measured in bits per second, but can be expressed in orders of magnitude via kps (kilobits), mps (megabits), gps (gigabits)).

Other connectivity options such as Wireless Internet (Wi-Fi)[10] were provided in 50% of responding courts. This type of connectively gives more flexibility to courts in how they deploy hardware, in that a Wi-Fi connection allows devices to connect to the internet anywhere within the range of the Wi-Fi signal. Forty percent provided Wi-Fi access throughout the courthouse including public spaces, with the remaining Wi-Fi enabled courts provided access in courtrooms, hearing rooms, and court administrative offices. Providing Wi-Fi is a county function and underscores the mix of networks, hardware, and vendors that courts deal with to implement technology projects as it spans both county and state court systems. The availability of Wi-Fi could support more use of mobile video or tablets to allow remote interpreting at multiple points and flexibly deployed.

Remote Interpreting Infrastructure in the Courthouse

The survey examined three modes of remote interpretation: telephonic, computer-based, and video conferencing. These three modes serve as platforms for a number of business cases and give Wisconsin courts a range of deployment options. Telephonic interpreting can be done with as little as a speakerphone and telephone line, while computer based video interpretation and dedicated video remote interpretation require substantially more networking equipment, as well as specialized hardware and software.

Telephonic Interpreting

A larger number of courts have the technology in place to employ basic remote interpreting via telephone. These deployments require minimal investment in new technology. Courts that do not use telephonic interpreting cited reasons such as judicial preference, wanting more information on vendors and technology, a lack of demand in their courts, and having sufficient onsite interpreters to meet their needs. The survey revealed the following data regarding telephonic usage in the courts:

- 60 courts had telephone integrated into courtrooms, or telephones with a speakerphone.
- 60 courts had telephone integrated into commissioner's hearing rooms, or telephones with a speakerphone.
- 39 courts had some kind of telephonic device available at the service counter.
- 59 had some kind of telephonic device available at the probate office.
- 58 had some kind of telephonic device available at the juvenile court office.
- 76% of courts said they allow appearances by telephone.
- 33 courts had used telephonic interpreting more than 1-2 times a month in 2013.

Computer-Based Interpreting

Computer based remote interpreting entails using computer hardware in the form of notebook computers, desktop computer hardware, or tablets to enable remote interpreting using software applications, such as Voice over Internet Protocol (VoIP) or video calling applications.[11] Judicial

[10] Wi-Fi is a type of internet connection that only requires a corded connection to the WAN at the endpoint of the wireless router. The wireless router then communicates with connected computers/devices, which can be on either a closed network or open/public system.

[11] Skype and Facetime are common voice and video calling applications. They are considered proprietary and listed here only to illustrate common consumer technology approaches that may apply to use-cases in the courts.

preference, interest in getting more information on vendors and the technology, as well as having sufficient onsite interpreters to meet their needs were main reasons for not using computer based video in more hearings. Another drawback listed by respondents was the need for additional computer hardware in the courtroom, above what is supported by CCAP. However, this solution was seen by respondents as more complex than telephonic, but not as good as video, such that it was not a strongly preferred option.

- Eight courts reported using computer based interpreting in 2013.
- Of those using it, only two said they use it regularly (1-2 times per week), with the others using it rarely (a few time per year).

Video

Video conferencing uses dedicated conferencing equipment that either is in a fixed location, or can be used via a mobile unit in conjunction with network connectivity, often via Wi-Fi. Possessing video conferencing equipment does not necessarily mean it is used for interpreting or court hearings as it may have been purchased for other purposes and thus not be dedicated to interpreting. Forty-seven courts reported allowing video for interpreting, with only seven reporting using it more than 1-2 times per month. Judicial preference against using video for remote interpreting and availability of onsite interpreters was a common reason for not using video, as was the need for more information on the technology and available vendors.

- Ninety-eight percent of courts surveyed possessed video conferencing equipment. Of these, 45 had a video system available that was integrated into their courtroom for interpretation, with 17 of those surveyed having access to mobile units. Several counties had a mix of fixed and mobile units in their courthouse.
- Twenty-five courts had video capacity in every courtroom, with 23 other courts having it in dedicated courtrooms.
- Sherriff's facilities and jails were also listed as locations providing interpretation for in-custody defendants during arraignment or other hearings.
- The quality of hardware and network capacity was not widely seen as obstacles for not using video for remote interpreting.

Developing a Pilot from those Willing to Expand Remote Interpreting

Developing a pilot set of counties depends on a number of technology factors as well as the current infrastructure. Also, it is heavily dependent on a willingness to explore new technologies and business processes. The survey explored the courts' willingness and experience with remote interpreting to develop a more refined list of who might be amenable to pilot remote interpreting with video. A pilot configuration would take advantage of certain economies of scale to lower marginal costs of providing each interpretation, as well as centralization of certain administrative functions. Specifically, the use of block scheduling of interpreters from a list of certified interpreters would serve a primary goal of providing higher quality services and efficiency for court clerk staff in not having to coordinate and schedule multiple interpreters and hearings.

Of the 64 courts in the survey, 52 were willing to expand their use of remote interpreting. Of those 52 willing to expand, 15 were not currently using audio or video, 29 were using audio, and 8 were using audio and video. (See Figure 9.)

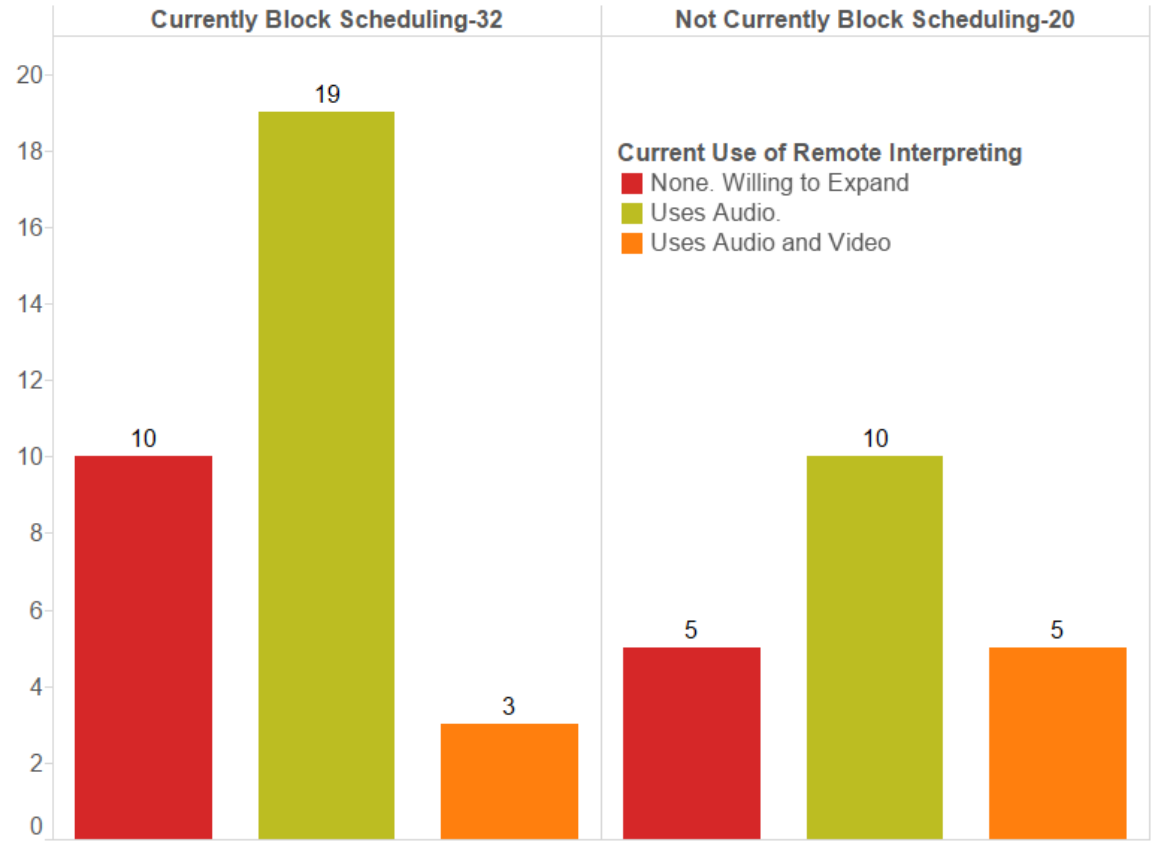


Figure 9: Court Willingness to Expand Remote Interpreting, by current usage

A majority of courts were using "audio only", or a combination of audio and video at least 1-2 per month. Of the 15 courts willing to expand remote interpreting, but currently not using technology for remote interpreting, one court was only looking to expand to video, as others were open to both audio and video. Further study into the volume as well as distribution of usage across the courtrooms in these counties would give a better sense of the scale as well as needs of developing the capacity, be it business processes or technology.

The 12 counties not willing to expand use of remote interpreting gave the following reasons:

- Cost was too high
- Judicial preference for in person Interpreters
- Required more information on vendors
- Had negative experiences with remote interpreting
- There was not sufficient demand
- The demands were seen as too high on court clerks and reporters
- Onsite interpreters were sufficient
- Judges wanted to decide on a case by case basis instead of have a blanket policy

Building a possible list of pilot sites could use a phased approached, such that courts using block scheduling would be part of a first round; with a second round including, those not currently block

scheduling. Using block scheduling as a threshold would be give prospective second round counties time to align the business processes required to effectively use remote interpreting through a centralized location. The breadth of county types in terms of experience with remote interpreting creates an opportunity to experiment with different business cases, as well as better understand the needs of courts at different phases of remote interpretation, as well as size and demand for language types.

The 44 courts willing to expand into video remote interpreting were also asked what they would need to expand. These questions covered technology issues (Table 1) as well as general administration and coordination (Table 2).

Table 1 shows that the same 8 courts that are not using remote interpreting had needs for improvements to hardware and network connections. A larger portion of the counties already using audio for remote interpreting did not see any of these areas as issues, which is consistent with some of these counties already exploring some of the technology implementation involved in remote interpretation. Even though the threshold is higher for using video, the survey results show courts that would likely need assistance were the same across all three areas, such that 17 courts will need some kind of assistance with technology of the pool of 52 counties interested in expanding to video.

Table 2 shows some of the business process and administration issues identified by courts for implementing video remote interpretation. In developing processes and coordination for video remote interpreting, staff support was an issue in 9 of the courts such that more research may be needed to understand these issues and provide educational and procedural resources. Judicial support was an issue in 15 courts which may also benefit from better training and outreach across the bench. Since the survey did not query individual staff or judges, this survey represents the Clerk of Court's impression of staff and judicial support. Assistance with coordinating support with the county administration was important in 22 courts such that further analysis would better understand whether the need is for technology infrastructure and physical changes to the courthouse, or processes with county agencies such as Sherriff's, District Attorneys, Probation, and Child Welfare. Twenty-two courts expressed a need for more interpreter resources, which may mean courts are concerned that they do not have access to a sufficient pool of interpreters to make video interpretation effective.

When broken out by current usage, the 15 courts not using remote interpreting, and the 30 using audio offer different paths to implantation to video, as well as requirements to be successful. Video is not a requirement of the pilot, but nearly all the courts that are new to remote interpreting were open to audio and video for remote interpretation. Thus, video would be a priority if the business case can be made that remote interpreting would meet a need and be cost effective.

By choosing counties showing a willingness to expand into remote interpreting and phasing in counties that already use practices like block scheduling, Wisconsin can explore and implement remote interpretation while building upon the courts' existing infrastructure.

Table 1: Technology Needs of Expanded Remote Interpreting, by current RI Usage

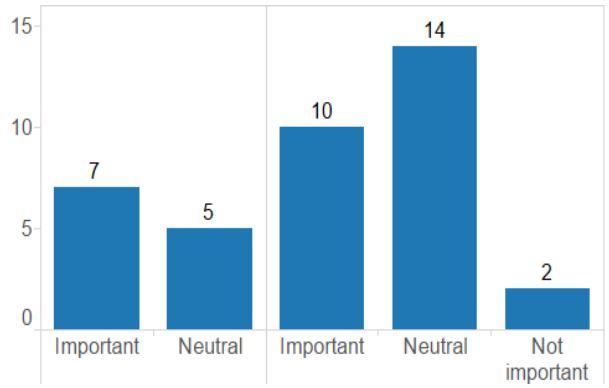
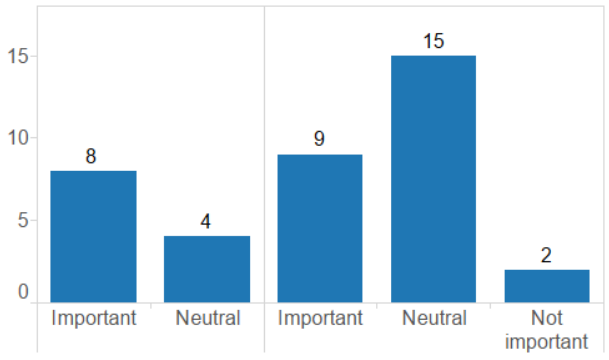
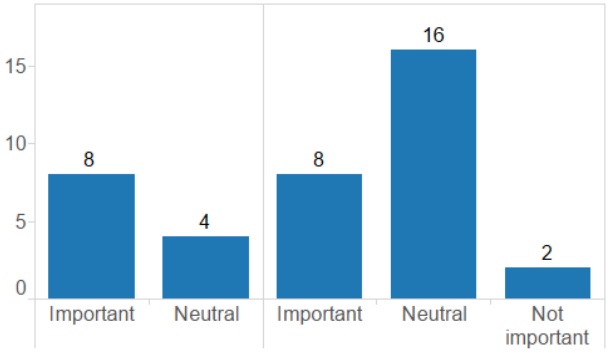
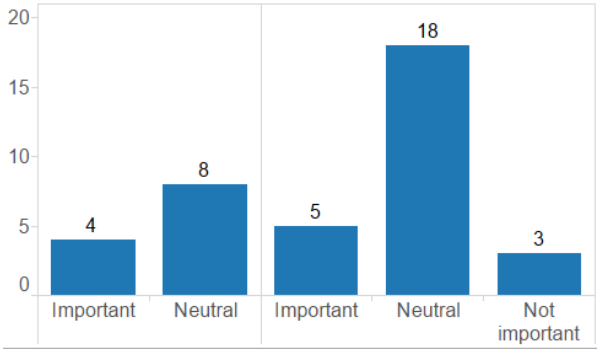
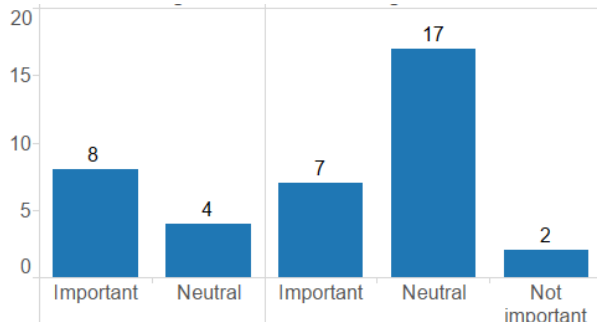
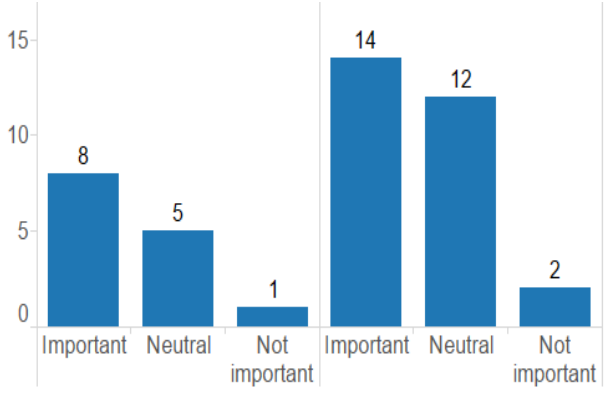
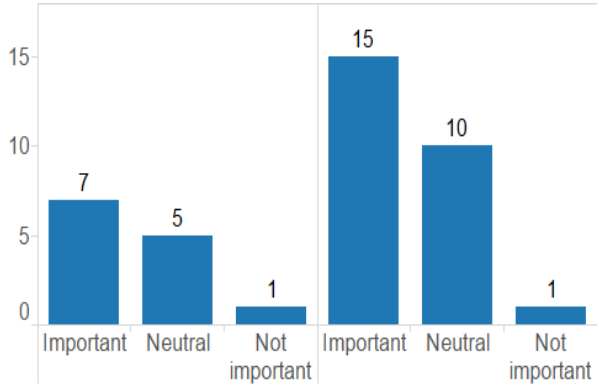
	Currently Not Using RI	Using Audio for RI
Number of courts who would need to "buy new hardware"		
Number of courts who would need to upgrade hardware		
Number of courts who would need to "upgrade network connections"		

Table 2: General Coordination Needs of Expanded Remote Interpreting, by current RI Usage

	Currently Not Using RI	Using Audio for RI
Number of courts who would need more staff support		
Number of courts who would need more judicial support		
Number of courts who would need more county support and/or coordination		
Number of courts who would need more interpreter resources		

In developing a pilot, one of the structures in place for Wisconsin is the Judicial Administrative District (JAD), and the District Court Administrator (DCA). There are 10 JADs, each having 1-13 county (circuit) courts. The circuit courts are divided into branches with at least one branch in every county, with the exception of six counties that are paired off and share judges. The role of the DCA is to to assist circuit or trial courts with implementing policies as well as processes, by coordinating and linking state programs with trial courts. This role is important in a project that seeks to span state function, court processes and technology, and county processes and technology. Using the DCA would increase communication and give courts a voice in how this is rolled out. It would also give the Director's Office a way to communicate a unified plan to centralize certain functions. Figures 7 and 8 show a a possible phase 1 and phase 2 of a pilot rollout such that each phase would include several courts from each JAD. Breaking the pilot up between those courts currently doing block scheduling and then using the DCAs to help communicate and implement the project would give the Director's Office time to learn about what is working and also would afford courts the time to adapt to new processes and common forums.

The next phase of the project, in conjunction with the action items in developing the pilot are to develop programmatic as well as policy changes to more fully explore and implement both video and telephonic remote interpreting. The recommendations that follow cover both the pilot as well as broader recommendations for expanding access and quality interpretion to the entire LEP population in Wisconsin.

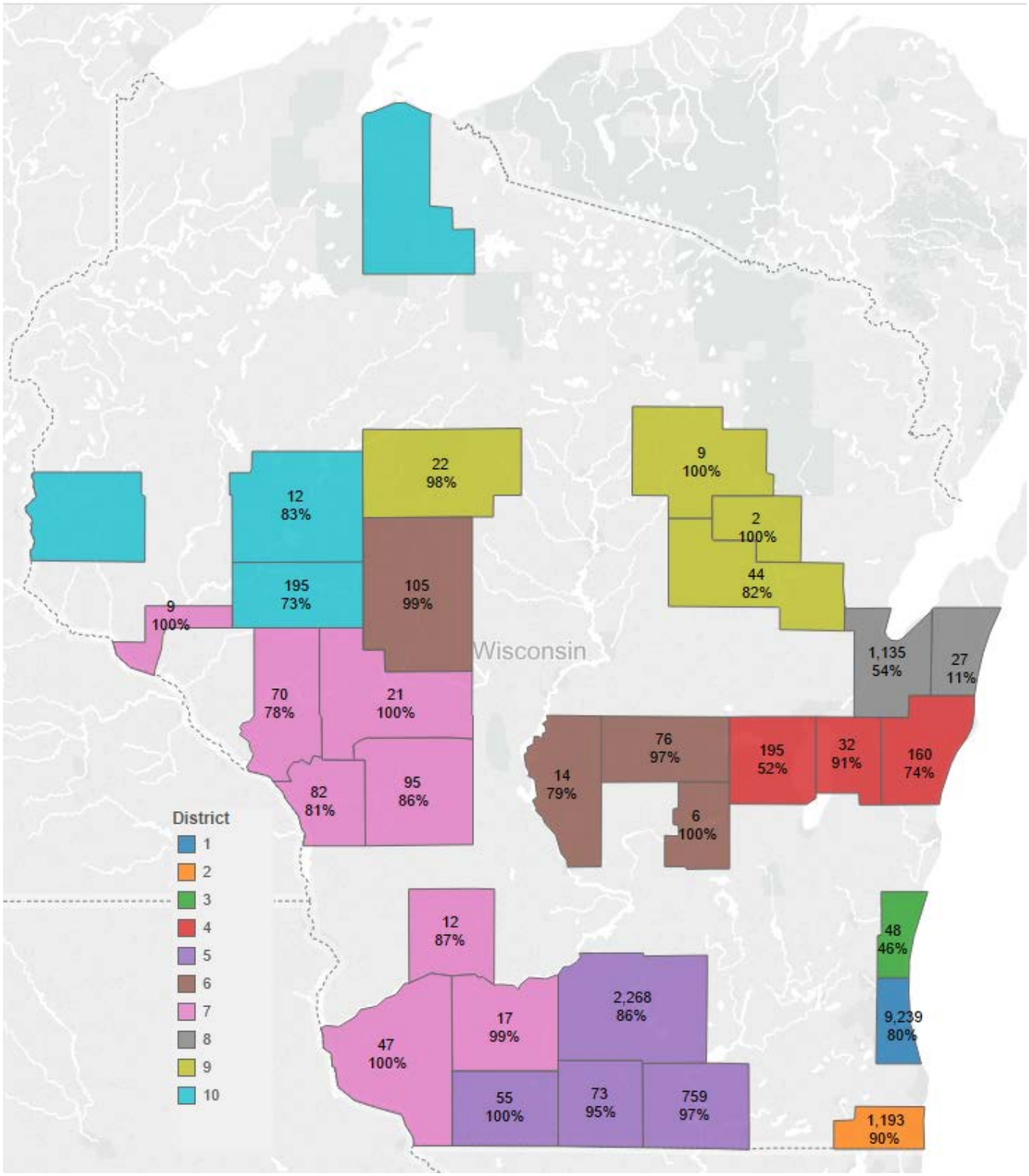


Figure 10: 1st Phase Pilots based on Willingness to Expand and Use of Block Scheduling. Label includes 2013 Hours interpreted (Top), and percentage of hours by certified interpreters. Colors demark District Court Administration Areas.

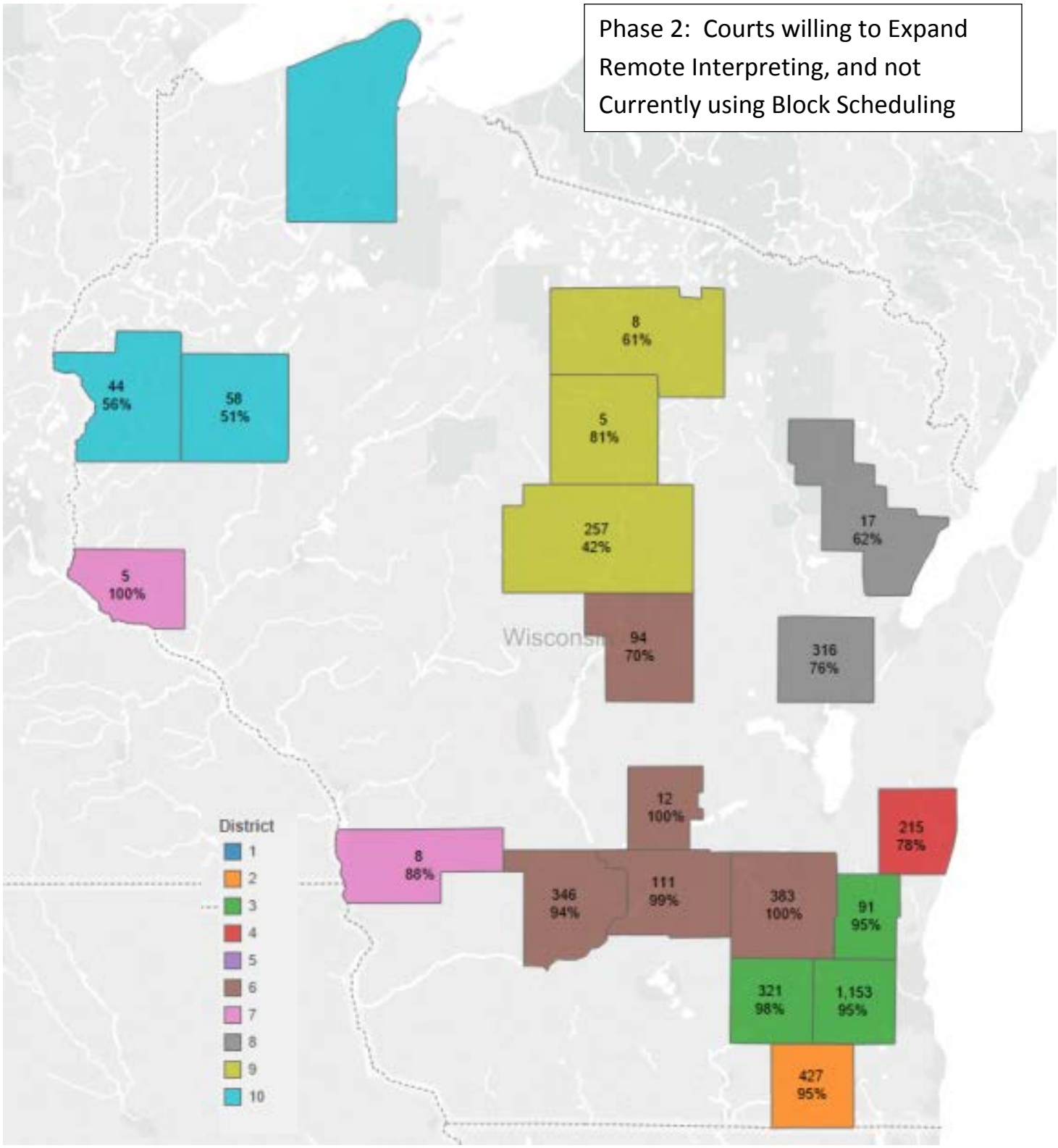


Figure 11: 2nd Phase Pilots based on Willingness to Expand and Use of Block Scheduling. Label includes 2013 Hours interpreted (Top), and percentage of hours by certified interpreters. Colors Indicate District Court Administration Areas

3. Recommendations

During the NCSC needs assessment, the project team, in conjunction with the Wisconsin Director's Office staff developed a set of recommendations based on the statewide survey, site visits, and review of administrative data. The goal of the needs assessment was to profile the demand for interpretation, to assess how this demand looks across the state and to develop a selection basis for planning a pilot. An interpreting pilot conducted in Wisconsin's 7th JAD in 2009 and 2010 demonstrated that centralized scheduling can be effective at increasing the use of certified interpreters. The pilot also showed that most court hearings could be conducted over the telephone and that block scheduling could result in more efficient use of court resources for scheduling hearings, as well as for bearing the cost of onsite interpreters. Further, as business processes and familiarity grew, telephonic interpretation was seen as an efficiency gain to the court, avoiding delays or rescheduling.

Deploy a pilot that takes advantage of the interest in 52 courts to expand remote interpreting to both audio and/or video.

Based on the 2014 survey, there is a broad pool of counties willing to expand the use of remote interpreting. The DSCO might use courts' current experience in block scheduling to phase in pilot sites such that those that have already begun to use block scheduling for certain languages have gained expertise and a chance to refine business practices around remote interpreting. By phasing counties into the pilot, Wisconsin can build expertise and peer-to-peer learning with the details of implementing audio or video remote interpreting. Although 52 courts are interested, a smaller pool should be used initially to establish the program and then look to the other interested counties.

Develop state level ability to automate processes as well as centralize policies, procedures, and contracts for interpreters that would be in effect regardless of the technology options. Weave in education and templates for assisting courts in understanding technology tradeoffs, and approaches for assessing the best use of funds.

The Wisconsin Director's Office should expand its role during the pilot as a hub for a reasonable amount of best practices and policies. From a technology point of view, it may be able to use its existing network through CCAP to support and connect courts to a pool of remote interpreters. Because the Director's Office has already developed a list of certified interpreters, it should continue to expand this list to increase the quality of interpretation, as well as explore the automation of scheduling. Since block scheduling would be a requirement for participation in the pilot, the DSCO could develop computer applications that connect requests for interpreters with available interpreters.

Take advantage of DCAs in each JAD and their ability to move projects forward and build relationships with the court and county.

As shown in the 7th JAD interpreter pilot, the DCA can be an asset in the administration, planning, and implementation of new county programs. The DCA can also be a conduit of information from the courts to the Director's Office about how courts are faring, as well as a conduit for information between courts within their JAD. The Director's Office should work closely with the DCAs to standardize approaches as well as maintain effective communication platforms.

Develop business cases that use strategies to maximize return on investment by choosing remote technologies that are appropriate for the trial court practices, language demand, and technology infrastructure, as well as alleviate non-judicial resources spent on scheduling, processing, or managing interpreters.

Strong business cases are an important component of a technology-driven policy change. The Director's Office, in coordination with DCAs and circuit courts should develop these as the pilot moves forward. Business cases are developed by capturing the reasoning for initiating a project or task and present the need to allocate resources, in money or staff effort. A rigorous business case captures the qualitative and quantitative aspects of a proposed project. Developing business cases that are specific to applications found in courts would ensure priority is given to processes and situations that will benefit from using telephonic and/or video remote interpreting. Although some business cases will apply to multiple courts, each court should develop or be assisted in creating a business case for its unique situation.

In general, the business case lays out the proposed costs of remote interpreting implementation, the alternatives considered, and the benefits in efficiency and cost of staff time, both from the courts as well as other agencies with which the courts work. Business cases should also consider not implementing remote interpreting in a court if the business case cannot be made using cost benefit analysis, or if other factors reduce the value or likelihood of success.

Several business case concepts emerged during site visits for using video remote interpreting in:

1) ASL interpretation where no certified interpreter is readily available,
2) hearings involving in custody defendants,
3) mobile video conferencing to lower costs of fixed machine,
4) agencies to supplement the local pool of interpreters, and
5) remote interpreters via telephone or video at the service counters of courts.

Each of these concepts or ideas requires a different analysis to determine the worth of pursuing them in a specific court, in terms of both implementation costs and support and the benefit to the courts in increased access.

Continue to develop telephonic remote interpreting in tandem with video remote interpreting to gain experience in deploying and administering remote interpretation.

Telephonic interpreting, in its use and relevant hardware, is widespread in Wisconsin. The Director's Office should continue to promote its use, along with the development of video. With a relatively lower cost of implementation and ownership, telephonic interpreting can be a sensible option for a courthouse where the demand for interpretation or local situation means video interpretation is not an option.

Develop a focus group and evaluation plan that incorporates user feedback, administrative data, as well as suggestions on implementing the statewide pilot.

Once engaged in the pilot, the DSCO should develop a standard set of administrative data to review and evaluate questions of process and efficacy of any new remote interpreting system. This data would be augmented by routine interviews, site visits, and focus groups to monitor successes and implementation gaps. Administrative data should include, but not limited to the following:

- language being requested,
- date of interpretation request,
- whether there was a successful match of interpreter and need,
- cost of services,
- type of hearing or event, and
- courtroom location of the instance.

4. Appendix

Data Sources for the Needs assessment

This needs assessment took advantage of several sources of data which provided a fuller picture of the situation in Wisconsin. The variables included in this report assess administrative and fiscal data on interpreter use, survey courts for assessing their use of remote interpreting, and interview protocols for site visits follow as an appendix. The use of census data, actual language usage data, fiscal data, and survey data helped to provide a broad picture. Deeper analysis of cost and use data would allow for better estimation of demand for a given court, as well as improve the creation of business cases for courts and language applications. Although we know the demand for language interpretation through historic data, it is difficult to project usage into the future without more detailed records and possible sampling of the local population as many of the assumptions about future demand are based on populations that are not often represented in census data, or in typical usage in the courts. The appendix documentation that follows includes documentation of the information sources used in this report.

Estimating Language Demand in Wisconsin

In developing the information for the needs assessment, the NCSC developed several datasets based on the US Census, and compiled by the Center for Migration at University of Minnesota. This data give states and county estimates of the limited English speaking population overall, as well as by language type. Understanding broad trends in migration to and from Wisconsin helps explain the role that remote interpreting can play in supporting courts as the LEP population continues to grow. The data on deaf and hard of hearing are from the national estimates of those hard of hearing or deaf through the US census. This question may overestimate the impact on courts, since the threshold question is "hard time hearing on the phone," but provides a base for the population.

Administrative Data on Interpreter Usage

Wisconsin tracks hours of interpretation by certification level and language type. Since this data is used to reimburse counties for expenditures in offering services to LEP and deaf/hard of hearing, it gives an accurate picture of how interpretation and languages are spread throughout the state. The percent of certified interpreters also identified the counties and courts that lack a quality pool of interpreters to draw on for court hearings. Although only available for the last 2 years, this information is an important dataset to measure the impact and types of interpretation.

Related to usage, the hours of usage is the actual reimbursement amounts paid to counties. This data represents part of the total interpreter costs incurred by the county, but also includes other costs of interpretation such as travel and cancellation fees. It also shows the amount, above the state reimbursement, courts may be incurring to support language interpretation.

Survey Assessment of Interpreting Technology and Practices

The survey tool developed by the Wisconsin remote interpreting workgroup was designed to compile technology and interpretation usage, beyond what was possible in administrative data. By compiling data about a range of court practices and inventory, the needs assessment was able to suggest a

method for pilot sites choices, as well as a full assessment of the state of Wisconsin's usage of remote technologies.

Site Visits Interview Planning

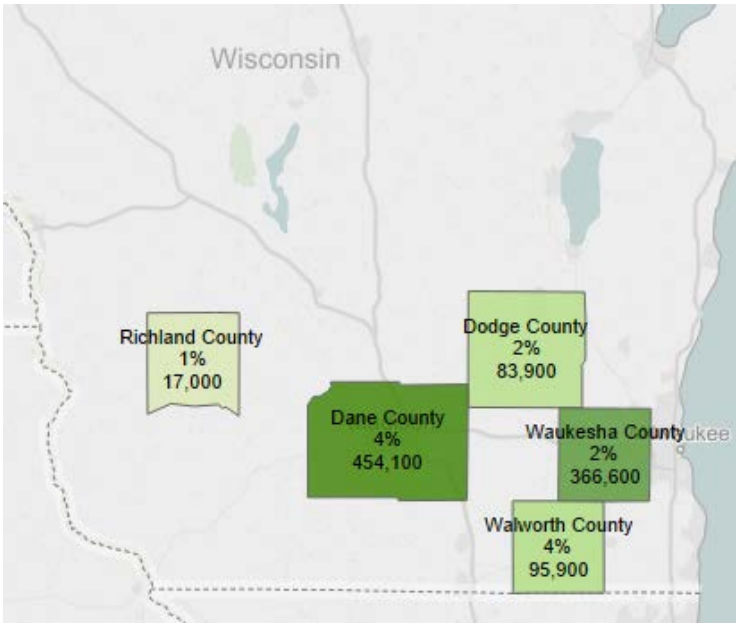


Figure 12: May 2013 Site Visit Counties, labeled by Percent LEP and Total 2010 Population

In May 2014, NCSC and Wisconsin DSCO language program staff participated in five site visits to Wisconsin circuit courts to understand issues with interpretation broadly, as well as around remote interpreting. In these meetings, the site visit team met with key stakeholders such as Judges, Clerks of Court, District Court Administrators, Court Staff, Staff Interpreters, contract interpreters as well administrative heads from the Director's Office. The five court sites were Dane, Dodge, Richland, Walworth, and Waukesha counties. These five sites varied in size from Dane county and its 2,200 hours of interpretation to Richland with 12 hours in 2013, as well as various business processes around the use of interpreters, video, and technology usage. These counties were chosen because they have the technology to implement video interpreting and expressed a desire to expand in this area.

The site visit team used a semi structured interview format to both prepare counties for the types of questions as well as ensure some amount of uniformity in the questions asked across counties. Since the survey data provided a great deal of context, each county interview protocol drew from a similar bank of questions, but were slightly edited to delve deeper.

Table 3: Summary of Site Visit District Courts

County	Interpretation Hours	% Hours by Certified Interp.	Top 2 Languages, by Hour
Dane	2,268	86%	Spanish, ASL
Waukesha	1,153	95%	Spanish, ASL
Walworth	427	95%	Spanish, ASL
Dodge	383	100%	Spanish, ASL
Richland	12	87%	Spanish, Arabic

LEP Speaking and Deaf/Hard of Hearing Population Data Sources

Speaking

1. Total and Limited English Proficient Adults (Age 18 and Older) by US Citizenship Status, 2011
   Source: Migration Policy Institute tabulations of the US Census Bureau's 2011 American Community Survey.
2. Number, Share, and Growth of the Limited English Proficient (LEP) Population in United States 1990 to 2010
   Source: Migration Policy Institute tabulations from the US Census Bureau's 2010 American Community Survey Table B16001.
3. Languages Spoken by Limited English Proficient (LEP) Individuals Statewide and by County: Number and Share of Total State/County Population
   Source: Migration Policy Institute tabulations from the US Census Bureau's pooled 2009-2011 American Community Survey (for the United States and states, except Wyoming and Puerto Rico) and 2007-2011 ACS (for counties, plus Wyoming and Puerto Rico), Table B16001

Deaf and Hard of Hearing

4. Estimates of the number of deaf/Hard of hearing people in the United States
   https://research.gallaudet.edu/Demographics/deaf-US.php
5. National Health Interview Survey
   http://www.cdc.gov/nchs/nhis/nhis_disability.htm
6. National Disability Compendium
   http://www.disabilitycompendium.org/compendium-statistics/population-and-prevelance

Variables Collected from Wisconsin Administrative Data on Interpreter Usage

Variable	Data type
County	Name
Judges	Number
District	Category
Language	Category
2012 Hours Total	Number
2012 Hours Certified	Number
Reported County Costs for Interpreting Services	$ Amount
Mileage Reported	Number
Mileage Reimbursed	$ Amount
Number of Instances Interpreting Services Provided	Count

Q Num	Survey Question	Options	Variable Name
1	What is your county	Response	1_County
3	In 2013, how many courtrooms within your courthouse provided interpreting services?	Response	3_courts_count
3		Other (please specify)	3_courts_other
4	In 2013, how many commissioner hearing rooms within your courthouse provided interpreting services?	Response	4_comission_count
4		Other (please specify)	4_comission_other
5	In 2013, how often did attorneys use court-hired interpreters to meet with their clients either before or after a court proceeding?	Response	5_interpret_attorney_meet
5		Other (please specify)	5_interpret_attorney_meet_other
6	In 2013, how often were interpreting services provided at the clerks of court counter?	Response	6_interptet_counter
6		Other (please specify)	6_interptet_counter-other
7	In 2013, what other areas within the courthouse did your county provide interpreting services? If there were no other areas, please indicate that answer as well.	Open-Ended Response	7_other_areas
8	In 2013, did your county use block scheduling for interpreted cases? [Block scheduling is when interpreted cases are consolidated on a particular day and the interpreter is scheduled for a block of time.]	Response	8_block_schedule
9	What kind of telephone does your county provide in each courtroom? (check all the apply)	None	9_court_teletype_none
9		Telephone without a speaker phone	9_court_teletype_nospeaker
9		Telephone with a speaker phone	9_court_teletype_withspeaker
9		Telephone with audio integrated into courtroom's internal system	9_court_teletype_courtintspeaker
9		Cellular telephone	9_court_teletype_mobilephone
10	What kind of telephone does your county provide in each commissioner hearing room? (check all that apply)	None	10_comiss_teletype_none
10		Telephone without a speaker phone	10_comiss_teletype_nospeaker

10		Telephone with a speaker phone	10_comiss_teletype_withspeaker
10		Telephone with audio integrated into courtroom's internal system	10_comiss_teletype_courtintspeaker
10		Cellular telephone	10_comiss_teletype_mobilephone
11	What kind of telephone does your county provide at the public service counter of the clerks of court offices? (check all that apply)	None	11_publiccounter_teletype_none
11		Telephone with a speakerphone	11_publiccounter_teletype_nospeaker
11		Telephone without a speakerphone	11_publiccounter_teletype_withspeaker
11		Cellular telephone	11_publiccounter_teletype_mobilephone
12	What kind of telephone does your county provide in the Registers in Probate offices? (check all that apply)	None	12_probateoffice_teletype_none
12		Telephone with a speakerphone	12_probateoffice_teletype_nospeaker
12		Telephone without a speakerphone	12_probateoffice_teletype_withspeaker
12		Cellular telephone	12_probateoffice_teletype_mobilephone
13	What kind of telephone does your county provide in the Juvenile Clerks offices? (check all that apply)	None	13_juvenileoffice_teletype_none
13		Telephone with a speakerphone	13_juvenileoffice_teletype_nospeaker
13		Telephone without a speakerphone	13_juvenileoffice_teletype_withspeaker
13		Cellular telephone	13_juvenileoffice_teletype_mobilephone
14	In 2013, did your county allow participants (e.g. parties, attorneys, witnesses) to appear by telephone during court proceedings?	Response	14_appear_telephone
15	In 2013, how often did your county provide access to interpreting services via telephone. [Consider both in-court and/or out-of-court events]	Response	15_access via telephone
15		Other (please specify)	15_other
16	Rate the following statements as to why your county did NOT use the telephone to provide access to interpreting services:	Certified interpreters provide on-site interpreting	16_notele_onsite

16		Poor quality of telephone	16_notele_poorqualitytele
16		Poor quality of audio or acoustics	16_notele_poorqualityaudio
16		Judicial preference of on-site interpreting	16_notele_judicialpref
16		Not enough demand for interpreters	16_notele_nodemand
16		Need more information about the technology	16_notele_moreinfotech
16		Need more information about vendors and types of services	16_notele_moreinfovendors
16		Cost is too high	16_notele_highcost
16		Negative experience when previously used	16_notele_negexperience
16		Other (please specify)	16_notele_other
17	What type of computer equipment does your county provide? [This would be computer equipment used for court business that is in addition to the computer equipment that CCAP provides.] (check all that apply)	No additional computer equipment	17_computer_none
17		Desktop computer	17_computer_desktop
17		Laptop computer with built-in webcam	17_computer_laptopwebcam
17		Laptop computer without built-in webcam	17_computer_non
17		Tablet	17_computer_non
17		Webcam	17_computer_non
17		Other (please specify)	17_computer_non
18	In 2013, did your county allow participants (e.g. parties, attorneys, witnesses) to appear via computer during in-court proceedings using a video application like Skype or FaceTime?	Response	18_allowviavideo
19	In 2013, how often did your county provide access to interpreting services via computer using a video application like Skype or FaceTime? [Consider both in-court and/or out-of-court events.]	Response	19_howoftenvideo

19		Other (please specify)	19_other
20	Rate the following statements as to why your county did NOT use a computer to provide access to interpreting services:	Certified interpreters provide on-site interpreting	20_nocomp_onsite
20		Poor quality of hardware	20_nocomp_poorqualitytele
20		Poor quality of network connection	20_nocomp_poorqualityaudio
20		Judicial preference of on-site interpreting	20_nocomp_judicialpref
20		Not enough demand for interpreters	20_nocomp_nodemand
20		Need more information about the technology	20_nocomp_moreinfotech
20		Need more information about vendors and types of services	20_nocomp_moreinfovendors
20		Cost is too high	20_nocomp_highcost
20		Negative experience when previously used	20_nocomp_negexperience
20		Other (please specify)	20_nocomp_other
21	What kind of video conferencing equipment does your county provide that is available for use by the courts? (check all that apply)	None	21_videoequip_none
21		Fixed unit integrated into courtroom	21_videoequip_integcourt
21		Mobile unit	21_videoequip_mobile
21		Other (please specify)	21_videoequip_other
22	Where is the video conferencing equipment located? (check all that apply)	Every courtroom	22_locate_conf_equip_allcourt
22		Every commissioner hearing room	22_locate_conf_equip_allcomhearing
22		Dedicated courtroom	22_locate_conf_equip_dedcourt
22		Dedicated commissioner hearing room	22_locate_conf_equip_dedcomhearing
22		Clerks of court counter	22_locate_conf_equip_clerkcounter

22		Anywhere because it is a mobile unit	22_locate_conf_equip_mobile
22		Other (please specify)	22_locate_conf_equip_other
23	In 2013, did your county allow participants (e.g. parties, attorneys, witnesses) to appear by video conferencing during in-court proceedings?	Response	23_appear_video_incourt
24	In 2013, how often did your county provide access to interpreting services by video conferencing? [Consider both in-court and/or out-of court proceedings.]	Response	24_amount_appear_video_all
24		Other (please specify)	24_amount_appear_video_other
25	Rate the statements as to why your county did NOT provide access to interpreting services by video conferencing:	Certified interpreters provide on-site interpreting	25_novideoconf _onsite
25		Poor quality of hardware	25_novideoconf _poorqualitytele
25		Poor quality of network connection	25_novideoconf _poorqualityaudio
25		Judicial preference of on-site interpreting	25_novideoconf _judicialpref
25		Not enough demand for interpreters	25_novideoconf _nodemand
25		Need more information about the technology	25_novideoconf _moreinfotech
25		Need more information about vendors and types of services	25_novideoconf _moreinfovendors
25		Cost is too high	25_novideoconf _highcost
25		Negative experience when previously used	25_novideoconf _negexperience
25		Other (please specify)	25_novideoconf _other
26	Does your county provide network connection that is available for use by the courts? [This would be a network connection that is in addition to what CCAP provides.]	Response	26_network_courts_available
27	Where is the county-provided network connection accessible?	Every courtroom	27_network_location_allcourt
27		Every commissioner hearing room	27_network_location_allcomhearing

27		Dedicated courtroom	27_network_location_dedcourt
27		Dedicated commissioner hearing room	27_network_location_dedcomhearing
27		Clerk of courts counter	27_network_location_clerkcounter
27		Other (please specify)	27_network_location_other
28	Does your county provide wireless Internet (wi-fi) connection?	Response	28_wifi_provided
29	Where is the wireless Internet connection accessible? (check all that apply)	Throughout the courthouse	29_wifi_location_allcourthouse
29		All courtrooms	29_wifi_location_allcourtrooms
29		Dedicated courtroom(s)	29_wifi_location_dedcourt
29		All court commissioner hearing room(s)	29_wifi_location_allcomhearing
29		Dedicated commissioner hearing room(s)	29_wifi_location_dedcomhearing
29		Court offices	29_wifi_location_courtoffices
29		Other (please specify)	29_wifi_location_other
30	Is the wireless Internet connection open to the public?	Response	30_wifi_publicaccess
31	Would your county be willing to explore or expand technology to provide access to remote interpreting services?	Response	31_willingtoexpand_scale
32	Rate the following statements as to why your county would NOT be willing to use any form of technology (telephone, computer/PC, video conferencing) to provide access to interpreting services:	Certified interpreters provide on-site interpreting	32_noprovide _onsite
32		Poor quality of hardware	32_noprovide_poorqualitytele
32		Poor quality of audio or acoustics	32_noprovide_poorqualityaudio
32		Poor quality of Internet connection	32_noprovide_judicialpref
32		Judicial preference of on-site interpreting	32_noprovide_judicialpref
32		Not enough demand for interpreters	32_noprovide _nodemand

32		Not enough staff to support the workload	32_noprovide _moreinfotech
32		Need more information about the technology	32_noprovide _moreinfovendors
32		Need more information about vendors and types of services	32_noprovide _highcost
32		Cost is too high	32_noprovide _negexperience
32		Other (please specify)	32_noprovide _other
33	Which technology would your county be willing to explore?	Response	33_willingtoexploretechnology_chooseg
34	What would your county need to expand to video technology to assist with interpreting services? Rank the following needs in order of importance:	New hardware	34_needs_expandtech_newhardware
34		Upgraded hardware	34_needs_expandtech_upgradehardware
34		Upgraded connection	34_needs_expandtech_upgradeconnection
34		More staff support	34_needs_expandtech_staffsupport
34		More judicial support	34_needs_expandtech_judicialsupport
34		More county support and/or coordination	34_needs_expandtech_countysupportcorrdination
34		Interpreter resources	34_needs_expandtech_interpreterresources
34		Other (please specify)	34_needs_expandtech_other

Day 1

Tuesday May 20, 2014
3:00 pm-5:00 pm

Interview location	*Interview Participants*
Wisconsin Director of State Courts 16 E. State Capitol, Madison 53701	• John Voelker, Director • Sara Ward-Cassady, Dep. Director of Court Operations • Pam Radloff, Dep. Director of Management Services • Deb Brescoll, Budget Officer • Carmel Capati, Interpreter Prog • Warren Sveum, Court IT Coordinator

- In the next 10 years, what do you see the state's role in assisting courts and counties manage the needs of Interpretation?

- Wisconsin seems to have elements of centralization, but still retaining a lot of local autonomy. How do you balance this role in general and how do you see Language interpretation fitting into that strategy?

- A number of counties reported an interest in using the remote interpreting, but their technology was a barrier. How have you dealt with some of this generally, then also around court interpretation?

- Barriers also mentioned were judicial preference, as well as the physical presence of interpreters. What do you think the AOC can do to address these barriers?

- 90% of courts reported already doing some hearings by telephone in 2013. Have you seen an uptick in interest over time in remote interpreting? 85% said they allow video interpreting, but few have used it.

- What kind of support do you need from district administrators and courts to make this successful?

- Is there other information you need to make choices about how to promote remote interpreting?

Day 2

Wednesday, May 21
8:30 am-10:00 am

Location	*Interview Participants*
Richland County CH 181 W. Seminary St. Richland Center 53581	• Stacy Kleist, Clerk of Court • Pat Brummond, DCA • Judge Andrew Sharp

- In the last few years, how has offering interpretation services in courts impacted your court and district from an operational point of view?

- In a statewide survey, a number of counties reported an interest in using the remote interpreting, but their technology was a barrier. Generally, what parts of technology pose issues? Similarly, what parts of remote interpretation pose issues?

- In the same survey, barriers also mentioned were judicial preference, as well as the required physical presence of interpreters. Do you see these as barriers in your courthouse?

- Most of your interpretations are for Spanish, around 10 hours in 2013. Have you used any other strategies like telephonic interpreting?

- What types of cases tend to require interpreters? Do any of these pose specific scheduling issues?

- When using interpreters, what is the process for requesting and using an interpreter? Do you use contractors or freelance interpreters?

- As a smaller court, how does interpretation impact your courts operations?

- How willing would your court be for being part of a pilot that would centralize certain aspects of scheduling and coordination to the state or regional coordinators to expand the use of remote interpreting?

- How comfortable are your with the technology of remote interpreting in terms of how it gets used in a court setting?

- What other information would you want to have before exploring into audio or video remote interpreting?

Day 2

Wednesday, May 21
11:00 am-12:30 pm

Location	*Interview Participants*
Dane County CH 215 S Hamilton St, Madison 53703	• Carlo Esqueda, Clerk of Court • Fayme Filipiak, Staff interpreter • James Larson, Staff interpreter • Kerry Widish, Deputy Clerk of Court

- In the last few years, how has offering interpretation services in courts impacted your court and district from an operational point of view?

- In a statewide survey, a number of counties reported an interest in using the remote interpreting, but their technology was a barrier. Generally, what parts of technology pose issues? Similarly, what parts of remote interpretation pose issues?

- In the same survey, barriers also mentioned were judicial preference, as well as the required physical presence of interpreters. Do you see these as barriers in your courthouse?

- Most of your interpretations are for Spanish, but you have a wide range of language types. Have you used any other strategies like telephonic interpreting?

- What types of cases tend to require interpreters? Do any of these pose specific scheduling issues?

- When using interpreters, what is the process for requesting and using an interpreter? Do you use contractors or freelance interpreters?

- How willing would your court be for being part of a pilot that would centralize certain aspects of scheduling and coordination to the state or regional coordinators to expand the use of remote interpreting?

- How comfortable are your with the technology of remote interpreting in terms of how it gets used in a court setting?

- Have you used any special processes for interpretation of ASL or deaf relay?

- You already use Audio and video, in what ways are you looking to expand?

Day 2

Wednesday, May 21
2:00 pm-4:00 pm

Location	*Interview Participants*
Walworth County CH 1800 County Rd NN Elkhorn 53121	• Sheila Reiff, Clerk of Court • Judges • SWITS Interpreting Agency

- In the last few years, how has offering interpretation services in impacted your court and district from an operational point of view?

- In a statewide survey, a number of counties reported an interest in using the remote interpreting, but their technology was a barrier. Generally, what parts of technology pose issues? Similarly, what parts of remote interpretation pose issues?

- In the same survey, barriers also mentioned were judicial preference, as well as the required physical presence of interpreters. Do you see these as barriers in your courthouse?

- What types of cases tend to require interpreters? Do any of these pose specific scheduling issues?

- When using interpreters, what is the process for requesting and using an interpreter? Do you use contractors or freelance interpreters?

- How willing would your court be for being part of a pilot that would centralize certain aspects of scheduling and coordination to the state or regional coordinators to expand the use of remote interpreting?

- How comfortable are your with the technology of remote interpreting in terms of how it gets used in a court setting?

- I understand you are looking to add video report interpreting to commissioner rooms. Tell me about what led to this choice.

- Since you use an agency for some of your interpreting, how does this work from a process point of view and how is it different from alternatives?

Day 3

Thursday, May 22
9:00 am-10:30 am

Location	*Interview Participants*
Dodge County CH Justice Facility 210 W. Center St, Juneau 53039	• Judge John Storck

- In the last few years, how has offering interpretation services in courts impacted your court and district from an operational point of view?

- In a statewide survey, a number of counties reported an interest in using the remote interpreting, but their technology was a barrier. Generally, what parts of technology pose issues? Similarly, what parts of remote interpretation pose issues?

- In the same survey, barriers also mentioned were judicial preference, as well as the required physical presence of interpreters. Do you see these as barriers in your courthouse?

- Most of your interpretations are for Spanish, around 84 hours in 2013. Have you used any other strategies like telephonic interpreting?

- What types of cases tend to require interpreters? Do any of these pose specific scheduling issues?

- When using interpreters, what is the process for requesting and using an interpreter? Do you use contractors or freelance interpreters?

- How willing would your court be for being part of a pilot that would centralize certain aspects of scheduling and coordination to the state or regional coordinators to expand the use of remote interpreting?

- How comfortable are your with the technology of remote interpreting in terms of how it gets used in a court setting?

- What other information would you want to have before exploring into audio or video remote interpreting?

Day 3
Thursday, May 22

11:30 am-1:15 pm

Location	*Interview Participants*
Waukesha County CH 515 W Moorland Blvd Waukesha 53188 Jury Assembly Rm CG6	• Kathy Madden, Clerk of Court • Mike Neimon, DCA • Bob Snow, Business Manager • Judges • Court Commissioners • Other Judicial Staff

- In the last few years, how has offering interpretation services in impacted your court and district from an operational point of view?

- In a statewide survey, a number of counties reported an interest in using the remote interpreting, but their technology was a barrier. Generally, what parts of technology pose issues? Similarly, what parts of remote interpretation pose issues?

- In the same survey, barriers also mentioned were judicial preference, as well as the required physical presence of interpreters. Do you see these as barriers in your courthouse?

- What types of cases tend to require interpreters? Do any of these pose specific scheduling issues?

- When using interpreters, what is the process for requesting and using an interpreter? Do you use contractors or freelance interpreters?

- How willing would your court be for being part of a pilot that would centralize certain aspects of scheduling and coordination to the state or regional coordinators to expand the use of remote interpreting?

- How comfortable are your with the technology of remote interpreting in terms of how it gets used in a court setting?

- I understand you have installed substantial video interpreting capacity. Tell me how this has progressed and do you have plans to continue expansion?