BACKGROUND INFORMATION ON THE AGENCIES REGISTERED TO PROVIDE TELEPHONE INTERPRETING SERVICES

A separate section of the *Registry* provides all of the languages for which each agency purports to be able to provide qualified interpreters. To access that listing, exit this document and open the document entitled "Languages Available from Agencies for Telephone Interpreting."

Introduction

The *Operational Standards for Telephone Interpreting* approved by the Judicial Council in April 2001 provide that three types of interpreters may be used for telephone interpretation. The first choice is to use staff interpreters and the second choice is to use registered freelance interpreters. As a last resort, the *Operational Standards* provide that telephone interpreting services may be obtained from registered agencies. See Standard 4.

The only agencies that may be used for such telephone interpreting services are the ones who have completed the registration process and are listed in the *Registry of Interpreting Resources.* The trial courts may use any of the registered agencies. This section of the *Registry* provides the background information submitted by the registered vendors so that the trial courts can review and evaluate them in terms of fees, steps to ensure quality control, credentials of their interpreters, training provided, and availability, among other descriptive information. This information is provided so that each trial court can make the best decision as to both reported quality and costs and then develop whatever business relationship with one or more vendors it believes will best meet its needs.

The text in most instances was provided by the agencies and is reproduced as it was received as far as possible (including grammar and punctuation mistakes). This material was not written or, except for some minor changes in formatting to provide some consistency, edited by the Language Services Section (LSS). A footnote has been added by the LSS to help trial courts understand what "certification" of interpreters means.

It is up to the individual vicinages or municipal courts to make contacts with such agencies and establish working agreements for services. While the rates will be the same for all, the actual process by which a particular court obtains services may vary in terms of access to the agency, accounting, etc. Here is an overview of what the various headings cover.

"Contact Information"

This includes all the information necessary to know who the representative of the agency is with whom communications should be made for opening an account. The information a court manager would need to call and schedule a telephonic interpreter may be different.

"Agency's Experience Delivering Telephone Court Interpreting Services"

This section provides information regarding the agency's history in providing this service, if any.

"Fees/Rates/Handling Long-distance Calls"

Agencies tend to charge on the basis of either per-minute rates or hourly rates. There are also variations in terms of the language or the credentials of the interpreter (i.e., "certified" vs. "non-certified").

Another factor in the cost of purchasing telephone interpreting services is who pays for the call when the service is obtained. Some vendors provide a toll free number to call so there are no charges to the customer. Others do not have this service, which represents an additional cost to the customer.

"Response Time"

This refers to the amount of time that ordinarily passes between the time an agency receives a request for an interpreter and the time the agency can place an interpreter on the line ready to deliver the service.

"Hours Services Available"

This indicates the times of day that services are available from each agency.

"Credentials of Interpreters: Testing and Training"

This section describes the kinds of standards each agency uses to identify interpreters they hire, as well as whatever training the agency may provide after interpreters are selected.

"Equipment Used by Interpreters"

It is helpful to know what kind of equipment the interpreter will be using as research has shown that hand-held headsets interfere with adequate interpreting. The interpreter's hands must be free to permit note taking in the consecutive mode of interpretation. Accuracy of interpretation will suffer when the interpreter's hands are not free.

"Additional Information"

If an agency has provided additional information that is not covered in one of the previous sections, it is reported here.

Global Arena Interpreting Service

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Agency's Experience Delivering Telephone Court Interpreting Services

Global Arena has provided telephonic interpreting services since its inception in September 2003 and before as Inlingua. Since our last profile's update, we have improved our service substantially by offering a state-of-the-art IT platform.

Fees/Rates/Handling Long-distance Calls

All calls made within the United States to our toll-free number, 1-866-292-9330, will not have any additional cost than the cost per minute. Other calls are not included within Global Arena's 800 plan.

$1.65/minute for all coded languages billed by the second—no rounding to the minute. No set-up or monthly minimum fees will be charged.

Global Arena will provide a spreadsheet that explains how to use its codes in view of the Judiciary's nomenclature for languages. We have matched your nomenclature to our codes to the best of our ability. For those languages that we consider we can provide services but do not match exactly with your nomenclature, we offer the possibility of talking with a Customer Service Representative for further information.

Any court entity that is interesting in using Global Arena telephonic interpreting services must contact Global Arena and sign a Service Agreement. Once that is signed, Global Arena will provide access to use the service. Once the access codes are provided, the user can access the interpreters immediately through our toll-free number, 1-866-292-9330.

Response Time

Global Arena's interpreters might be accessed within an average connect time of 30 seconds. For calls involving a customer care representative, the connection time may be longer.

Hours Services Available

24 hours a day, 7 days a week through our toll-free number, 1-866-292-9330, and having an access code.

Credentials of Interpreters: Testing and Training

Our interpreters are skilled, educated native speakers certified by Global Arena and industry recognized organizations. All our interpreters are US based which means that they are culturally sensitive to the US culture.

As part of the selection process, the interpreters perform an English skills test to demonstrate their English proficiency. Global Arena interpreters are trained in legal,

insurance, medical and technical terminology and are bound by a confidentiality agreement to ensure client privacy.

Equipment Used by Interpreters

Global Arena's Telephonic Interpreting Services employs the state of the art in computer telephony providing our customers the utmost in system reliability, stability and scalability. Our Interpreters Access System is based on the Intel CT Media™ server software. Our hardware and software are truly independent of one another, providing great scalability to respond quickly to increased demand without any modifications being required. The interpreters use land lines and headsets in order to provide effective interpretation sessions. The use of cell phones is not permitted in any case.

Additional Information

Global Arena can provide usage reports when requested by customer. These reports can also be accessed online at any time by an authorized representative of the New Jersey Judiciary.

Global Arena provides a *User's Guide* to its customers. It includes four one-page documents:

1. "Getting Started," a set of instructions that identifies the steps for getting an interpreter on the line.
2. A list of languages and the corresponding codes that are used when requesting an interpreter for a particular language.
3. "A Typical Call," a description of some basic communication strategies during a typical situation.
4. "Tips for Successful Communication," a list of several practical suggestions aimed at increasing the likelihood of a successful use of telephone interpretation.

Language Line Services

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Agency's Experience Delivering Telephone Court Interpreting Services

Language Line Services assists courts nationwide by providing over-the-phone interpretation services for activities including arraignments, bail/bond reviews, preliminary hearings, traffic offenses, hunting/fishing violations, domestic violence proceedings, referral services to court-related programs, self-help desks, and public information counters.

Language Line Services participated in a 1996 study, "Court Telephone Interpreting Service Pilot Program" (a joint project of the State Justice Institute and the National Center for State Courts) to design a model that would deliver court certified interpreters to the courts using telecommunications technology. Based on the success of the 1996 project, Language Line Services developed and deployed the court model and launched Language Line Court Interpretation Service in 1999.

Today, Language Line Services supports nearly 1,000 local, state and Federal courts, as a flexible and cost-effective way to overcome language barriers quickly.

Fees/Rates/Handling Long-distance Calls for Court Interpretation Service

Language Line Services will provide over the phone interpretation to New Jersey courts at the reduced rate of $1.70 per minute. This rate applies to all supported languages, regardless of time of day. All enrollment fees will be waived and no monthly minimums will be charged.

Usage is billed in one-minute increments. Calls are placed to an 800 number at no charge to the customer.

Response Time

Average response time is generally under one minute for court interpretation, however may vary based on demand.

Hours Services Available

Language Line Court Interpretation Service is available during court business hours, Monday-Friday, 5:30 A.M. to 5:00 P.M. PST, for requests for certified. Language Line Court Interpretation Service cannot guarantee the availability of certified interpreters because they may be engaged in other court assignments. In those instances, Language Line Court Interpretation Service will provide professional, otherwise qualified interpreters. At all other times, and for all other languages, a professional, otherwise-qualified interpreter will be provided to the courts.

Credentials of Interpreters: Testing and Training

Language Line Services developed an internal certification program that is a hallmark in the telephone interpretation industry because of its unique multi-faceted nature, incorporating performance evaluation tools with formal assessment and training components. Holly Mikkelson, Professor of Interpretation and Translation at the Monterey Institute of International Studies, formed part of the Court Certification Test Design Team. The test has been externally validated by a psychometrician from the University of Maryland and has been recognized by more than one state as a valid certification testing instrument in lieu of a state court certification test. For a full description of this program, see the section below, "Additional Information."

The multi-faceted nature of the LLS Certification Program1 means that it consists of more than just the oral interpreting assessment. As one of the other 6 required components, all interpreters must complete a 16-hour court training program, which includes:

- An overview of the U.S. judicial system
- Commonly used legal terms
- Review and analysis of the Code of Professional Responsibility for Court Interpreters (based on the "Model Code of Professional Responsibility for Interpreters in the Judiciary" developed by the National Center for State Courts)
- Professional Ethics and the Role of the Court Interpreter
- Procedures and processes in courts of lower jurisdiction
- Criminal law motions
- Glossary of legal terms
- Consecutive note-taking skills

Language Line Services also offers the Court Certification test to agencies that wish to assess the language abilities of their bilingual staff. This test is offered through the Language Line® University, the branch of Language Line Services providing language assessment, testing and training solutions for bilingual staff. Candidates who pass the test are certified by Language Line Services as competent to interpret court proceedings. The Court Certification Test meets the standard for court certification licensing by the Texas Department of Licensing and Regulation.

Equipment Used by Interpreters

Language Line Services interpreter workforce is located in interpretation centers as well as from remote home offices. Interpretation center staff use company-issued headsets. For work-at-home interpreters, the company offers guidelines on the best units, which are typically Plantronics.

Additional Information

- To hear a recorded demonstration of over-the-phone interpretation, call their Demonstration Line at 1-800-821-0301.
- For a quick tutorial, go to http://www.languageline.com/training.
- To see responses to emergencies, go to http://www.languageline.com/video.php.

1 A separate section of the *Registry* provides all of the languages for which each agency purports to be able to provide qualified interpreters. To access that listing, exit this document and open the document entitled "Languages Available from Agencies."

The list of languages may vary over time as languages are added or dropped. Language identification help is available from Language Line Services personnel on the phone as well as through a variety of customer support tools that customers can use in face to face situations or over the phone. For more information on these and other tools, go to http://www.languageline.com/page/support_tools/.

Court Certification Test Questions and Answers

What is the nature and structure of the Court Certification test?
The Court Certification Test is an oral consecutive interpreting exam, administered over the phone, using a format that consists of a series of dialogues between two or more parties. The dialogues reflect typical court proceedings that are likely to be interpreted.

What is the purpose of the Court Certification Test?
The purpose of the test is to identify individuals who have sufficient knowledge of court terminology and protocols to provide quality consecutive interpreting for specific court scenarios, and to certify their competence through a testing program.

What does the test measure?
The test measures the interpreter's knowledge of legal terminology, as well as the ability to interpret accurately and professionally in a court setting, thus meeting the standards for competence in consecutive court interpreting.

What languages are available for Court Certification Testing?
Language Line University Court Certification Testing is offered in 15 languages:

- Arabic
- Cantonese
- French
- Haitian Creole
- Hmong
- Japanese
- Khmer
- Korean
- Mandarin
- Polish
- Portuguese
- Russian
- Spanish
- Tagalog
- Vietnamese

What experience in testing and interpreting do members of the Court Certification Test Design Team have?
The team members include: a former court administrator with experience in designing and implementing a state certification test, interpreters with Federal and State certifications, raters of consortium court interpreting certification exams, an author of numerous highly-regarded interpreting publications, interpreters and examiners with experience designing and administering state certification tests, individuals with design and administration experience, and a former examiner for Human Resources with advanced training in Testing and Evaluation.

How is the test scored?
The test is scored using an objective method, known as the *scoring unit method*. When a candidate's score is in the borderline range between passing and failing, a subjective score is also calculated.

What scores are considered passing and failing?
All scores of 71% and above are automatically considered to be passing. All scores of 67% and below are automatically considered to be failing. Scores of 68-70% are considered to fall within the critical, or borderline, range, and the subjective score is then taken into account. Additionally, scores falling within this range are re-scored to ensure accurate test results.

How is the test administered?
The test is administered and rated by a member of the panel of trained Examiners/Raters. There is only one Examiner and one candidate per testing session, which means that the Examiner will be reading the parts of both the English and non-English speakers in the scenario. The Examiner will call the candidate at the scheduled test date/time to administer the test and, after a brief introduction, will read the dialogue; after each utterance is read, the

candidate will interpret it into the target language. The entire test will be recorded for evaluation and record-keeping purposes.

When and how are the test results received?
Your Test Results Report is emailed within 3-5 days after the conclusion of the test. A certificate of Competency in Court Interpreting is mailed to candidates who receive a passing score. The score sheet and the recording of the test are confidential, however, and cannot be released to the candidate.

How soon can the test be re-taken if the candidate does not receive a passing score?
Any candidate who does not pass the test can re-take the test at any time, but is advised to allow sufficient time to pass before re-testing to devote time to improving his/her skills in the areas identified on the Test Results Report.

Can candidates who pass the test, then say that they are "Court Certified"?
Candidates who pass the test can respond by saying that they are certified by Language Line Services as competent to interpret court proceedings. The Court Certification Test also meets the standard for court certification licensing by the Texas Department of Licensing and Regulation.

What guarantee of confidentiality do I have?
All of our personnel are bound by a strict Code of Ethics, as well as confidentiality and non-disclosure agreements. These ensure that all information pertaining to the work we do for you remains strictly confidential.

More Questions?
Contact your Customer Service Representative or Language Line University toll-free at: 1-877-351-6636 or email us at LLU@languageline.com.

Language Services Associates / Interpretalk

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Agency's Experience Delivering Telephone Court Interpreting Services

LSA was one of the original language provides on the Federal Supply Schedule, and has maintained outstanding Past Performance reviews on several complex and large-scale contracts with state agencies. LSA consistently receives excellent reviews from all its clients. LSA has a viable business plan, solid financial support, expanded facilities and a robust technical infrastructure, which have helped us to handle our dramatic growth since our inception and the extraordinary changes in the U.S. since February 1991.

Our current on-site and telephonic services contracts with the courts in Pennsylvania, Virginia, New York State, California, New Jersey, Ohio and the US General Services Administration speak to our ability to maintain highly trained linguist resources. We have the ability and experience to provide telephonic interpreter services in 212 languages to the State of New Jersey. Our interpreters are familiar with the requirements of the State of New Jersey Courts since LSA has been providing telephonic interpreter services to New Jersey Courts for approximately seven years. We serve approximately 550 courts all over the nation which include Cleveland Municipal Courts, New Jersey Courts, First Judicial District of Philadelphia, Supreme Courts of Virginia, the DOJ and DHS, and New York Department of Labor Unemployment Insurance Appeal Board.

LSA provides services to many other states agencies, including Alaska, Arizona, Arkansas, California Colorado, Delaware, Hawaii, Idaho, Illinois, Indiana, Florida, Iowa, Louisiana, Maryland, Michigan, Missouri, Nevada, New Jersey, North Carolina, Ohio, Oklahoma, Oregon, Pennsylvania, South Dakota, Texas, Washington, West Virginia, as well as municipalities within states, including local courts and county agencies, correctional facilities, school districts, medical facilities and municipal programs.

Fees/Rates/Handling Long-distance Calls

Telephone court interpreting rate is $2.10 per minutes. There is an additional $.30 per minute charge for any third party connections.

Response Time

The average response time to a request for telephone court interpreting is normally under thirty (30) seconds for Spanish and under one minute for all other languages. Request for rare languages may incur additional connect times. Calls may be scheduled in advance if notice is available.

Hours Services Available

Interpretalk is available 24 hours a day/7 days a week/365 days a year.

Credentials of Interpreters: Testing and Training

LSA Interpreting Screening Phase is comprised of three stages:

1. *Stage 1. Screening:*
    a. Resume Review: LSA's Recruitment Team is trained to review prospective interpreters' resumes according to specified criteria. These criteria include background checks for legal status, certification, interpreting experience, and formal education.
    b. Language Self-Assessment Questionnaire: Interpreters who are deemed to have potential as interpreters are given a Language Self-Assessment Questionnaire (LSAQ), which elicits information about how they acquired their languages, their level of education in each language, their interpreting experience, and their level of proficiency in sight, consecutive, and simultaneous interpretation.
    c. Oral Interview: Applicants deemed qualified are scheduled for an oral interview. To prepare for the interview, applicants are sent LSA's guidelines for interpreting, the Code of Professional Responsibility, and other materials for background reading. The oral interview includes questions about the following: Interpreting experience, Verification of certification and formal education, and Familiarity with and willingness to abide by LSA's standards and guidelines for interpreting.

    Interpreters are then given an orientation by means of a series of telephone conference call or personal interviews to review the guidelines for telephonic interpreting, the Code of Professional Responsibility, techniques of memory enhancement and note-taking for consecutive interpreting, and client-specific terminology. Following the orientation phase, interpreters are given a written exam on the role of the interpreter, the Code of Professional Responsibility, and client-specific terminology. Interpreters in key languages are tested in their languages as well.2

2. *Stage 2. Orientation:* Interpreters are given a group orientation which is offered as a conference call to 10-16 interpreters of various languages at a time. This orientation allows LSA to make sure that interpreters are aware of LSA's strict standards of quality and to open up a forum for interpreters to learn from each other's experience and to benefit from exposure to interpreters of other languages and cultures. Some of the items reviewed at orientation are guidelines for telephonic interpreting, the Code of Professional Responsibility, tips for further professional development and the three modes of interpretation (simultaneous, consecutive and sight translation). In addition, we offer client specific information like the confidentiality requirements, background information on the customs and traditions of the client, to educate them and increase their cultural awareness about the clients (LEP's) with whom they will be working with.

2 Editor's Note: The testing administered by Language Services Associates/Interpretalk is not equivalent to approval testing by the New Jersey Administrative Office of the Courts, certification testing by the Consortium for State Court Interpreter Certification, or certification testing by the Administrative Office of the United States Courts. There is no research establishing how close or far away LSA's testing is to these established standards.

3. *Stage 3. Ongoing Evaluation:* LA interpreters' ongoing performance is evaluated in random recordings of calls and live monitoring, or in response to specific client feedback. Our Interpreters are ranked by following means:
    a. Certifications in state courts.
    b. Certification by NAJIT
    c. Other commonly recognized certifications
    d. Attendance at training sessions offered by LSA
    e. Through monitoring and evaluation by Quality Assurance Team
    f. Through one-on-one training in our Resource Center.
    g. Documented similar working experience.

    Interpreters gain a higher ranking when they achieve certifications and through completion of courses and seminars as well as any advanced training and longevity in actual work experience. Our interpreters are highly qualified and possess an extensive understanding of legal terminology, courtroom proceedings protocol, and the American System of Jurisprudence.

Our interpreters understand their role to interpret for non-English speaking witnesses or defendants, and their obligation to aid in discharging the affairs of the Court in an unbiased and expeditious manner. They also understand their responsibility to interpret accurately and impartially with a non-English speaking defendant the nature of the proceedings. LSA's excellent training program ensures our court interpreters adhere to LSA's Code of Ethics and Code of Professional Conduct for Interpreters, Transliterators and Translators approved by the New Jersey Supreme Court. Access to the Manual for Interpreters Delivering Services by Telephone to Court Proceedings and Court Support services is made available to all interpreters via our website.

Equipment Used by Interpreters

LSA interpreters are required to use land lines when doing telephone court interpreting. Use of mobile phones is not permitted.

Additional Information

LSA interpreters are based worldwide within the United States, United Kingdom, and South America. Many LSA interpreters have DHS clearance.

Lionbridge Global Solutions II, Inc.

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Agency's Experience Delivering Telephone Court Interpreting Services

Has provided the service to the Executive Office for Immigration Review (the federal "Immigration Court" in the Department of Justice) since 1988. They also work with many state and local courts nationwide.

Fees/Rates/Handling Long-distance Calls

The court will be provided with a toll-free number and pin number to access the interpretation service. The rate is $1.95/minute for all languages and there is a one-time set-up fee of $125.

Per-minute Fee	• Usage is billed in one-minute increments • The per-minute rate is based on the language needed • Prices reflect toll-free access for calls made from the U.S.
Minimum Time	• There is NO minimum time applied. • Billing begins once the interpreter is connected to the call.

Response Time

The average connection time for their sixty common languages is two minutes and the average connection time for rare languages is four minutes, although connection time for some may be as much as twenty minutes. Billing does not begin until the interpreter is on the line.

Hours Services Available

24 hours a day, 365 days a year.

Credentials of Interpreters: Testing and Training

Over 78% of Lionbridge's telephonic interpreters have worked as on-site court interpreters in federal, state, or local courts. They are familiar with courtroom procedure and are well-versed in courtroom terminology. Lionbridge also provides testing, training, and certification programs.3 They test for language skills, English proficiency, sight-reading, ethics, and courtroom protocol. Lionbridge is currently testing in 80 languages and that testing has been approved by the Department of Justice for its work in the courts of the Executive Office for Immigration Review.

Equipment Used by Interpreters

Lionbridge has no equipment requirements or standards.

3 Editor's Note: The testing Lionbridge conducts is not equivalent to approval testing by the New Jersey Administrative Office of the Courts, certification testing by the Consortium for State Court Interpreter Certification, or certification testing by the Administrative Office of the United States Courts. There is no research establishing how close or far away Lionbridge's test is to these established standards.

Translation Plus, Inc.

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Agency's Experience Delivering Telephone Court Interpreting Services

Translation Plus and its partner company for Phone Interpretation Services have been providing telephone court interpreting services since 1998 and has serviced over 5,000 hearings to date. A sampling of the types of divisions we service is as follows: Office of Administrative hearings, Worker's Compensation hearings, Unemployment hearings, Department of Motor Vehicles hearings, Child Custody Cases, Social Service hearings, Mental Competency hearings, Juvenile Court hearings, General Arbitration and depositions.

Fees/Rates/Handling Long-distance Calls

Telephone interpretation is billed at one-minute increments, any language, and same price anytime. You pay only for the minutes that you use.

1. Up to 10,000 minutes billed per month: $1.85 per minute.
2. For 10,000 or more minutes billed per month: $1.65 per minute.
3. Set up fee of $100 is waived.

Response Time

The response time to connect an interpreter to a call averages 40 seconds.

Hours Services Available

Our telephone interpretation services are available 24 hours/7days a week in all languages provided. Whenever possible and especially for some of the more rare languages we would like to request advance notice to secure interpreter's availability at least 24 hours prior to assignment.

Credentials of Interpreters: Testing and Training

All our contracted interpreters reside in the United States, and are immersed in their native culture as well as the culture in which they live, the U.S.A. While some US based telephone interpreting companies have elected to contract with interpreters overseas to reduce costs, we have found that using interpreters outside the United States compromises quality and poses many problems in the area of cultural awareness and familiarity with the U.S. marketplace. Often, these interpreters have little or no knowledge of the U.S. government, professional culture, U.S. ethics and standards of practice, linguistic and cultural regional variations and so on.

The contractor credentialing process applied by Translation Plus and its partner Phone Interpretation Services is very detailed and stringent. It has been a policy to only contract with interpreters who have a minimum of 2-years of professional industry experience or 6 months of industry-specific vocational training from an accredited institution. We will also

consider any additional education and training programs individual candidates have attended.

In summary, the recruitment and training process includes:

1. Overview
2. Telephone Interview
3. Contractor Information Worksheet
4. Detailed Testing (Verbal & Written)
5. Qualifying process via Lead Interpreter in a verbal interview
6. Independent Contractor's Agreement
7. Role of the Professional Interpreter
8. Code of Professional Ethics
9. Statement of Neutrality and Confidentiality
10. Orientation
11. Continuous Evaluation

Developed over the last 9 years, the above steps are extremely effective as a means of weeding out competent interpreters from all bilingual applicants. For example, those not pre-qualified during the telephone interview do not receive a Contractor Information Sheet. Those found not to meet minimum qualifications from the Contractor Information Sheet are not tested, etc.

Once telephone interviews have completed the screening, testing, and credentialing process, they go through a 2-hour interactive training program via telephone, "shadowing" pre-recorded live calls with seasoned interpreters. This course focuses on interpreter's code of practice, ethics, situational cases, and company policies & procedures. During each interpreter's first 4 weeks, calls are monitored for quality assurance. All interpreters are continually monitored for quality on a quarterly basis, and provide quarterly training updates.

Translation Plus and its partner Phone Interpretation Services maintain an entire department dedicated to locating and ultimately contracting with qualified foreign language interpreters. The Interpreter Certification Exam4 that we use to test our interpreters on language proficiency as well as industry knowledge was created in coordination with the Director of the International Interpretation Resource Center (IIRC) at the Monterey Institute of International Studies. This exam incorporates the following key components:

1. Language Competency
    a. Fluency in source and target languages
    b. Standard language and common colloquialisms (slang)
    c. Basic legal terminology
    d. Oral, written, and reading skills
2. Interpreter Competency
    a. Interpreting skills, e.g. memory skills
    b. Customer Service
    c. Message Accuracy; Verbatim Interpretation

4 Editor's Note: Certification by Translation Plus is not equivalent to approval testing by the New Jersey Administrative Office of the Courts, certification testing by the Consortium for State Court Interpreter Certification, or certification testing by the Administrative Office of the United States Courts. There is no research establishing how close or far away Translation Plus's certification is to these established standards.

3. Professional Ethics
    a. Patient safety
    b. Confidentiality
    c. HIPAA Compliance
    d. Professional conduct
    e. Advocacy
    f. Conflict of interest

Currently there are no national standards for interpreter credentialing. Legal interpreters are tested on a state by state level and upon request, Certified Legal Interpreters will be provided.

Since we only use contract interpreters, it is in direct violation of the Private Contract relationship in any American State to demand or require a Private Contract Interpreter to attend a particular training. In addition, any interpretation company claiming that they require their contracted interpreters to participate in ongoing raining may also be a liability to their clients.

That being said, we do provide professional interpreters and linguists with the opportunity to earn an internal certification that is applicable in all 50 states. Plus, with the awareness that interpreting as a skill is fluid and subject to constant change, we encourage all of our interpreters to attend seminars, enroll in interpreting and language courses, and become as much involved as possible with the language community in America to improve their skills and understanding of the interpreting field as it continues to grow industry wide. Interpreters who participate in these courses and seminars are compensated with more work and, as is warranted, an increase in pay. All our interpreters are subjected to a minimum of 4 quality reviews (blind evaluations) per year.

The training that we do conduct is as follows:

1. Quarterly interactive training to new interpreters including:
    a. Interpreter ethics
    b. Role-playing scenarios
    c. Industry specific terminologies
2. On-going training via telephone mandatory for all interpreters:
    a. Updates of practices and procedures
    b. Customer specific updates to protocols
    c. Actual scenarios taken from customer and interpreter issues and how to address/solve difficult issues

Equipment Used by Interpreters

For telephonic interpreting, there is no special equipment used, other than a telephone.

Additional Information

For all new high-volume customers, or any other customer requiring specific and/or customized service, special orientation sessions are offered to our Customer Service Representatives (CSR's) and lead interpreters in the top languages. This includes introducing the nature of business, the type of language requests that are most commonly made, the various departments and any particular proprietary information about these departments, and any particular customized information regarding the client they may need to know.

Should you wish to provide us with a glossary of terminology list, we will pass this along to all our interpreters so they may reference this material during calls.

Additionally, our completely computerized telephony system allows us to place customized notes under each customer code. When a caller from your organization calls in, we instantly know what specific information to gather, any special information we need to pass along to the interpreter, and exactly what needs to be recorded in each call record. This customized information appears on your invoice, and can also be delivered as reports to you on a weekly, monthly, quarterly, or yearly basis.

All interpreters we work with are *contracted* interpreters and are physically located all over the United States, working from private offices, and home offices. *Contract* interpreters are usually specialists in their field while interpreters who physically work in an office are usually generalists. We strongly believe that the finest interpreters in the United States don't all reside in one region; rather they are dispersed all over the country. Since it's our commitment to contract with the most competent interpreters in the nation, we realize that in doing so, we must be flexible as far as location is concerned.

Each person involved with our Telephone Interpretation services, directly or indirectly, receives training in the compliance with the confidentiality and non-disclosure laws. This training takes place prior to the employee or contractor ever working with the client in any form. Furthermore, questions pertaining to their understanding of this information are incorporated in our testing program. Periodic review of this information takes place via quarterly training updates. As part of our employee initiation program, every employee is required to read, understand, and sign our proprietary employee manual, which includes all confidentiality and HIPAA requirements documentation.

We are keenly aware of the necessity to keep all client documentation in strict confidentiality. To do so, we have implemented the following procedures to ensure that our practice of protecting private information is followed. These practices are consistently reviewed and updated:

1. Our call center premises are not open to the public, the doors are locked.
2. Everyone has a strict confidentiality agreement with emphasis on HIPAA compliance.
3. Interpreters are bound by signed confidentiality and HIPAA compliance agreements.
4. All confidential paper is shredded.
5. Recorded conversations for quality control are reviewed and destroyed at a set interval.
6. Strict guidelines require Customer confidential information not leave the office.

To ensure that all of our interpreters abide by the Code of Professional Conduct for Interpreters, Transliterators, and Translators approved by the New Jersey Supreme Court, we will make sure all of our interpreters are aware of it and request that it be read and followed closely.

To ensure that all of our interpreters abide by your *Manual for Interpreters Delivering Services by Telephone to Court Proceedings and Court Support Service*, we will make sure all of our interpreters are aware of it and request that it be read and followed closely.

Following is our Code of Professional Ethics:

Accuracy: Interpreters shall always thoroughly and faithfully render the source-language message, omitting or adding nothing, giving consideration to linguistic variations in both languages, conserving the tone and spirit of the source language message.

Cultural Sensitivity/Courtesy: Interpreters shall be culturally competent, sensitive and respectful of the individual(s) they serve.

Confidentiality: Interpreters shall not divulge any information obtained through their assignments, including but not limited to information gained through access to documents or other written materials.

Disclosure: Interpreters shall not public discuss, report, or offer an opinion concerning matters in which they are or have been engaged, even when that information is not privileged by law to be confidential.

Proficiency: Interpreters shall meet the minimum proficiency standard set by Translation Plus by passing the required certification examination or screening examination.

Non-Discrimination: Interpreters shall always be neutral, impartial, and unbiased. Interpreters shall not discriminate on the basis of gender, disability, race, color, national origin, age, socioeconomic educational status, or religious, political, or sexual orientation. If Interpreters are unable to ethically perform in a given situation, the interpreter/translator shall refuse or withdraw from assignment without threat of retaliation.

Scope of Practice: Interpreters shall not counsel, refer, give advice, or express personal opinions to individuals for whom they are interpreting, or engage in any other activities which may be construed to constitute a service other than Interpreting. Interpreters are prohibited from having unsupervised access to customers, including but not limited to phoning customers directly.

Compensation: The fee schedule agreed to between Translation Plus and Interpreters shall be the maximum compensation accepted. Interpreters shall not accept additional money, considerations, or favors for services reimbursed by Translation Plus. Interpreters shall not use for private or other gain or advantage, the department time or facilities, equipment or supplies, nor shall they use or attempt to use their position to secure privileges or exemptions.

Self-Evaluation: Interpreters shall accurately and completely represent their certifications, training, and experience.

Impartiality – Conflict of Interest: Interpreters shall disclose any real or perceived conflict of interest which would affect their objectivity in the delivery of service.

Reporting Obstacles to Practice: Interpreters shall assess at all times their ability to interpret. Should interpreters have any reservations about their competency, they must immediately notify the parties and offer to withdraw without threat of retaliation.

Professional Development: Interpreters shall develop their skills and knowledge through professional training, continuing education, and interaction with colleagues and specialists in related fields.

Ethical Violations: Interpreters hall immediately withdraw from encounters they perceive as violations of this Code.