

## **LEP – OUTREACH SUBCOMMITTEE    *DRAFT***

### **Minutes of January 22, 2009**

In attendance: Jen Ensign; Diane Hatfield; Rhonda Stearley-Hebert; Hilda Nieves; Rick Dunion (support).

1. The meeting was called to order at 10:15 a.m. The minutes from the January 8, 2009 meeting were reviewed and unanimously approved.
2. The group discussed the proposed survey targeted to Branch employees as prepared by the LEP Interpreter Services Subcommittee. Specific comments about the survey will be emailed to Rick who will share with the developers of the survey. In general, the group believes the survey is too limited to the Interpreter's Office. During the course of the daily operations of the courts, the LEP population is assisted by many Branch employees who are not interpreters. These employees play a critical role in the delivery of services to the LEP population. The subcommittee believes that resources and training be given to this population of Branch employees. It was suggested that a survey of the employees is needed to determine how best to utilize their skills. One example would be a basic training course be conducted on the fundamentals of assisting an LEP person.
3. Web page development was discussed. Efforts are continuing in the development of web pages in other languages. Statistical data regarding utilization of web pages would assist in prioritizing work for web page development and enhancements. The group agrees the use of links would clearly assist the LEP user of web pages.
4. Rhonda distributed information regarding public service announcements. There was discussion as to the best methodology in the creation of PSA's. Members believe the process of creating PSA's should begin with the targeted population and media source. Once this information is acquired, PSA's would be designed to best meet the needs as determined by the targeted LEP population. Rhonda mentioned that community organizations are the key to success when it comes to PSA's. The strategy of how we approach providing PSA's is critical to their success. Hilda mentioned we need to begin with the larger cities/communities. All members agree that it would be advantageous to access the ability of judges and other employees in speaking other languages. Tapping into and utilizing their resources would enhance the Branch's outreach efforts.
5. The subcommittee will work on developing preliminary recommendations to be presented to the main LEP committee.