

LEP – MULTI-LINGUAL MATERIALS SUBCOMMITTEE

Minutes of January 27, 2009 *DRAFT*

In attendance: Alejandra Donath; Karen Franchi; Dan Horwitch; Holly Scalzo; Debbie Tvaronaitis; Rena Goldwasser; Rick Dunion (support).

1. The minutes from the December 29, 2008 meeting were unanimously approved.
2. Karen Franchi conducted a survey of managers in the Court Service Centers throughout the state. The results of the survey documented the most requested forms/publications in English and Spanish. Also, those forms/publications recommended to be translated was documented. From their professional experience, committee members from other operating units within the Branch agree with the findings of the survey. Karen will continue to work on this document. Dan distributed information on docket legend codes. Members agree there are two components of written documentation that need to be addressed: 1) forms and other official judicial publications; and 2) other documents not considered forms such as correspondence other than clerks' offices (for example, form letters and notices from Support Enforcement Services.) Members also agree that the forms attached to a specific booklet/publication that has been translated should be translated as well. Based on data collected by members, the subcommittee feels that it is sufficient to focus its translation efforts on three main languages: Spanish, Polish and Portuguese. However, we will conduct some additional inquiries at Court Service Centers to confirm the need for Portuguese. The proposed internal survey constructed by the Interpreter's subcommittee was discussed. Members agree the survey should be expanded in order to capture information on court forms and other materials. Rena will compile the group's comments regarding the interpreter survey and will forward it to Rick. The committee agreed that it would be beneficial to include some questions for consideration to be added to the survey that is being planned.
3. There was discussion regarding preliminary recommendations as prepared and presented to the main LEP committee. There is agreement among members that the statistical information collected regarding various languages and frequency of contact with the Branch is accurate and can be used as a basis for recommendations and action plans. The Court Service Center survey will be verified through the completion of the interpreter survey that is targeted to be distributed to all Branch employees. The goal should be to translate forms as well as instructions. It would be helpful to begin translation with the instructions to specific forms. It was mentioned that the FAQ (Frequently Asked Questions) section on the internet can be extremely useful in reaching the LEP population. An additional suggestion was to add a one line translation to form letters that would direct people to the internet site and FAQ section for further information -- provided that these sections are available in translation. All Divisions and units should consider translating their electronic FAQ sections as appropriate. Divisions within the Branch have forms/publications specific to those operations. It was agreed that the units/divisions that have translated versions of their FAQ's on the internet could refer to them in the translated language on their English forms and correspondence.

4. The next meeting will be on Monday, February 9th as part of the main LEP committee meeting.