



State of Connecticut Judicial Branch

Phase Three IMPLEMENTATION of THE STRATEGIC PLAN

September 2010

Public Service and Trust Commission

Hon. Alexandra D. DiPentima, Chair

Chief Justice Chase T. Rogers

LIMITED ENGLISH PROFICIENCY (LEP)

The Limited English Proficiency Committee was charged with eliminating barriers to facilities, processes and information faced by individuals with limited English proficiency.

The Committee will continue its work on the following activities:

- Provide training on civil rights, national origin discrimination and the services available to LEP individuals
- Analyze the concept of plain language as a cost-effective measure in forms translation
- Develop and establish specific criteria for prioritizing assignments for interpreting requests
- Develop and implement a system for the efficient tracking and scheduling of interpreters through the use of current and future technology
- Explore the improvement of the screening process for candidates
- Expand telephonic services through the use of outside language assistance vendors to provide interpreting services outside the courtroom, and if required under exceptional circumstances, inside the courtroom, and by modifying, acquiring, and activating telephonic infrastructure and equipment
- Review statistical information on civil court requests to Interpreter and Translation Services
- Expand outreach to LEP populations through the Judicial Branch website based upon the needs identified via community organizations and establish collaborative relationships with media organizations that have targeted non-English speaking audiences
- Develop/include information links on the existing Judicial Branch webpage to direct LEP individuals to translated information and make other webpage changes as determined by community organization survey results
- Solicit Branch employees (including judges) who have bi/multilingual abilities to participate in the Branch's outreach objectives (to utilize their skills such as through the Speakers Bureau)

As time and resources permit, the Committee will begin work on the following activities:

- Train court personnel to routinely record interpreter and translator information into case management systems (e.g. CR/MVS, Edison, etc.)
- Change ITS organizational structure to: 1) Establish higher rates for services in hard-to-find languages so that the Judicial Branch can compete with other employers (i.e., court systems in adjoining states); 2) Establish a "Lead Translator" position responsible for managing translation assignments; 3) Update the Interpreter II job description for certified interpreters to emphasize the professional (rather than clerical) services interpreters provide to the courts; 4) Establish a "Master Interpreter" job classification for

those staff who pass the state certification with higher scores, or who hold multiple certifications (e.g., federal, ATA, interpreter certification in more than one language)

- Develop public service announcements based upon the needs of the LEP population
- Hire more bilingual staff for positions that directly serve LEP individuals
- Provide foreign language instruction to employees to enable them to provide basic information to LEP individuals, such as the location of the courtroom
- Permit the use of audio recordings of the advisement of constitutional rights in Spanish, as recorded by certified Spanish-language interpreters
- Utilize monitors in public areas or lobbies that are a source of ongoing information to the public in languages common to the LEP population
- Forward to the External Affairs Division recommended methods for continuing its outreach efforts to community-based organizations that serve LEP populations
- Provide training to organizations that offer computer access to individuals who have limited English proficiency, particularly libraries, on how to utilize the Branch's website and obtain resources that are available in other languages
- Reach out to organizations, particularly libraries such as the Hartford Public Library and the New Haven Free Library, which offer computer access and are already actively engaged in public education efforts with the LEP population
- Remind employees of foreign language resources available (i.e., translated materials, Judicial Branch webpages in Spanish)
- Consider taking action to address the significant number of employees who in the Branch's LEP survey expressed an interest in taking basic foreign language instruction (647 or 70% of Branch employees who responded to the survey expressed interest in receiving foreign language training)
- Emphasize and continue to encourage use of telephonic bilingual services, particularly during non-court hours and weekends
- Recognize the need for informational and instructional documents in other languages for distribution from the Judicial Branch
- Recognize the need for informational and instructional documents in other languages for distribution from contracted vendors
- Acknowledge the need for compliance documents in other languages
- Consider multi-discipline notices with Spanish on body of the form; consider combining multiple notices/letters into universal multi-disciplinary forms; consider developing universal forms for use by all members of an operating unit, or all members of a particular division
- Establish a review panel regarding translation requests comprised of representatives from Court Support Services, Superior Court Operations, and External Affairs