

MINUTES

Committee on Limited English Proficiency

Room 4B, 225 Spring Street, Wethersfield

9:00 a.m. March 21, 2019

Members in attendance: Justice Maria A. Kahn, Alejandra Donath, Co-Chairs; Mr. Troy Brown, Ms. Doreen Del Bianco, Atty. Viviana Livesay, Atty. Richard Loffredo, Atty. Brandon Pelegano. Ms. Del Bianco departed at 10 a.m. Support staff: Ms. Heather Collins.

- 1) Welcome: Justice Kahn and Ms. Donath welcomed the members. They noted that Atty. Livesay is replacing Atty. Katharine Casaubon as the committee's legal advisor.
- 2) Approval of Minutes: The minutes of the October 4 meeting were approved.
- 3) LEP Annual Report: There was extensive discussion about the Committee's annual report. The members focused particularly on the next steps, and a suggestion was made that small subcommittees be formed to address the issues of video remote interpretation (VRI), and the translation of Judicial Branch internet pages. VRI has been used in some instances with Court Support Services Division staff and their clients. There was general discussion about the potential for the expansion of the use of remote video in a variety of proceedings for different uses, but that there remains a need to get members of the bar on board with its usage. Justice Kahn pointed out that the Sentence Review Docket is almost entirely remote video appearances. VRI could help to alleviate the growing pressure on a shrinking number of staff interpreters to fill the need for services, and there was a consensus among the members to establish a subcommittee.

The members discussed vital documents and the need to alert both staff and the public that there a number of translated documents available. Justice Kahn suggested that presenting that information to Chief Clerks is one way to expand the usage of the translated documents. Ms. Donath suggested that the committee may want to investigate whether it would be possible to insert a "pop-up alert" on translated documents. There was a general discussion about internal notification; if staff doesn't know that there are a plethora of translated documents available, that message won't get out to the general public. Atty. Pelegano said it is critical to get the other Chief Clerks to be involved not only in the dissemination of information, but in the use of technology. There was a suggestion that the committee may want to create an online training for staff on how to use Telephonic Bilingual Services.

There was a larger discussion about internal training and its effectiveness, and how to successfully message staff about LEP services, including how to request interpreter services. Interpreter Information Cards (JDP-ES-285) were developed

and translated into five language: Spanish, Portuguese, Polish, Haitian Creole, and Chinese Mandarin.

Justice Kahn led a discussion about the need to convey to the Bench that the Branch provides thousands of interpretations each year and that it may not be necessary to continue cases when an interpreter isn't immediately available, but that passing a case to later in the day until an interpreter arrives is a viable option. The members discussed examples of LEP interactions done by Branch staff as part of the courthouse observation program.

The members will review the Committee's internet pages and, per the report, develop an online tutorial for external stakeholders on how to access LEP services. Atty. Livesay will serve as the Committee's liaison to the Judicial Branch's Web Board, providing an LEP perspective to the Board's oversight of the Branch's internet site.

Atty. Loffredo will circulate to the members an email gaging their interest in serving on small subcommittees to develop implementation initiatives for training for vendors, training for staff, website review, remote interpretation, and translation.

- 4) LAP Revision: The biennial update of the Branch's required Language Access Plan was completed and will be [posted online](#) in April.
- 5) Translations: There was general discussion about translation requests.
- 6) On-line Request Form (JD-CL-93): Ms. Donath demonstrated for the members how the newly-developed online interpreter request system will work. All Branch staff will have an icon installed on their desktops which will link them to the online request system, beginning May 1. This is the first phase of the roll-out and upgrades expected in the future include pop-up reminders. There was discussion about the ADA notice on the website; this notice is provided to the public and may not be necessary in this online system which will only be used by staff.
- 7) Website Update: There was a general discussion about the official Judicial Branch forms page and a note that there is not a shortcut to translated forms.
- 8) Next Meeting: An email will be circulated with next dates.
- 9) Adjourn: The meeting adjourned at 11:35 a.m.