

**Minutes**  
**Committee on Limited English Proficiency**  
**2:00 p.m.**  
**Tuesday, June 28, 2022**  
**Via Microsoft Teams**

**Members in Attendance:** Hon. Maria A. Kahn, Co-Chair, Ms. Alejandra Donath, Co-Chair, Mr. Troy Brown, Atty. Brittany Kaplan, Atty. Viviana Livesay, Atty. Richard Loffredo, and Atty. Brandon Pelegano. Also present, Atty. Michele Fica, CT Legal Services. Support staff: Ms. Heather Collins.

1. Welcome: Justice Kahn welcomed the membership, and the meeting came to order at 2:04 p.m.
2. Approval of minutes from the March 10, 2022, meeting: Atty Livesay made a motion to approve the minutes, seconded and approved by unanimous vote.
3. LEP Refresher Training: Atty. Loffredo gave an update on the LEP Refresher Training. The content was previously approved by the Committee and a draft of the refresher was sent to the members for review and comment. Atty. Loffredo said the LMS staff is trying to figure out how to enter the training into the system so that all judicial branch employees receive a notice, every year, that they are required to take the refresher course. The Office of the Chief Court Administrator will be sending an email to all Branch staff. It is likely the training will launch in the next few weeks.
4. Signage: Atty. Loffredo told the members that there has long been consideration about updating signage in public areas of Branch facilities, Ms. Donath has re-purposed the Branch's language poster, which has flags representing dozens of nations, with information under each in that country's language telling how to get those services. Atty. Loffredo noted it also includes information on American Sign Language, which is provided via the Centralized ADA Office. The members agreed that the re-purposed poster should be launched into all Branch facilities.
5. Grievance procedures: Atty. Livesay and Atty Loffredo led a discussion about the draft Grievance Procedure, which will allow people who use these services to file a complaint/grievance if they are dissatisfied with the services. There was discussion about how many days a person should have, from the time of service,

to file a complaint. The group settled on a 30-day window to file a complaint and Atty. Loffredo noted that even if a complaint comes in after 30 days, the Branch will still investigate it.

6. **Statistics:** There was discussion about the changing demographics of requests for interpreting services. Since 2019, Atty. Loffredo said, Chinese Mandarin requests tend to outpace requests for Polish interpreting. Justice Kahn said this is why the Department of Justice recommends regular reassessments of services, to ensure we are serving the largest number of people. She said the Branch should do a reassessment next year based on the current year's requests, to monitor the trend. Justice Kahn asked Atty. Fica if she could gather data about language requests from the legal aid community. The committee also talked about the Branch's responsibility to translate documents submitted by parties. Justice Kahn suggested the Committee may want to form a subcommittee dedicated to this comprehensive, complicated issue, with members from Court Ops and Legal Services, to develop policies on how to address this growing need.
7. **Video Remote Interpreting:** The group discussed a previous pilot program that provided remote interpreting services, pre-COVID, which was difficult to engage. The Branch's response to the pandemic has been to invest in video technology that allows more and more proceedings –from criminal arraignments to foreclosure and Family mediations, to Bench trials and probation meetings—to be conducted remotely. Atty. Loffredo noted that the Branch currently makes extensive use of remote capabilities to provide American Sign Language to the public, and that it relies solely on remote transcriptionists in providing Computer Assisted Realtime Transcription (CART) services, which is similar to closed captioning, to court users with disabilities. He told the members that the IT Division has been reviewing other states to see how they conduct remote interpretation services and are going to develop a test for the Chief and Deputy Chief Court Administrators to review.
8. **Next Meeting:** The Committee will meet in the fall with a date to be determined. They will revisit the grievance process and the establishment of a subcommittee to review transcriptions.
9. **Adjourn:** The Committee adjourned at 4 pm.