



**STATE OF CONNECTICUT  
JUDICIAL BRANCH**

**SUPERIOR COURT OPERATIONS**

**JUDGE SUPPORT SERVICES**

*90 Washington Street, Third Floor  
Hartford, Connecticut 06106-1692  
(860)706-5140 Fax (860)706-5086*

**Limited English Proficiency (LEP) Committee**

4<sup>th</sup> Floor – Large Training Room  
225 Spring Street  
Wethersfield, CT

**Agenda (Revised) and Minutes**

Monday, September 21, 2009

Attendees: Hon. M. Kahn (chair), Attorney Toni Smith-Rosario (Chair), Faith Arkin (Chair), Alejandra Donath, Jennifer Ensign, Rena Goldwasser, Diane Hatfield, Cynthia Hernandez, Daniel Horwitch, Hilda Nieves, Michaelangelo Palmieri, Rhonda Stearley-Hebert, Deborah Tvaronaitis, Gabrielle Winter, Aaron Collins (CSSD Intern), Karen Chorney (Staff)

Absent: Karen Franchi, Holly Scalzo, Shirley Turnbull

**1. Approve Meeting Minutes for June 2009**

The meeting was called to order by Faith Arkin, who welcomed everyone and asked for a vote to approve the minutes of June 5, 2009. The minutes were unanimously approved.

**2. Language Assistance Survey- Discussion of results**

Faith Arkin reviewed the raw data from the Language Assistance Survey. Of note, the survey was sent to all Judicial Branch employees (approximately 4000 people) and 1048 responded (25% returned). Of those responses, 929 (23% of total staff) indicated that they had encounters with member of the public who are LEP. The survey provided valuable information regarding the need for on-site interpretation, translation, and telephonic interpretation services. Regarding forms requiring translation, 464 responses yielded 1000 suggestions. The data will be analyzed and presented formally at a future date.

**3. Court Service Centers' Staff Survey- Summary of results**

Faith Arkin presented information obtained by Karen Franchi from the Court Service Centers (CSC) staff regarding how to best explore the needs of LEP patrons. The CSC staff felt that comment cards were a more viable option than focus groups, with a suggestion to ask about participation in a focus group on the comment card.

Karen Franchi was not able to attend today's LEP meeting therefore the matter will be continued to the next meeting for further questions and discussion.

**4. Outreach Working Group- Status report and plan of action**

Toni Smith-Rosario reported on the Outreach Working Group and its activities over the summer which included the development of a survey that would serve two distinct purposes:

to establish a contact list of community-based agencies that serve the LEP communities, and to obtain information from the community-based agencies regarding their services, familiarity with the Judicial Branch website, languages served, etc. Although the initial list focused on Spanish language agencies, other language agencies are also being identified in this process. In addition, members of the group have begun the development of a media contact list for announcements on Spanish radio stations and are exploring the use of web links. Special recognition of Aaron Collins' work on this initiative was acknowledged and applauded.

Finally, it was announced that Judicial Branch internet homepage announcements were posted last week with links to the Spanish pages.

## **5. Committee Recommendations- Presentation of ITS materials and discussion of prioritization**

Hon. M. Kahn led the review of the prioritized list of recommendations as submitted by Interpreter and Translation Services (ITS). Committee members were asked to identify the recommendations by priority and by timeline. Several recommendations were determined to require policy statements, thus removing the notion of timelines. Others were identified as completed or in the process of being completed. Others were determined to require internal procedural changes or further work by a subcommittee: one of the recommendations was to develop criteria for prioritizing the translation of materials, therefore the LEP committee unanimously approved the establishment of a subcommittee to review forms and develop guidelines for translation requests.

Judge Kahn requested that comments be sent to the committee Co-Chairs no later than Monday, September 28, 2009.

## **6. Next Steps**

- ◆ The Language Assistance Survey results will be distributed without names if possible.
- ◆ The Outreach Working Group Survey will be distributed to committee members.
- ◆ The Recommendations Prioritization list will be distributed as amended.
- ◆ The committee's next meeting will be determined at a later date.