

State of Connecticut Judicial Branch Public Service and Trust Strategic Plan Implementation

Committee on Limited English Proficiency

Wednesday October 6, 2010 9:00 a.m. – 11:00 a.m.

Office of the Chief State's Attorney
Training Room – First Floor
300 Corporate Place
Rocky Hill, CT

AGENDA and MINUTES

Attendees: Hon. Maria Kahn (Co-Chair), Toni Smith-Rosario (Co-Chair), Faith Arkin (Co-Chair), Debbie Tvaronaitis, Cynthia Hernandez, Michaelangelo Palmieri, Shirley Turnbull, Jim Maher, Dan Horwitch, Alejandra Donath, Rena Goldwasser, Sonia Contreras (Guest), Troy Brown (Guest), Scott Hartley, Karen Franchi, Ginny Apple, Karen Chorney

Absent: Gabrielle Winter, Rhonda Sterley-Hebert, Diane Hatfield, Holly Scalzo

- I. Welcome
- II. Approval of April 29, 2010 Meeting Minutes

The LEP Committee members and guests were welcomed and the minutes of the meeting held on April 29, 2010 were unanimously approved.

- III. Update on ITS Translation Database, Guidelines, Request Form

Jim Maher reported that the database design was completed and that the Committee's Legal Services representative was reviewing the project for any required revisions. Forms will be entered into the system soon, and Beta testing will also begin shortly. The gatekeepers for each of the divisions have been selected although the Review Panel members have not yet been selected. Jim noted that the Judicial Branch's main translator retired recently but that the translation software program, Trados, is being utilized by two staff members who are working on translations at this time.

- IV. Update on LEP Training

Karen Chorney reported that LEP Training has been conducted approximately twice a month since January and that about 750 employees have been trained thus far. The training and materials are fine-tuned with each presentation to maintain accuracy in areas such as languages spoken in-house and contact information. In addition, upon request, the training has been customized for external vendors. Faith Arkin noted that Judge Quinn has endorsed every employee receiving the 2-hour program.

Jim Maher reported that he asked the Superior Court Operations Division Courthouse Observation Committee to include language assistance issues in their court visits and that the

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feedback was mostly positive, with an emphasis on the services and equipment provided through the Language Line contract.

Several committee members asked if temporary employees such as the Temporary Assistance Clerks would be able to attend the training sessions as they routinely interact with members of the public through the Clerks' offices. There was consensus to support this concept but the Committee did not vote upon it as a formal recommendation.

Faith Arkin noted that the Committee has been offered a presentation by Isabel Logan regarding bilingual/bicultural employees in the workforce. Faith asked if the members were interested in hearing the 45-minute presentation at a future meeting. The Committee unanimously approved the suggestion.

Toni Smith-Rosario asked if prosecutors and public defenders could receive the training also. There was general consensus that it may be more appropriate for the Branch trainers to present the program to the respective groups rather than attempt to include members from the Offices of the State's Attorney and Public Defender within the Branch's schedule.

Rena Goldwasser asked if cultural competency training would be offered to Judicial Branch employees. Judge Kahn responded; she referenced her membership on the Cultural Competency Committee and described a recent meeting of that committee facilitated by Joseph D'Alesio and Judge A. DiPentima to help define the committee's charges and goals. She noted that the Cultural Competency Committee was only recently established and has not had the same amount of time to coalesce as other implementation plan committees.

V. Proposed Revised Judicial Branch Policy Statement Regarding LEP

Faith Arkin provided an overview of the genesis of the October 2008 Judicial Branch Policy Statement of Commitment Regarding LEP and noted that a recent letter sent to every state by the U.S. Department of Justice prompted a review of the 2008 policy statement. As a result of the review, it was determined that the policy statement needed revision to reflect the Branch's progress in meeting its federal obligations. The committee members discussed the draft. The committee members felt the revision was timely and accurate, and made suggestions for additional provisions. The document will be redrafted and distributed among committee members for an email vote of approval.

VI. Proposed Internet LEP Web Pages

The co-chairs introduced draft web pages which will be presented to the Judicial Branch Web Board by Faith Arkin at its next meeting in November. Committee members suggested that the web pages be translated into Spanish, Polish, and Portuguese. In addition, one question raised under Frequently Asked Questions was reworded to minimize confusion. Suggestions for additional links to resources may be submitted for inclusion.

The committee members approved presenting the Internet Web Page material to the Web Board.

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VII. Proposed Intranet LEP Web Pages

A draft version of the web pages being presented to the Judicial Branch Web Board by Faith Arkin in November was introduced and was well received by the committee members. A suggestion was made to create a Captivate or Articulate video presentation as a visual training tool on the Intranet web page as an adjunct to existing training.

The Committee members approved presenting the Intranet Web Page material to the Web Board.

VIII. Next Steps

- Faith will recirculate the revised draft policy statement and, upon committee approval, submit it to Hon. Barbara Quinn as a recommendation from the LEP Committee.
- Faith will present the revised Web Page materials for both the Internet and Intranet to the Judicial Branch Web Board on November 19, 2010.
- Jim requested that the letter from the Department of Justice be added to the agenda for the next LEP Committee meeting. Faith will ask Legal Services to review the document and provide guidance to the committee.

The meeting adjourned at 11:15 a.m.