

REVISED AGENDA AND MEETING MINUTES

Limited English Proficiency Committee Meeting

Monday, December 7, 2009

2:00 p.m.

**Training Center at the Office of the Chief State's Attorney
300 Corporate Place, Rocky Hill, CT**

Present

Committee Members: Hon. M. Kahn (Chair), F. Arkin (Chair), T. Smith-Rosario (Chair), A. Donath, J. Ensign K Franchi., R. Goldwasser, S. Hartley, C. Hernandez, D. Horwitch, J Maher, H. Nieves, H. Scalzo, R. Stearley-Hebert, S. Turnbull, D. Tvaronitis, G. Winter. Guest: C. Milla, Staff: K. Chorney

Absent

D. Hatfield, M. Palmieri

I. Welcome and Introduction of New Members

Judge Kahn welcomed the committee members and introduced Jim Maher and Scott Hartley as new members of the LEP Committee. Both new members offered comments on their interest in the LEP initiatives of the Branch and their involvement in the Interpreter and Translator Services Unit. Chonita Milla was also introduced as a guest to the meeting.

The current list of prioritized recommendations and a revised contact list were distributed to those present. The revised list includes contact information for Jim and Scott.

II. Approval of September 21, 2009 Meeting Minutes

The meeting minutes of September 21, 2009 were unanimously accepted and approved.

III. Report of LEP Media and Community Outreach Work Group

Toni Smith-Rosario announced that the outreach working group has a new name effective immediately: LEP Media and Community Outreach Work Group, and thanked the committee members for their input. The goals of this work group were to establish methods to improve Judicial Branch services to LEP populations through community organizations and entities and to establish information on media sources. Through the efforts of an intern, this work group is conducting a survey with over 100 agencies that work with LEP populations. The survey is being conducted by phone, email, or postal mail. The work group is hoping to have the surveys completed by January 13, 2010. Toni offered her thanks to everyone, especially the working group members, for their hard work.

R. Stearley-Hebert addressed the issue of using social networks for outreach to LEP populations by reporting that, after attending presentations on social networking, it appears that Facebook is

not a good fit for the Connecticut Judicial Branch environment. The use of Twitter raises other issues that are still under consideration. The External Affairs Division is considering links that may be added alerting users to newly-translated materials. Rhonda reported that in her research, the Connecticut Judicial Branch is ahead of other New England states in terms of making accessible translated materials.

IV. Update and Discussion on Status of Implementation of Recommendations

- LEP Training - LEP: Why It's Important to You

Karen Chorney reported that the LEP training has been provided to two classes at the Judicial Branch Marshal Academy and is scheduled to be presented to three additional Branch-wide classes this month. The class is co-instructed with an interpreter and has been well-received to date.

Faith Arkin requested that each committee member speak with their Executive Director and Training Coordinator to encourage participation in this training.

- Specific Recommendations that Impact the Interpreter and Translator Services Unit **and**
- Consider Amendments to Recommendations

Jim Maher reviewed a status report on the recommendations pertaining to the Interpreter and Translator Services Unit. With respect to the priorities set forth by the LEP Committee:

- ◆ Priority # 1 has been accomplished with the hiring of eight additional interpreters.
- ◆ Priority # 2 required the following revision which was unanimously approved by the committee: "Ensure that the administrative policies governing the duties and ethical requirements of interpreters are clearly understood and followed by each interpreter."
- ◆ Priority # 4 is being jointly worked by the Interpreter and Translator Services Unit and Information and Technology Unit to include a docket "flag" for cases requiring an interpreter.
- ◆ Priority # 8 is being implemented through the examination of the existing Trados translation software program for possible improvements to increase efficiency; "tweaks" are being considered.
- ◆ Jim Maher asked Chonita Milla, who provides oversight to the Telephonic Bilingual Services Unit, to report on the progress of Priority # 11. Chonita reported on the progress of the numerous dual-handset phone installations around the state, demonstrated how these phones are used, and spoke about the features of the current telephonic language vendor, Language Line. Chonita also discussed how Language Line may be used through a conference call feature or speaker phone feature for those handling LEP individuals on a phone call or in the field.
- ◆ Given the increased access and utilization of Language Line, a suggestion was made that recommendations #9, #10 and #11 be rewritten reflect the reassessment of the services provided by the bilingual telephonic services unit in conjunction with the current contracted vendor. Suggested preliminary wording included "... Expand the 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....” The committee unanimously approved the recommended revisions to recommendations #9, #10 and #11.

V. Creation of Two Work Groups

- LEP Survey Work Group

Toni Smith-Rosario introduced the establishment a new work group that will analyze the internal survey conducted several months ago and develop a list of recommendations identified by Branch staff to be translated. In addition, the group will also look for trends within the survey responses as they pertain to forms, court documents, educational opportunities and interests/needs. Hilda Nieves will chair this work group; members currently include Michaelangelo Palmieri, Karen Franchi, and Alejandra Donath.

- LEP Translation Guidelines Work Group

Hon. M. Kahn introduced the establishment of a second new work group that will gather information from the LEP Survey Work Group and the LEP Media and Community Outreach Work Group to consider the legal ramifications of translated materials, identify the need for translated materials, recommend priorities for translated materials, and develop a set of guidelines for prioritizing translation requests. Jim Maher will chair this work group; members currently include Gaby Winter, Rena Goldwasser, Debbie Tvaronitis, and Dan Horwitch.

VI. Next Steps

The LEP Committee will reconvene in approximately two months on a date to be determined.

VI. Adjourn

The meeting adjourned at 4:10 p.m.