

LEP Committee  
**Survey Work Group**

February 2, 2010  
1:30 – 3:00 p.m.

Room 313, 936 Silas Deane Highway, Wethersfield

**AGENDA and MINUTES**

Present: Hilda Nieves (Chair), Alejandra Donath, Karen Franchi, Michaelangelo Palmieri, Karen Chorney (Staff)

1. Approval of minutes from January 6, 2010 meeting

Hilda opened the meeting by welcoming the group members. The work group members distributed the results of their assignments to each other. The minutes of the meeting held on January 6, 2010 were approved unanimously.

2. Discuss survey results reviews

Karen Franchi, who reviewed the survey results from the perspective of staff in the Court Service Centers and Clerk's Offices, submitted a list of translation requests culled from the survey and noted that many suggestions for translated materials dealt with general assistance items such as directions, instructions, and procedures. She also noted the prevalence of Juvenile matters paperwork.

Michaelangelo, who reviewed the survey results from the perspective of staff working with Juvenile Probation, concurred with Karen's finding and added that there is a need for bilingual literature on the programs to which juveniles are referred so that their parents can make informed choices. His review also identified a relatively small number of people who knew about TBS in June when the survey was conducted, and the relatively large number of people who identified themselves as willing to take language training if it were available.

Alejandra, who reviewed the survey results from the perspective of court interpreters, submitted a list of forms that were both referenced in the survey and that have been identified as frequently requested for translation through the interpreters.

Hilda, who reviewed the survey results from the perspective of CSSD in general, submitted a list culled from the survey with CSSD business areas identified. She also noted the large number of requests for translations of program and instructional information.

Hilda noted that documents internal to a division were, to her knowledge, not required to be reviewed by Legal Services. The group discussed the benefits of using the Legal

Services review as a tracking mechanism for updates, revisions, legislative changes, etc. Additionally, the Trados computer application was noted as being operational and “in training” so that future translations will be faster as the Trados’ dictionary grows.

### 3. Discuss development of recommendations for LEP Committee

In addition to the categorization of the forms requested on the survey for translation, other documents/procedures came to light that may play a role in the recommendations to the LEP Committee:

- ◆ Documents that follow a court action (i.e., TRO’s) which are mailed to individuals after they’ve left the building are not currently bilingual
- ◆ Computer-generated notices are not currently bilingual
- ◆ Bid requirements for community-based contracted service providers dealing with Judicial Branch clients do not currently require bilingual services although the demographics of the communities they serve may reflect specific language needs. This may be worthy of further exploration.
- ◆ To counter the volume of correspondence, and requested translations, explore the possibility of a universal or standardized letter for each unit/business area to place on their letterhead (i.e., all Probation offices would use the same PSI interview letter, all SES offices would use the same introduction letter, etc.)

### 4. Determine next steps

- ⇒ Michaelangelo volunteered to bring in some of his standard correspondence for the group to review as part of a “universal document” initiative. This task is meant to assess the possibility of creating such a document for multiple offices in multiple locations.
- ⇒ The work group members will submit their lists electronically to Karen Chorney for inclusion in Karen Franchi’s document “Commonly Stocked Forms and Publications of the Court Service Centers”. This document was chosen because of its’ organizational format.
- ⇒ Hilda will continue to review the survey to extract additional information about business area requests, when employees are looking for interpreters, etc.
- ⇒ The work group will reconvene on Thursday, February 18, 2010 from 1:30 – 3:30 at 936 Silas Deane Highway, Wethersfield.