

**Draft Minutes**  
**Committee on Limited English Proficiency**  
**Room 204, 225 Spring Street, Wethersfield**  
**9:00 a.m. October 4, 2018**

The Committee on Limited English Proficiency met on Thursday, October 4, 2018, at 225 Spring Street. Members in attendance were: Justice Maria A. Kahn, Co-Chair, Alejandra Donath, Co-Chair, Mr. Troy Brown, Atty. Katharine Casaubon, Ms. Doreen Del Bianco, Atty. Richard Loffredo, Mr. Eduardo Palmieri, Atty. Brandon Pelegano. Support staff: Ms. Heather Collins.

- I. **Welcome:** Atty. Loffredo welcomed the members, and noted for the record that former support staff Melanie Kerr has transferred positions within the Branch and is no longer serving the Committee and has been replaced by Ms. Collins. Further it was noted that former member Karen Chorney has retired and the members expressed their gratitude for Ms. Chorney and Ms. Kerr's dedication to the important work of the Committee.
- II. **Approval of Minutes:** The draft Minutes of the March 12, 2018 meeting were reviewed and approved and will be posted.
- III. **Members Update:** Justice Kahn and the members welcome two additions to the Committee: Ms. Del Bianco, a Deputy Director II in the External Affairs Division, and Atty. Pelegano, Chief Clerk of the Hartford Judicial District. Atty. Loffredo explained for the benefit of the new members the history of the LEP Committee, which was begun in 2008 under the Judicial Branch's Strategic Plan, in furtherance of the Plan's goals of Access to "*Improve access to Judicial Branch facilities, processes and information by individuals who have limited English proficiency.*" The Committee has evolved over the years and implemented dozens of activities to remove barriers to justice for people with limited-English proficiency.
- IV. **LEP Training Update:** The Committee in 2017 created a mandatory, online LEP training for all Judicial Branch employees through the Learning Management System. Atty. Loffredo told the members that 3,230 staff have completed the training, which is required for existing staff, and within 6 months of hire for new employees. "*LEP: Why It's Important to You*" provides the foundation, policies, and logistics for understanding and working with individuals who have a limited ability to read, speak, write and understand the English language. It covers Title VI of the Civil Rights Act of 1964 (re: National Origin), training for working with professional interpreters and how to access language assistance services 24 hours a day, 7 days a week in the course of performing assigned duties.

Justice Kahn reported that she and Chief Justice Richard A. Robinson continue to provide training for newly-appointed Judges on cultural competency, implicit bias, LEP and ADA. It is supplemented by training from Atty. Loffredo on LEP-related materials. Justice Kahn and Chief Justice Robinson have also done a similar presentation for all attorneys and staff

of the Office of the Attorney General and to all prosecutors from the Chief States Attorney's Office and the States' Attorneys offices throughout the state. They are in the process of setting up a similar training for all attorneys and staff of the State Public Defender's Office. Atty. Casaubon suggested that an online training could be developed for all attorneys, on how to access LEP services, and the Committee agreed that would be beneficial and we should look into implementing the suggestion.

Atty. Loffredo reported that an online training for outside contractors who serve LEP individuals, primarily from the Court Support Services Division and the Office of Victim Services, is imminently about to launch. This internet-based training is mandatory for those contractors, and they will be required to provide a certificate of completion to the Branch.

**V. LEP Outreach:**

Justice Kahn, Atty. Loffredo, and Ms. Donath are going to meet with the Branch's Chief Judicial Clerks to discuss the importance of ensuring that all staff are trained on LEP matters, and to discuss the plethora of printed and online information available in languages other than English. There was discussion about the type of information that should be presented, and it was agreed that the Interpreter Services Unit will create a packet of LEP information on how to access LEP services, including forms, as well as brochures and examples of materials such as common forms that are available in other languages. Justice Kahn, who also chairs the Branch's Access to Justice Commission (ATJC), said a packet of LEP information could be extremely useful to public librarians, who are working with the Access to Justice Commission's Workgroup on ATJ.

Mr. Brown suggested that the outreach effort should include a campaign to tout the Branch's efforts on behalf of ensuring access to justice for LEP people, including the possibility of making a video, to be shown in courthouses, that demonstrates what services and information is available. Atty. Pelegano and Ms. Donath suggested that the Branch consider including language on vital documents that have been translated, that the forms/documents are available in other languages.

Atty. Loffredo told the members about a survey that was conducted earlier this summer on how to reach LEP people. More work needs to be done on letting the public know about those services. Ms. Del Bianco asked if the Committee has researched what other states have done on outreach; Justice Kahn said she will review a 2018 report by the American Bar Association for its annual Access to Justice Chairs National Meeting, and report back at the next meeting.

**VI. Signage:** The Windham Judicial District sought assistance on creating permanent bilingual signage in English and Spanish. As reported by Atty. Loffredo, that effort is now being expanded to other judicial districts , with efforts in the Hartford JD in progress.

**VII. Interpreter Request Form Pilot:** Currently, the Branch utilizes a paper process to request, fulfill, and track interpreter services, but an online process is being piloted in the Hartford Judicial District. An online form allows a staff member to request services and to have electronic confirmation that the request was received and processed. It is hopeful that this

new system will be launched statewide this winter. There was discussion about delivering interpreter services electronically, such as a current video remote interpretation pilot program, and the possible use of tablets by CSSD to do videoconferencing interviews when WiFi/internet is available.

- VIII. **Translations:** There was a broad discussion about the challenge of ensuring all Branch staff know that many vital documents are translated into other languages. These vital documents, such as tenants' rights in summary process, victim's rights, information and forms relating to criminal and family matters. However, it is important to note that the forms are not file-able, they are simply guides to the English forms that must be filed. Justice Kahn asked the members to consider ways to better inform the staff and the public about the availability of translated forms.
- IX. **Website Update:** Justice Kahn asked the members to review the Branch's LEP website to see if they feel it is user friendly and whether there are ways it can be improved, for discussion at the next Committee meeting.
- X. **Next Meeting:** A date will be circulated.
- XI. **Adjourn:** The meeting adjourned at 11:40 a.m.