



COMMITTEE ON LIMITED ENGLISH PROFICIENCY (LEP)

2018 REPORT

Committee on Limited English Proficiency

The Committee on Limited English Proficiency was formed in 2008 under the Access goal of the Judicial Branch's Strategic Plan and charged with "eliminating language barriers to facilities, processes and information that are faced by individuals with limited English proficiency." The committee is co-chaired by Justice Maria Araujo Kahn and Alejandra Donath, Program Manager for the Interpreter and Translator Services Unit (ITS), and is comprised of the following members¹:

Troy Brown
Doreen Del Bianco
Richard Loffredo
Eduardo Palmieri
Brandon Pelegano
Katharine Casaubon (Legal Services advisor)
Heather Collins (Support Staff)

The Judicial Branch is committed to ensuring that limited English proficient (LEP) individuals are able to access its facilities, processes, and services.

In 2018, ITS received nearly 46,000 requests to provide in-person oral language assistance in 75 different languages/dialects and over 15,000 requests to provide over-the-phone interpreting services in 76 different languages/dialects. In addition, ITS translated 108 separate Judicial Branch forms as well as 100 case specific documents in 2018.

This report serves as an update of the work of the Committee on Limited English Proficiency in 2018.

¹The Committee would like to acknowledge Attorney Michelle Fica from Connecticut Legal Services. Her attendance and participation in the Committee meetings has been invaluable.

The Committee would also like to acknowledge the work of Karen Chorney and Melanie Kerr, who are no longer on the committee. Karen and Melanie were great assets to the work of the committee and will be missed.

I. On-Going Initiatives

In its effort to ensure that LEP individuals can access the Judicial Branch's facilities, processes, and information, the Committee has been working over the past year on the following areas:

Continued LEP Training

In 2009, the Judicial Branch developed a mandatory LEP training program for all of its employees that provided information on the federal requirements of providing services to LEP individuals, explained the role of the interpreter, and detailed how to obtain language assistance and translation services. This program also offered cultural sensitivity education. Over 2000 employees attended this half-day program.

In 2017, the LEP training moved to an online format. This 75-minute course provides an overview of the Judicial Branch's obligations to provide services to LEP individuals, details the role of an interpreter, the differences between an interpreter and a translator, and how Judicial Branch employees can obtain language assistance services 24-hours a day, 7 days a week. Since its online launch, over 4,000 employees have taken the course.

In 2018, the LEP Committee developed an online training for those entities that contract with the Judicial Branch and provide services to LEP stakeholders. The training covers the federal requirements regarding the provision of services to LEP individuals, the entity's responsibilities to LEP individuals under the terms of their contract with the Judicial Branch, how an entity can meet its responsibilities, the difference between interpretation and translation, and tips on how to work with interpreters.

Judges and Family Support Magistrates were given LEP training in 2013. Since 2013, LEP training has been incorporated into the new Judge and Family Support Magistrate orientation program provided to all newly appointed Judges and Family Support Magistrates. In 2018, 30 new judges and 2 new Family Support Magistrates were appointed and received LEP training.

Issues surrounding limited English proficiency and the requirement to provide services are also part of a larger training that is provided by Chief Justice Robinson and Justice Kahn. This training also covers implicit bias, cultural competency and the Americans with Disabilities Act. In 2018, Chief Justice Robinson and Justice Kahn provided this training to the attorneys and staff of the State Attorney General's Office; the Chief State's Attorney's Office and all prosecutors statewide; staff, students and faculty at area law schools; participants in Diversity Week hosted by the Judicial Branch; participants in Colorado Judicial Branch's national conference for staff and judges; Human Resources personnel for court systems throughout the United States; and, most recently, the democratic Caucus of the State Senate.

Vital Documents

The ongoing identification and translation of vital documents has remained a priority of the LEP Committee and the Judicial Branch. In 2013 and again in 2017, the Chief Court Administrator requested the Judicial Branch's Executive Directors to identify the vital documents utilized by their Divisions. Interpreter and Translator Services continues the process of translating these documents into Spanish, Polish and Portuguese. In 2018, 108 vital documents were translated into Spanish, Polish and Portuguese. To date, over 600 vital documents have been translated.

Telephonic Bilingual Services

The Judicial Branch has contracted with three vendors for telephonic language assistance services, enabling Judicial Branch staff and individuals who are limited English proficient to bridge the language gap by communicating through the use of a telephonic interpreting service.

Telephonic Bilingual Services are available in more than 150 languages, 24 hours a day, 7 days a week. They are available in all Judicial Branch facilities and are also available to staff working outside of Judicial Branch facilities, via a cell phone, when needed to communicate with LEP individuals. In 2018, Telephonic Bilingual Services were used over 15,000 times in 76 different languages/dialects.

Translating Pages on the Judicial Branch's Internet Site

The overwhelming majority of interpreter requests continue to be for the Spanish language (approximately 88%). The next most requested languages are Polish and Portuguese (approximately 3% each). Accordingly, the Judicial Branch continues to translate pages on its website into Spanish, Portuguese and Polish.

Outreach

In 2018, the LEP Committee developed a survey that was distributed to entities in the state that provide services to LEP individuals. The survey sought (1) to obtain information on how the Judicial Branch could better provide information to LEP individuals about the services available from the Judicial Branch and (2) suggestions on how the Judicial Branch could improve the ability of LEP individuals to access its services. Over one hundred surveys were distributed.

II. Future Plans

The LEP Committee recognizes the continuing need for the Judicial Branch to provide access to its facilities, processes, and information to all limited English proficient individuals. In the coming year, the Committee intends to focus on the following areas:

Vital Documents

The translation of vital documents is an important initiative that has been underway since 2013. The Interpreter and Translator Services Unit will continue to translate vital documents into Spanish, Polish and Portuguese.

The LEP Committee will look into ways to better inform Judicial Branch staff and external stakeholders of the documents that have been translated.

Video Remote Interpreting

Video remote Interpreting (VRI) is an effective and efficient mechanism to provide interpreting services to LEP individuals. A subcommittee should be created to further explore the options available. The subcommittee should include, at a minimum, representation from the Superior Court Operations Division, the Court Support Services Division, and the Information Technology Division. The subcommittee should present recommendations to the committee on how best to utilize VRI in both in-court and out-of-court settings.

Training

Training on LEP issues is an ongoing priority of the LEP Committee and the Judicial Branch. The LEP Committee will explore different means of providing additional training opportunities to Judicial Branch employees, including in person training on how to utilize telephonic bilingual services and an online refresher training on when and how to access interpreter services.

The Committee will begin work on developing an online tutorial for external stakeholders on the services that the Judicial Branch provides to LEP individuals and how those services can be accessed.

Chief Justice Robinson and Justice Kahn will continue to provide the LEP, Cultural Competency, Implicit Bias and ADA training program to organizations and agencies that interact with the Judicial Branch.

Outreach

The LEP Committee will create an email account to allow stakeholders to provide suggestions on how the Judicial Branch can better meet the needs of the LEP population. The email account will be added to the Judicial Branch's LEP webpage and will be advertised to agencies working with LEP populations.

Additionally, the LEP Committee will review and prioritize the responses it received from its outreach survey in its continuing effort to address the needs of the Judicial Branch's LEP stakeholders.

Review Website

The LEP Committee will review the LEP and the LEP Committee webpages on the Judicial Branch's website to see if any improvements can be made to make it more user-friendly.

Language Access Plan

The LEP Committee will review and update, as necessary, the Judicial Branch's Language Access Plan. Once updated, the revised Language Access Plan will be sent to the Chief Court Administrator for final approval.

**INTERPRETER AND TRANSLATOR SERVICES
YEARLY STATISTICAL REPORT, 2018**

ITS provides in-person language assistance and TBS provides over-the-phone language assistance

LANGUAGE	ITS	TBS
Afro-Asiatic Languages (Amharic, Maay, Somali)	33	33
Akan languages (Twi)	16	1
Albanian	202	32
Arabic/Moroccan/Egyptian/Levantine/Yemeni	325	69
Armenian	7	
Baltic languages (Lithuanian)	4	
Bosnian/Croatian/Serbian	43	3
Bulgarian		1
Burmese/Karen	21	9
Cambodian	20	5
Chinese Mandarin/Cantonese/Taishanese/Taiwanese/Fuzhou	522	124
Creole English-based (Guyanese, Jamaican)	23	
Czech-Slovak	1	
French/French Canadian/French West Africa/Haitian Creole	515	81
Georgian	2	3
German	11	
Greek	12	3
Hebrew	9	
Hungarian	29	
Indigenous languages of Central America (K'iche)	5	
Indigenous languages of South America (Quechua)	2	
Indo-Iranian/Indic languages (Dari, Bengali, Gujarati, Hindi, Punjabi, Urdu, Sinhalese, Nepalese, Kurdish, Farsi, Malayalam, Pashto, Tamil)	359	79
Italian	68	7
Japanese	10	7
Korean	79	18
Laotian, Mandingo	46	7
Macedonian	5	
Malayo-Polynesian (Cebuano, Indonesian, Tagalog)	29	6
Niger-Congo languages (Fulani, Igbo, Kinyarwanda, Swahili)	53	10
Polish	1051	99
Portuguese/Cape Verdean	1386	218
Romanian	13	2
Russian	198	47
Spanish	40471	14,201
Thai	13	3
Tibetan	6	
Turkic languages (Turkish, Uzbek)	66	14
Ukrainian	85	
Vietnamese	193	65
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