



State of Connecticut Judicial Branch
Performance Management Unit
Limited English Proficiency – Performance Measures

Accomplishments Overview

In 2008, under the Judicial Branch's Strategic Plan, the Chief Justice established the Limited English Proficiency Committee (Committee) and charged it with "eliminating barriers to facilities, processes and information that are faced by individuals with limited English proficiency". Confidence in the judicial system stems from an individual's belief that he or she is being treated fairly and with respect, regardless of age, physical or intellectual ability, mental health, or proficiency in English. Although the Branch prohibits discrimination on the basis of national origin, which includes discrimination against limited English proficient (LEP) persons, confidence can be undermined when there are, or appear to be, barriers that result in the denial of: physical access to court facilities, meaningful participation in court processes or reasonable access to court information. The ultimate result of barriers can be, both in perception and in reality, unequal access to the courts and an erosion of public trust and confidence in the judicial system. The Judicial Branch has taken significant steps to remove this invisible yet overwhelming barrier and provide meaningful access to LEP individuals involved with the court system.

The Committee and its subcommittees have been meeting frequently to assess the needs of the LEP community and develop recommendations to eliminate barriers and enhance services. Both internal and external surveys were developed and distributed to assess how often and in what manner language assistance services were utilized by the Branch units. The Committee further conducted a nationwide survey of other state and federal court systems to determine what LEP services they provide. With the assistance of the Committee, the Branch also developed an LEP Policy Statement in 2008 and a Language Access Plan (LAP) in 2012. Both are reviewed and updated as needed or at a minimum, every two years, with the latest revision in May of 2013. The Branch has also appointed an LEP Coordinator to coordinate that program.

The Committee meets on an ongoing basis and continually reviews, develops and implements initiatives that enhance access to services for LEP individuals. Details of the Committee's work is posted on the Branch's internet site at: <http://www.jud.ct.gov/Committees/pst/lep/default.htm>

The Committee has identified three general areas where LEP Performance can be measured: 1) Interpreter & Translator Services; 2) Information & Outreach; and 3) Training:

Interpreter and Translator Services

Given the increased diversity in Connecticut's demographics, the number of LEP individuals who access the Branch is increasing. In 2012, the Branch provided language assistance services in more than 64,000 events and the use of telephonic language assistance services grew to an average of 964

times per month, as compared to 391 month in 2007. The type of language services requested by LEP individuals also grew from 28 separate languages in 2007 to more than 65 different languages requested in 2012.

In addition to Interpreter Services, the Branch with input from stakeholders has undertaken several activities to reduce barriers to court access, as follows:

- identified vital documents to be translated into Spanish, the most frequently requested language
- used new technology to expand and expedite the translation of informational materials and vital documents
- developed a pilot program to review the feasibility of using video recordings of the advisement of rights
- designed a pilot program to assess the viability of remote interpreting

Information & Outreach

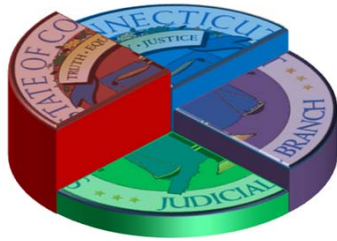
The Branch has expanded outreach efforts through the expansion of information available on both the internet and intranet. Internet improvements included an increased number of pages and documents available in Spanish, Polish and Portuguese. In addition to website improvements, the Branch conducted outreach to the LEP population through community and media organizations that have non-English speaking audiences. Furthermore, LEP services were disseminated to the LEP community through direct mailings, radio and public service announcements, press releases and presentations by bilingual jurists through the Speakers Bureau.

To further improve access, the Branch produced language identification posters for display in offices, lobbies, reception areas and other appropriate locations. The materials are now available throughout Branch facilities across the state. Printed desk aids have also been produced for employees to provide procedural information for accessing language assistance services.

Training

The Branch has developed a training program to increase awareness of federal non-discrimination rights, laws and guidelines and to ensure that all employees, judges, magistrates and vendors understand the Branch's obligations to provide meaningful access to information and services to LEP individuals. As of January 1, 2013 more than 1,800 Branch staff; 277 vendors; 172 trial and appellate court judges; and 9 family support magistrates have completed this training.

By focusing on LEP individuals and other groups facing barriers, the Branch's inclusion strategies and activities will enhance equal access to Branch processes and information. This in turn will enhance public trust and increase confidence in our state's Judicial Branch. Going forward, the Branch will continue its efforts to eliminate barriers to facilities, processes, and information faced by individuals who are limited English proficient.



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		Actual 2011	Actual 2012
Activity 1: Provide language assistance to LEP individuals through interpreter services			
Performance Measures:	(a) Number of Limited English Proficient Persons Served (Includes Language Line)	NA	38,267
	(b) Number of Limited English Proficient Person Events (Excludes Language Line)	NA	64,434
	(c) Number of times Language Line was utilized to assist the public	10,389	12,872
	(d) Retain experienced (certified) Interpreters (average number of years certified translators on staff)	NA	6.6
Activity 2: Provide documents, printed materials and signage in languages other than English			
Performance Measures:	(a) Number of Translation Services provided for vital documents	NA	66
	(b) Number of Translation Services provided for case specific/evidentiary documents	NA	136
	(c) Number of Judicial Branch publications and forms available in languages other than English	NA	94
	(d) Number of Judicial Branch webpages available in languages other than English	NA	47
Activity 3: Train Judicial Branch employees, jurists and vendors to assist individuals with limited English proficiency			
Performance Measures:	(a) Number of Judicial Branch judges, staff and vendors that completed LEP training (cumulative)	1,257	1,831
	(i) Judicial Branch judges and staff trained (cumulative)	1,037	1,554
	(ii) Judicial Branch vendors trained (cumulative)	220	277
	(b) Percentage of Judicial Branch staff that completed LEP training (cumulative)	26%	40%
	(c) Number of LEP training opportunities offered (cumulative)	37	61
	(d) Number of Judicial Branch staff trained in the use of Language Line	289	378
(e) Percentage of Judicial Branch staff that completed Language Line training (cumulative)	7%	10%	



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Observations, Trends and Recommendations

Observations:

- 87% of Interpreter requests were for Spanish speaking interpreters
- 93% of Language Line volume was related to requests for Spanish speaking interpreters
- Jury Administration, Support Enforcement and CIB are the most frequent users of Language Line

Trends:

- Language Line volume increased 24% from 2011 to 2012
- Danbury had over one-half of the requests for Portuguese interpreters
- New Britain had almost three-quarters of the requests for Polish Interpreters

Recommendations:

- Requests for translation services should be tracked/coordinated through one entry point to ensure optimization of internal resources.
- Judicial Branch interpreters should enter data regarding interpretations within 48 business hours of the event.