

Language Access Task Force Meeting Minutes

February 23, 2018

In attendance: Hon. Jose Salinas, *co-chair*, Hon. Lakshmi Reddy, *co-chair*, Enrica Ardemagni, Kathleen Casey, Aimee Heitz, Lun Pieper, Marina Waters, Maria Wildridge

Staff: LaKesha Triggs

Guests: Madeline Moran, Dekka Oliver, Naomi Casale

Welcome and approval of October 27 meeting minutes

The task force members were welcomed to the meeting. Task force members reviewed the October 27th meeting minutes. Task force approved the October 27th minutes.

Task Force Goals for 2018

The task force members discussed specific 2018 goals:

- Work on a communications/PR plan about the activities of the task force
- Need additional funding to implement task force goals
- Need clear rules/guidelines for court interpreters
- Guidelines for judges when working with interpreters
- Have a language access plan after language needs assessment is completed
- Have a mandate for courts to use certified interpreters
- Train interpreters on legal terms
- Conduct training at judicial conference regarding working with interpreters
- Conduct additional training of court administrators and clerks
- Draft a detailed “how to” manual for judges with dealing with LEP litigants
- Implement a continuing education program for current certified court interpreters
- Develop a portal on the task force website
- Create a short memo from the chief justice on what the law requires regarding certified interpreters
- Organizational goals
 - Working groups meet on the off months and have set goals and a work group plan to bring to the entire task force at the next general meeting
 - Set up a working group chairs call on the off months to update the chairs on the activities of each working group

VRI pilot program update

Staff attorney LaKesha Triggs updated the task force about the Video Remote Interpreting (VRI) pilot program. The vendor Court Call is still working on some technical issues with the VRI kits. Once those issues have been resolved, the pilot counties will begin using the VRI equipment.

Two additional pilot counties have joined the program. Those counties are Dearborn and Hamilton counties. Testing and training is ongoing in these counties.

Court interpreter grant program update

The court interpreter grant program has begun. The Indiana Office of Court Services received 26 applications from counties that applied for court interpreter grants. The grant program is a reimbursement program where counties must submit a claim voucher and invoices in order to get reimbursed for interpreter services.

Language Roadmap Summit event

Task force member Lun Pieper attended the Language Roadmap Summit sponsored by the Indiana University Center for the Study of Global Change. There were 15 presenters at the event. This is part of the Indiana Language Roadmap Project, which is a federal grant to strengthen language learning across the state. At this summit, there were several stakeholders from across the state to consider how to build a stronger infrastructure for language learning that impacts multiple sectors.

Working group updates

a. Communications/Outreach

Lun Pieper informed the task force about compiling a comprehensive list of community networks for outreach efforts. The messages will be tailored depending on the category. The list would be based on three categories:

- Non-profit organizations
- Courts
- Law enforcement

b. Court interpreter certification program

Staff attorney LaKeshia Triggs reported that the court interpreter certification program is currently underway. The Court added an additional class in Fort Wayne, IN. Candidates have finished taking the written exam. Registration is currently underway for the skill building workshops.

c. Research and Data collection

Marina Waters updated the task force about the language access needs assessment. Surveys was distributed to the 92 counties. The National Center for State Courts (NCSC) has received 75 surveys and will be conducting an analysis and generating a report of

the survey results. NCSC is also going to be conducting qualitative interviews with certain stakeholders across the state.

d. Technology

Deka Oliver reported that the group met to discuss developing videos to assist individuals on the court process. Also, the group will be working on the portal for the court's website.

e. Resource Development

Aimee Heitz proposed for this group to be transitioned to another working group. The task force voted to change this working group to be named the "Best Practices" working group to work on strategic planning and trainings.

Next meeting: April 20, 2018 at 1:30pm, Indiana Office of Court Services, 251 N. Illinois Street

Language Access Task Force Meeting Minutes

April 20, 2018

In attendance: Enrica Ardemagni, Aimee Korolev, Lun Pieper, Peter Robbins, Marina Waters, Maria Wildridge

Staff: LaKesha Triggs

Guests: Justice Brent Dickson

Welcome and approval of February 23 meeting minutes

The task force members were welcomed to the meeting. Newly appointed task force member, Peter Robbins, was introduced. Task force members reviewed the February 23rd meeting minutes. Task force approved the February 23rd minutes.

New Language Access Initiatives

Staff attorney LaKesha Triggs informed the task force of upcoming language access initiatives and projects. First, starting this fall, the court interpreter certification program will be offered completely online to candidates. This program will offer training courses on a user-friendly platform through video lectures, interactive exercises, quizzes and practice exams. Second, Indiana Office of Court Services will be implementing a continuing education program for the current certified interpreters on the Supreme Court's registry. The courses will include legal interpreter ethics, advance consecutive and simultaneous interpreting, and refresher courses on legal terminology, criminal and civil procedure. Thirdly, IOCS will be partnering with the National Center for State Courts (NCSC) on implementing a communications/outreach plan. To assist with court interpreter outreach and recruitment efforts, NCSC will develop a toolkit of materials and sample communications that can be shared internally with local courts and justice partners to help spread the message pertaining to the profession of court interpreting, as well as provide some information about preparing to be an interpreter.

Strategic Planning Retreat

Staff attorney LaKesha Triggs informed the task force about a strategic planning retreat to regroup and refocus our efforts on the task force's goals. Task force members were encouraged to participate in the planning of the retreat.

VRI pilot program update

Staff attorney LaKesha Triggs updated the task force about the Video Remote Interpreting (VRI) pilot program. The vendor Court Call is still working on some technical issues with the VRI kits. Once those issues have been resolved, the pilot counties will begin using the VRI equipment.

CLAC Conference

Staff Attorney LaKesha Triggs informed the task force that she will be attending the Council of Language Access Coordinators (CLAC) conference in Austin, TX on May 6-9. Additional task force members are also scheduled to attend this conference and to bring ideas back to enhance language access efforts in Indiana.

Working Group Updates

a. Best Practices

Aimee Korolev reported that the group met to discuss creating materials for judges and attorneys. They discussed creating a how to guide for attorneys (i.e. how to request an interpreter, what to do if a court denies a request for an interpreter, etc.) In addition, this group discussed developing a how to guide for judges and court staff about dealing with LEP individuals.

b. Communications/Outreach

Lun Pieper informed the task force about compiling a comprehensive list of community networks for outreach efforts. This group will be the lead in the partnership with NCSC in implementing a communications plan.

c. Court interpreter certification program

Maria Wildridge reported that there should be clear rules/guidelines for court interpreters while interpreting in court. She informed the task force that when interpreters are doing simultaneous interpreting, no one understands or hear them. In addition, this group recommended adding a cultural competency training to the certified interpreter training program.

d. Research and Data Collection

Marina Waters updated the task force about the language access needs assessment. NCSC is in the process of conducting the qualitative interviews. Eight qualitative interviews have been conducted. After receiving the results from the interviews and survey, NCSC will generate a report.

e. Technology

There was no report from this group.

Next meeting: June 29, 2018 at 1:30pm, Indiana Office of Court Services, 251 N. Illinois Street

Language Access Task Force Meeting Minutes

June 29, 2018

In attendance: Hon. Jose Salinas, Kathleen Casey, Lun Pieper, Marina Waters

Staff: LaKeshia Triggs

Guests: Justice Brent Dickson, Andy Rork, Claire Ty

Welcome and approval of April 20 meeting minutes

No quorum was present. Approval of minutes will be sent via email.

CLAC Conference

The Council for Language Access Coordinators (CLAC) annual conference was held on May 6-9 in Austin, Texas. Task force members presented some takeaways from the conference. Video remote interpreting (VRI) was a hot topic among the conferees. There was some discussion about implementing a mock court proceeding component to the Indiana court interpreter certification program. There was also some discussion about doing a language access symposium which is a one-day event where attorneys, judges, clerks, trial court administrators, and other stakeholders will be invited to discuss language access issues.

Working group updates

a. Best Practices

There was no report for this group.

b. Communications/Outreach

Lun Pieper is working with Jacquie Ring from NCSC to implement a communications plan to do more outreach for more court interpreters.

c. Court interpreter certification program

Staff attorney LaKeshia Triggs updated the task force that the next court interpreter certification program will start in August in Indianapolis

d. Research and Data collection

Marina Waters discussed the needs assessment plan with NCSC. NCSC will send the task force a draft of the needs assessment by July 11. Feedback on the needs assessment draft is due by August 10th. The task force should meet to discuss the needs assessment. NCSC will send the task force a draft of the language access plan (LAP) by November 9, 2018. Task force reviewed examples of other states' language access

plans. The Minnesota plan matches the needs of Indiana. The task force also discussed having public comment from state bar associations (specialty bars) for the LAP.

e. Technology

There was no report from this group.

Next meeting August 24th at 1:30pm, Indiana Office of Court Services, 251 N. Illinois St.