

Language Access Advisory Committee Meeting Minutes

February 14, 2020

1. Present: Judge Salinas, Judge Reddy, Maria Wildridge, Aimee Korolev, Peter Robbins, Michael Moore.
2. Guests: Ryan Oliver, Office of Technology, Staff: Lun Pieper and Kendra Key.
3. Absent: Rhonda Marcum, Stephanie Ritchie, Enric Mallorqui Rusalleda, Judge Crawford, Judge Broadwell, Doneisha Posey.
4. Lun present the group about the LEP data dashboard that is being developed to assist local counties understand their local LEP demographics. Mr. Oliver demonstrated the dashboard and data for counties. All agreed that it was a good idea to have this data, but we will put a notice/disclaimer on the source of data since it may not always be the most updated.
5. Committee reviewed Allen County's Language Access page, translated into eight languages: English, ASL with caption, Spanish, Burmese, Haitian Creole, Vietnamese, French and Arabic. Local courts and admins should follow Allen county as a template for their own website.
6. Committee review the final cut of the Court Interpreter Recruitment Video completed by NCSC. Members wanted some changes to the images. Lun will contact NCSC if images can still be altered post final cut. Members then review the handout materials that will accompany the videos in the recruitment efforts. Members are encouraged to view the clip on a mobile as it was made to be mobile-friendly.
7. Members reviewed the Court Interpreter Practice Kits in Spanish and Language Neutral for candidates and the accompanying PowerPoint videos both in Spanish and in English. The kits come with clean practice scripts (simultaneous, consecutive and sight oral exams), marked scripts for assessing performance and glossary templates. Lun and Program Manger will discuss how best to give the practice kits access to candidates.
8. Members discussed the changes to Indiana Admin Rule 14: Use of Telephone and Audiovisual Telecommunication and how it could compact the use of VIR, language line and video conference appearances. Public comments due March 2 at noon. Lun will draft a letter from LAAC to alert the Rules Committee about our concerns before the deadline.
9. Lun updated members that the Spring Session's Court Interpreter Certification Training started.
10. Orientation: Jan 30 & 31st (total 9). Ft Wayne sessions cancelled.
11. Written Exam: (total 13) Feb 13th rescheduled due to inclement weather
12. Languages: Spanish; French; Portuguese; Burmese; Urdu

13. Skills building: March 5 & 6; Simultaneous: Apr 8th ; Oral Exam: April 21- 23
14. Lun was a presenter at the City and Town Court New Judges' Orientation held on Jan 31, 2020. Lun presented on Language Access, Working with Interpreters and court interpreter grant opportunities.
15. Lun was scheduled to speak at the Spring Judicial College in April for a 3-hour slot covering basic legal foundation, language access, working with interpreters, local language access plan template and demonstration of VRI. Agustin Dela Mora will present on Lun's place as she will be out of the country during this time.
16. NCSC received a VRI SJI grant to offer additional help in the form of technical assistance to Indiana courts. Under the grant, NCSC will provide training and license to software (Storyline 3) we can use to develop training materials to support our VRI implementation. Language Access and Education Division members will participate in the training on Feb 20, 2020.
17. Members reviewed the revised local LAP template and guidance document. Lun is still collecting additional feedback and will compile for NCSC. In the meantime, Lun is making sure the document is accessible.
18. The rest of the agenda is tabled until the next meeting on Fri. April 17, 2020 at noon. Meeting adjourned at 2:00pm.

Language Access Advisory Committee Meeting Minute

Skype Meeting on April 17, 2020

1. Present: Chairs Jose Salinas, Lakshmi Reddy; Members: Marshelle Broadwell, Barbara Crawford, Peter Robbins, Maria Wildridge, Enric Mallorqui-Ruscalleda, Aimee Korolev, Stephanie Ritchie, Mike Moore. Liaison: Justice Dickson, Staff: Lun Pieper, Guest: Brenda Rodeheffer.
2. Absent: Rhonda Marcum, Doneisha Posey
3. The statewide LAP that was previously approved recently went through an overhaul of formatting fonts, captioning text to speech and archiving links to be ADA accessible. No changes were made to the content. After the last weekly judges' announcement, the LAP is live on the Court's main page on the website.
4. Committee reviewed the updated court interpreter recruitment video. Captioning for the video will be incorporated later. LAP workgroup will work on marketing strategy for promotion of this video, including each county's court website.
5. Committee discussed about reviewing Allen County's webpage at the next workgroup meeting and adding new member John McGauley to LAAC.
6. Committee reviewed and discussed changes to the local LAP template's formatting for ADA accessibility and user friendliness, logistics of a signature line and selection of top 5 languages spoken by LEPs in their counties.
7. Lun updated the committee on Video Remote Interpreting Initiative. The Request for Information (RFI) is now up and running through IDOA's portal. 14 vendors plus IDOA's existing vendors were informed. LAAC and Innovation Initiative's Technology Workgroup agreed to combine one RFI and RFP that will cover both committees' needs. RFI submission is open for 4 weeks. Lun will provide update.
8. No new update to report on the AR 14 proposed amendment.
9. Courts are using WebEx to hold remote hearing during the pandemic. The main challenges are having weak/unreliable internet connections and having to conduct private attorney/client consultation in open court. Adding court interpreters in the mix with private consultation needs make the situation very challenging. Some civil case hearings have gone smoothly when private attorneys had opportunity to talk to their clients prior to the hearing.
10. Committee discussed developing questionnaires to inquire how courts are handling attorney client private conversations needs and interpreter needs at hearings. Mike Moore will inquire on the listserv about interpreter usage and if needs are met during the pandemic.
11. Although remote hearings can be beneficial, it does not eliminate the need for human contact and interaction. The lack of privacy during consultation could possibly lead to PCR

claims for violation of attorney-client confidentiality. Committee should be thinking of how the court can provide alternatives to ensure attorneys and clients can consult in a confidential way during, before, and after proceedings. To accomplish this, multiple parties, such as jails, courts, attorneys, staff must cooperate, and willing to learn new ways of using technology. However, the current remote hearing experience during the pandemic shows we are moving in the positive step.

12. Next meeting: Fri. June 12, 2020 at noon.

Language Access Advisory Committee

Friday June 12, 2020, 12:00 p.m. – 1:00 p.m.

Zoom Meeting Minutes

1. Attendance: Chairs Jose Salinas, Lakshmi Reddy; Members: Peter Robbins, Barbara Crawford, Maria Wildridge, Enric Mallorqui-Ruscalleda, Stephanie Ritchie, Mike Moore, Rhonda Marcum, Aimee Korolev. Liaison Justice Dickson. Staff Lun Pieper. Guest Brenda Rodeheffer.
2. The Committee welcomed members and held a moment of silence. The April meeting minutes was approved unanimously.
3. IOCT's Deputy Director Katie Wilson gave a short presentation on how Microsoft's application Team can be used for file sharing and collaboration purposes. Katie assisted members with access and other technical issues.
4. Lun provided an update on the local template LAP guide, including the newly created LEP dashboard to assist counties in completing their demographic data.
5. The Committee discussed the next phase of local template LAP outreach plan. Members are encouraged to brainstorm and provide ideas on marketing and outreach to counties.
6. The court interpreter recruitment video and captioning project are completed. Toolkits, materials and handouts were provided to ISC on 6/30/2020.
7. Community outreach video in English was completed on 6/15/20. NCSC is in the process of retaining multilingual talents to record the audio overlay in four languages.
8. As to the VRI initiative, RFI deadline was 5/11/20. A total of 5 vendors submitted the RFI. Most vendors only provide hardware (not full service). Lun is working on sourcing for help with the RFP process, including, reviewing, drafting and

managing the RFP. Anyone who might know of any resources related to RFP is asked to relay it to Lun.

9. Vital document translation project started with the translation of the following forms (52 forms total): protection orders, no contact orders, workplace violence restraining orders and child protection orders located at <https://www.in.gov/judiciary/iocs/2645.htm>, into the top four foreign languages: Spanish, Burmese, Hakha-Chin and Mandarin. Indiana Parenting Time Guidelines and E-filing instructions for protection orders are also being translated into Spanish. Credentialed interpreters and translators will do the initial translation work and proofread, followed by another level of quality assurance review by credentialed and experienced translators/interpreters.
10. John McGauley, Court Executive of Allen Superior Court will join the Committee starting July 1st, pending the CJ's approval. Kelly Rota has resigned due to her other work commitments.
11. No changes as to AR 14. The Committee's proposed amendment is still on the table. The Rules Committee will meet next Friday.
12. The Court Interpreter Training program was suspended due to COVID. We are exploring online testing alternatives and transitioning to the online training using the Court's LMS platform.
13. Next Meeting is Friday August 14, 2020 at 12:00pm. Place TBA
14. Meeting is adjourned.

Language Access Advisory Committee

Friday, August 14, 2020 12:00p.m. – 1:00p.m.

Zoom Meeting Minutes

1. Attendance: Chairs Lakshmi Reddy, Jose Salinas; Members: Marshelle Broadwell, Aimee Korolev, Enric Mallorqui-Ruscalleda, John McGauley, Mike Moore, Doneisha Posey, Stephanie Ritchie, Peter Robbins, Maria Wildridge. Liaison Justice Dickson. Staff Lun Pieper. Guest Brenda Rodeheffer.
2. Committee welcomed new member, John McGauley, Court Executive, Allen Superior Court. Judge Reddy moved to approve the June minutes, and it was approved unanimously.
3. Committee reviewed two draft letters: the LAP implementation and outreach & recruit, that will be sent to courts that have previously received interpreter grant funds. Members made edits and additional suggestions to both documents. Once finalized, Lun will find the best way to disburse this information to all judges, whether through the CAM for the CJ or some other means. In the meantime, chairs will reach out to their contacts individually.
4. Due to time limitations, the committee tabled the rest of the agenda for the next meeting.
5. Next meeting: Friday, October 9, 2020 from **11:30am-12:30pm** (instead of 12-1pm).
6. The meeting adjourned at 1:07pm.