

**CLAC**  
**Eastern Regional Call**  
**November 19, 2013**

**I. PARTICIPANTS**

**LASS State Representatives:** Mr. Osvaldo R. Aviles (PA), Lindsay Hafford (FL), Sarah Johnson (WV), Ms. Maria M. Perez-Chambers (DE) and Mr. James William Plunkett III (DC)

**Liaison:** Mary Rose Zingale (TN)  
Ms. Carmel Capati (WI)

**NCSC Staff:** Sarah Esterbrook, Mayra Miranda, Jacquie Ring, and Konstantina Vagenas

**II. INTRODUCTION**

Ms. Zingale welcomed everyone to the eastern regional conference call.

**III. TECHNICAL ASSISTANCE GRANT APPLICATIONS AND CLAC'S 2<sup>ND</sup> ANNUAL CONFERENCE**

Ms. Vagenas' opening discussion addressed the Technical Assistance Grant opportunity funded by SJI. Currently, Ms. Vagenas is reviewing and accepting applications Ms. Vagenas goes on to say, that the total grant money will be split into increments of \$15,000-25,000, and will be awarded to multiple state recipients to further develop, improve, and enhance technical programs. Ms. Vagenas further disclosed that some applications that were received requesting a large sum have been granted a portion of the grant money to help fund their requests. The grant can (1) help develop or enhance Language Access Plans. Also, the grant can assist in (2) conceptualizing and developing court management systems that correlate to cases where Language Access resources are likely to be used. Lastly, the grant can be used to (3) evaluate current IT resources and suggest possible technology enhancements to apply the most relevant applications of Language Access technologies. Another way the grant can benefit in the fields of technology is to administer guidance, standards, resources, and information on remote interpretation. Remote interpretation, which includes video remote interpretation, is a major interest for SJI as a way to advance new 'cutting edge' principles.

Ms. Vagenas moved on to the next topic on the agenda, the CLAC's 2<sup>nd</sup> Annual Conference. CLAC's 2<sup>nd</sup> Annual Conference will be held in Portland, Oregon this year at the Doubletree by Hilton on April 27<sup>th</sup> through April 30<sup>th</sup>. Thus far, the planning committee consists of Brenda Aiken, Carmel Capati, Emily Lopez, Kelly Mills, Carol Mitchell, Mary Rose Zingale, and the NCSC staff. Ms. Vagenas stated that we are still in the planning stages for the event, and she would like to recruit more volunteers to help plan necessary details. Ms. Vagenas said that she is looking for volunteers to suggest creative ideas to better enhance the conference. Ms. Vagenas then offered the invitation to all to join the planning committee and notify her now, by email, or a telephone call with potential interest. Mr. Aviles responded to help volunteer, as well as Mr. Plunkett.

#### **IV. VRI MANUAL COMMITTEE**

Ms. Capati started the discussion by emphasizing that publishing the VRI Manual has been a prolonged project extended throughout two and a half years. Ms. Capati announced that Mayra Miranda distributed the current updated draft by email on Friday, November 15, 2013. Ms. Capati stated that she would like to have more feedback before submitting the final draft of the VRI manual in two weeks. Ms. Capati directed that additional comments and revisions should be emailed to Mayra Miranda. Ms. Miranda will compile all the responses and provide further updates accordingly.

Mr. Plunkett asked the question in what format should they submit the edits? Ms. Capati responded in the past they used track changes in the document, and Ms. Miranda affirmed that this should be the format in which the commented draft should be submitted.

#### **V. NATIONAL MODEL CODE OF ETHICS**

Ms. Zingale addressed that the deadline for submitting comments for the initial draft ended last Friday, November 15, 2013. Ms. Zingale extended the deadline to later this week to allow additional feedback. She asked that members email Ms. Zingale their suggestions. The final draft for the National Model Code of Ethics Manual will be submitted December 5<sup>th</sup>, 2013. Then the final LAAC National Model of Code of Ethics will be published at the end of January.

#### **VI. LASS STATE REPRESENTATIVES: STATE UPDATES AND DISCUSSION**

Delaware: Ms. Perez-Chambers spoke on behalf of Delaware. Ms. Perez-Chambers expressed the difficulty of developing surveys. Ms. Perez-Chambers went on to say they will survey court staff using a program called Survey Monkey to determine how aware the participants are with the resources available to them for communication with LEP litigants. Another survey will be conducted to ask LEP litigants about the process of filling out court forms and filing or responding to claims. This insight should confirm the need to develop a better system to help LEP litigants in these types of situations. The next topic Ms. Perez-Chambers addressed is the completion of a translation project. The materials already translated from this project will contribute to the community court and its resource center which is in development now. It will also help with the selection of materials for future translations.

Mr. Aviles, PA, recognized Delaware for their recent award for their Court Interpreter Program for Innovation given by Mid Atlantic Association of Court Managers. Mr. Plunkett, DC, how LEP survey participants in shackles- were going to be surveyed. Ms. Perez-Chambers responded that the focus is not on criminal participants but civil. Ms. Perez-Chambers also added that she is hiring young bilingual people to conduct these surveys. The surveys are going to be centered on the justice of the peace and family courts.

District of Columbia: Mr. Plunkett spoke on behalf of the District of Columbia. Mr. Plunkett stated that their webmaster is updating their webpage by creating separate links to provide more specific information relevant to the specialized interpreter topics. Mr. Plunkett reported that their IT department is working to upgrade their Data Management System for better communication between the courts and them concerning the detailed specifics for interpretation services. Mr. Plunkett revealed that the IT department is also working on a web voucher system in which the interpreters submit their invoices online to help expedite the payment process. The last thing Mr. Plunkett mentioned was that he is still working on posting their finalized Language Access Plan.

Florida: Ms. Hafford spoke on behalf of Florida. Ms. Hafford opened by mentioning that their Interpreter Certification Board finished a meeting in August. Out of that meeting there will be in place five work groups working on specialized topics including developing a Language Access Plan. Ms. Hafford went on to say that one workgroup is developing a formal grievance complaint policy modeled after the Florida ADA policy, which they are looking forward to having in place. This workgroup has discussed the possibility involving court IT staff to accomplish the

goal of having the complaint form available in multiple languages. The training standards workgroup will begin work in February with the goal of developing a standardized training criteria for outside/independent orientation providers.

Pennsylvania: Mr. Aviles spoke on behalf of Pennsylvania. Mr. Aviles reported that their Language Access planning initiative was launched in July. Mr. Aviles went on to say that they are now looking to hire a Language Access Coordinator to deal with Language Access Plans and ADA issues. Mr. Aviles projected that by December 2014 that the Language Access Coordinator would have developed templates, provided logistical assistance for all judicial districts to implement their own Language Access Plans. Mr. Aviles revealed that Pennsylvania just completed their training session in October, which consisted of five (Khmer, Polish, Portuguese, Spanish and Vietnamese) languages and received good participation for those that attended. Mr. Aviles then disclosed he is working on creating more training opportunities within the parameters of establishing a small group training program that would benefit interpreters.

West Virginia: Ms. Johnson spoke on behalf of West Virginia. Ms. Johnson started by remarking that they are still trying to finalize their Language Access Plan. Also, Ms. Johnson said West Virginia is assessing the quality of their video remote interpreting technology.

#### **VII. MARY ROSE ZINGALE: ADDITIONAL QUESTIONS OR COMMENTS**

Mr. Aviles asked if NCSC staff could update the progress of the SharePoint site. Ms. Miranda responded they are still in the process of piloting the Share Point. Ms. Miranda then went on to say that several states are using this secure site for the test administration and ratings, and overall the site has received great feedback. Currently, they are now working on the protocols and once they are completed the site will be launched as a secure site. Mr. Aviles inquired regarding the approximate date Share Point will be released. Ms. Vagenas clarified that they were ready to launch the site after the 1<sup>st</sup> CLAC conference, but it got put on hold because some concerns arose in the initial launch of the site. Therefore, they took some time to work on those concerning issues and put this program on pilot testing to ensure the program will run smoothly before it officially launches.

#### **ADJOURNMENT**

**Submitted by:** *Sarah Esterbrook (A temporary employee for NCSC)*