

# **OPERATING PROCEDURES**

## **COUNCIL OF LANGUAGE ACCESS COORDINATORS**

### **Name of Organization**

1.1 The name of this organization is the Council of Language Access Coordinators (CLAC).

### **Origin of the CLAC**

2.1 The CLAC evolved from its origins as the Consortium for Language Access in the Courts (established originally as the Consortium for State Court Interpreter Certification in 1995) after the CCJ/COSCA determined that language access is a vital and fundamental court service. As a result of that determination, COSCA and CCJ voted to establish a subcommittee of the CCJ/COSCA's AFPTC, LAAC, composed of COSCA members and non-voting CLAC liaisons to focus on language access issues and initiatives, and to reorganize the Consortium into a Council (the CLAC).

### **Definitions and Glossary of Acronyms**

3.1 AFPTC: the CCJ/COSCA's joint Access, Fairness, and Public Trust Committee

3.2 CCJ/COSCA: the Conference of Chief Justices / Conference of State Court Administrators

3.3 CLAC: the Council of Language Access Coordinators

3.4 CLAC Liaisons: three CLAC members appointed to serve as liaisons to the CLAC membership and as non-voting members of LAAC by the President of COSCA to serve one year terms, renewable for up to a total of three years

3.5 LAAC: COSCA's Language Access Advisory Committee, which is a subcommittee of the AFPTC

3.6 NCSC: the National Center for State Courts

3.7 PDWG: CLAC's Professional Development Working Group

3.8 PT: Project Teams, appointed by LAAC to address specific language access tasks or assignments

3.9 TC: the Transitional Council

## **Purposes of the CLAC and CLAC Operating Procedures**

- 4.1 The purpose of the CLAC is to facilitate the professional development of CLAC members through educational and networking activities, and, upon request by LAAC, to provide technical expertise and assistance to the LAAC. CLAC will also promote the exchange of information and best practices on the provision of court interpreting and other language access services among its members. The CLAC may be requested by LAAC to identify topics of policy and technical interest for research, further consideration, and development.
- 4.2 The CLAC is also intended to promote collegial support among its members.
- 4.3 The purpose of these operating procedures is to provide a structural framework through which CLAC members may conduct the following business: communicating its ideas, recommendations and concerns, to the LAAC, formulating the structure through which LAAC implements projects and CLAC's representation on LAAC, planning and holding its meetings and organizing other educational and networking activities, and conducting other necessary business.

## **CLAC Membership**

- 5.1 The membership of the CLAC shall consist of one individual designated by the COSCA member of each state and territory, who shall be either a language access program coordinator (known by various titles in the state and territory) or other person designated because of their interest in, or association with, the provision of language access services to the courts. A State Court Administrator may appoint him or herself.

## **CLAC Liaisons**

- 6.1 Three CLAC Liaisons shall be appointed to LAAC by the President of COSCA to serve one year terms as non-voting members of LAAC, renewable for up to a total of three years.
- 6.2 Each year prior to the end of LAAC terms or if a vacancy occurs, LAAC will solicit letters of interest from CLAC members interested in serving, or nominating another CLAC member, as a CLAC Liaison to the LAAC during the next year. The LAAC will review all submitted letters of interest and make recommendations on candidates for the CLAC Liaison to the LAAC positions to the COSCA President, who will select the CLAC Liaisons.
- 6.3 The CLAC liaisons shall facilitate communication between the CLAC and the LAAC regarding policy, questions, and solicitations for project work. The CLAC Liaisons shall

serve as communication conduits between CLAC and LAAC, including CLAC access to LAAC meeting notes and action items.

- 6.4 The CLAC Liaisons will support and coordinate the work of the Project Teams, as assigned by the LAAC and in coordination with NCSC.
- 6.5 One or more of the CLAC Liaisons shall be responsible for coordinating CLAC's professional development initiatives, including leading the Professional Development Working Group, and shall prepare the agendas for the regional conference calls. The CLAC Liaisons shall determine who shall serve in this capacity. If they cannot agree, then LAAC will assign this responsibility.
- 6.6 CLAC issues that cannot be resolved by the CLAC liaisons concerning CLAC or its activities will be resolved by the LAAC.

### **Responsibilities of the National Center for State Courts related to CLAC**

- 7.1 The NCSC shall provide secretariat services for the annual CLAC conference, with responsibilities including location determination, logistics and on-site arrangements, contingent upon payment for those services, as well as technical assistance related to the CLAC communication forums. The NCSC shall work with CLAC PDWG and LAAC to establish a CLAC conference agenda, and shall make arrangements for speakers, panel members and other participants at the annual conference.
- 7.2 The NCSC shall create, host, and maintain two separate specialized listservs to be used for CLAC communications. One listserv ("CLAC-LAAC listserv") will be used for policy-related communications between the LAAC and CLAC members. Communications on this listserv may be catalogued and archived for future reference. Requests to publish a communication on this listserv are reviewed by the NCSC Executive Director. The other listserv ("CLAC general") will be available to CLAC members and others approved by CLAC members and will focus on professional development issues and initiatives, requests for interpreters for rare or infrequently encountered languages, information gathering such as survey requests (for which responses would be voluntary), and the sharing of programmatic and related resources. Communications on this listserv will generally not be catalogued or archived for future reference.
- 7.3 The NCSC shall provide conference lines and take minutes for CLAC Regional Group conference calls and will provide staffing and administrative support for LAAC-assigned Project Teams.

- 7.4 The NSCS shall research and provide staffing services related to Project Team topics as assigned by the LAAC, prepare drafts of LAAC work products and reports, and finalize work products and reports after LAAC approval.
- 7.5 The NCSC Executive Director for Language Access and Access to Justice shall communicate regularly with the CLAC and CLAC Liaisons related to CLAC’s purpose, including the assessment and resolution of any CLAC concerns and recommendations on the development of appropriate systems and approaches to address language access issues.

**CLAC Regional Groups and Conference Calls**

8.1 The CLAC Members shall comprise three regional groups, divided as follows:

EASTERN REGION	CENTRAL REGION	WESTERN REGION
Connecticut	Alabama	Alaska
Delaware	Arkansas	American Samoa
District of Columbia	Illinois	Arizona
Florida	Indiana	California
Georgia	Iowa	Colorado
Maine	Kansas	Guam
Maryland	Kentucky	Hawái
Massachusetts	Louisiana	Idaho
New Hampshire	Michigan	Montana
New Jersey	Minnesota	New Mexico
New York	Mississippi	Nevada
North Carolina	Missouri	North Dakota
Pennsylvania	Nebraska	Northern Mariana Islands
Puerto Rico	Ohio	Oregon
Rhode Island	Oklahoma	South Dakota
South Carolina	Tennessee	Utah
Vermont	Texas	Washington
Virgin Islands	Wisconsin	Wyoming
Virginia		
West Virginia		

- 8.2 The CLAC is divided into Regional Groups to manage communication between the LAAC and CLAC. The CLAC Liaisons shall communicate LAAC updates to CLAC membership through its Regional Groups and other communication methods, and the Regional Groups shall communicate ideas and questions to the CLAC Liaisons regarding new projects or initiatives and other concerns. Topics may include testing, state reports, executive director report, emerging issues, and planning for the professional development conferences.
- 8.3 Regional Group conference calls shall be held regularly, quarterly if practicable, and at least twice per year. The CLAC Liaison(s) to the LAAC responsible for coordination of these calls shall make the necessary arrangements and prepare agendas for these calls.
- 8.4 Three weeks prior to scheduled Regional Group conference calls, the CLAC Liaison(s) to the LAAC responsible for coordination of these calls will post a request for agenda items to the Regional Groups on the CLAC general listserv for the use of the CLAC Liaisons for CLAC communication.
- 8.5 NCSC will take notes during the Regional Group conference call. If, for some reason, NCSC is unable to do so, CLAC Liaisons will appoint note-takers for the conference calls. Notes or minutes from all conference calls will be circulated on the CLAC general listserv, and approved by the applicable Regional Group.
- 8.6 Policy-related proposals or project topics shared by CLAC members for consideration by LAAC should have the support of the recommending state and territory's representative to COSCA.

#### **Professional Development Working Group**

- 9.1 A Professional Development Working Group will be established to work with the CLAC Liaisons in implementing CLAC's annual professional development program, including organizing, and setting the agendas for, the annual conference and for the regional groups' conference calls, and in organizing all professional development activities, in consultation with the LAAC and NCSC.
- 9.2. The CLAC Liaisons shall determine which of them shall lead the PDWG. If they cannot agree, the LAAC will assign this responsibility.
- 9.3 The CLAC member representing the host state or territory for an upcoming annual conference will serve on the PDWG during the year immediately preceding the conference which they are hosting.
- 9.4 Each Regional Group will select one (1) representative to serve on the PDWG.

- 95 All members of the PDWG, except the host state or territory representative, will serve for one year terms, renewable for a total of three (3) years.

### **Annual Conference of CLAC**

- 10.1 In collaboration with LAAC and NCSC, the CLAC shall hold a conference for its full membership, on an annual basis if possible, to further the professional development of its members and to exchange information regarding current research, trends, and practices related to court interpreting and best practices on the provision of court interpreting and other language access services. CLAC members shall be provided notice, and a proposed conference agenda, at least ninety (90) days in advance of the scheduled meeting date.
- 10.2 In addition to CLAC members, the states and territories may choose to send additional attendees to the annual conference of the CLAC. The states and territories are responsible for paying the full cost of attendance for everyone they send.
- 10.3 The CLAC liaisons, in consultation with the NCSC and the Professional Development Working Group, shall set the registration fees for attending the annual conference, and may consider a differentiated fee structure such as those based on membership versus non-membership, timeliness of registration, full and partial registration depending on attendance options, as well as other appropriate considerations.
- 10.4 The CLAC liaisons, in conjunction with the Professional Development Working Group, will oversee, and are responsible for leading, the annual conference. Staffing for the annual conference will be provided by NCSC, consistent with funding provided through registration fees.

### **Development and Implementation of Initiatives and Projects**

- 11.1 The LAAC shall establish Project Teams to address specific language access issues/initiatives, which may include members of CLAC as participants and/or leads, LAAC members, and others. The LAAC will appoint all members of a particular PT, including the chair. Project Teams are formed on a limited term basis to accomplish a specific task or assignment. The LAAC is encouraged to consider recommendations of the CLAC Liaisons prior to determining what projects, initiatives, or programs to pursue.
- 11.2 The LAAC shall appoint a Project Team lead for each team who is responsible for overseeing and/or coordinating the work of the Team, and for regularly providing updates to the LAAC. Project Team Leaders shall coordinate conference calls among Project Team members, and prepare agendas and appropriate reports regarding the work of the Project Teams, with the assistance of NCSC staff, as appropriate.

- 113 The CLAC Liaisons for the LAAC are responsible for supporting the communication between CLAC and LAAC regarding possible projects, programs, systems improvements, and/or initiatives, which might be undertaken by LAAC.
- 114 CLAC will not undertake projects unless assigned or approved by the LAAC.
- 115 The NCSC shall provide administrative support to the Project Groups by making available a conference phone line and by preparing and finalizing minutes of Project Team meetings and conference calls. Minutes shall be promptly distributed to all Project Team members.

### **Funding**

- 12.1 The annual meeting of CLAC is to be funded by conference registration fees. In addition, each state and territory is responsible for paying all costs for its representative to attend the annual conference, as well as any other attendees sent by the state or territory.
- 12.2 Costs of the support for LAAC activities, including Project Team work assigned by LAAC, shall be funded from the language access assessments approved by CCJ/COSCA.

### **Transitional Council Continuation until CLAC establishment**

- 13.1 Until the CLAC is officially established, the Transitional Council (TC) shall continue operating as an interim group consisting of the former Executive Committee of the Consortium for Language Access in the Courts and the new CLAC liaisons to the LAAC. The TC is by its nature temporary, and its purpose is to continue facilitation of communication among existing (temporary) committee members, and to review action items and to complete current Consortium projects, as appropriate, and to plan the first CLAC annual meeting.
- 13.2 Two temporary subcommittees, the Professional Issues Subcommittee and the Technical Subcommittee, shall continue during the existence of the Consortium for Language Access in the Courts. The Professional Issues and Technical Subcommittees will cease to exist when the Consortium is transitioned to CLAC. The work performed by those Subcommittees may continue as assigned to Project Teams, if determined by the LAAC to be appropriate.
- 13.3 The TC and the temporary subcommittees can continue their communication methods of holding conference calls, contributing to the existing listserv, and preparing and finalizing minutes of its teleconferences with NCSC administrative support, and will provide progress updates and action items to LAAC for review and direction until they cease to exist.

- 13.4 Unless and until the Consortium Agreements are no longer in effect, or until the NCSC, with the approval of LAAC, determines otherwise, CLAC members shall continue to follow existing protocol for using Oral Test Instruments and Pretest Training, and shall continue to follow the established Standards for Test Administration and procedures for securing and handling test materials.

#### **Amendment of Operating Procedures**

- 14.1 These Operating Procedures shall become effective upon adoption by the LAAC. The LAAC has determined that the Consortium and its governance structures shall cease to exist on January 1, 2013. At that time, the Operating Procedures shall be automatically modified to eliminate references to the TC and other Consortium Subcommittees.
- 14.2 Subsequent amendments to these Operating Procedures may be made by LAAC, after consultation with CLAC members. CLAC members shall be provided an opportunity to submit comments on the proposed amendments to the CLAC liaisons, for consideration by the LAAC prior to LAAC's making a decision on the amendments.
- 14.3 Proposed amendments to these Operating Procedures shall be drafted by LAAC, including the CLAC Liaisons, and shall be communicated to all CLAC members, by email or other appropriate means of communication, not less than twenty (20) days prior to consideration of the proposed amendments by the LAAC. If there is no CLAC member appointed by the COSCA member for a state or territory, proposed amendments shall be sent to the state or territory's COSCA member.
- 14.4 Where practicable and timing permits, proposed amendments should be communicated to CLAC members to allow for their consideration by CLAC members during a CLAC meeting. Recommendations from CLAC on proposed amendments should be communicated to LAAC by the CLAC Liaisons.
- 14.5 Proposed amendments to Operating Procedures shall be voted on in accordance with LAAC's internal operating procedures.
- 14.6 Notwithstanding the foregoing, the LAAC may amend these Operating Procedures at any time.

[August 2018]