

## **Professional Issues Committee**

### **Consortium for Language Access in the Courts**

Teleconference Notes

June 7, 2012

2:00 EDST

Call-In Number: 1-800-503-2899

Access Code: 8062346

**Present:** Carmel Capati (WI), Kent Kelly (NCSC), Andrea Krlickova (NV), Brooke Bogue (NC), Paula Consuelo (NMCLA), Pam Sanchez (NM), Jennifer Singletary (WV).

**Absent:** Kesenia Boitsova (MD), Brenda Carasquillo (NJ), Alejandra Donath (CT), Terry Ince (CA), Katrin Johnson (WA), Kelly Mills (OR), Maria Perez-Chambers (DE), David Sawyer (AL), Camille Wiggins (IN).

**Approval of Minutes:** The May 3<sup>rd</sup> minutes were not approved, due to an insufficient number of voting members present on the conference call. Carmel Capati (WI) will ask the Language Access Advisory Committee (LAAC) members about the potential in the future for all members to be considered as equal voting members during the transition. The minutes will be approved in the near future, most likely on the next conference call.

#### **Existing Projects Update**

**Online Interpreter Courses:** Paula Consuelo (NMCLA) gave an update on the online interpreter courses. For the intermediate simultaneous course, they currently have 10 students registered from different states and in a variety of languages. A table of languages and state distribution will be provided by Paula. They are receiving applications for the intermediate consecutive class, but as of this date (June 7) they only have one registrant who has gone through the full application process. The class is scheduled to begin on June 25 and they are hoping to see additional interest as the deadline for registration nears. There are also two people registered for the advanced note taking class which is scheduled to begin on June 11.

Discussion centered on the low enrollment and strategies to increase awareness and participation. It is likely that the summer timeframe is reducing the number of potential registrants due to vacations and holidays. Several people had expressed interest in attending the class if it were to be offered in the fall, which indicates there is sufficient interest for an autumn class. Paula reported that all continuing education classes at NMCLA (beyond the interpreting classes) see a low turnout during the summer.

Several alternative approaches were considered to avoid the cancellation of the classes. At least 9 participants are required to cover the cost of the class. However, if the hours that instructors spend with students were reduced, the class would be able to go on with fewer than 9 participants. Paula will keep the committee posted on actual registrant numbers in the weeks to come.

Pam Sanchez (NM) asked if the two consecutive classes could be combined. Paula said there would be issues with merger because the advanced note taking class is language-specific and the intermediate consecutive is language-neutral. She will discuss this option with the instructors to determine if it can be done and if appropriate, revisions would be made prior to class commencement.

Considering that the low turnout might be specifically because the audience of the courses is intermediate and advanced interpreters, the group discussed the possibility of offering beginner and introductory classes in the future aimed at newcomers to the profession. The purpose of the pilot classes is to test the market and to determine what people are interested in and to adjust courses accordingly. It may be possible to offer a beginning interpreting class, which will provide an inclusive invitation without registrant screening. This offering would be language-neutral aimed at students with good language skills who do not have interpreting experience. The issue that people may not be at the proficiency level they believe themselves to be at (beginners actually having progressed to intermediate skill, intermediates actually still being beginners etc.) was discussed as well.

Andrea Krlickova (NV) said a beginner course would help participants understand the demands and time investment involved in interpreting. Also, she noted that if the collaboration between CLAC and NMCLA is intended to generate future revenue the classes should not be overly selective. Paula will get feedback from the faculty on their own thoughts and recommendations about a beginner course. PIC will start to draw up a tentative fall calendar as well.

**Language Access Training Project:** Pam Sanchez provided an update on the NMCLA Language Access Training Project and noted that North Carolina and Nevada are both interested in being involved. Jonathan Mattiello of the State Justice Institute (SJI) is very interested in supporting the project. He convened a conference call in May with the National Center for State Courts (NCSC) where Laura Klaversma, Rob Baldwin and Dan Hall participated. Pat Griffin prepared a letter of support to Jonathan on behalf of LAAC. It appears this project will begin in the fall and will be a good collaborative effort to train bilingual court staff.

**NCSC Webpage Redesign:** Carmel reported that on Monday June 4, she discussed the webpage redesign with Laura Klaversma and Pam Burton (NCSC) with the hope of implementing the committee's recommendations. Pam felt confident that most of the recommendations which Brenda Carasquillo (NJ) and Kelly Mills (OR) put together could be

implemented. Pam Burton is developing a wireframe (link and page visual map sheet) for the proposed pages, which should be available by June 18.

During this time PIC is encouraged to review web page content which currently exists on the NCSC website. Carmel suggested that CLAC members should recommend specific pages and documents for retention or deletion. Outdated materials need to be removed or revised, and broken links need to be corrected before structural changes can be made. Members who wish to offer their insights could e-mail Carmel with their proposed retentions and/or changes to the existing materials. She noted there is a considerable amount of state-specific information on the members-only site with crossover between that site and the NCSC public site. PIC should also consider the purpose of the members-only site, and recommend guidelines for posting documents into the private and public areas.

It was discussed that during the annual meeting in Las Vegas, PIC had considered surveying CLAC to determine what members want to get out of the website, how they currently use the site, and items from their state which they would like to see uploaded to the site in the future. This survey has not been created, but many of the questions relating to these matters have already been formulated and could be distributed. The committee proposed that the Excel spreadsheet listing existing documents by state be sent out to the membership for their review. Once the review and purge of site materials is completed, the website redesign can move forward as planned.

It was suggested that it would be beneficial for CLAC to have guiding principles to help them determine whether documents should be public or for members-only in accordance with a set of editorial guidelines. These guidelines would be open to member input and refinement. There was further discussion on the difficulty of navigating the site, which is becoming more challenging as additional materials are uploaded and made available. A thematic link guide (as opposed and in addition to a state and organizational link guide) may be needed to facilitate easy navigation of CLAC information.

Carmel suggested she present these issues to LAAC on their next conference call for further consideration.

**Remote Interpreting (RI) Guide:** Carmel updated PIC on the progress to unify the two RI guides. Her latest information is that NCSC received a CISCO grant to produce their own guide. Tom Clark, the NCSC project's coordinator, is mindful of PIC's concerns that the guides supplement and not to conflict with one another. Carmel shared the committee's recommendation with Laura that PIC's guide might be a worthwhile appendix for the NCSC guide. Laura said Tom expressed concerns that the CISCO grant has specific objectives which need to be met for grant compliance and that appending the PIC RI guide might conflict with those objectives. Kent Kelly (NCSC) will follow up with Laura to determine if there are any additional updates on the NCSC RI Guide. Carmel also provided to Laura specific names of

specific states which have successful and varied RI experience for possible participation on an advisory committee. These states included Utah, New York, Oregon and Kentucky.

**National Judicial Training Module:** PIC members supported keeping the Judicial Training Module as a project for the future. They determined it would be unrealistic to focus work on this initiative prior to the October summit. Brooke Bogue (NC) pointed out that PIC will make more headway if the project is timed after the October summit when more judges would be aware of and invested in the issues. Carmel will recommend to LAAC that this project still be considered for the near future.

**Language Access Advisory Committee (LAAC) Update:** Carmel provided an update on LAAC activities. A LAAC conference call was held on May 9 where members directed the liaisons to draft a communication plan which was completed and submitted to LAAC. The purpose of the plan is to enhance and clarify communication between CLAC and the LAAC. Additional details will be discussed on the upcoming June 11 conference call. The communication plan included listserv use as well as regional conference calls as communication vehicles. PIC members confirmed the regional conference calls are useful and productive and should continue.

**Addendum:** Pam Sanchez provided PIC with links to access curriculum from the two new CLAC/NMCLA online Consecutive Interpreting courses via e-mail.

**New Business:** No new business discussed.

**Next Business Conference Call:** Monthly conference calls will continue throughout the transition process. The next conference call has been set for Thursday, July 5<sup>th</sup>, 2012 at 2 pm EST. An e-mail informing all committee members will be sent out plus reminders prior to the meeting. Due to an issue with conflicting and simultaneous conference calls on the same account, the call-in number and access code will be determined and announced at a later date.