



**LANGUAGE ACCESS PLAN**

**2023**

## **Introduction**

The Connecticut Judicial Branch is committed to providing equal access to all of its facilities, processes and information through the identification and elimination of barriers. As stated in the Judicial Branch's Strategic Plan, "[c]onfidence in the judicial system stems from an individual's belief that he or she is being treated with respect, regardless of . . . proficiency in English." This commitment is evidenced as the Branch finished with the second highest rating among all 50 states, Puerto Rico, and the District of Columbia, in providing language access in its courts, according to an assessment conducted by the National Center for Access to Justice (NCAJ) at Fordham Law School.

Connecticut's limited English proficient population continues to increase. Census figures from 2000 revealed that 18.3 percent of Connecticut's population 5 years old and over spoke a language other than English at home. Of those 18.3 percent, 7.4 percent or 234,799 individuals spoke English less than very well. By 2010, Census figures revealed that 20.6 percent of Connecticut's population 5 years old and over spoke a language other than English at home. Of those 20.6 percent, 8.1 percent or 269,128 individuals spoke English less than very well. According to the 2020 Census, 22.1 percent of Connecticut's population 5 years old and over spoke a language other than English at home. Of those 22.1 percent, 8.3 or 275,126 individuals spoke English less than very well.

The American Community Survey, published by the United States Census Bureau, shows those figures continuing to increase. In its 2021 survey, 22.3 percent of Connecticut's population 5 years old and over spoke a language other than English. Of those 22.3 percent, 8.4 percent or 288,158 individuals spoke English less than very well.

These figures show a trend that has been seen in Connecticut's courts – more individuals who are limited English proficient are accessing our court facilities, processes and information.

In 2022, the Branch provided oral language assistance in over 32,000 on-the-record events in 67 different languages/dialects. This includes over 5,000 pre-scheduled events that were covered remotely by either staff and/or contracted interpreters through Microsoft Teams, Cisco technologies and/or telephonically. In addition, over-the-phone interpreting services for over-the-counter language needs were used over 23,000 times in 60 different languages/dialects.

In 2008, the Judicial Branch began drafting its first Language Access Plan, which was adopted in 2011. The Language Access Plan is reviewed by the Judicial Branch's Committee on Limited English Proficiency, as it deems appropriate, on a periodic basis but not less than once every two years, and recommendations for changes are submitted to the Chief Court Administrator for approval. The Plan serves as a blueprint of the language access services provided by the Judicial Branch. The purpose of this Language Access Plan is to eliminate or reduce – to the maximum extent practicable – limited English proficiency as a barrier to accessing the programs and services of the State of Connecticut Judicial Branch. This Plan establishes guidelines in

accordance with Executive Order 13166, *Improving Access to Services for Persons with Limited English Proficiency*, 65 Fed. Reg. 50,121 (Aug. 16, 2000), and the Connecticut Judicial Branch Policy Statement Regarding Limited English Proficiency. The Language Access Plan can be found on the Judicial Branch's Intranet and Internet websites. It has also been translated into Spanish, Portuguese and Polish, which are also available on the Judicial Branch's Internet website.

In 2012, the Judicial Branch appointed a Language Access Plan Implementation Coordinator. The Language Access Plan Implementation Coordinator, in consultation with the Committee on Limited English Proficiency, is responsible for the coordination and implementation of the Judicial Branch Language Access Plan.

### **Policy Statement of Commitment Regarding Limited English Proficiency**

In 2008, the Judicial Branch adopted its "*Policy Statement of Commitment Regarding Limited English Proficiency*". The policy statement has been incorporated into the Language Access Plan.

The policy statement reads as follows:

The Judicial Branch is committed to providing meaningful access to the court system and its programs and services. The Judicial Branch prohibits discrimination on the basis of national origin, which includes discrimination against individuals who are limited English proficient. Individuals who are limited English proficient are individuals who do not speak English as their primary language and who have a limited ability to read, speak, write or understand English.

Federal law, specifically Title VI of the Civil Rights Act of 1964, the Omnibus Crime Control and Safe Streets Act of 1968, the Victims of Crime Act of 1984, and the Juvenile Justice Delinquency Prevention Act of 1974, prohibits discrimination on the basis of national origin. Title VI's prohibition of discrimination on the basis of national origin has been interpreted by courts to include discrimination on the basis of English proficiency. Individuals who are LEP are to be provided meaningful access to programs and services. Providing meaningful access will generally involve some combination of oral interpretation services and written translation of vital documents.

### **Committee on Limited English Proficiency**

The Committee on Limited English Proficiency was established in 2008 by Chief Justice Chase T. Rogers under the Access goal of the Judicial Branch's Strategic Plan. The Committee is

charged with eliminating barriers to facilities, processes and information that are faced by individuals with limited English proficiency. The committee is co-chaired by Connecticut Appellate Court Judge Jose Suarez and Ms. Alejandra Donath, Program Manager for the Judicial Branch's Interpreter and Translator Services Unit.<sup>1</sup>

The Committee on Limited English Proficiency is comprised of representatives from the Judicial Branch's Superior Court Operations Division including its Legal Services Unit, Administrative Services Division's Diversity, Equity and Inclusion Unit, Court Support Services Division and External Affairs Division. Additionally, a representative from Connecticut's legal aid community is an active participant in the work of the committee.

The Committee is ongoing and is continually reviewing, developing and implementing initiatives that enhance access to services for individuals who are limited English proficient. The meetings are publicly noticed and members of the public are welcome to attend.

Details of the work of the committee are posted on the Judicial Branch Internet site at <http://www.jud.ct.gov/Committees/pst/lep/default.htm>.

### **Interpreter and Translator Services Unit**

The origins of the Judicial Branch's Interpreter and Translator Services Unit date back to the creation of the Board of Examiners and Appointment of Court Interpreters in January 1976. The goal of the Board was to ensure that interpreters would be available to assist non-English speaking individuals when they came in contact with the court system.

By February 1976, interpreters were available within the Judicial Branch for the following languages: Spanish, Portuguese, Polish, Chinese, Hungarian, Italian, Greek, French Patois, Haitian French, Yugoslavian, Korean, Slavic and Parisian French. When full time court interpreters were not available, per diem interpreters - selected from a roster of interpreters who had passed the internal written and oral competency tests established by the board - were used.

In 1986, the Board of Examiners and Appointment of Court Interpreters was dissolved and its responsibilities were placed within the Office of the Chief Court Administrator.

In 2001, the Judicial Branch became a member of the National Center for State Courts (NCSC), Council of Language Access Coordinators (CLAC), which evolved from its origins as the Consortium for Language Access in the Courts. The Council dedicates itself to fairness, integrity, service and collaboration, inspiring and enabling its members "to promote equal access

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<sup>1</sup>The Judicial Branch and the Committee on Limited English Proficiency would like to acknowledge the leadership and dedication of Justice Maria Araujo Kahn, who served as co-chair of the LEP Committee from its inception in 2008 until 2023, when she was appointed to the federal Bench. Justice Kahn worked tirelessly to better the services provided to individuals who are limited English proficient within the Connecticut Judicial Branch.

to justice in courts and tribunals by eliminating barriers for persons with limited English proficiency.” One benefit, among many, of being a member of CLAC is having access to proficiency examinations for certification purposes. As a result, the Judicial Branch introduced the Certification Program for Court Interpreters in 2001.

Interpreter and Translator Services’ function is to provide, at no cost, highly qualified interpreting and translation services to persons with limited English proficiency in all court and court-related matters to ensure meaningful access to the courts. This access is extended to parties who are limited English proficient and other individuals who are limited English proficient whose presence or participation is appropriate to the justice process.

Currently, Interpreter and Translator Services is a centralized unit and it is staffed with 28 permanent staff interpreters (including three Lead Court Interpreters who oversee operations, translations and training and who provide support to court interpreters and requestors in the field) in addition to temporary staff interpreters and contracted providers. The Unit provides in-person language assistance with interpreters in over 65 different languages and dialects that are requested.

#### *Recruitment and Hiring Process*

The Program Manager for Interpreter and Translator Services oversees the continuous recruitment and hiring process. Finding competent candidates is an unceasing challenge given the fact that only 3% of the applicants successfully complete the initial screening and testing process. This initial testing process, which is aimed at identifying candidates who possess strong language skills (spoken and written) and natural interpreting abilities, consists of:

- Passing the written examination provided by the National Center for State Courts and administered by Interpreter and Translator Services at no cost to the candidate. The minimum required passing score is 80%.
- Passing an internal translation test developed and rated by Interpreter and Translator Services and administered at the same time as the NCSC written examination.
- Passing an internal oral screening test developed, administered, and rated by Interpreter and Translator Services.

Candidates who pass the initial testing process are hired as either Court Interpreter I or Temporary Court Interpreters after providing proof of good standing through a background check that is approved by the Judicial Branch’s Materials Management Unit. Newly hired Court Interpreters receive a six-to-eight-week training (which includes an orientation session provided by staff from the Interpreter and Translator Services main office) and field mentoring by a staff certified Court Interpreter who acts as a mentor under the guidance of the Lead Court Interpreter for training. This process is also monitored by the Program Manager. During the course of the training period, mentor and mentee follow a Training Manual that was produced by Interpreter and Translator Services and tailored to the needs of the Judicial Branch to efficiently prepare the

future court interpreter to cover all types of court proceedings. At the end of the mentoring process, an Oral Readiness Assessment is administered to the interpreter in training to ascertain if he/she is ready to provide competent services. Newly hired Court Interpreters are then administered the Oath and considered Court Appointed. At hiring, all staff interpreters also sign and commit to:

- Following the Code of Professional Responsibility for Court Interpreters.
- Following Policies and Procedures for Staff Interpreters.
- Following Operational Procedures for Staff Interpreters.
- Following the Judicial Branch's Policies and Procedures.
- Making proper use of the Judicial Branch identification badge.

In addition, when the number of staff interpreters cannot meet the demand, Interpreter and Translator Services contracts with four private providers. Per current contract, all interpreters provided by interpreting agencies need to strictly adhere to the following to be included in the registry of interpreters able to cover Judicial Branch assignments:

- Attend an orientation session.
- Pass an oral screening test.
- Provide proof of good standing through a background check that is approved by the Judicial Branch's Materials Management Unit.
- Pass the written examination provided by the NCSC and administered by Interpreter and Translator Services at no cost to the interpreter. The minimum required passing score is 80%.
- Sign and commit to following the Code of Professional Responsibility for Court Interpreters, Policies and Procedures for Vendor Interpreters, and Operational Procedures for Vendor Interpreters.

### *Certification Process*

The certification program for court interpreters began in 2001. Connecticut is a member of CLAC and makes use of written and oral certification exams developed and provided by the NCSC following all policies and practices for test administration and rating purposes.

For a Court Appointed Interpreter to attain certification in Connecticut, he/she must pass the oral certification examination with a minimum test score of 70% on each of the four individual test sections. The exam must be passed in its entirety in one sitting. All test administration and rating costs for staff interpreters are paid for by the Judicial Branch. Although positive certification status with the Judicial Branch is not a guarantee of employment, once a staff interpreter attains certification, efforts are made to offer permanent employment.

Interpreter and Translator Services also administers the oral certification exam to agency interpreters at no cost. Rating fees are paid directly to the rater by the interpreting agency.

Historically, it has been the case that Spanish, Polish and Portuguese have represented 93% to 95% of the yearly requests for language services within the Connecticut Judicial Branch. Accordingly, Interpreter and Translator Services only tests these three languages for certification purposes. Interpreter and Translator Services is currently exploring the inclusion of additional languages to the certification program.

Any candidate who provides proof of written and oral certification test results from any other CLAC member state will be awarded reciprocity and his or her test results will be applied toward full certification by the Judicial Branch if Interpreter and Translator Services determines that the test results were obtained under conditions that meet or exceed the interpreter testing and certification practices of the Judicial Branch. Any interpreter candidate who obtains written and oral certification from the Administrative Office of the United States Courts (AOUSC) will be considered certified by the Connecticut Judicial Branch.

### *Centralized Scheduling*

Being a centralized unit, Interpreter and Translator Services receives, processes and assigns interpreters state-wide for each individual request for language services. Once a request for an interpreter is received by the Interpreter and Translator Services Unit, the unit will assign an interpreter to cover the proceeding. Most Judicial Districts have certified Spanish interpreters assigned to them on a daily basis. In addition, certain Judicial Districts have certified Polish or Portuguese interpreters assigned to them on a daily basis. These individuals are full-time Judicial Branch employees.

If a request cannot be fulfilled by our full-time employees, the Interpreter and Translator Services Unit will seek to fulfill the request utilizing its roster of temporary staff interpreters. If requests cannot be fulfilled by full-time and/or temporary staff interpreters, the protocol is to:

- Seek an interpreter from one of the Judicial Branch's four contracted agencies for the provision of interpreting services.
- Seek an interpreter from one of the interpreter agencies under contract with the State of Connecticut's Department of Administrative Services.
- Seek an interpreter from the Remote Interpreting Services contract. A document titled "Guidelines for Remote Interpreting On-the-Record" was developed to instruct users on working with court interpreters remotely.
- If all avenues for obtaining an interpreter fail, the Interpreter and Translator Services Unit will utilize freelance interpreters remotely.
- Seek an interpreter from interpreter agencies that are not under contract.

In order to maximize the use of certified and court appointed staff interpreters, Interpreter and Translator Services works closely with requestors throughout the state to agree on scheduling times and dates that meet the needs of the Court and that also allow Interpreter and Translator Services to assign all staff interpreters to several matters and locations on a daily basis. As a result, resources are efficiently used, professional services are provided and unnecessary expenditures are avoided, limiting the requests that are sent to contracted providers.

Once interpreters are deployed to cover assignments, the expectation is that they will provide language services in all three interpreting modes – simultaneous interpreting, consecutive interpreting and sight translation. Only interpreters directly approved and assigned by Interpreter and Translator Services are able to provide language services within the Judicial Branch. Interpreter and Translator Services is also in charge of processing payroll for staff interpreters and for receiving and approving all invoices from contracted providers. This allows for Interpreter and Translator Services to verify that only services approved by this unit are provided within the Judicial Branch.

Lead Court Interpreters assist the main office of Interpreter and Translator Services by monitoring staff and contracted interpreter performance and providing feedback to the main office.

### *Training*

Interpreter and Translator Services offers a mandatory one-day (eight hours) yearly seminar to all staff interpreters. Because of the Judicial Branch's successful certification program, many of these training efforts are concentrated on providing post-certification training to all staff interpreters recognizing the need to continue enhancing interpreting skills through continued education. This training is provided by Interpreter and Translator Services at no cost to staff interpreters.

Yearly seminars are a combination of offerings developed by Interpreter and Translator Services or subject matter experts creating workshops specific to Connecticut and the training needs that are identified by Interpreter and Translator Services.

### *Best Practices*

In addition to the training provided to all Judicial Branch employees, Interpreter and Translator Services strives to provide interpreters with the necessary tools to fulfill their job requirements to the best of their abilities. This includes providing conducive office space, computer equipment with access to both work email accounts for communications with the main office and with internet access for proper terminology research, interpreting equipment with dual receivers, and



communicating/instructing service users to ascertain that the role of the interpreter is understood, including ethical standards, in order to ensure a smooth provision of services.

In addition, a document titled “Guidelines for Working with Court Interpreters” (JD-ES-327) was produced in 2017. It gives a series of recommendations to requestors in order to maximize the effectiveness of their communications with individuals who are limited English proficient through the assistance of a court interpreter for in-court and out-of-court proceedings.

### **Language access in court proceedings**

Interpreters will be provided, at no cost, for parties who are limited English proficient and other individuals who are limited English proficient, such as witnesses and victims, whose presence or participation is appropriate to the justice process. Interpreters not assigned by Interpreter and Translator Services are not to be utilized in court proceedings. Only the interpreters assigned by Interpreter and Translator Services can provide services for in court proceedings.

Requests for an interpreter should be submitted as early as possible to allow for assignment and confirmation of an interpreter. Sometimes, however, the need for an interpreter is not obvious until an individual appears in court and requires language assistance services. In circumstances like this, Interpreter and Translator Services should be immediately contacted. In no case should a matter proceed without an interpreter if one is needed.

### **Language access in non-court proceedings**

In addition to providing language access services in court proceedings, the Judicial Branch is equally committed to providing language access services in non-court proceedings.

The Judicial Branch has contracted with telephonic language service providers for the provision of services outside of courtroom proceedings. These services are available 24-hours a day, 7 days a week, 365 days a year. They are available both within Judicial Branch facilities and in non-Judicial Branch facilities.

The Judicial Branch also contracts with service providers in the community. Under the terms of these contracts, providers are required to “take reasonable steps to ensure meaningful access to their programs and activities by Limited English Proficient (LEP) clients.”

## **Translations**

The Judicial Branch has established guidelines and procedures for requesting the translation of documents. These guidelines are available to all Judicial Branch employees on the Judicial Branch Intranet site.

A Judicial Branch form was created specifically for translation purposes. For translation requests that are unique to a specific legal proceeding, employees complete a translation services request form. The form is also used by employees to request the translation of official documents produced by the Judicial Branch including, but not limited to, forms, booklets, brochures, directions, form letters, guides, FAQs, and instructions. Judicial Branch staff requesting the translation of such documents must answer questions related to the importance and frequency of use of documents in order to identify and prioritize the translation of vital documents.

In addition, the LEP Committee reached out to all Judicial Branch Executive Directors requesting assistance identifying and prioritizing the vital documents within the different divisions to guide the translation process.

Interpreter and Translator Services oversees and produces all translations within the Judicial Branch. Only translations processed and provided by Interpreter and Translator Services are permissible for Judicial Branch functions and purposes. The translation process is a complex process that requires the participation of an initial translator, an editor and a proofreader in order to produce a final written document that mirrors the original one. A Court Planner in charge of translations oversees and coordinates all translation efforts under the supervision of the Unit's Program Manager. The Court Planner is in continuous communication with:

- Requestors.
- An assigned liaison from the Judicial Branch's Legal Services Unit as a way to ascertain that the documents being translated have been properly reviewed regarding statutory and Practice Book changes.
- With the Judicial Branch's representative from the External Affairs Division during the form design review process prior to being posted on the Branch's website and prior to printing.

In addition, the Judicial Branch continues to embrace the concept of plain language to ensure that its stakeholders can understand the information being provided.

In order to expedite the translation process and to maintain consistency throughout all translations, Interpreter and Translator Services makes use of SDL Trados licenses. This has proven to be excellent computer-assisted translation software. Several staff interpreters have been trained and make use of it on a daily basis.

Historically, Spanish, Portuguese and Polish have been the three most requested languages in the Judicial Branch, and translation efforts have been concentrated on these three languages. Interpreter and Translator Services is currently monitoring the unit's yearly statistical reports to determine future translation needs.

## **Training**

### *Judicial Branch Staff*

LEP training has been available and required for all Judicial Branch employees since 2009. The in-person course covered the following topics: federal non-discrimination rights and laws; guidelines for working with individuals who are limited English proficient; and information for obtaining language assistance and translation services.

In 2017, the LEP training transitioned to an online format. Moving the training from in-person to online facilitated the training of Judicial Branch employees who have not been able to attend an in-person training session.

In 2022, a refresher online LEP training was created. This new course is required to be completed by all Judicial Branch employees on a yearly basis.

### *Judicial Branch Contractors*

Included in all contracts entered into with the Judicial Branch is language obligating contractors to take reasonable steps to ensure meaningful access to their programs and activities by limited English proficient clients. In 2018, the LEP Committee developed an online training for those entities that contract with the Judicial Branch and provide services to its stakeholders who are limited English proficient. The training covers the federal requirements regarding the provision of services to individuals who are limited English proficient, the entity's responsibilities to individuals who are limited English proficient under the terms of their contract with the Judicial Branch, how an entity can meet its responsibilities, the difference between interpretation and translation, and tips on how to work with interpreters.

Language Assistance Guidelines for Contracted Vendor Services have also been developed in a question and answer format to guide Judicial Branch contractors who provide services to individuals who are limited English proficient.

### *Judicial Officers*

LEP training has been provided to all judges and family support magistrates. In addition, refresher training was provided to judges during their Fall divisional programs in 2016.

LEP training has also been incorporated into the new judge and family support magistrate orientation provided to all newly appointed judges and family support magistrates. This ensures that all judges and family support magistrates receive training on LEP services and issues before they preside over judicial matters.

### *Telephonic Bilingual Services*

Telephonic bilingual services can be accessed by Judicial Branch employees 24 hours a day, 7 days a week, 365 days a year. Interpreter and Translator Services developed new desk guides for accessing these services. These guides were provided in-person to each office within the Judicial Branch. They are also available to all Branch staff on the Intranet.

### **Website – Internet, Intranet**

The Judicial Branch has information regarding limited English proficiency on its Internet and Intranet websites.

Information on the Internet site includes the Judicial Branch's Language Access Plan, LEP policy statement, answers to frequently asked questions, complaint procedures and links to various resources. In 2021, the Branch's LEP webpage was revised to make it more user-friendly and accessible. Additionally, the Judicial Branch has translated a number of web pages into Spanish, Polish and Portuguese. See <http://www.jud.ct.gov/LEP>. Publications, informational materials, and court forms have also been translated.

Information on the Intranet site provides employees with internal administrative procedures for accessing interpreter and translation services.

### **Language Identification Posters**

Language identification posters have been produced by the Judicial Branch in various formats for use in offices, lobbies, reception areas, hallways, and anywhere else deemed appropriate. Interpreter Services visited every open Judicial Branch office in 2020 and distributed new posters where they were needed. These are also available in a digital format for easier resource-sharing capability. These posters are used to assist Judicial Branch staff in identifying the

language spoken by an individual who is limited English proficient. They also allow for individuals who are limited English proficient an early opportunity for self-identification.

### **Interpreter Information Cards**

Interpreter Information Cards (JDP-ES-285) have been developed and translated into five languages: Spanish, Portuguese, Polish, Haitian Creole and Chinese Mandarin for publication purposes. The card is another way to inform the public regarding interpreting services provided by the Judicial Branch.

### **Discrimination Complaints**

Information regarding forms and procedures for filing complaints against the Judicial Branch or any of its sub-recipients based on federal funding regulations are available for viewing and printing on the Judicial Branch Internet page at <http://www.jud.ct.gov/faq/DOJ.htm>. These forms are available in English, Spanish, Portuguese and Polish.

The Judicial Branch is developing a process in which an individual who is limited English proficient can register a complaint regarding the language assistance services they were provided. It is expected that this process will be launched in 2024.

### **Advisement of Rights**

In 2012, a pilot program was developed for the Hartford Family Court in which the advisement of rights given by family support magistrates were translated into Spanish and recorded on a DVD. Instead of utilizing a staff interpreter to come into the courtroom to interpret the advisement of rights, the video recording is played by the clerk. This allows the interpreters to conduct other business in the courthouse while the advisement is being played in the courtroom. In 2013, the program was expanded to New Haven.

Based on the success in Hartford and New Haven, the program was expanded to the remaining 11 Judicial Districts in 2014. Monitors and DVD players were purchased for all courtrooms where family support magistrate matters are heard. The family support magistrates and courtroom staff were trained on the equipment and process. The program has been operational statewide since October 2014.

In 2023, the Judicial Branch translated the notices provided in Housing court into Spanish, Portuguese, Polish, Chinese, Arabic, and Haitian-Creole. These notices were then recorded and are played in court, as needed, after being provided in English.

In addition, the Judicial Branch translated and recorded the criminal advisement of rights into Spanish in 2023. The Spanish advisement is played after being provided in English, as needed.

### **Video Remote Interpreting (VRI) – In-Court Proceedings**

The growth in demand for interpreting services, the continuing need to find adequate candidates, hiring limitations due to budgetary issues, and the shortage of certified and qualified interpreters make it necessary for the Judicial Branch to look for additional ways to ensure the provision of meaningful access to justice for individuals who are limited English proficient.

Historically, the Judicial Branch provided in-person interpreting services. The challenges noted above make this task increasingly difficult. By introducing VRI, the Judicial Branch is able to continue assigning certified and highly qualified staff interpreters to cover on-the-record proceedings. The VRI program allows interpreters to be located throughout the state and, through video technology, to be accessed from distant locations to provide language services. In addition, one interpreter could remotely cover several proceedings at a variety of locations in a short period of time, rather than requiring interpreters to drive some distances to these locations.

By introducing VRI, the Judicial Branch is able to:

- Continue providing quality services by assigning certified and highly qualified staff interpreters to cover proceedings.
- Provide timely and efficient access to services by reducing travel time for staff.
- Be able to cover more assignments.
- Allow more flexible scheduling of interpreters to maximize resources.

In 2023, the Judicial Branch outfitted all of its arraignment courtrooms to allow for VRI utilizing Judicial Branch staff interpreters. The initial feedback has been overwhelmingly positive. The system allows for simultaneous interpreting, as well as the ability for an attorney to have a private conversation with the individual who is limited English proficient. It also expedites the time it takes for these proceedings to take place.

Following the rollout in the arraignment courtrooms, Housing and Juvenile courtrooms will be similarly equipped and operating before the end of calendar year 2023.

### **Performance and Evaluation**

A self-assessment of the Judicial Branch Language Access Plan, which includes the Judicial Branch Limited English Proficiency Policy Statement, will be conducted periodically, as needed, but not less than once every two years. Both documents will be reviewed and revised

simultaneously to ensure consistency, accuracy, and relevancy to the population of individuals who are limited English proficient.

Recommendations regarding revisions to the Judicial Branch Language Access Plan and the Judicial Branch Limited English Proficiency Policy Statement will be formulated as needed and forwarded to the Chief Court Administrator for approval.

### **Signage and Forms**

The Judicial Branch has added an indicator on all of its forms that have been translated into other languages. This allows staff to better assist individuals who are limited English proficient.

The LEP Committee is creating signage and language to be added to all Branch forms to more prominently promote the interpreter services provided by the Branch.

### **Outreach**

The LEP Committee created an email account to allow stakeholders to provide suggestions on how the Judicial Branch can better meet the needs of the LEP population – [LEP@jud.ct.gov](mailto:LEP@jud.ct.gov). The email account is posted on the Judicial Branch's LEP webpage.