

2019 Conference of the Council of Language Access Coordinators (CLAC)

Theme: A Language Access SWOT Analysis: Our Programs' Strengths, Weaknesses,
Opportunities, and Threats



Agenda

Conference Objectives

By the end of the conference, language access program managers and other conference attendees will be able to:

1. Analyze and assess strengths, weaknesses, opportunities, and threats to their own language access programs;
2. Recognize and identify technological solutions that will assist them with scheduling, training, and utilizing interpreters;
3. Understand and implement education and training tools and resources for new and experienced interpreters;
4. Identify strengths and weaknesses in their resource management efforts and make meaningful adjustments;
5. Connect and network with other language access program managers who share similar experiences and challenges, and meaningfully discuss and exchange solutions to improving their own language access programs; and
6. Identify national language access and court interpreter initiatives.

DAY 1 – September 23, 2019

All sessions are located in the Milton Marks Conference Center

7:30 a.m. – 9:00 a.m.	Registration for Conference Attendees
9:00 a.m. – 9:30 a.m.	Welcome, Introductions, and Opening Remarks: <i>Christine Johnson, State Court Administrator (AK); Chair of the Language Access Advisory Committee (LAAC)</i>
9:30 a.m. – 10:15 a.m.	LAAC Update and NCSC National Initiatives Report: <i>LAAC and NCSC Staff</i>
10:15 a.m. – 10:30 a.m.	Break
10:30 a.m. – 10:45 a.m.	Networking Exercise
10:45 a.m. – 11:30 a.m.	CLAC Liaisons Report and Report on Testing Priorities: <i>CLAC Liaisons – Brenda Carrasquillo (NJ); Kelly Mills (OR); Stacy Westra (MI)</i> <i>NCSC Staff – Kimberly Brooke; Jacquie Ring</i>
11:30 a.m. – 1:00 p.m.	Lunch (on your own)
1:00 p.m. – 2:00 p.m.	Starting, Developing, and Running a Language Access Program: <i>John Botero (GA); Carmel Capati (WI); David Svoboda (AZ)</i> <i>Moderator: Andrew Campbell (ID)</i>
2:00 p.m. – 2:30 p.m.	Keynote Speech - Overview of Language Access Initiatives: Past, Present, Future: <i>Hon. Victor A. Rodriguez, Superior Court of Alameda County</i>

<p>2:30 p.m. – 2:45 pm</p>	<p>Networking Break</p>
<p>2:45 p.m. – 5:15 p.m.</p>	<p>Panel Discussion and Presentations:</p> <ul style="list-style-type: none"> ○ Achievements in Data Collection: How, When, and Why to Use Language Access Data: <i>Ksenia Boitsova (MD); Brenda Carrasquillo (NJ); Matt Clark (CA)</i> ○ NCSC Review of Resources: <i>NCSC Staff</i> ○ Interpreter Training and Development: <i>Hany Farag – Certified Arabic Court Interpreter; Julie Johnson – French Court Interpreter/Interpreter Trainer; Jacki Noh – Certified Korean Court Interpreter</i> <i>Moderator: John Botero (GA)</i>
<p>5:15 p.m.</p>	<p>Recess for the day – Reception to follow at <u>Le Colonial</u></p>

DAY 2 – September 24, 2019

All sessions are located in the Milton Marks Conference Center

<p>9:00 a.m. – 10:15 a.m.</p>	<p>Presentations and Discussions:</p> <ul style="list-style-type: none">○ Partnerships and Collaborations with Outside Organizations: <i>Paula Couselo-Findikoglu (NM); Kelly Mills (OR)</i>○ Use of Interactive Artificial Intelligence (AI) for LEP Assistance: <i>Paula Couselo-Findikoglu (NM)</i>
<p>10:15 am. – 10:30 a.m.</p>	<p>Solution Break-Out Session Overview</p>
<p>10:30 a.m. – 12:00 p.m.</p>	<p>Solution Break-Out Sessions: <i>Facilitated by CLAC Liaisons. Groups will break out into conference rooms.</i></p>
<p>12:00 p.m. – 1:15 p.m.</p>	<p>Lunch (on your own)</p>
<p>1:15 p.m.– 3:00 p.m.</p>	<p>Panel Discussion and Presentations:</p> <ul style="list-style-type: none">○ Stanford Lab Design Project –Technology Use of Outside of Courtrooms: <i>Staff of Stanford University</i>○ Training and Communication Strategies for Judicial Officers and Court Staff: <i>Hon. Steven K. Austin, Superior Court of Contra Costa County;</i> <i>Hon. Erica R. Yew, Superior Court of Santa Clara County</i> <i>Moderator: Jacquie Ring (NCSC)</i>
<p>3:00 p.m. – 3:15 p.m.</p>	<p>Networking Break</p>

<p>3:15 p.m. – 5:00 p.m.</p>	<p>Report and Presentation:</p> <ul style="list-style-type: none">○ American Sign Language (ASL) Credentialing Process - Report <i>Brenda Carrasquillo (ASL Working Group); Kelly Mills (ASL Working Group); Jacquie Ring (NCSC)</i> ○ Court Interpreter Workforce Challenges – Training, Recruitment, Retention, and Retirement <i>Katharine Allen, Interpret America</i>
<p>5:00 p.m.</p>	<p>Recess for the day</p>

DAY 3 – September 25, 2019

All sessions are located in the Milton Marks Conference Center

<p>9:00 a.m. –11:45 a.m.</p>	<p>Express Lessons Panel Presentations:</p> <ul style="list-style-type: none">○ Development of Materials for Self-Represented Litigants with Limited English Proficiency (LEP): <i>Naomi Gaines and Vanessa Lopez, Riverside Superior Court</i>○ Online Interpreter Skills Training and Continuing Education: <i>James Wells (WA)</i>○ Translation Strategies: <i>Debi Tulang-DeSilva (HI); NCSC Staff</i>○ Language Access Wayfinding and Signage: <i>Ana Parrack, Orange Superior Court</i>○ Development of Follow-up Initiatives from Solution Break-out Sessions: <i>NCSC Staff</i>○ Questions and Answers <i>Moderator: Jacquie Ring (NCSC)</i>
<p>11:45 a.m. – 12:00 p.m.</p>	<p>Networking Break</p>
<p>12:00 p.m. – 1:15 p.m.</p>	<p>Lunch (on your own)</p>
<p>1:15 p.m. – 5:00 p.m.</p>	<p>NCSC Oral Exam Test Administration/Proctor Training: <i>Optional training for new language access program managers/staff and states with new court interpreter testing programs</i> <i>NCSC Staff</i></p>