



**THIRD ANNUAL CONFERENCE  
OF THE COUNCIL OF LANGUAGE  
ACCESS COORDINATORS**

**Santa Fe, New Mexico  
May 17 - 20, 2015**

**Drury Plaza Hotel, 228 East Palace Avenue**

# **AGENDA**

## **“Building Bridges”**

<b>DAY 1</b> <b>Sunday, May 17<sup>th</sup></b>	
12:00 – 5:45 p.m.	<p><b>Registration for Conference Attendees</b> <i>Location: Foyer</i></p>
3:00 – 4:00 p.m.	<p><b>LAAC Business Meeting for LAAC Members</b> <i>Location: Boardroom</i></p>
3:45 – 5:45 p.m.	<p><b>Orientation Session</b> <i>Location: Palace Ballroom</i></p> <p>This orientation is designed especially for new and/or newer members. Returning members who would like a refresher are welcome.</p> <p>Orientation will include:</p> <ul style="list-style-type: none"> <li>• Organization of NCSC/LAAC/CLAC <b>LASS Staff</b></li> <li>• Best Practices for a Language Access Program <b>Kelly Mills, James Plunkett, Mara Simmons (Liaisons)</b></li> <li>• Written and Oral Testing <b>LASS Staff</b></li> <li>• Partnering with Mentors (<i>Liaisons</i>)</li> </ul>
6:00 – 7:30 p.m.	<p><b>Meet and Greet Reception</b> <i>Location: Garden</i></p>

# DAY 2

Monday, May 18<sup>th</sup>

All sessions will be held in the Palace Ballroom, unless otherwise indicated.

8:00 a.m. – 5:00 p.m.	<b>Registration for Conference Attendees and Exhibitors</b> (Exhibitors available for visiting from 12:00 p.m. - 5:00 p.m.) <i>Location: Foyer</i>
8:30 a.m.	<b>Breakfast</b> <i>Location: Buffet in Mezzanine Room; seating in Palace Ballroom</i>
9:00 – 9:30 a.m.	<b>Welcome, Introductions, and Opening Remarks</b>  <i>Hon. Patricia Griffin, Chair, Language Access Advisory Committee</i> <i>Artie Pepin, Member, Language Access Advisory Committee</i> <i>Chief Justice Barbara J. Vigil, New Mexico Supreme Court</i>
9:30 – 10:00 a.m.	<b>Keynote Address</b>  <i>Justice Edward L. Chávez, New Mexico Supreme Court</i> <i>Introduction by Artie Pepin</i>
10:00 – 10:15 a.m.	<b>Break</b>
10:15– 12:05 p.m.	<i>* Brief Exhibitor remarks prior to session.</i>  <i>Reintroducing LAAC - Hon. Patricia Griffin, Steve Canterbury, Nancy Dixon, Artie Pepin, Regina Petersen, Tina Vagenas</i>  <i>Liaisons Report - Kelly Mills (OR), James Plunkett (DC), Mara Simmons (AR)</i>  <i>Testing Priorities - Jacquie Ring</i>  <i>Sharepoint and Rating Procedures 101 - Jacquie Ring, Kimberly Brooke, Lauren Roberts</i>  <i>VRI Update - Dr. Tom Clarke</i>

<b>Day 2 – Monday, May 18<sup>th</sup> Cont.</b>	
12:05 p.m.	<b>Presentation of NCSC Distinguished Service Award</b> <i>Presented by the Hon. Patricia Griffin and Steve Canterbury</i>
12:10 – 1:15 p.m.	<b>Lunch on your own</b>
1:15 – 5:00 p.m.	<p><b>Express Lessons (See detailed Express Lessons attachment.)</b> <i>Coordinators: <b>Brenda Aiken, Kelly Mills</b></i></p> <p><b>Training/Development Series</b></p> <p><u>Table 1:</u> Training Plans for Developing Interpreters <b>Carmen Castro-Rojas (CA)</b></p> <p><u>Table 2:</u> Developing Continuing Education for Court Interpreters/Translators <b>Sandra Barrios (ID)</b></p> <p><u>Table 3:</u> Preparing Interpreters for Oral Proficiency Exams <b>Carla Farrell (OR), Kelly Mills (OR)</b></p> <p><u>Table 4:</u> Bilingual Employee Training Program <b>Paula Couselo (NM)</b></p> <p><b>Application Break: 2:45 – 3:10 (Facilitator Kelly Mills)</b></p> <p><b>Management Series</b></p> <p><u>Table 1:</u> Why Candidates Fail <b>Oswaldo Aviles (PA)</b></p> <p><u>Table 2:</u> Using VRI for Courtroom &amp; Customer Service Counters <b>Carol Mitchell (AZ), Yvette Tamamoto (OR)</b></p> <p><u>Table 3:</u> Working with Contract Interpreters <b>Charlene Watkins (VA), Brenda Carrasquillo (NJ)</b></p> <p><u>Table 4:</u> Coordinating/Contracting with Exam Raters: How to do it. <b>Brooke Crozier (NC), Kimberly Brooke (NCSC)</b></p> <p><b>Application Session: 4:40 – 5:00 (Facilitator Kelly Mills)</b></p>
5:15 p.m.	<b>Recess for the day. Dinner plans on your own.</b>

# DAY 3

Tuesday, May 19<sup>th</sup>

All sessions will be held in the Palace Ballroom unless otherwise indicated.

8:30 a.m. – 5:00 p.m.

**Registration for Conference Attendees and Exhibitors  
(Exhibitors available for visiting from 8:30 a.m. – 1:00 p.m.)**

*Location: Foyer*

8:30 – 9:00 a.m.

**Breakfast**

*Location: Buffet in Mezzanine Room; seating in Palace Ballroom.*

9:00 a.m. – 10:10 a.m.

*\* Brief Exhibitor remarks prior to session.*

**Recommendations to Address Requests for Translation of Pleadings**

*Sandra Barrios (ID)*

*Carol Mitchell (AZ)*

*James Plunkett (DC)*

**SJI Update**

*Jonathan Mattiello, State Justice Institute, Executive Director*

10:15 – 11:50 (will include break)

**Succession Planning for Program Managers**

**I. Foundational Presentation**

*Deborah Mason, NCSC HR Director*

*Michele Oken, National Association for Court Management (NACM), President*

**II. Break Out Session**

**III. Presentation of Results and Discussion**

11:50 – 12:00 p.m.

**Brief Exhibitor Remarks**

<b>DAY 3 - Tuesday, May 19<sup>th</sup> Cont.</b>	
12:00 – 1:00 p.m.	<b>Lunch provided by NCSC</b> <b>Location: Palace Ballroom</b>
1:00 – 1:50	<b>An Attorney, an Interpreter and a Non-English Speaker Walk into a Bar...</b>  <b>Hon. Paul Van Grunsven, Milwaukee County Circuit Court (WI)</b> <b>Carmel Capati (WI)</b>
2:00 – 5:15	<b>Professional Development Plenary Session/Workshop</b>  <b><i>The Neuroscience of Decision-Making</i></b>  <i>Introduction by Brenda Aiken (AK)</i>  <b>Kimberly Papillon, Judicial Professor, Lecturer on Neuroscience, Decision-Making and the Law</b>  <i>Two Breaks will be included.</i>
5:15 p.m.	<b>Recess for the day.</b>
6:00 p.m. (Part I)	<b>Evening of Fun</b> <b>Part I: Dinner</b>  <b>Location: Eloisa Restaurant in the Drury Hotel</b>  <b>(With reservations and own payment.)</b>
8:00 p.m.-11:00 p.m. (Part II)	<b>Evening of Fun</b> <b>Part II: Flamenco Dancing and Music</b>  Flamenco dance performance followed by guitar playing and singing with your peers.  <b>Location: Lamey Room</b>  <b>(Open to everyone – no advanced notice or reservations needed.)</b>

# DAY 4

Wednesday, May 20<sup>th</sup>

All sessions will be held in the Palace Ballroom, unless otherwise indicated.

8:00 – 8:30 a.m.	<b>Breakfast</b> <i>Location: Buffet in Mezzanine Room; seating in Palace Ballroom</i>
8:30 – 9:05 a.m.	<b>Multi-state Court Interpreter Orientation Downloadable Program</b>  <i>Paula Couselo (NM)</i>  <i>Charlene Watkins (VA)</i>  <i>Stacey Westra (MI)</i>
9:10 – 9:50 a.m.	<b>Collaborating Across State Borders</b>  <i>Mara Simmons (AR)</i>  <i>Richard Williams (LA)</i>  <i>Ta'Shia Gordon (MS)</i>  <i>Debra Charles (OK)</i>
9:55 – 12:00 p.m.	<b>Legal Snapshots:</b>  <b>ADA Testing Accommodations</b>  <i>Roger Robb, New Mexico Commission for Deaf and Hard of Hearing, Training and Development Coordinator</i>  <i>Lisa Dignan, M.Ed., CI and CT, New Mexico Commission for Deaf and Hard of Hearing, Director of Communication Access and Development</i>  <b>Contract Law for Program Managers</b>  <i>Paul Kippert, New Mexico Department of Finance and Administration, Assistant General Counsel</i>
12:00 – 1:30 p.m.	<b>Lunch on your own</b>
1:30 – 5:00 p.m.	<b>Proctor Training/Oral Exam Test Administration</b>  <i>LASS Staff</i>  <i>Brooke Crozier (NC)</i>
5:00 p.m.	<b>Adjournment</b>

**Express Lessons Coordinators:**

Brenda Aiken (AK)

Kelly Mills (OR)

**Express Lessons**  
**Monday, May 18, 2015**  
**1:15-5:00 p.m.**

**TRAINING/DEVELOPMENT SERIES**

Express Lesson	Description	Presenter	Time
Table 1 Training Plans for Developing Interpreters	Training strategies that introduce interpreter candidates to the profession. This session offers key concepts learned by the California court system on training today's candidate and yesterday's candidate.	Carmen Castro-Rojas (CA)	1:15-1:45 1:45-2:15 2:15-2:45
Table 2 Developing Continuing Education for Court Interpreters/Translators	A discussion of key components of a continuing education program including individualized study plans and resources for improving skills.	Sandra Barrios (ID)	1:15-1:45 1:45-2:15 2:15-2:45
Table 3 Preparing Interpreters for Oral Proficiency Exams	Successful strategies used to assist interpreters in passing the oral exam.	Carla Farrell (OR) Kelly Mills (OR)	1:15-1:45 1:45-2:15 2:15-2:45
Table 4 Bilingual Employee Training Program	The presenter demonstrates the NCSC/NM designed program for training bilingual employees. This program is a collaborative effort between state courts, the New Mexico Judiciary and the National Center for State Courts. The program is available to program managers.	Paula Couselo (NM)	1:15-1:45 1:45-2:15 2:15-2:45

**Application Session 2:45-3:10 (Facilitator: Kelly Mills)****Participants return to their tables to share lessons learned and application to state programs.**

**Express Lessons Coordinators:**

Brenda Aiken (AK)

Kelly Mills (OR)

**Management Series**

Express Lesson	Description	Presenter	Time
Table 1 Why Candidates Fail	This session discusses information prepared by the NCSC as to the common errors made by the interpreters on the oral exams. The presenter also shares lessons learned from their state's program. This may have implications for advising interpreters about exam preparation.	Oswaldo Aviles (PA)	3:10-3:40 3:40-4:10 4:10-4:40
Table 2 Using VRI for Courtroom & Customer Service Counters	This session provides tools and tips learned and standards developed for providing service using VRI in courtroom settings and at customer service counters.	Carol Mitchell (AZ) Yvette Tamamoto (OR)	3:10-3:40 3:40-4:10 4:10-4:40
Table 3 Working with Contract Interpreters	This session addresses: What should the court's contract provisions be? What areas to address in the contract—travel, per diem, cancellation fees, ethical violations, etc.	Charlene Watkins (VA) Brenda Carrasquillo (NJ)	3:10-3:40 3:40-4:10 4:10-4:40
Table 4 Coordinating/Contracting with Exam Raters: How to do it.	Tips and tools presented to successfully coordinate contracts with NCSC approved oral exam raters. Sample contracts will be available.	Brooke Crozier (NC) Kimberly Brooke (NCSC)	3:10-3:40 3:40-4:10 4:10-4:40

**Application Session 4:40-5:00 (Facilitator: Kelly Mills)****Participants return to their tables to share lessons learned and application to state programs.**