

Strategic Plan for Language Access in the California Courts: Implementation Products



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Language Access Plan Implementation Task Force

STRATEGIC PLAN
FOR LANGUAGE ACCESS
IN THE CALIFORNIA COURTS



Overview

- ❖ *Improving language access in California, in 3 steps:*
 - ❖ (1) **Plan** for action
 - ❖ (2) **Implement** in phases
 - ❖ (3) **Monitor** and evaluate

- ❖ *Today we request your support for*
 - *translation documents*
 - *education and training materials*
 - *video remote interpreting (VRI) pilot project*

Examples of Court Progress



LA Superior Court: Gina

- An online avatar for its traffic court services
- Translated into six languages
- Helps 4,000 customers a week handle their traffic citations online



The San Diego, San Mateo and San Bernardino superior courts

- Plan to provide court interpreters in all civil cases



JUDICIAL COUNCIL
OF CALIFORNIA

LANGUAGE ACCESS PLAN
IMPLEMENTATION TASK FORCE

Subcommittee Progress



- **Budget and LAP Monitoring:** \$7M in FY 2016-17 Proposed Budget for Court's Civil Expansion Efforts
- **Education & Standards:** New training and educational materials on working with interpreters
- **Translation, Signage & Tools for Courts:** Translation Protocol and a Translation Action Plan
- **Technological Solutions:** RFP concept for VRI pilot project



Goal 4: Provide High Quality Multilingual Translation and Signage

✓ LAP Recommendation #36:

- **Develop a translation protocol** with translator qualifications and a quality control process
- Identify and **prioritize documents for translation**



Goal 4: Provide High Quality Multilingual Translation and Signage



Strategic Plan addresses following key concerns:

- **Reported inconsistencies** in translation quality
- **Access to accurate and effective translation services** is essential
- Translated documents and court signage **should be readily available**
- Branch needs a more efficient **system of sharing translated documents**



Request for Approval: Translation Protocol & Translation Action Plan

Goal 4: Provide High Quality Multilingual Translation and Signage



Translation Protocol

- Translator qualifications
- Quality control processes
- Management and oversight of translations
- Assumes council will later create a standing Translation Advisory Committee, as envisioned by the LAP

Goal 4: Provide High Quality Multilingual Translation and Signage



Translation Action Plan

- Helping courts set priorities for translating documents
- Identifying document formats
- Using technology more efficiently



Goal 6: Provide Judicial Branch Training on Language Access Policies and Procedures

- ✓ LAP Recommendation #50: Provide judicial branch training on language access issues
- ✓ LAP Recommendation #51: Make training resources accessible
- ✓ LAP Recommendation #52: Develop benchcards on language access



Goal 6: Provide Judicial
Branch Training on
Language Access
Policies and
Procedures

“The plan must address training and education . . . to appreciate that the skill of interpreting does not just consist of knowing two languages.”

– Court Interpreter, Sacramento public hearing



Goal 6: Provide
Judicial Branch
Training on
Language Access
Policies and

Judicial & Executive
Education

Leadership &
Court Staff Education



New Educational Tools for Courts



- ✓ **Bench Card: Working with Court Interpreters**
- ✓ **Benchguide Outline**
- ✓ **Training curricula outlines for judicial officers and court staff**

Language Access Toolkit
Resources for the Courts

<http://www.courts.ca.gov/lap-toolkit-courts.htm>

Task Force Strategic Planning



Development Plan for Remaining Materials

- Action items for Phase 2
- Appropriate medium for each product
- Estimated timeframe for development
- Identification of priorities and future funding requests

Questions?

Goal 2: Provide Qualified Language Access Services in All Judicial Proceedings

In order to achieve the goal of universal provision of interpreters in judicial proceedings, the appropriate use of technology must be considered.

✓ LAP Recommendation #16:
The Judicial Council should conduct a VRI pilot project that aligns with the Judicial Branch's Tactical Plan for Technology.

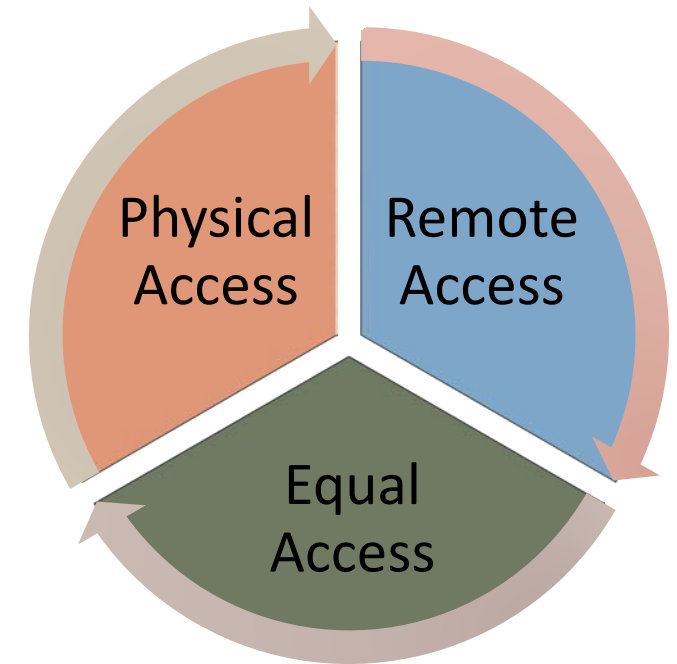
Video Remote Interpreting

Uses technologies to deliver interpreting services to the courtroom from a remote location



Alignment with Branch Goals & Recommendations

- Chief Justice's Access 3D Plan
- *Judicial Branch Tactical Plan for Technology*
- *Strategic Plan for Language Access in the California Courts*
- Department of Justice (DOJ) recommendations



VRI in Use

- Proven technology used in Florida for 7+ years; also in New York, Arizona, and others
- Within California, Fresno Superior Court currently implementing VRI
- Pilot underway by the National Center for State Courts (NCSC) and Conference of State Court Administrators (COSCA)
- Court Interpreters Advisory Panel (CIAP) conducted an American Sign Language (ASL) VRI pilot 2011-2012 that included 6 courts



Clarifications

- The ITAC/LAP VRI pilot will focus on spoken language
- RFP is no cost
- Pilot is NOT meant to remove certified interpreters from the courtroom
- Focus is to increase access to qualified (certified/registered) court interpreters



Increasing access to qualified court interpreters for LEP court users



Purpose of VRI

Leverage resources in appropriate case types or scenarios to:

- Allow use of limited interpreter resources in **expanded case types** beyond criminal
- Allow **broader access** to languages other than Spanish (OTS)
- Allow courts to **share resources**, where appropriate
- **Reduce courtroom delays**
- **Minimize travel expenses**

Over 200
languages are
spoken in the
California courts



Additional benefits of VRI

- Convenience for court users (reduced court appearances)
- Expands language access by allowing more LEP court users to be served, in more areas
- Ability for court interpreters to better manage their time and reduce lengthy and/or uncomfortable travel
- Interpreters able to cover multiple assignments in a shorter period of time

Pilot will partner
with qualified court
interpreters



Pilot Proposal Elements

- Calls for a no-cost court RFP
- Define statewide technical standards, validate programmatic guidelines, and preapprove acceptable vendors
- Engage up to three vendors within 1 or 2 court jurisdictions, for both consecutive and simultaneous interpretation
- Work with California certified and registered interpreters employed by (or contracting with) California courts
- Collect data, determine best practices, promote efficiencies and cost savings, and address and remedy any due process concerns

Pilot will identify
best practices for
court users and
the courts



Pilot Projected Outcomes

Enables us to:

- Quantify costs for implementation and support
- Determine best practices
- Identify cost-effective solution(s) that can be readily implemented by courts – either from existing resources, or from legislative appropriation

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Questions?

The challenge continues...

- **Adequate funding** to ensure civil expansion and other LAP recommendations
- **Supply** of qualified bilingual staff and court interpreters
- **Providing technical assistance** re: web pages, and civil expansion
- **Training and tools for courts** (different regional needs)

And so does the work in 2016...



- **Budget Change Proposal (BCP)** for FY 2017-2018
- **Recruitment strategies** for qualified bilingual staff and court interpreters
- **Engage courts' language access representatives** to provide assistance and promote uniformity among courts
- **Promote use of the Language Access Toolkit**
- **Continue outreach and provide updates** to the Judicial Council