



JUDICIAL COUNCIL OF CALIFORNIA

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REPORT TO THE JUDICIAL COUNCIL

For business meeting on January 15, 2019

Title

Language Access Plan: Language Access Subcommittee

Agenda Item Type

Action Required

Effective Date

March 1, 2019

Rules, Forms, Standards, or Statutes Affected
Not applicable

Date of Report

December 21, 2018

Recommended by

Language Access Plan Implementation Task Force

Contact

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Hon. Mariano-Florentino Cuéllar, Chair

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Hon. Manuel J. Covarrubias, Vice-Chair

Executive Summary

To strengthen the California judiciary's capacity to meet the needs of millions of people with limited English proficiency, the Judicial Council charged the Language Access Plan Implementation Task Force with implementing the *Strategic Plan for Language Access in the California Courts*. This report offers a brief description of progress to date on implementation of the plan and a summary of next steps to ensure its ongoing implementation. The report recommends that the council create a standing Language Access Subcommittee under the Advisory Committee on Providing Access and Fairness to help ensure that the remaining plan recommendations are implemented after the task force sunsets on March 1, 2019.

Recommendation

The Language Access Plan Implementation Task Force recommends that the Judicial Council, effective March 1, 2019, approve the formation of a standing Language Access Subcommittee under the Advisory Committee on Providing Access and Fairness.

Relevant Previous Council Action

In January 2015, following an extensive stakeholder participation process that included public hearings and comment, the Judicial Council adopted the *Strategic Plan for Language Access in the California Courts*.¹ The Language Access Plan (LAP) provides a comprehensive set of 75 recommendations to create a branchwide approach to providing language access services to court users throughout the state while accommodating an individual court's need for flexibility in implementing the LAP recommendations. Some of the most important recommendations include efforts to expand and improve data collection (LAP Recommendation Nos. 1–2, 6–7); expanding court interpreters to all civil proceedings (No. 8); appropriate use of technology to provide access in courtroom proceedings and at counters and self-help centers (Nos. 12–17, 31–32); providing high-quality multilingual translation and signage (Nos. 36–42); ensuring appropriate recruitment and training of language access providers (Nos. 43–49); providing branch education on language access (Nos. 50–52); conducting outreach to communities regarding language access services (Nos. 53–55); and identifying systems, funding, and legislation necessary to support implementation of the plan (Nos. 56–59).

The LAP aims to develop and support a culture in which language access is considered a core court service in every courthouse. In March 2015, in conjunction with the plan's adoption, the Chief Justice formed the Language Access Plan Implementation Task Force to help bring the recommendations of the strategic plan to fruition. As described below, the task force and Judicial Council staff have established ongoing processes to obtain funding and support court efforts to improve and enhance language access for California's 7 million limited-English-proficient (LEP) residents and potential court users.

Since the task force's May 2017 update, relevant reports to the council include the following:

- In August 2017, the council approved a task force request to submit a Budget Change Proposal (BCP) to the Department of Finance seeking fiscal year (FY) 2018–19 funding for key aspects of the LAP.
- In November 2017, the council adopted rules 2.850 and 2.851 of the California Rules of Court to require each superior court to designate a Language Access Representative and adopt a language access services complaint form and complaint procedures. A model complaint form and procedures were created for courts and posted on the [Language Access Toolkit](#) in multiple languages.² Webinar meetings are conducted every other month with the courts' Language Access Representatives to provide updates, discuss questions and issues of common concern, and share best practices.

¹ The *Strategic Plan for Language Access in the California Courts* is available at www.courts.ca.gov/documents/CLASP_report_060514.pdf.

² The model language access services complaint form and translations of the model form are available on the *Language Access Toolkit* at www.courts.ca.gov/33865.htm.

- In January 2018, the council approved sponsoring legislation to amend Government Code section 68560.5 and Code of Civil Procedure section 116.550 to (1) delete an exception stating that interpreters are not required in small claims proceedings; and (2) authorize courts to appoint certified and registered interpreters in small claims proceedings, subject to available resources. Introduced during the 2017–18 legislative cycle, Senate Bill 1155 (Hueso) recently passed and was signed by the Governor on September 27, 2018. The new statute is effective January 1, 2019 (see Attachment B, LAP Recommendation Nos. 71 and 72 of Progress Report).
- In July 2018, the council approved a FY 2019–20 BCP request for additional language access funding, which council staff submitted to the Department of Finance in September 2018.

Analysis/Rationale

The Chief Justice established the Language Access Plan Implementation Task Force in March 2015. Chaired by Supreme Court Justice Mariano-Florentino Cuéllar, with Judge Manuel J. Covarrubias of the Superior Court of Ventura County serving as vice-chair, the task force has a three- to five-year charge (2015–2020) and is overseen by the council’s Executive and Planning Committee.

Over the past four years, task force members and Judicial Council staff have worked diligently to complete as many of the LAP recommendations as possible. The task force has received extensive public input, engaged stakeholders, and researched existing practices. It has closely consulted with other Judicial Council entities with relevant missions. The following reporting offers a snapshot of additional progress in advancing implementation of the LAP recommendations since the May 2017 update to the council:

- **LAP Implementation.** As of November 2018, 39 of 75 LAP recommendations have been completed. An additional 25 LAP recommendations are currently in progress (see Attachments A and B). The remaining recommendations are likely to be ongoing work for the branch (for example, judicial branch education and development of funding requests).
- **Civil Expansion.** Since 2015, courts have continued to make great progress with civil expansion. As of December 2017, a survey conducted earlier this year indicates that 51 of 58 courts are now able to provide court interpreters in all eight civil priority levels that are dictated by statute (Evid. Code, § 756; see also Attachment C). Recent information gathered by the task force regarding each court’s estimated coverage will help the council with funding and other targeted efforts designed to help all 58 courts reach full expansion. Because of the branch’s continuing commitment to language access and support for this expansion of interpreter service in trial courts across the state, the council is seeking increased funding for the interpreter reimbursement fund in the coming year.

- **Language Access Metrics Report.** The task force and staff prepared a *Language Access Metrics Report* similar to the 2017 report to show current language access data and ongoing progress being made by the courts with LAP implementation (see Attachment D). The report includes current regional language needs regarding court interpreters, annual interpreter usage data, and other metrics. This is one of a series of metrics and data updates that staff expect to circulate on an ongoing basis.
- **Survey of Trial Courts.** In March 2018, as a follow-up to the 2016 and 2017 surveys, the Judicial Council’s Language Access Services Unit surveyed all 58 superior courts regarding language access services (a survey report will be published in December 2018). Moving forward, Judicial Council staff anticipate that they will annually conduct the language access survey to assist with ongoing monitoring of LAP implementation and to identify court needs and best practices.
- **Community Outreach.** In April 2018, the task force held its fourth community outreach meeting in Sacramento. Language access stakeholders—including judicial officers, court interpreters, court staff, and Language Access Representatives—attended and discussed such topics as the status of civil expansion, strategies to recruit and retain qualified court interpreters and bilingual staff, and the video remote interpreting (VRI) pilot project (see below).
- **Video Remote Interpreting.** In 2018, the task force completed a VRI Pilot Project in three courts (the Superior Courts of Merced, Sacramento, and Ventura Counties) to determine, among other objectives, whether appropriate use of VRI will increase court user access to qualified (certified and registered) interpreters. The VRI Pilot is now being evaluated by San Diego State University Research Foundation, a third-party, independent evaluator. The task force anticipates that it will develop a Judicial Council report for the March 2019 meeting with VRI findings and recommendations, including any need to update the LAP’s VRI programmatic guidelines and to establish minimum technical VRI guidelines for the courts.
- **Draft Rule 1.300.** The task force developed a draft rule of court and related forms that will provide clear guidance on the provision of language assistance in court-ordered programs and services. Following approval by RUPRO to circulate, the draft rule and related forms are now out for public comment until February 12, 2019.
- **Recruitment and Professional Development of Court Interpreters.** The task force and staff are working closely with the Court Interpreters Program to identify regional language needs, develop a more robust statewide recruitment initiative, and support trainings to help near passers of the interpreting exam. Recruitment of qualified court interpreters and bilingual staff will be an ongoing responsibility for the judicial branch.
- **Complaint Process.** Rule 2.851 became effective January 1, 2018. Under the provisions of the rule, each superior court must establish a language access services complaint form

and related procedures to respond to language access services complaints that relate to staff or court interpreters, or to local translations. Language Access Services staff are conducting ongoing training with the Language Access Representatives to ensure that courts implement rule 2.851 by December 31, 2018.

On December 17, 2018, the task force approved a proposed Language Access Subcommittee under the Advisory Committee on Providing Access and Fairness, effective March 1, 2019. The new subcommittee will help ensure that the remaining LAP recommendations are implemented after the task force sunsets, and that the overarching ongoing goal of the LAP, access to justice for all court users, especially for LEP court users, is maintained.

Fiscal and Operational Impacts

For FY 2018–19, the 2018 Budget Act includes a one-time \$4 million augmentation to the Court Interpreter Reimbursement Fund and an additional \$4 million ongoing for expansion of other language access items. This funding includes monies for many language access projects that have been previously advocated for by the council, including monies for signage, training, Judicial Council staffing, and non-VRI language access technology.

The council recently submitted to the Department of Finance for FY 2019–20 a Language Access BCP that focuses on improving the stability of the Court Interpreter Reimbursement Fund. Commencing in 2019, as needed, work to develop future Language Access BCPs for council review and to oversee overall LAP implementation will be undertaken by the Advisory Committee on Providing Access and Fairness, which will report and provide updates to the council on various language access initiatives.

Attachments

1. Attachment A: Summary of LAP Recommendation Status (November 2018)
2. Attachment B: LAP Interim Progress Report for December 6, 2018
3. Attachment C: Court Progress in Providing Interpreters in Civil Cases, as of 12/31/2017 (July 2018)
4. Attachment D: July 2018 Language Access Metrics Report

Attachment A

Language Access Plan Implementation Task Force: LAP Recommendation Status (November 2018)

Budget and LAP Monitoring Subcommittee

Chair: Judge Steven K. Austin

Judicial Council Staff: Mr. Douglas G. Denton and Ms. Elizabeth Tam-Helmuth

Number of assigned LAP recommendations (24): Nos. 6–8, 10, 20–21, 25, 49, 53–63, 67–68, 71–72, 74

Completed (11 recommendations)

No. 6 (expansion of language services cost reporting)*; No. 7 (review of other data beyond the U.S. Census); Nos. 20–21 (regional coordination and calendaring recommendations); No. 25 (designation of language access office or representative); No. 49 (recruitment strategies for language access providers); No. 57 (use of data for funding requests); No. 61 (compliance and monitoring system); No. 67 (adoption of plan by the California Courts of Appeal and California Supreme Court); Nos. 71–72 (legislation regarding small claims proceedings)

Likely to be completed by March 2019 (3 recommendations)

No. 60 (Language Access Implementation Task Force); Nos. 62–63 (establish complaint processes)

In progress (4 recommendations)

Nos. 53–55 (community outreach efforts); No. 74 (evaluation of Trial Court Interpreter Employment and Labor Relations Act)

Long-term or ongoing for branch (6 recommendations)

No. 8 (expansion of court interpreters to all civil proceedings); No. 10 (provision of qualified interpreters in all court-ordered/court operated proceedings); Nos. 56, 58 and 59 (funding); No. 68 (updates to rules and statutes)

*The task force and Judicial Council staff will continue to monitor developments to determine whether additional data collection procedures are necessary.

Language Access Plan Implementation Task Force: LAP Recommendation Status (November 2018)

Technological Solutions Subcommittee

Chair: Justice Terence L. Bruiniers

Judicial Council Staff: Ms. Jenny Phu

Number of assigned LAP recommendations (12): Nos. 1–3, 12–17, 31–32, 35

Completed (1 recommendation)

No. 12 (preference for in-person interpreters)

Likely to be completed by March 2019 (4 recommendations)

No. 13 (remote interpreting in the courtroom)

No. 14 (remote interpreting minimum technology requirements)

No. 15 (use of video for remote interpreting)

No. 16 (pilot for video remote interpreting)

In progress (6 recommendations)

No. 1 (language access needs identification)

No. 2 (requests for language services)

No. 3 (protocol for justice partners to communicate language needs)

No. 31 (pilot for remote assistance at counters and in self-help centers)

No. 32 (pilot for remote assistance for workshops)

No. 35 (pilot programs for language access kiosks)

Long-term or ongoing for branch (1 recommendation)

No. 17 (pilot for central pool of remote interpreters)

Language Access Plan Implementation Task Force: LAP Recommendation Status (November 2018)

<p>Translation, Signage and Tools for Courts Subcommittee</p> <p>Cochairs: Justice Laurie D. Zelon and Mr. José H. Varela Judicial Council Staff: Ms. Diana Glick</p>
<p>Number of assigned LAP recommendations (18): Nos. 4–5, 11, 27, 29–30, 33–34, 36–42, 51, 65–66</p>
<p>Completed (14 recommendations)</p> <p>No. 4 (mechanisms for LEP court users to self-identify); No. 5 (information for court users about availability of language access services); No. 27 (provision of language access tools to court personnel); No. 29 (development of protocols for where bilingual staff are not available); No. 36 (establishment of translation protocol)*; No. 37 (statewide multilingual samples and templates); No. 38 (posting of translations on web); No. 39 (signage throughout courthouse); No. 40 (translation of court orders); No. 41 (accessible courthouses); No. 42 (wayfinding strategies); No. 51 (language access resources on intranet); No. 65 (complaints regarding statewide translations); No. 66 (statewide repository of language access resources)</p>
<p>Likely to be completed by December 2018 (1 recommendation)</p> <p>No. 34 (use of bilingual volunteers)</p>
<p>In progress (3 recommendations)</p> <p>Nos. 11 and 33 (consideration of language accessibility of service providers in making court orders); No. 30 (policies that promote sharing of bilingual staff and interpreters among courts). The task force is developing a rule of court that will provide clear guidance on the provision of language assistance in court-ordered programs and services.</p>
<p>Long-term or ongoing for branch (1 recommendation)</p> <p>No. 36 (ongoing translation responsibilities)*</p>

* Recommendation No. 36 includes both the development of a translation protocol, which was completed during Phase I, and ongoing translation responsibilities that will be long-term work for the branch.

Language Access Plan Implementation Task Force: LAP Recommendation Status (November 2018)

<p>Language Access and Education Standards Subcommittee</p> <p>N/A – This subcommittee sunset its work as of March 1, 2018</p>
<p>Number of assigned LAP recommendations (12): Nos. 18–19, 22–24, 26, 44, 46–48, 50, 52</p>
<p>Completed (9 recommendations)</p> <p>No. 19 (verifying credentials of interpreters); Nos. 22–24 (avoid conflict or bias; don’t appoint minors or bilingual staff to interpret); No. 26 (identification of critical points of contact); No. 44 (online orientation for new interpreters); No. 47 (language proficiency standards for bilingual staff); No. 50 (judicial branch training regarding Language Access Plan); No. 52 (benchcards on language access)</p>
<p>Likely to be completed by March 2019 (2 recommendations)</p> <p>No. 46 (training for interpreters on civil cases)*; No. 48 (standards and online training for bilingual staff)</p>
<p>In progress (1 recommendation)</p> <p>No. 46 (training for interpreters on remote interpreting)*</p>
<p>Long-term or ongoing for branch (1 recommendation)</p> <p>No. 18 (creation of multilingual standardized videos)</p>

* Training for interpreters on remote interpreting is being developed in conjunction with the VRI Pilot Project.

Language Access Plan Implementation Task Force: LAP Recommendation Status (November 2018)

Court Interpreters Advisory Panel

Chair: Judge Brian McCabe

Judicial Council Staff: Ms. Claudia Ortega and Ms. Sonia Sierra Wolf

Number of assigned LAP recommendations (9): Nos. 9, 28, 43, 45, 64, 69–70, 73, 75

Completed (4 recommendations)

No. 9 (provisional qualification requirements); No. 43 (standards for qualifications of interpreters); No. 69 (procedures and guidelines for good cause); No. 70 (amend rule of court for appointment of interpreters in civil proceedings)

Likely to be completed by March 2019 (1 recommendation)

No. 64 (complaints regarding court interpreters)

Long-term or ongoing for branch (4 recommendations)

No. 28 (recruitment of bilingual staff); No. 45 (training for prospective interpreters); No. 73 (updating of interpreter-related forms); No. 75 (policy regarding waiver of interpreter)

Attachment B

Language Access Plan Implementation Task Force



JUDICIAL COUNCIL
OF CALIFORNIA
LANGUAGE ACCESS PLAN
IMPLEMENTATION TASK FORCE

Interim Progress Report for December 06, 2018

Number of Phase 1, 2 and 3 Recommendations: 75

Goal 1: Improve Early Identification of and Data Collection on Language Needs

Technological Solutions Subcommittee

Subcommittee Lead Staff: Jenny Phu

Recommendation: 1. Courts will identify the language access needs for each LEP court user, including parties, witnesses, or other persons with a significant interest, at the earliest possible point of contact with the LEP person. The language needs will be clearly and consistently documented in the case management system and/or any other case record or file, as appropriate given a court's existing case information record system, and this capability should be included in any future system upgrades or system development.

Status of Recommendation: Partially implemented

Phase 1

Progress Update: In November 2018, the Language Access Services Unit sent out an interim guidance memorandum for courts on data collection. Technological Solutions Subcommittee (TSS) staff has compiled a matrix for case management system (CMS) functionality for at least one major CMS.

Date of Last Update: 11/26/2018

Goal 1: Improve Early Identification of and Data Collection on Language Needs

Technological Solutions Subcommittee

Subcommittee Lead Staff: Jenny Phu

Recommendation: 2. A court's provision or denial of language services must be tracked in the court's case information system, however appropriate given a court's capabilities. Where current tracking of provision or denial is not possible, courts must make reasonable efforts to modify or update their systems to capture relevant data as soon as feasible.

Status of Recommendation: Partially implemented

Phase 1 and 2

Progress Update: In November 2018, the Language Access Services Unit sent out an interim guidance memorandum for courts on data collection. TSS staff has compiled a matrix for case management system (CMS) functionality for at least one major CMS, and will continue to research the effort to implement such functionality. The TSS will develop an analysis for the new advisory group (TBD) on what steps the branch may need to undertake and address CMS and other technology projects after the Task Force sunsets.

Date of Last Update: 11/26/2018

Goal 1: Improve Early Identification of and Data Collection on Language Needs

Technological Solutions Subcommittee

Subcommittee Lead Staff: Jenny Phu

Recommendation: 3. Courts should establish protocols by which justice partners can indicate to the court that an individual requires a spoken language interpreter at the earliest possible point of contact with the court system.

Status of Recommendation: Partially implemented **Phase 1**

Progress Update: Several courts are using web portals to allow litigants to inform the court in advance if they need an interpreter for civil matters. Form INT-300 is also available for litigants to request an interpreter in civil. Any CMS changes regarding protocols with justice partners are anticipated to be a long-term project for the branch.

Date of Last Update: 11/27/2018

Goal 1: Improve Early Identification of and Data Collection on Language Needs

Translation, Signage and Tools for Courts Subcommittee

Subcommittee Lead Staff: Diana Glick

Recommendation: 4. Courts will establish mechanisms that invite LEP persons to self-identify as needing language access services upon contact with any part of the court system (using, for example, "I speak" cards [see page 49 for a sample card]). In the absence of self-identification, judicial officers and court staff must proactively seek to ascertain a court user's language needs.

Status of Recommendation: Completed **Phase 1**

Progress Update: The subcommittee continues to build the use of "I Speak" cards into all best practices and recommendations developed for courts. The Task Force is working with the National Center for State Courts to build out and maintain the Language Access Toolkit. The "I Speak" cards, along with other resources and tools to help courts ascertain language needs at the earliest point of contact, are on the Toolkit.

Date of Last Update: 9/21/2018

Goal 1: Improve Early Identification of and Data Collection on Language Needs

Translation, Signage and Tools for Courts Subcommittee

Subcommittee Lead Staff: Diana Glick

Recommendation: 5. Courts will inform court users about the availability of language access services at the earliest points of contact between court users and the court. The notice must include, where accurate and appropriate, that language access services are free. Courts should take into account that the need for language access services may occur earlier or later in the court process, so information about language services must be available throughout the duration of a case. Notices should be in English and up to five other languages based on local community needs assessed through collaboration with and information from justice partners, including legal services providers, community-based organizations, and other entities working with LEP populations. Notice must be provided to the public, justice partners, legal services agencies, community-based organizations, and other entities working with LEP populations.

Status of Recommendation: Completed

Phase 1

Progress Update: The Notice of Available Language Access Services was formatted and translated into nine languages. It is now available on the Language Access Toolkit in a single multilingual version and in nine separate files that contain English and each of the nine other languages of translation.

Date of Last Update: 6/7/2017

Goal 1: Improve Early Identification of and Data Collection on Language Needs

Budget and LAP Monitoring Subcommittee

Subcommittee Lead Staff: Douglas Denton and Elizabeth Tam

Recommendation: 6. The Judicial Council and the courts will continue to expand and improve data collection on interpreter services, and expand language services cost reporting to include amounts spent on other language access services and tools such as translations, interpreter or language services coordination, bilingual pay differential for staff, and multilingual signage or technologies. This information is critical in supporting funding requests as the courts expand language access services into civil cases.

Status of Recommendation: Completed

Phase 1

Progress Update: The subcommittee determined that existing trial court data collection systems can be modified to capture the additional information necessary under LAP Recommendation No. 6. The subcommittee will continue to monitor developments to determine whether additional data collection procedures are necessary.

Date of Last Update: 10/7/2016

Goal 1: Improve Early Identification of and Data Collection on Language Needs

Budget and LAP Monitoring Subcommittee

Subcommittee Lead Staff: Douglas Denton and Elizabeth Tam

Recommendation: 7. The Judicial Council and the courts should collect data in order to anticipate the numbers and languages of likely LEP court users. Whenever data is collected, including for these purposes, the courts and the Judicial Council should look at other sources of data beyond the U.S. Census, such as school systems, health departments, county social services, and local community-based agencies.

Status of Recommendation: Completed

Phase 2

Progress Update: The subcommittee evaluated different data sources and made recommendations to the courts about potential data sources to look at beyond the U.S. Census. The data sources document has been posted to the Judicial Resources Network, and will be regularly updated. The Judicial Council will review applicable data sources for development of the 2020 Language Need and Interpreter Use study, a report on language need and interpreter use in the California trial courts that the Legislature requires to be produced every five years under Government Code section 68563.

Date of Last Update: 5/31/2017

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

Budget and LAP Monitoring Subcommittee

Subcommittee Lead Staff: Douglas Denton and Elizabeth Tam

Recommendation: 8. Qualified interpreters must be provided in the California courts to LEP court users in all court proceedings, including civil proceedings as prioritized in Evidence Code section 756 (see Appendix H), and including Family Court Services mediation.

Status of Recommendation: Partially implemented

Phase 1 and 2

Progress Update: As of December 2017, a survey conducted in March 2018 indicates that 51 of 58 courts are now able to provide court interpreters in all eight civil priority levels that are dictated by statute (Evid. Code, § 756). Information gathered by the Task Force regarding each court's estimated coverage will help the council with funding and other targeted efforts designed to help all 58 courts reach full expansion. Because of the branch's continuing commitment to language access and support for this expansion of interpreter service in trial courts across the state, the council is seeking increased funding for the interpreter reimbursement fund in FY 2019-20.

Date of Last Update: 9/21/2018

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

Court Interpreters Advisory Panel Subcommittee

Subcommittee Lead Staff: Anne Marx

Recommendation: 9. Pending amendment of California Rules of Court, rule 2.893, when good cause exists, a noncertified or nonregistered court interpreter may be appointed in a court proceeding in any matter, civil or criminal, only after he or she is determined to be qualified by following the procedures for provisional qualification. These procedures are currently set forth, for criminal and juvenile delinquency matters, in rule 2.893 (and, for civil matters, will be set forth once the existing rule of court is amended). (See Recommendation 50, on training for judicial officers and court staff regarding the provisional qualification procedures, and Recommendation 70, on amending rule 2.893 to include civil cases.)

Status of Recommendation: Completed

Phase 1 and 2

Progress Update: In September 2017, the Judicial Council voted to adopt changes to Rule 2.893 and related forms, and adopted the same process and procedures for provisionally qualifying spoken language interpreters in all case types, not just criminal cases. The changes will be effective January 1, 2018.

Date of Last Update: 10/12/2017

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

Budget and LAP Monitoring Subcommittee

Subcommittee Lead Staff: Douglas Denton and Elizabeth Tam

Recommendation: 10. Beginning immediately, as resources are available, but in any event no later than 2020, courts will provide qualified court interpreters in all court-ordered, court-operated programs, services and events, to all LEP litigants, witnesses, and persons with a significant interest in the case.

Status of Recommendation: Partially implemented

Phase 1, 2, and 3

Progress Update: We will likely request funding to support this expansion effort in a future BCP. Separately, the Task Force is developing a rule of court that will provide clear guidance on the provision of language assistance in court-ordered programs and services. Language Access Services staff also sent out a language access survey to courts in March 2018 (a survey report is due by December 2018). The intent of the survey was to gather additional information to assist the California judiciary and the Task Force with an assessment of current language access needs and the identification of statewide and local language access services provided.

Date of Last Update: 11/26/2018

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

Translation, Signage and Tools for Courts Subcommittee

Subcommittee Lead Staff: Diana Glick

Recommendation: 11. An LEP individual should not be ordered to participate in a court-ordered program if that program does not provide appropriate language accessible services. If a judicial officer does not order participation in services due to the program's lack of language capacity, the court should order the litigant to participate in an appropriate alternative program that provides language access services for the LEP court user. In making its findings and orders, the court should inquire if the program provides language access services to ensure the LEP court user's ability to meet the requirements of the court.

Status of Recommendation: Partially implemented **Phase 2**

Progress Update: The Task Force is developing a rule of court that will provide clear guidance on the provision of language assistance in court-ordered programs and services.

Date of Last Update: 8/27/2018

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

Technological Solutions Subcommittee

Subcommittee Lead Staff: Jenny Phu

Recommendation: 12. The use of in-person, certified and registered court interpreters is preferred for court proceedings, but courts may consider the use of remote interpreting where it is appropriate for a particular event. Remote interpreting may only be used if it will allow LEP court users to fully and meaningfully participate in the proceedings.

Status of Recommendation: Completed **Phase 1**

Progress Update: The use of in-person, certified and registered court interpreters is preferred for court proceedings. The Video Remote Interpreting (VRI) Pilot Project, per recommendation 16, will help define and test appropriate uses of remote interpreting, to allow LEP court users to fully and meaningfully participate in court proceedings. Following conclusion of the VRI pilot, findings and recommendations will be developed for the Judicial Council.

Date of Last Update: 6/12/2017

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

Technological Solutions Subcommittee

Subcommittee Lead Staff: Jenny Phu

Recommendation: 13. When using remote interpreting in the courtroom, the court must satisfy, to the extent feasible, the prerequisites, considerations, and guidelines for remote interpreting set forth in Appendix B.

Status of Recommendation: Partially implemented

Phase 1

Progress Update: The VRI Pilot Project concluded on July 31, 2018. The pilot followed the recommendations in the LAP, to the extent possible, including the prerequisites, considerations and guidelines for remote interpreting as set forth in LAP Appendix B. An assessment of the pilot project is being conducted by a third party entity (San Diego State University), and an evaluation report will be submitted in Q4 of 2018. The National Center for State Courts (NCSC) has also been contracted to help the LAPITF to develop minimum technical guidelines for future use of VRI in the courts. Language Access Services and Information Technology will develop a report with findings and recommendations on VRI for the Judicial Council by March 2019.

Date of Last Update: 12/6/2018

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

Technological Solutions Subcommittee

Subcommittee Lead Staff: Jenny Phu

Recommendation: 14. The Implementation Task Force will establish minimum technology requirements for remote interpreting which will be updated on an ongoing basis and which will include minimum requirements for both simultaneous and consecutive interpreting.

Status of Recommendation: Partially implemented

Phase 1

Progress Update: The VRI Pilot Project concluded on July 31, 2018. As mentioned in Recommendation 13, an assessment of the project is being conducted by a third party entity (San Diego State University), and an evaluation report will be submitted in Q4 of 2018. The NCSC has also been contracted to help the LAPITF develop minimum technical guidelines for future use of VRI in the courts. Language Access Services and Information Technology will develop a report with findings and recommendations on VRI for the Judicial Council by March 2019.

Date of Last Update: 12/6/2018

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

Technological Solutions Subcommittee

Subcommittee Lead Staff: Jenny Phu

Recommendation: 15. Courts using remote interpreting should strive to provide video, used in conjunction with enhanced audio equipment, for courtroom interpretations, rather than relying on telephonic interpreting.

Status of Recommendation: Partially implemented

Phase 1

Progress Update: The VRI Pilot Project concluded on July 31, 2018, and included video remote interpreting with enhanced video and audio equipment for courtroom interpretations. An evaluation report will be submitted by a third party evaluator (San Diego State University) in Q4 of 2018, and the NCSC is also helping the LAPITF to develop minimum technical guidelines for VRI. Language Access Services and Information Technology will develop a report with findings and recommendations on VRI for the Judicial Council by March 2019.

Date of Last Update: 12/6/2018

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

Technological Solutions Subcommittee

Subcommittee Lead Staff: Jenny Phu

Recommendation: 16. The Judicial Council should conduct a pilot project, in alignment with the Judicial Branch's Tactical Plan for Technology 2014-2016. This pilot should, to the extent possible, collect relevant data on: due process issues, participant satisfaction, whether remote interpreting increases the use of certified and registered interpreters as opposed to provisionally qualified interpreters, the effectiveness of a variety of available technologies (for both consecutive and simultaneous interpretation), and a cost-benefit analysis. The Judicial Council should make clear that this pilot project would not preclude or prevent any court from proceeding on its own to deploy remote interpreting, so long as it allows LEP court users to fully and meaningfully participate in the proceedings.

Status of Recommendation: Partially implemented

Phase 1

Progress Update: The VRI Pilot Project concluded on July 31, 2018. An assessment of the pilot project is being conducted by a third party entity (San Diego State University), and an evaluation report will be submitted in Q4 of 2018. The NCSC has also been contracted to help the LAPITF to develop minimum technical guidelines for future use of VRI in the courts. Language Access Services and Information Technology will develop a report with findings and recommendations on VRI for the Judicial Council by March 2019.

Date of Last Update: 12/6/2018

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

Technological Solutions Subcommittee

Subcommittee Lead Staff: Jenny Phu

Recommendation: 17. In order to maximize the use and availability of California's highly skilled certified and registered interpreters, the Judicial Council should consider creating a pilot program through which certified and registered interpreters would be available to all courts on a short-notice basis to provide remote interpreting services.

Status of Recommendation: Partially implemented **Phase 2**

Progress Update: The VRI Pilot Project concluded on July 31, 2018, which tested the equipment for inter-court operability. Interpreters from one pilot court were able to call into a remote courtroom in a different county. The test for at least one vendor was successful in linking the three pilot courts together; however, there was no additional assessment on the feasibility of sharing a pool of court interpreters at this time.

Date of Last Update: 9/19/2018

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

Language Access Education and Standards Subcommittee

Subcommittee Lead Staff: Mary Ann Koory

Recommendation: 18. The Judicial Council should continue to create multilingual standardized videos for high-volume case types that lend themselves to generalized, not localized, legal information, and provide them to courts in the state's top eight languages and captioned in other languages.

Status of Recommendation: Partially implemented **Phase 1**

Progress Update: The subcommittee created a list of existing Judicial Council self-help videos in English and other languages. Judicial Council staff is exploring creation of additional multilingual videos to assist LEP court users in different languages.

Date of Last Update: 3/11/2018

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

Language Access Education and Standards Subcommittee

Subcommittee Lead Staff: Mary Ann Koory

Recommendation: 19. Effective January 2015, pursuant to Government Code section 68561(g) and (f), judicial officers, in conjunction with court administrative personnel, must ensure that the interpreters being appointed are qualified, properly represent their credentials on the record, and have filed with the court their interpreter oaths. (See Recommendation 50, which discusses training of judicial officers and court staff on these subjects.)

Status of Recommendation: Completed

Phase 1

Progress Update: The Judicial Council, at its June 24, 2016 meeting, adopted a Bench Card: Working with Court Interpreters; a Resource Outline for judicial officers; and training curricula outlines for judicial officers and court staff. These materials expressly address recommendation number 19, and are available to judges, subordinate judicial officers, and court staff on CJER Online. The Bench Card is also handed out at all of CJER's live statewide judicial education programs. In addition, this content is discussed at live judicial education programs. Judicial and court staff education in this area is ongoing.

Date of Last Update: 10/6/2016

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

Budget and LAP Monitoring Subcommittee

Subcommittee Lead Staff: Douglas Denton and Elizabeth Tam

Recommendation: 20. The Judicial Council should expand the existing formal regional coordination system to improve efficiencies in interpreter scheduling for court proceedings and cross-assignments between courts throughout the state. (See Recommendation 30, addressing coordination for bilingual staff and interpreters for non-courtroom events.)

Status of Recommendation: Completed

Phase 2

Progress Update: In August 2017, the NCSC provided the Judicial Council with an internal report that contained findings and recommendations for potential improvements to the regional coordination system for cross-assignment of interpreters. Judicial Council staff will work with courts to review the recommendations and make improvements.

Date of Last Update: 10/27/2017

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

Budget and LAP Monitoring Subcommittee

Subcommittee Lead Staff: Douglas Denton and Elizabeth Tam

Recommendation: 21. Courts should continue to develop methods for using interpreters more efficiently and effectively, including but not limited to calendar coordination. Courts should develop these systems in a way that does not have a chilling effect on LEP court users' access to court services.

Status of Recommendation: Completed

Phase 2

Progress Update: In August 2017, the NCSC provided the Judicial Council with an internal report that contained findings and recommendations on potential methods for using interpreters more efficiently and effectively, including calendar coordination. Judicial Council staff will work with courts to review the recommendations and make improvements to the regional cross-assignment system. At the local court level, courts should ensure that their case calendaring practices do not have a chilling effect on LEP court users' access to court services.

Date of Last Update: 10/27/2017

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

Language Access Education and Standards Subcommittee

Subcommittee Lead Staff: Mary Ann Koory

Recommendation: 22. Absent exigent circumstances, when appointing a noncertified, nonregistered interpreter, courts must not appoint persons with a conflict of interest or bias with respect to the matter.

Status of Recommendation: Completed

Phase 1

Progress Update: The Judicial Council, at its June 24, 2016 meeting, adopted a Bench Card: Working with Court Interpreters; a Resource Outline for judicial officers; and training curricula outlines for judicial officers and court staff. These materials expressly address recommendation number 22, and are available to judges, subordinate judicial officers and court staff on CJER Online. The Bench Card is also handed out at all of CJER's live statewide judicial education programs. Judicial and court staff education in this area is ongoing.

Date of Last Update: 10/6/2016

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

Language Access Education and Standards Subcommittee

Subcommittee Lead Staff: Mary Ann Koory

Recommendation: 23. Minors will not be appointed to interpret in courtroom proceedings nor court-ordered and court-operated activities.

Status of Recommendation: Completed

Phase 1

Progress Update: The Judicial Council, at its June 24, 2016 meeting, adopted a Bench Card: Working with Court Interpreters; a Resource Outline for judicial officers; and training curricula outlines for judicial officers and court staff. These materials expressly address recommendation number 23, and area available to judges, subordinate judicial officers and court staff on CJER Online. The Bench Card is also handed out at all of CJER's live statewide judicial education programs. Judicial and court staff education in this area is ongoing.

Date of Last Update: 10/6/2016

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

Language Access Education and Standards Subcommittee

Subcommittee Lead Staff: Mary Ann Koory

Recommendation: 24. Absent exigent circumstances, courts should avoid appointing bilingual court staff to interpret in courtroom proceedings; if the court does appoint staff, he or she must meet all of the provisional qualification requirements.

Status of Recommendation: Completed

Phase 2

Progress Update: The Judicial Council, at its June 24, 2016 meeting, adopted a Bench Card: Working with Court Interpreters; a Resource Outline for bench officers; and training curricula outlines for judicial officers and court staff. These documents address LAP Recommendation 24 and are available to judges, subordinate judicial officers and court staff on CJER Online. The Bench Card is also handed out at all of CJER's live statewide judicial education programs. Judicial and court staff education in this area is ongoing.

Date of Last Update: 10/6/2016

Goal 3: Provide Language Access Services at All Points of Contact Outside Judicial Proceedings

Budget and LAP Monitoring Subcommittee

Subcommittee Lead Staff: Douglas Denton and Elizabeth Tam

Recommendation: 25. The court in each county will designate an office or person that serves as a language access resource for all court users, as well as court staff and judicial officers. This person or persons should be able to: describe all the services the court provides and what services it does not provide, access and disseminate all of the court's multilingual written information as requested, and help LEP court users and court staff locate court language access resources.

Status of Recommendation: Completed

Phase 1

Progress Update: The subcommittee developed and distributed written guidance for trial court leadership in December 2015 and requested that each court designate a language access office or representative. Each of the 58 courts has designated a language access representative. California Rules of Court, Rule 2.850, effective January 1, 2018, makes clear that the designation of a Language Access Representative is an ongoing requirement for courts. To help support implementation efforts, Judicial Council staff developed a listserv to enable communication to and among the various representatives regarding language access, and bi-monthly (every other month) webinar meetings are now conducted with the Language Access Representatives.

Date of Last Update: 9/21/2018

Goal 3: Provide Language Access Services at All Points of Contact Outside Judicial Proceedings

Language Access Education and Standards Subcommittee

Subcommittee Lead Staff: Mary Ann Koory

Recommendation: 26. Courts should identify which points of contact are most critical for LEP court users, and, whenever possible, should place qualified bilingual staff at these locations. (See Recommendation 47, which discusses possible standards for the appropriate qualification level of bilingual staff at these locations.)

Status of Recommendation: Completed

Phase 1

Progress Update: The subcommittee prepared a Points of Contact document that was approved by the Task Force at its January 30, 2018 meeting. The document is available on the Language Access Toolkit.

Date of Last Update: 2/8/2018

Goal 3: Provide Language Access Services at All Points of Contact Outside Judicial Proceedings

Translation, Signage and Tools for Courts Subcommittee

Subcommittee Lead Staff: Diana Glick

Recommendation: 27. All court staff who engage with the public will have access to language assistance tools, such as translated materials and resources, multi-language glossaries and “I speak” cards, to determine a court user’s native language, direct him or her to the designated location for language services, and/or provide the LEP individual with brochures, instructions, or other information in the appropriate language.

Status of Recommendation: Completed

Phase 2

Progress Update: The Task Force is working with the NCSC to build out and maintain the Language Access Toolkit. The subcommittee worked with LAPITF staff to add recently-developed tools, including the Translation Protocol and the Translation Action Plan. The Notice of Available Language Access Services is available on the Toolkit in a single multi-lingual version and in nine separate files that contain English and each of the nine other languages of translation.

Date of Last Update: 9/19/2018

Goal 3: Provide Language Access Services at All Points of Contact Outside Judicial Proceedings

Budget and LAP Monitoring Subcommittee

Subcommittee Lead Staff: Douglas Denton and Elizabeth Tam

Recommendation: 28. Courts should strive to recruit bilingual staff fluent in the languages most common in that county. In order to increase the bilingual applicant pool, courts should conduct outreach to educational providers in the community, such as local high schools, community colleges, and universities, to promote the career opportunities available to bilingual individuals in the courts.

Status of Recommendation: Partially implemented

Phase 1

Progress Update: Individual courts are recruiting and hiring bilingual staff as needed to support LAP implementation. The NCSC assisted the Task Force and the Court Interpreters Program regarding development of recruitment strategies, which were shared with the public at the Task Force's March 2017 Community Outreach Meeting. Efforts are underway for the Judicial Council to develop a more robust statewide recruitment initiative. Recruitment of qualified bilingual staff will be an ongoing responsibility for the judicial branch.

Date of Last Update: 10/12/2017

Goal 3: Provide Language Access Services at All Points of Contact Outside Judicial Proceedings

Translation, Signage and Tools for Courts Subcommittee

Subcommittee Lead Staff: Diana Glick

Recommendation: 29. Courts will develop written protocols or procedures to ensure LEP court users obtain adequate language access services where bilingual staff are not available. For example, the court's interpreter coordinator could be on call to identify which interpreters or staff are available and appropriate to provide services in the clerk's office or self-help center. Additionally, the use of remote technologies such as telephone access to bilingual staff persons in another location or remote interpreting could be instituted.

Status of Recommendation: Completed **Phase 2**

Progress Update: A protocol and Action Guide for meeting the needs of LEP court users were completed on 6/30/2017 and have been posted to the Language Access Toolkit.

Date of Last Update: 9/20/2017

Goal 3: Provide Language Access Services at All Points of Contact Outside Judicial Proceedings

Translation, Signage and Tools for Courts Subcommittee

Subcommittee Lead Staff: Diana Glick

Recommendation: 30. The Judicial Council should consider adopting policies that promote sharing of bilingual staff and certified and registered court interpreters among courts, using remote technologies, for language assistance outside of court proceedings.

Status of Recommendation: Partially implemented **Phase 2**

Progress Update: At its meeting on January 30, 2018, the Task Force approved the report titled "Technological Options for Providing and Sharing Court Language Access Services Outside the Courtroom" for posting on the Language Access Toolkit. This report provides a survey of remote technology programs and approaches in the California courts and throughout the United States, specifically for the purpose of sharing bilingual employees among courts. The Task Force is developing a rule of court to provide specific guidance regarding language assistance outside of court proceedings.

Date of Last Update: 8/27/2018

Goal 3: Provide Language Access Services at All Points of Contact Outside Judicial Proceedings

Technological Solutions Subcommittee

Subcommittee Lead Staff: Jenny Phu

Recommendation: 31. The courts and the Judicial Council should consider a pilot to implement the use of remote interpreter services for counter help and at self-help centers, incorporating different solutions, including court-paid cloud-based fee-for-service models or a court/centralized bank of bilingual professionals.

Status of Recommendation: Partially implemented **Phase 2**

Progress Update: The Language Access Services Unit is exploring the purchase of equipment and software to test with courts that are willing to pilot language assistance devices outside the courtroom. LAP staff is collaborating with the Stanford Design Lab on a project to allow students and researchers to observe and collect data on the effectiveness of such devices. This project is not meant to be a replacement of interpreter services, and is merely a testing of potential hardware or software that would assist court staff to provide appropriate language assistance outside of the courtroom.

Date of Last Update: 9/21/2018

Goal 3: Provide Language Access Services at All Points of Contact Outside Judicial Proceedings

Technological Solutions Subcommittee

Subcommittee Lead Staff: Jenny Phu

Recommendation: 32. The courts should consider a pilot to implement inter-court, remote attendance at workshops, trainings, or “information nights” conducted in non-English languages using a variety of equipment, including telephone, video-conferencing (WebEx, Skype), or other technologies.

Status of Recommendation: Partially implemented **Phase 2**

Progress Update: The VRI Pilot project concluded on July 31, 2018, which included inter-court testing and review. The equipment during the project was used mainly in the courtroom, but was also set up outside of the courtroom at a clerk's window to assist a LEP court user after a courtroom hearing. Results from the pilot project can help inform us of how to proceed with intercourt interactions for workshops, trainings, etc.

Date of Last Update: 9/19/2018

Goal 3: Provide Language Access Services at All Points of Contact Outside Judicial Proceedings

Translation, Signage and Tools for Courts Subcommittee

Subcommittee Lead Staff: Diana Glick

Recommendation: 33. In matters with LEP court users, courts must determine that court-appointed professionals, such as psychologists, mediators, and guardians, can provide linguistically accessible services before ordering or referring LEP court users to those professionals. Where no such language capability exists, courts should make reasonable efforts to identify or enter into contracts with providers able to offer such language capabilities, either as bilingual professionals who can provide the service directly in another language or via qualified interpreters.

Status of Recommendation: Partially implemented **Phase 2**

Progress Update: The Task Force is developing a rule of court that will provide clear guidance on the provision of language assistance in court-ordered programs and services. The proposal will include an optional form that courts may use to collect information about language services provided by local service providers, programs and services.

Date of Last Update: 8/27/2018

Goal 3: Provide Language Access Services at All Points of Contact Outside Judicial Proceedings

Translation, Signage and Tools for Courts Subcommittee

Subcommittee Lead Staff: Diana Glick

Recommendation: 34. Courts should consider the use of bilingual volunteers to provide language access services at points of contact other than court proceedings, where appropriate. Bilingual volunteers and interns must be properly trained and supervised.

Status of Recommendation: Partially implemented **Phase 1**

Progress Update: A draft version of this document was completed and circulated to LAPITF members in June 2016. Staff will coordinate the best practices and standards contained in this report with the training and standards for bilingual employees to be issued by December 2018.

Date of Last Update: 8/27/2018

Goal 3: Provide Language Access Services at All Points of Contact Outside Judicial Proceedings

Technological Solutions Subcommittee

Subcommittee Lead Staff: Jenny Phu

Recommendation: 35. As an alternative for traditional information dissemination, the Judicial Council should consider creating pilot programs to implement the use of language access kiosks in lobbies or other public waiting areas to provide a variety of information electronically, such as on a computer or tablet platform. This information should be in English and up to five other languages based on local community needs assessed through collaboration with and information from justice partners, including legal services providers, community-based organizations, and other entities working with LEP populations. At a minimum, all such materials should be available in English and Spanish.

Status of Recommendation: Partially implemented

Phase 3

Progress Update: In lieu of a pilot, the TSS would like to gather information from courts (like Riverside) that are implementing multilingual kiosks.

Date of Last Update: 9/11/2018

Goal 4: Provide High Quality Multilingual Translation and Signage

Translation, Signage and Tools for Courts Subcommittee

Subcommittee Lead Staff: Diana Glick

Recommendation: 36. The Judicial Council will create a translation committee to develop and formalize a translation protocol for Judicial Council translations of forms, written materials, and audiovisual tools. The committee should collaborate with interpreter organizations and courts to develop a legal glossary in all certified languages, taking into account regional differences, to maintain consistency in the translation of legal terms. The committee's responsibilities will also include identifying qualifications for translators, and the prioritization, coordination, and oversight of the translation of materials. The qualification of translators should include a requirement to have a court or legal specialization and be accredited by the American Translators Association (ATA), or to have been determined qualified to provide the translations based on experience, education, and references. Once the Judicial Council's translation protocol is established, individual courts should establish similar quality control and translation procedures for local forms, informational materials, recordings, and videos aimed at providing information to the public. Local court website information should use similarly qualified translators. Courts are encouraged to partner with local community organizations to accomplish this recommendation.

Status of Recommendation: Completed

Phase 1

Progress Update: The subcommittee has developed a list of potential translation duties based on the pending elements of Recommendation No. 36. Judicial Council staff will work with the Task Force Chairs regarding long-term implementation of the translation duties in this recommendation.

Date of Last Update: 8/27/2018

Goal 4: Provide High Quality Multilingual Translation and Signage

Translation, Signage and Tools for Courts Subcommittee

Subcommittee Lead Staff: Diana Glick

Recommendation: 37. The Judicial Council staff will work with courts to provide samples and templates of multilingual information for court users that are applicable on a statewide basis and adaptable for local use.

Status of Recommendation: Completed

Phase 1

Progress Update: With the creation of the Language Access Toolkit, the subcommittee has been able to promote and disseminate samples and templates of multilingual information, including signage, forms and information sheets. The Task Force is working with the NCSC to build out and maintain the Language Access Toolkit.

Date of Last Update: 9/19/2018

Goal 4: Provide High Quality Multilingual Translation and Signage

Translation, Signage and Tools for Courts Subcommittee

Subcommittee Lead Staff: Diana Glick

Recommendation: 38. The Judicial Council's staff will post on the California Courts website written translations of forms and informational and educational materials for the public as they become available and will send notice to the courts of their availability so that courts can link to these postings from their own websites.

Status of Recommendation: Completed

Phase 1

Progress Update: Judicial Council staff now has a regular process for communicating with Language Access Representatives via email and with the courts through existing channels (such as Court News Update) when new resources are available and posted on the Judicial Resources Network, the Language Access Toolkit and the California Courts public website.

Date of Last Update: 5/16/2017

Goal 4: Provide High Quality Multilingual Translation and Signage

Translation, Signage and Tools for Courts Subcommittee

Subcommittee Lead Staff: Diana Glick

Recommendation: 39. The staff of the Judicial Council should assist courts by providing plain-language translations of the most common and relevant signs likely to be used in a courthouse, and provide guidance on the use of internationally recognized icons, symbols, and displays to limit the need for text and, therefore, translation. Where more localized signage is required, courts should have all public signs in English and translated in up to five other languages based on local community needs assessed through collaboration with and information from justice partners, including legal services providers, community-based organizations, and other entities working with LEP populations. At a minimum, all such materials should be available in English and Spanish.

Status of Recommendation: Completed

Phase 2

Progress Update: The Glossary of Signage Terms and Icons was completed and posted to the Language Access Toolkit in June 2017. It contains 75 common signage terms and phrases that have been translated into 10 languages. It also contains recommended universal icons for courthouse signage and wayfinding.

Date of Last Update: 9/20/2017

Goal 4: Provide High Quality Multilingual Translation and Signage

Translation, Signage and Tools for Courts Subcommittee

Subcommittee Lead Staff: Diana Glick

Recommendation: 40. Courts will provide sight translation of court orders and should consider providing written translations of those orders to LEP persons when needed. At a minimum, courts should provide the translated version of the relevant Judicial Council form to help litigants compare their specific court order to the translated template form.

Status of Recommendation: Completed

Phase 1

Progress Update: The Judicial Council approved the Translation Action Plan at its meeting in June 2016. The Action Plan contains a priority ranking of documents slated for translation in order to most efficiently use branch resources. The Action Plan also contains recommendations regarding the formatting and dissemination of multilingual resources.

Date of Last Update: 5/16/2017

Goal 4: Provide High Quality Multilingual Translation and Signage

Translation, Signage and Tools for Courts Subcommittee

Subcommittee Lead Staff: Diana Glick

Recommendation: 41. The Judicial Council, partnering with courts, should ensure that new courthouse construction efforts, as well as redesign of existing courthouse space, are undertaken with consideration for making courthouses more easily navigable by all LEP persons.

Status of Recommendation: Completed

Phase 2

Progress Update: The subcommittee collaborated with NCSC on the development of the report, "Wayfinding and Signage Strategies for Language Access in the California Courts: Report and Recommendations," which contains specific recommendations with respect to courthouse design to enhance language access. The report was presented to the LAPITF at their in-person meeting on January 30, 2017 and approved for presentation to the Judicial Council. It was presented to the Judicial Council on May 18, 2017, and has been posted to the Language Access Toolkit.

Date of Last Update: 6/12/2017

Goal 4: Provide High Quality Multilingual Translation and Signage

Translation, Signage and Tools for Courts Subcommittee

Subcommittee Lead Staff: Diana Glick

Recommendation: 42. The Judicial Council's staff will provide information to courts interested in better wayfinding strategies, multilingual (static and dynamic) signage, and other design strategies that focus on assisting LEP court users.

Status of Recommendation: Completed

Phase 2

Progress Update: The subcommittee collaborated with NCSC on the development of the report, "Wayfinding and Signage Strategies for Language Access in the California Courts: Report and Recommendations," which contains specific recommendations with respect to wayfinding strategies and multilingual signage. The report was presented to the Task Force at their in-person meeting on January 30, 2017 and approved for presentation to the Judicial Council. It was presented to the Judicial Council on May 18, 2017, and has been posted to the Language Access Toolkit.

Date of Last Update: 6/12/2017

Goal 5: Expand High Quality Language Access Through the Recruitment and Training of Language Access Providers

Court Interpreters Advisory Panel Subcommittee

Subcommittee Lead Staff: Claudia Ortega

Recommendation: 43. Courts, the Judicial Council, and the Court Interpreters Advisory Panel (CIAP) will ensure that all interpreters providing language access services to limited English proficient court users are qualified and competent. Existing standards for qualifications should remain in effect and will be reviewed regularly by the CIAP.

Status of Recommendation: Completed **Phase 1**

Progress Update: The CIAP's review and update of rule 2.893 and related forms will be effective January 1, 2018. Otherwise, the CIAP will continue its role regarding interpreter standards for qualification.

Date of Last Update: 10/12/2017

Goal 5: Expand High Quality Language Access Through the Recruitment and Training of Language Access Providers

Language Access Education and Standards Subcommittee

Subcommittee Lead Staff: Mary Ann Koory

Recommendation: 44. The online statewide orientation program will continue to be available to facilitate orientation training for new interpreters working in the courts.

Status of Recommendation: Completed **Phase 1**

Progress Update: The online statewide orientation program was updated by the subcommittee and includes a new module on civil cases. The online orientation is available for free on the Court Interpreters Program web page.

Date of Last Update: 9/19/2018

Goal 5: Expand High Quality Language Access Through the Recruitment and Training of Language Access Providers

Language Access Education and Standards Subcommittee

Subcommittee Lead Staff: Mary Ann Koory

Recommendation: 45. The Judicial Council and the courts should work with interpreter organizations and educational providers (including the California community college and state university systems) to examine ways to better prepare prospective interpreters to pass the credentialing examination. These efforts should include:

- Partnering to develop possible exam preparation courses and tests, and
- Creating internship and mentorship opportunities in the courts and in related legal settings (such as work with legal services providers or other legal professionals) to help train and prepare prospective interpreters in all legal areas.

Status of Recommendation: Partially implemented **Phase 1**

Progress Update: The NCSC assisted the Task Force regarding development of potential recommendations to assist near passers of the bilingual interpreting exam. These recommendations were shared with the public at the Task Force's March 2017 Community Outreach Meeting. Monies were included in the Governor's 2017 Budget to help support interpreter training, recruitment efforts and internship opportunities. The Court Interpreters Program will continue to focus on education programs that will assist near passers of the bilingual interpreter exam and to identify and support internship opportunities of prospective interpreters.

Date of Last Update: 10/12/2017

Goal 5: Expand High Quality Language Access Through the Recruitment and Training of Language Access Providers

Language Access Education and Standards Subcommittee

Subcommittee Lead Staff: Mary Ann Koory

Recommendation: 46. The Judicial Council, interpreter organizations, and educational groups should collaborate to create training programs for those who will be interpreting in civil cases and those who will be providing remote interpreting.

Status of Recommendation: Partially implemented **Phase 1**

Progress Update: The NCSC assisted the Task Force regarding development of curriculum for court interpreters working in civil cases. Judicial Council staff will be working in 2018 on how best to develop this training into an online format and then will disseminate it to court interpreters. Training for court interpreters regarding remote interpreting is being developed in conjunction with the VRI Pilot Project.

Date of Last Update: 2/8/2018

Goal 5: Expand High Quality Language Access Through the Recruitment and Training of Language Access Providers

Language Access Education and Standards Subcommittee

Subcommittee Lead Staff: Mary Ann Koory

Recommendation: 47. Courts must ensure that bilingual staff providing information to LEP court users are proficient in the languages in which they communicate. All staff designated as bilingual staff by courts must at a minimum meet standards corresponding to "intermediate mid" as defined under the American Council on the Teaching of Foreign Languages guidelines. (See Appendix F.) The existing Oral Proficiency Exam available through the Judicial Council's Court Language Access Support Program (CLASP) unit may be used by courts to establish foreign-language proficiency of staff. Courts should not rely on self-evaluation by bilingual staff in determining their language proficiency.

Status of Recommendation: Completed

Phase 1

Progress Update: This recommendation does not require further work. Courts should ensure that bilingual staff are proficient in non-English languages and may refer to the Court Interpreters Program webpage for additional information regarding the Oral Proficiency Exam.

Date of Last Update: 10/18/2017

Goal 5: Expand High Quality Language Access Through the Recruitment and Training of Language Access Providers

Language Access Education and Standards Subcommittee

Subcommittee Lead Staff: Mary Ann Koory

Recommendation: 48. Beyond the specified minimum, the Judicial Council staff will work with the courts to (a) identify standards of language proficiency for specific points of public contact within the courthouse, and (b) develop and implement an online training for bilingual staff.

Status of Recommendation: Partially implemented

Phase 1

Progress Update: The subcommittee developed a draft points of contact document with recommended levels of proficiency for specific points of public contact within the courthouse. The document was approved by the Task Force at its January 30, 2018, meeting, and is available on the Language Access Toolkit. The NCSC assisted the subcommittee regarding development of curriculum for bilingual staff. Judicial Council staff will work in 2018 on how best to develop this training into an online format and then will disseminate it to bilingual staff.

Date of Last Update: 3/7/2018

Goal 5: Expand High Quality Language Access Through the Recruitment and Training of Language Access Providers

Budget and LAP Monitoring Subcommittee

Subcommittee Lead Staff: Douglas Denton and Elizabeth Tam

Recommendation: 49. The Judicial Council staff will work with educational providers, community-based organizations, and interpreter organizations to identify recruitment strategies, including consideration of market conditions, to encourage bilingual individuals to pursue the interpreting profession or employment opportunities in the courts as bilingual staff.

Status of Recommendation: Completed

Phase 2

Progress Update: The NCSC assisted the Task Force and the Court Interpreters Program regarding development of recruitment strategies, which were shared with the public at the Task Force's March 2017 Community Outreach Meeting. Efforts are underway for the Judicial Council to develop a more robust statewide recruitment initiative. Recruitment of qualified bilingual staff and court interpreters will be an ongoing responsibility for the judicial branch.

Date of Last Update: 10/12/2017

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

Language Access Education and Standards Subcommittee

Subcommittee Lead Staff: Mary Ann Koory

Recommendation: 50. Judicial officers, including temporary judges, court administrators, and court staff will receive training regarding the judicial branch's language access policies and requirements as delineated in this Language Access Plan, as well as the policies and procedures of their individual courts. Courts should schedule additional training when policies are updated or changed. These trainings should include:

- Optimal methods for managing court proceedings involving interpreters, including an understanding of the mental exertion and concentration required for interpreting, the challenges of interpreter fatigue, the need to control rapid rates of speech and dialogue, and consideration of team interpreting where appropriate;
- The interpreter's ethical duty to clarify issues during interpretation and to report impediments to performance;
- Required procedures for the appointment and use of a provisionally qualified interpreter and for an LEP court user's waiver, if requested, of interpreter services;
- Legal requirements for establishing, on the record, an interpreter's credentials;
- Available technologies and minimum technical and operational standards for providing remote interpreting; and
- Working with LEP court users in a culturally competent manner.

The staff of the Judicial Council will develop curricula for trainings, as well as resource manuals that address all training components, and distribute them to all courts for adaptation to local needs.

Status of Recommendation: Completed

Phase 1

Progress Update: In addition to being accessible on CJER Online, language access educational content for the branch is included in much of the existing education curricula, and judicial and court staff workgroups continue to explore how it can be woven throughout the curricula. Judicial and court staff education in this area is ongoing.

Date of Last Update: 9/26/2016

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

Translation, Signage and Tools for Courts Subcommittee

Subcommittee Lead Staff: Diana Glick

Recommendation: 51. Information on local and statewide language access resources, training and educational components identified throughout this plan, glossaries, signage, and other tools for providing language access should be readily available to all court staff through individual courts' intranets.

Status of Recommendation: Completed

Phase 2 and 3

Progress Update: The promotional plan for the button link for intranet access to the Language Access Toolkit included a presentation to the Language Access Representatives, a written flyer to inform them of the button and share the code, the inclusion of an item on the Language Access Toolkit under the Strategic Planning section, the inclusion of an item on the Judicial Resources Network and advertisement on Court News Update. This work was completed in late Summer 2018.

Date of Last Update: 11/26/2018

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

Language Access Education and Standards Subcommittee

Subcommittee Lead Staff: Mary Ann Koory

Recommendation: 52. Judicial Council staff should develop bench cards that summarize salient language access policies and procedures and available resources to assist bench officers in addressing language issues that arise in the courtroom, including policies related to remote interpreting.

Status of Recommendation: Completed

Phase 1

Progress Update: The Judicial Council, at its June 24, 2016 meeting, adopted a Bench Card: Working with Court Interpreters; a Resource Outline for judicial officers; and training curricula outlines for judicial officers and court staff. These documents address LAP Recommendation 52 and are available to judges, subordinate judicial officers and court staff on CJER Online. The Bench Card is also handed out at all of CJER's live statewide judicial education programs. Judicial and court staff education in this area is ongoing.

Date of Last Update: 10/6/2016

Goal 7: Conduct Outreach to Communities Regarding Language Access Services

Budget and LAP Monitoring Subcommittee

Subcommittee Lead Staff: Douglas Denton and Elizabeth Tam

Recommendation: 53. Courts should strengthen existing relationships and create new relationships with local community-based organizations, including social services providers, legal services organizations, government agencies, and minority bar associations to gather feedback to improve court services for LEP court users and disseminate court information and education throughout the community.

Status of Recommendation: Partially implemented

Phase 3

Progress Update: The Judicial Council anticipates that it will work with a consultant in FY 2018-19 to develop a public outreach campaign (including strategy, multilingual print materials, signs, and recordings).

Date of Last Update: 2/14/2018

Goal 7: Conduct Outreach to Communities Regarding Language Access Services

Budget and LAP Monitoring Subcommittee

Subcommittee Lead Staff: Douglas Denton and Elizabeth Tam

Recommendation: 54. To maximize both access and efficiency, multilingual audio and/or video recordings should be used as part of the outreach efforts by courts to provide important general information and answers to frequently asked questions.

Status of Recommendation: Partially implemented

Phase 3

Progress Update: The Judicial Council anticipates that it will work with a consultant in FY 2018-19 to develop a public outreach campaign (including strategy, multilingual print materials, signs, and recordings).

Date of Last Update: 2/14/2018

Goal 7: Conduct Outreach to Communities Regarding Language Access Services

Budget and LAP Monitoring Subcommittee

Subcommittee Lead Staff: Douglas Denton and Elizabeth Tam

Recommendation: 55. Courts should collaborate with local media and leverage the resources of media outlets, including ethnic media that communicate with their consumers in their language, as a means of disseminating information throughout the community about language access services, the court process, and available court resources.

Status of Recommendation: Partially implemented **Phase 3**

Progress Update: The Judicial Council anticipates that it will work with a consultant in FY 2018-19 to develop a public outreach campaign (including strategy, multilingual print materials, signs, and recordings).

Date of Last Update: 2/14/2018

Goal 8: Identify Systems, Funding, and Legislation Necessary for Plan Implementation

Budget and LAP Monitoring Subcommittee

Subcommittee Lead Staff: Douglas Denton and Elizabeth Tam

Recommendation: 56. The judicial branch will advocate for sufficient funding to provide comprehensive language access services. The funding requests should reflect the incremental phasing-in of the Language Access Plan, and should seek to ensure that requests do not jeopardize funding for other court services or operations.

Status of Recommendation: Partially implemented **Phase 1**

Progress Update: The Task Force developed a language access related BCP for FY 2019-20 and the Judicial Council submitted the BCP to the Department of Finance in September 2018. The subcommittee convened a strategy group to help advance the FY 2019-20 BCP regarding LAP implementation and inform policymakers and stakeholders about its importance. Future BCPs are ongoing.

Date of Last Update: 10/4/2018

Goal 8: Identify Systems, Funding, and Legislation Necessary for Plan Implementation

Budget and LAP Monitoring Subcommittee

Subcommittee Lead Staff: Douglas Denton and Elizabeth Tam

Recommendation: 57. Funding requests for comprehensive language access services should be premised on the best available data that identifies the resources necessary to implement the recommendations of this Language Access Plan. This may include information being gathered in connection with the recent Judicial Council decision to expand the use of Program 45.45 funds for civil cases where parties are indigent; information being gathered for the 2015 Language Need and Interpreter Use Report; and information that can be extrapolated from the Resource Assessment Study (which looks at court staff workload), as well as other court records (e.g., self-help center records regarding LEP court users).

Status of Recommendation: Completed

Phase 1

Progress Update: The subcommittee determined that existing trial court data collection systems can be modified to capture the additional information that is identified in LAP Recommendation 6. The Judicial Council, in collaboration with trial courts, will continue to improve on data collection. Current data, including CIDCS, Phoenix Financial System, the NCSC survey findings, and tracking the TCTF Program 0150037 (former Program 45.45), provide sufficient information to help support funding requests.

Date of Last Update: 10/12/2017

Goal 8: Identify Systems, Funding, and Legislation Necessary for Plan Implementation

Budget and LAP Monitoring Subcommittee

Subcommittee Lead Staff: Douglas Denton and Elizabeth Tam

Recommendation: 58. Judicial Council staff will pursue appropriate funding opportunities from federal, state, or nonprofit entities, such as the National Center for State Courts, which are particularly suitable for one-time projects, for example, translation of documents or production of videos.

Status of Recommendation: Partially implemented

Phase 1

Progress Update: The subcommittee convened a strategy group to help advance BCPs and inform policymakers and stakeholders about their importance. Future BCPs are ongoing. As part of the Budget Act of 2016, the Legislature appropriated \$25 million for a competitive grant program known as the Court Innovations Grant Program to be administered by the Judicial Council of California. On March 24, 2017, the Judicial Council awarded 53 grants collectively worth more than \$23 million to 29 courts throughout the State. The grants will be used to promote innovation, modernization, and efficiency in California's courts.

Date of Last Update: 9/19/2018

Goal 8: Identify Systems, Funding, and Legislation Necessary for Plan Implementation

Budget and LAP Monitoring Subcommittee

Subcommittee Lead Staff: Douglas Denton and Elizabeth Tam

Recommendation: 59. Courts should pursue appropriate funding opportunities at the national, state, or local level to support the provision of language access services. Courts should seek, for example, one-time or ongoing grants from public interest foundations, state or local bar associations, and federal, state, or local governments.

Status of Recommendation: Partially implemented **Phase 1**

Progress Update: The subcommittee convened a strategy group to help advance the FY 2019-20 BCP regarding LAP implementation and inform policymakers and stakeholders about its importance. Previously, the Task Force prepared and distributed guidance to all 58 Language Access Representatives regarding the Court Innovations Grant program.

Date of Last Update: 10/4/2018

Goal 8: Identify Systems, Funding, and Legislation Necessary for Plan Implementation

Budget and LAP Monitoring Subcommittee

Subcommittee Lead Staff: Douglas Denton and Elizabeth Tam

Recommendation: 60. The Judicial Council will create a Language Access Implementation Task Force (name TBD) to develop an implementation plan for presentation to the council. The Implementation Task Force membership should include representatives of the key stakeholders in the provision of language access services in the courts, including, but not limited to, judicial officers, court administrators, court interpreters, legal services providers, and attorneys that commonly work with LEP court users. As part of its charge, the task force will identify the costs associated with implementing the LAP recommendations. The Implementation Task Force will coordinate with related advisory groups and Judicial Council staff on implementation, and will have the flexibility to monitor and adjust implementation plans based on feasibility and available resources.

Status of Recommendation: Partially implemented **Phase 1**

Progress Update: LAP Implementation Task Force was formed by the Chief Justice in March 2015. Task Force and court efforts to expand and improve language access for limited English proficient court users are ongoing. The NCSC, in consultation with the subcommittee, developed rough cost estimates regarding implementation of the various recommendations in the LAP, in order to assist with BCP and other funding requests.

Date of Last Update: 9/26/2016

Goal 8: Identify Systems, Funding, and Legislation Necessary for Plan Implementation

Budget and LAP Monitoring Subcommittee

Subcommittee Lead Staff: Douglas Denton and Elizabeth Tam

Recommendation: 61. The Implementation Task Force will establish the necessary systems for monitoring compliance with this Language Access Plan. This will include oversight of the plan's effects on language access statewide and at the individual court level, and assessing the need for ongoing adjustments and improvements to the plan.

Status of Recommendation: Completed

Phase 1

Progress Update: The Judicial Council has developed a LAP Monitoring Database to provide regular progress reports regarding the implementation status of the LAP recommendations. The progress reports are available on the Task Force's web page (<http://www.courts.ca.gov/LAP.htm>).

Date of Last Update: 6/1/2017

Goal 8: Identify Systems, Funding, and Legislation Necessary for Plan Implementation

Budget and LAP Monitoring Subcommittee

Subcommittee Lead Staff: Douglas Denton and Elizabeth Tam

Recommendation: 62. The Implementation Task Force will develop a single form, available statewide, on which to register a complaint about the provision of, or the failure to provide, language access. This form should be as simple, streamlined, and user-friendly as possible. The form will be available in both hard copy at the courthouse and online, and will be capable of being completed electronically or downloaded for printing and completion in writing. The complaints will also serve as a mechanism to monitor concerns related to language access at the local or statewide level. The form should be used as part of multiple processes identified in the following recommendations of this plan.

Status of Recommendation: Partially implemented

Phase 1

Progress Update: The Task Force developed a packet with a model complaint form and procedures, which is available on the Language Access Toolkit. Individual courts may choose to develop their local complaint form and process based on the materials contained in the model packet. California Rules of Court, Rule 2.851, became effective January 1, 2018. Under the provisions of Rule 2.851, each superior court must establish a language access services complaint form and related procedures to respond to language access services complaints that relate to staff or court interpreters, or to local translations. Courts will have until December 31, 2018, to implement the provisions of the rule. Separately, an online form is available on the Language Access web page for court users who want to submit a complaint regarding the Judicial Council's language access services.

Date of Last Update: 10/4/2018

Goal 8: Identify Systems, Funding, and Legislation Necessary for Plan Implementation

Budget and LAP Monitoring Subcommittee

Subcommittee Lead Staff: Douglas Denton and Elizabeth Tam

Recommendation: 63. Individual courts will develop a process by which LEP court users, their advocates and attorneys, or other interested persons may file a complaint about the court's provision of, or failure to provide, appropriate language access services, including issues related to locally produced translations. Local courts may choose to model their local procedures after those developed as part of the implementation process. Complaints must be filed with the court at issue and reported to the Judicial Council to assist in the ongoing monitoring of the overall implementation and success of the Language Access Plan.

Status of Recommendation: Partially implemented

Phase 1

Progress Update: The Task Force developed a packet with a model complaint form and procedures, which is available on the Language Access Toolkit. The Task Force is partnering with CIAP to sync the model complaint form and complaint rule with CIAP's review of procedures regarding interpreter competency as required by California Rules of Court, Rule 2.891. Following public comment and pending council approval of a new process for court interpreter credential review, CIAP anticipates that the new interpreter review and disciplinary process will become effective January 1, 2019 (TBD).

Date of Last Update: 9/19/2018

Goal 8: Identify Systems, Funding, and Legislation Necessary for Plan Implementation

Court Interpreters Advisory Panel Subcommittee

Subcommittee Lead Staff: Claudia Ortega

Recommendation: 64. The Judicial Council, together with stakeholders, will develop a process by which the quality and accuracy of an interpreter's skills and adherence to ethical requirements can be reviewed. This process will allow for appropriate remedial action, where required, to ensure certified and registered interpreters meet all qualification standards. Development of the process should include determination of whether California Rule of Court 2.891 (regarding periodic review of court interpreter skills and professional conduct) should be amended, repealed, or remain in place. Once the review process is created, information regarding how it can be initiated must be clearly communicated to court staff, judicial officers, attorneys, and in plain language to court users (e.g., LEP persons and justice partners).

Status of Recommendation: Partially implemented

Phase 2

Progress Update: At either the March 2019 or May 2019 council meeting, CIAP will present a proposed rule change and draft procedures concerning the review of a court interpreter's credential status when a complaint is received by the Judicial Council.

Date of Last Update: 11/29/2018

Goal 8: Identify Systems, Funding, and Legislation Necessary for Plan Implementation

Translation, Signage and Tools for Courts Subcommittee

Subcommittee Lead Staff: Diana Glick

Recommendation: 65. The translation committee (as described in Recommendation 36), in consultation with the Implementation Task Force, will develop a process to address complaints about the quality of Judicial Council–approved translations, including translation of Judicial Council forms, the California Courts Online Self-Help Center, and other Judicial Council–issued publications and information.

Status of Recommendation: Completed

Phase 3

Progress Update: An online form is available on the Language Access web page for court users who want to submit a complaint regarding the Judicial Council meetings, forms, or other translations hosted on the California Courts website: www.courts.ca.gov.

Date of Last Update: 9/21/2018

Goal 8: Identify Systems, Funding, and Legislation Necessary for Plan Implementation

Translation, Signage and Tools for Courts Subcommittee

Subcommittee Lead Staff: Diana Glick

Recommendation: 66. The Judicial Council should create a statewide repository of language access resources, whether existing or to be developed, that includes translated materials, audiovisual tools, and other materials identified in this plan in order to assist courts in efforts to expand language access.

Status of Recommendation: Completed

Phase 1

Progress Update: The Task Force is working with the NCSC to build out and maintain the Language Access Toolkit. The subcommittee worked with LAPITF staff to add recently-developed tools, including the Translation Protocol, the Translation Action Plan and the Notice of Available Language Access Services. LAPITF staff also updated the Judicial Resources Network (JRN) language access pages for court staff to make them more responsive to the needs of local courts.

Date of Last Update: 9/19/2018

Goal 8: Identify Systems, Funding, and Legislation Necessary for Plan Implementation

Budget and LAP Monitoring Subcommittee

Subcommittee Lead Staff: Douglas Denton and Elizabeth Tam

Recommendation: 67. The California Courts of Appeal and the Supreme Court of California should discuss and adopt applicable parts of this Language Access Plan with necessary modifications.

Status of Recommendation: Completed **Phase 1**

Progress Update: The subcommittee developed a plan for the adoption and implementation of appropriate LAP recommendations by Courts of Appeal and the Supreme Court, which was presented to the Task Force and approved at its October 17, 2016, meeting. At its May 2017 meeting, the Judicial Council received an informational report on this item with recommendations, including applicable parts of the LAP that should be adopted by the Courts of Appeal and Supreme Court. A supplemental report regarding implementation status will be presented to the council at a future date.

Date of Last Update: 3/7/2018

Goal 8: Identify Systems, Funding, and Legislation Necessary for Plan Implementation

Budget and LAP Monitoring Subcommittee

Subcommittee Lead Staff: Douglas Denton and Elizabeth Tam

Recommendation: 68. To ensure ongoing and effective implementation of the LAP, the Implementation Task Force will evaluate, on an ongoing basis, the need for new statutes or rules or modifications of existing rules and statutes.

Status of Recommendation: Partially implemented **Phase 2 and 3**

Progress Update: The subcommittee is working to identify any additional statutes or rules that may require updating, or any new statutes or rules that may need to be developed.

Date of Last Update: 9/26/2016

Goal 8: Identify Systems, Funding, and Legislation Necessary for Plan Implementation

Court Interpreters Advisory Panel Subcommittee

Subcommittee Lead Staff: Anne Marx

Recommendation: 69. The Judicial Council should establish procedures and guidelines for determining "good cause" to appoint non-credentialed court interpreters in civil matters.

Status of Recommendation: Completed **Phase 1**

Progress Update: In September 2017, the Judicial Council voted to adopt changes to Rule 2.893 and related forms, and it was agreed that no differences will be required in determining "good cause" to appoint non-credentialed court interpreters in juvenile, criminal, or civil matters. The changes will be effective January 1, 2018.

Date of Last Update: 10/13/2017

Goal 8: Identify Systems, Funding, and Legislation Necessary for Plan Implementation

Court Interpreters Advisory Panel Subcommittee

Subcommittee Lead Staff: Anne Marx

Recommendation: 70. The Judicial Council should amend rule of court 2.893 to address the appointment of non-credentialed interpreters in civil proceedings.

Status of Recommendation: Completed **Phase 1**

Progress Update: In September 2017, the Judicial Council voted to adopt changes to Rule 2.893 and related forms. The appointment of non-credentialed interpreters in civil proceedings will use the same process that exists for criminal/juvenile proceedings. The changes will go into effect January 1, 2018.

Date of Last Update: 10/12/2017

Goal 8: Identify Systems, Funding, and Legislation Necessary for Plan Implementation

Budget and LAP Monitoring Subcommittee

Subcommittee Lead Staff: Douglas Denton and Elizabeth Tam

Recommendation: 71. The Judicial Council should sponsor legislation to amend Government Code section 68560.5(a) to include small claims proceedings in the definition of court proceedings for which qualified interpreters must be provided.

Status of Recommendation: Completed **Phase 2**

Progress Update: In January 2018, the Judicial Council sponsored legislation on this recommendation which became Senate Bill 1155. Following amendments by the Legislature, the bill was opposed by the council but approved by the Legislature on August 31, 2018, and was signed by the Governor on September 27, 2018. The bill deletes the provision in Gov. Code section 68560.5(a) that excluded small claims proceedings from the definition of a court proceeding for purposes of the requirement to use certified or registered court interpreters set out in the current statutes that begin with section 68561, and thereby includes small claims cases within those requirements. The new statute is effective January 1, 2019.

Date of Last Update: 11/27/2018

Goal 8: Identify Systems, Funding, and Legislation Necessary for Plan Implementation

Budget and LAP Monitoring Subcommittee

Subcommittee Lead Staff: Douglas Denton and Elizabeth Tam

Recommendation: 72. The Judicial Council should sponsor legislation to amend Code of Civil Procedure section 116.550 dealing with small claims actions to reflect that interpreters in small claims cases should, as with other matters, be certified or registered, or provisionally qualified where a credentialed interpreter is not available.

Status of Recommendation: Completed

Phase 2

Progress Update: In January 2018, the Judicial Council sponsored legislation on this recommendation which became Senate Bill 1155. Following amendments by the Legislature, the bill was opposed by the council but approved by the Legislature on August 31, 2018, and was signed by the Governor on September 27, 2018. Effective January 1, 2019, the bill repeals Code of Civil Procedure section 116.550 in its entirety. The practical effect of deleting section 116.550 accomplishes the intent of Recommendation No. 72, because the change to Gov. Code section 68560.5(a) described above means that interpreters in small claims cases should, as with other civil matters and absent good cause, be certified or registered, or provisionally qualified where a credentialed interpreter is not available.

Date of Last Update: 11/27/2018

Goal 8: Identify Systems, Funding, and Legislation Necessary for Plan Implementation

Court Interpreters Advisory Panel Subcommittee

Subcommittee Lead Staff: Anne Marx

Recommendation: 73. The Judicial Council should update the interpreter-related court forms (INT-100-INFO, INT-110, INT-120, and INT-200) as necessary to be consistent with this plan.

Status of Recommendation: Partially implemented

Phase 2

Progress Update: The Judicial Council has updated INT-100 and INT-110 (See recommendations 9 and 70). The Court Executives Advisory Committee (CEAC) included review of INT-120 on its 2018 Annual Agenda, but it has not yet commenced work on this project.

Date of Last Update: 11/26/2018

Goal 8: Identify Systems, Funding, and Legislation Necessary for Plan Implementation

Budget and LAP Monitoring Subcommittee

Subcommittee Lead Staff: Douglas Denton and Elizabeth Tam

Recommendation: 74. The Implementation Task Force should evaluate existing law, including a study of any negative impacts of the Trial Court Interpreter Employment and Labor Relations Act on the provision of appropriate language access services. The evaluation should include, but not be limited to, whether any modifications should be proposed for existing requirements and limitations on hiring independent contractors beyond a specified number of days.

Status of Recommendation: Partially implemented

Phase 2

Progress Update: The subcommittee commenced work on this recommendation in 2017, and will continue to do so in 2018.

Date of Last Update: 2/14/2018

Goal 8: Identify Systems, Funding, and Legislation Necessary for Plan Implementation

Court Interpreters Advisory Panel Subcommittee

Subcommittee Lead Staff: Claudia Ortega

Recommendation: 75. The Implementation Task Force will develop a policy addressing an LEP court user's request of a waiver of the services of an interpreter. The policy will identify standards to ensure that any waiver is knowing, intelligent, and voluntary; is made after the person has consulted with counsel; and is approved by the appropriate judicial officer, exercising his or her discretion. The policy will address any other factors necessary to ensure the waiver is appropriate, including: determining whether an interpreter is necessary to ensure the waiver is made knowingly; ensuring that the waiver is entered on the record, or in writing if there is no official record of the proceedings; and requiring that a party may request at any time, or the court may make on its own motion, an order vacating the waiver and appointing an interpreter for all further proceedings. The policy shall reflect the expectation that waivers will rarely be invoked in light of access to free interpreter services and the Implementation Task Force will track waiver usage to assist in identifying any necessary changes to policy.

Status of Recommendation: Partially implemented

Phase 1

Progress Update: CIAP included this item as part of its 2018 Annual Agenda, but work has not yet commenced on this recommendation.

Date of Last Update: 9/19/2018

Attachment C

COURT PROGRESS IN PROVIDING INTERPRETERS IN CIVIL CASES

(as of December 31, 2017)

*Strategic Plan Goal: “By 2017, and beginning immediately where resources permit, qualified interpreters will be provided in the California courts to LEP court users in all courtroom proceedings.”**

Effective January 1, 2015, Evidence Code section 756 expanded the case types in which the courts can and should provide interpreters to LEP parties to include civil cases. Section 756 prioritizes case types in the event that a court has insufficient resources to provide interpreters in all civil case types.

Civil Expansion Status, 2015–2017

This bar graph shows the progress of the courts toward providing interpreters under all eight priority levels.[†] Since 2015, courts have made significant progress and are close to full civil expansion.



Expansion into all 8 priority levels (Priorities 1–8)	Expansion into 5 or more priority levels (a subset of Priorities 1–8)	Expansion into 1 to 4 priority levels (a subset of Priorities 1–8)
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- 51 courts** (88% of 58 courts): As of December 31, 2017, 51 of 58 responding courts indicated that they were able to provide interpreters under all eight priorities. The languages provided and the estimated interpreter coverage for each priority vary by court. Recent information gathered regarding each court’s estimated coverage will help the Judicial Council with funding and other targeted efforts designed to help all 58 courts reach full expansion.
- 6 courts** (10.3% of 58 courts): As of December 31, 2017, 6 courts (1 large, 1 medium, 1 small/medium, and 3 small-sized courts) indicated they have expanded into five to seven priority levels.
- 1 court** (1.7% of 58 courts): As of December 31, 2017, 1 large-sized court indicated that it was able to expand into four priority levels.

Evidence Code section 756, Priority Levels of Civil Cases

Priority 1: Domestic violence, civil harassment where fees are waived
(Code Civ. Proc., § 527.6(y)), elder abuse (physical abuse or neglect)

Priority 2: Unlawful detainer

Priority 3: Termination of parental rights

Priority 4: Conservatorship, guardianship

Priority 5: Sole legal or physical custody, visitation

Priority 6: Other elder abuse, other civil harassment

Priority 7: Other family law

Priority 8: Other civil

* Strategic Plan for Language Access in the California Courts, Goal 2.

[†] Dark, medium, and light green represent courts that have expanded into all 8, 5 or more, and 1 to 4 priority levels, respectively.
Gray represents courts that did not respond.

Attachment D

JULY 2018

LANGUAGE ACCESS METRICS REPORT



JUDICIAL COUNCIL
OF CALIFORNIA
LANGUAGE ACCESS PLAN
IMPLEMENTATION TASK FORCE

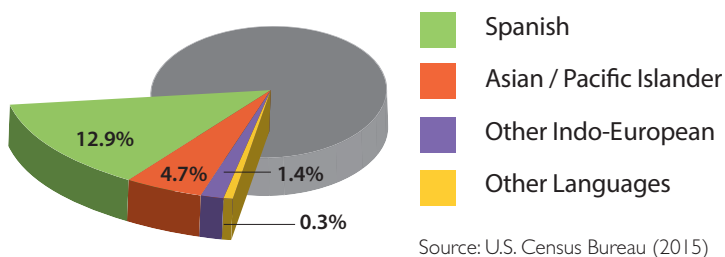
The Language Access Plan (LAP) Implementation Task Force, chaired by California Supreme Court Justice Mariano-Florentino Cuéllar, is currently in its fourth year of implementation of the *Strategic Plan for Language Access in the California Courts*. The LAP's 75 recommendations provide guidance and a consistent statewide approach to ensure language access throughout the courts. Since 2015, the task force has made significant progress in its implementation efforts. This report summarizes California language access data showing statewide efforts to make comprehensive language access a reality in the courts.

Language Access in California

Language access allows limited-English-proficient (LEP) individuals access to a wide range of services. As defined by the U.S. Department of Justice, LEP individuals do not speak English as their primary language and may have a limited ability to read, write, speak, or understand English.

In California, the most diverse state in the country:

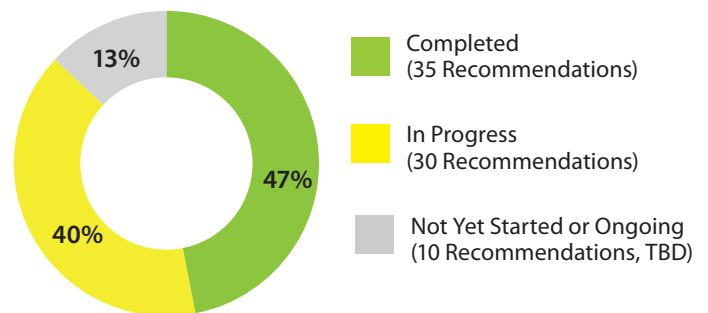
- Over 200 languages are spoken;
- Approximately 44 percent of households speak a language other than English; and
- Nearly 7 million Californians (19 percent) report speaking English "less than very well."



Language Access Implementation

The task force produces regular progress reports to show the implementation status of all 75 LAP recommendations: www.courts.ca.gov/LAP.htm.

LAP Implementation: 35 of 75 LAP Recommendations Completed to Date



2015

January 2015

LAP is adopted by the Judicial Council, and Evidence Code section 756 becomes law (clarifying that courts should provide interpreters in civil matters).

March 2015

LAP Implementation Task Force is formed by Chief Justice Tani G. Cantil-Sakauye.

December 2015

Language Access Toolkit launches on the California Courts website.

2016

January 2016

All 58 courts designate a language access representative (now required under rule 2.850).

2018

2018

Rule 2.851 requires each court to make available a language access services complaint form.

Video Remote Interpreting Pilot Project launches in three courts (Merced, Sacramento, Ventura).

Fiscal Year (FY) 2018–19 budget includes ongoing \$4 million for language access items, including signage.

Civil Expansion

Effective January 1, 2015, Evidence Code section 756 expanded the case types (see table 1) in which the courts can and should provide interpreters to LEP parties to include civil cases. Section 756 prioritizes case types in the event that a court has insufficient resources to provide interpreters in all civil case types.

Table 1: Priority Levels of Civil Cases

Priority 1: Domestic violence, civil harassment where fees are waived (Code Civ. Proc., § 527.6(y)), elder abuse (physical abuse or neglect)

Priority 2: Unlawful detainer

Priority 3: Termination of parental rights

Priority 4: Conservatorship, guardianship

Priority 5: Sole legal or physical custody, visitation

Priority 6: Other elder abuse, other civil harassment

Priority 7: Other family law

Priority 8: Other civil

Over the past three and a half years, the California courts have made significant progress (see table 2) to provide interpreters in civil case types following the priority order dictated by statute.

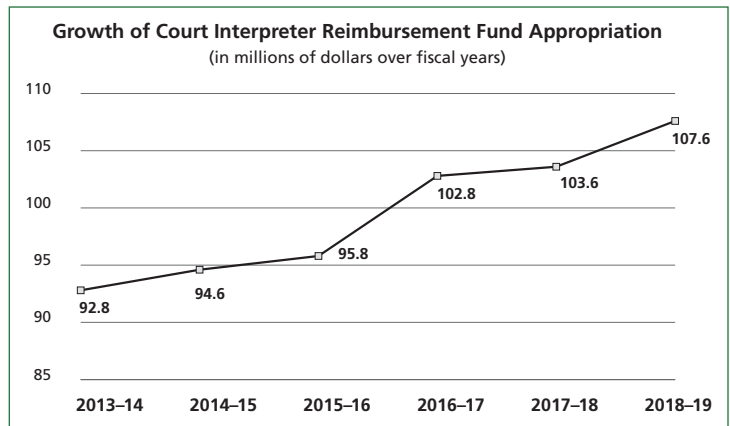
Table 2: Number of Courts Providing Interpreters in Civil Cases

Civil Expansion Status	Sept. 2015	Dec. 2016	Dec. 2017
Expansion into all 8 priority levels (Priority Levels 1–8)	9	47	51*
Expansion into 5 or more priority levels (subset of Priorities 1–8)	28	6	6
Expansion into 1 to 4 levels (subset of Priorities 1–8)	9	3	1
No response	12	2	0

* As of December 2017, 51 of 58 responding courts indicated that they were able to provide interpreters under all eight priorities. The languages provided, and the estimated interpreter coverage for each priority, vary by court. Recent information gathered regarding each court's estimated coverage will help the Judicial Council with funding and other targeted efforts designed to help all 58 courts reach full expansion.

Growth of the Court Interpreter Reimbursement Fund

- In 2016, to support court interpreter expenses and expansion efforts, the Governor and the Legislature included an additional ongoing \$7 million for the expansion of interpreters in civil proceedings.
- For FY 2017–18, the total appropriation for the statewide court interpreter reimbursement fund was \$103,632,000.
- A one-time augmentation of \$4 million for the fund is expected for FY 2018–19 to advance the implementation of the Strategic Plan for Language Access.



- Beginning in 2017, the Phoenix Financial System now collects language access data that is not covered under the Court Interpreter Reimbursement Fund (also known as Trial Court Trust Fund 0150037). This data will allow the Judicial Council to track information on noninterpreter costs, including translations, interpreter or language services coordination (including supervision costs), bilingual pay differentials for bilingual staff, multilingual signage, web and communications, training, and technology and equipment.

Court Interpreter Pool

- Currently, over 1,883 certified and registered court interpreters—by far the largest court interpreter workforce in the nation—are on the Judicial Council's Master List.
- The Master List (www.courts.ca.gov/35273.htm) allows courts and members of the public to search for court-certified, registered, and enrolled interpreters who are in good standing with the Judicial Council.
- Interpreters included on the Master List have passed the required exams and officially applied with the Judicial Council. (Application requirements include submitting an application to the Judicial Council, paying an annual fee of \$100, and taking the online "Interpreter Orientation: Working in the California Courts" course.)

- There are currently 1,697 certified court interpreters and 186 registered court interpreters.

Table 3: Number of Certified Court Interpreters for California's Top 10 Most Frequently Interpreted Spoken Languages (as of June 2018)*

Language [†]	2017	2018	+/-
Spanish	1,373	1,367	-6
Vietnamese	53	55	+2
Korean	60	60	0
Mandarin	66	72	+6
Farsi	1	10	+9
Cantonese	29	28	-1
Russian	39	35	-4
Tagalog	4	4	0
Arabic	8	8	0
Punjabi	3	3	0

* The top 10 spoken languages, ranked in this table, are from the 2015 Language Need and Interpreter Use Study. The Judicial Council will review applicable data sources for development of the 2020 study. The study identifies language need and interpreter use in the California trial courts and is required by the Legislature to be produced every five years under Government Code section 68563.

[†] There are currently 55 American Sign Language interpreters in California.

- Table 4 shows the number of recent passers of the bilingual interpreting exam to qualify as certified or registered interpreters.

Table 4: Recent Passers of the Bilingual Interpreting Exams

Language	2015	2016	2017
Spanish	45	47	56
Vietnamese	3	4	2
Mandarin	2	4	8
Farsi	0	1	9
Cantonese	2	0	1
Russian	2	1	0
Punjabi	1	0	0
Eastern Armenian	1	2	0
Total	56	59	76

Interpreter Usage

The Judicial Council's Language Access Services (LAS) unit prepares interpreter usage reports for the courts.

Consistent with the direction of the Judicial Council, LAS works directly with the courts to collect interpreter usage data in previously mandated case types, domestic violence case types, and the newly expanded civil case types. The reports are based on data entered in the Court Interpreter Data Collection System or provided by courts from their own internal systems.

- There were 1,382,062 statewide interpretations in FY 2015–16.*
- Total interpretations in Spanish were approximately 1.254 million.
- Total other-than-Spanish interpretations were approximately 126,000.
- Some 38.6 percent of the total interpretations took place in Los Angeles County; San Bernardino County had the second most, with 6.8 percent of the total interpretations.
- Although the total number of interpretations decreased statewide, the number of interpretations per filing across all case types actually increased slightly. FY 2014–15 saw 6,832,710 filings with 1,520,878 interpretations, roughly 0.22 interpretations per filing. FY 2015–16 saw 6,209,532 filings with 1,406,784 interpretations for roughly 0.23 interpretations per filing—an increase of just under 2 percent.
- The civil case type saw the largest increase in interpretations per filing, going from 0.06 in FY 2014–15 to 0.10 in FY 2015–16—an increase of roughly 64 percent.

* The statewide court interpreter usage summary for FY 2016–17 is currently being tabulated. Highlights will be included in the next metrics report.

Identified Current Interpreter Needs

In March 2018, the Judicial Council LAS conducted a statewide language access survey of the courts to gather information on current language services provided, trends in local court language needs, and any innovative programs, practices, or strategies used to meet local language access needs. The survey identified the top languages for which recruitment of new certified or registered interpreters is needed from the four court interpreter bargaining regions (see figure below). A survey report will be published by September 2018.

Efforts are underway for the Judicial Council to develop a more robust statewide recruitment initiative to increase the pool of qualified interpreters and bilingual staff and to assist near-passers of the bilingual interpreting exam.



Note: The graphic shows the number of courts, by region, that indicated they need more interpreters in the languages shown.

Web Analytics

Table 5 shows the number of page views to the Court Interpreters Program and Language Access webpages for January 1 to December 31, 2017.

Table 5: Number of Page Views

Webpage	2016	2017
Court Interpreters Program	107,146	296,879
Judicial Council Language Access	12,280	18,830
Judicial Council Language Access Toolkit	3,309	3,817

Resource Links

Judicial Council of California

www.courts.ca.gov

Strategic Plan for Language Access
in the California Courts

www.courts.ca.gov/documents/CLASP_report_060514.pdf

Language Access Plan Implementation Task Force

www.courts.ca.gov/LAP.htm

Language Access

www.courts.ca.gov/languageaccess.htm

Language Access Toolkit

www.courts.ca.gov/lap-toolkit-courts.htm

Court Interpreters Program

www.courts.ca.gov/programs-interpreters.htm

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