



# Judicial Council of California

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## Subject Details (With Text)

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### Title

#### Language Access Plan: Video Remote Interpreting (VRI) Pilot Project and Recommended Guidelines for VRI (Action Required)

### Summary

Pursuant to recommendations in the Judicial Council’s *Strategic Plan for Language Access in the California Courts*, the Language Access Plan Implementation Task Force and Judicial Council staff conducted a six-month pilot project for video remote interpreting (VRI) in 2018. The pilot was evaluated by an independent, third-party evaluator, San Diego State University Research Foundation. The pilot was successful in demonstrating that when properly installed and utilized by trained court interpreters, judges, and other court staff, VRI equipment allows meaningful participation by limited English proficient (LEP) court users and provides a solution to increase access to qualified interpreters. Among its recommendations, the task force recommends that the council approve updated Language Access Plan guidelines for VRI, which now include guidelines for recommended minimum technology requirements, and direct council staff to begin and implement a coordinated VRI program for the judicial branch contingent upon available resources.

### Recommendation

The Language Access Plan Implementation Task Force and Judicial Council Information Technology Advisory Committee make the following recommendations to the Judicial Council:

1. Adopt the updated Language Access Plan guidelines for video remote interpreting (VRI), which now include guidelines for recommended minimum technology requirements (see Attachment A).
2. Direct Judicial Council staff to create Leveraged Procurement Agreements for courts with the two approved VRI vendors that successfully participated in the VRI Pilot Project.
3. Direct Judicial Council staff to begin and implement a coordinated VRI program for the branch in 2019.
4. Direct staff to regularly report on implementation progress of the VRI program to the council, including

any need for refinement of the VRI guidelines, identification of funding needs, and/or development of new rules or forms to support appropriate use of VRI.

**Speakers**

Hon. Mariano-Florentino Cuéllar, Chair, Language Access Plan Implementation  
Task Force

Hon. Samantha P. Jessner, Co-executive Sponsor, VRI Workstream, Information Technology Advisory  
Committee

Mr. David H. Yamasaki, Co-executive Sponsor, VRI Workstream, Information Technology Advisory  
Committee