

# Language Access Plan Implementation Task Force



JUDICIAL COUNCIL  
OF CALIFORNIA  
LANGUAGE ACCESS PLAN  
IMPLEMENTATION TASK FORCE

## Recommendations Progress Report for October 07, 2016

Number of Phase 1 and 2 Recommendations: 70

---

### **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:** A survey was sent to court interpreter coordinators in May to gather information about each court's case management system (CMS). We received insight on various case management systems, their capabilities with respect to tracking language access needs, and possible areas where training on the CMS could be helpful for interpreters or coordinators. Some CMS also have the ability to track scheduling needs for interpreters.

**Date of Last Update:** 9/29/2016

---

### **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:** As with recommendation 1, where possible, the subcommittee has gathered information about each of the courts' case management system capabilities with respect to tracking language needs. Findings have shown that most of the case systems have the ability to track multiple variables, as defined by the courts. This could potentially include the tracking of provision or denial of language services.

**Date of Last Update:** 10/6/2016

---

## **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:** A survey was sent to court interpreter coordinators in May to gather information about each court's CMS. We received insight on various case management systems, their capabilities with respect to tracking language access needs, and possible areas where training on the CMS could be helpful for interpreters or coordinators. Some CMS also have the ability to track scheduling needs for interpreters. The subcommittee will explore and develop appropriate protocols to allow justice partners to indicate to the court that an individual requires a spoken language interpreter.

**Date of Last Update:** 10/6/2016

---

## **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:** Partially implemented **Phase 1**

**Progress Update:** The subcommittee has added "I Speak" cards to the Language Access Toolkit: <http://www.courts.ca.gov/lap-toolkit-courts.htm>. The subcommittee is pursuing a Budget Change Proposal (BCP) to fund the full build-out and ongoing maintenance of the Toolkit. The subcommittee worked with LAPITF staff to add recently-developed tools, including the Translation Protocol and the Translation Action Plan.

**Date of Last Update:** 9/29/2016

---

## **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 multi-lingual version and in nine separate files that contain English and each of the nine other languages of translation.

**Date of Last Update:** 9/8/2016

---

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

### **Budget and LAP Monitoring Subcommittee**

**Subcommittee Lead Staff:** Douglas Denton

**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

**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:** Partially implemented **Phase 2**

**Progress Update:** The subcommittee will evaluate different data sources and make recommendations to the courts about potential data sources to look at beyond the U.S. Census. 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:** 10/7/2016

---

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

### **Budget and LAP Monitoring Subcommittee**

**Subcommittee Lead Staff:** Douglas Denton

**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:** Judicial Council staff posted a graphic, "Court Progress in Providing Interpreters in Civil Cases (as of 9/30/15)," showing the status of civil expansion in all 58 trial courts. The graphic will be updated in Fall/Winter 2016. The Governor's budget for FY 2016-17 includes an additional \$7 million ongoing for trial courts to continue expanding access to interpreters in civil proceedings. Development of future funding requests will be ongoing.

**Date of Last Update:** 9/26/2016

---

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

### **Court Interpreters Advisory Panel Subcommittee**

**Subcommittee Lead Staff:** Catharine Price

**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:** Partially implemented

**Phase 1 and 2**

**Progress Update:** The Court Interpreters Advisory Panel (CIAP)'s Language Access Subcommittee has conducted extensive work on draft changes to the interpreter qualification component (INT-110 and instructions) and corresponding changes to Rule 2.893. It is anticipated this work will be presented to the CIAP on October 20, 2016.

**Date of Last Update:** 10/3/2016

---

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

### **Budget and LAP Monitoring Subcommittee**

**Subcommittee Lead Staff:** Douglas Denton

**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. To support future funding requests and following the 2016 survey, NCSC will conduct a follow up survey with the trial courts in 2017. The intent of the survey will be 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. Results of the 2017 survey will be shared at a future Task Force meeting.

**Date of Last Update:** 9/26/2016

---

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

### **Language Access Education and Standards Subcommittee**

**Subcommittee Lead Staff:** Karene Alvarado

**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 subcommittee determined that it will commence work on this recommendation in 2017.

**Date of Last Update:** 4/25/2016

---

## **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:** Partially implemented **Phase 1**

**Progress Update:** To fulfill the second half of Recommendation 12, where remote interpreting may be used in the courts, the subcommittee is moving forward with a Video Remote Interpreting (VRI) Pilot Project, per Recommendation 16. Please see Recommendation 16 for details and progress.

**Date of Last Update:** 9/29/2016

---

## **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:** Prior to the VRI Pilot Project's Assessment period of vendor equipment, the subcommittee is vetting all vendors for compliance with the minimum technology requirements outlined in Appendix B. Training is a component of the vendors' solutions. The VRI Pilot Project aims to assess the technological and programmatic guidelines set forth in Appendix B, and to refine all minimum requirements.

**Date of Last Update:** 10/5/2016

---

**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:** Minimum technology requirements for remote interpreting will be dependent on the analysis taken from the VRI Pilot Project, per Recommendation 16. Please see Recommendation 16 for details and progress.

**Date of Last Update:** 9/29/2016

---

**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 recommendation to use VRI will depend on the analysis of the VRI Pilot Project, per Recommendation 16. Please see Recommendation 16 for details and progress.

**Date of Last Update:** 10/5/2016

---

## 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 has made significant strides since May: a workstream has been formed, which was the Judicial Council Technology Committee (JCTC) approved, and is part of the Information Technology Advisory Committee's (ITAC) annual agenda; pilot courts have been chosen (Sacramento, Ventura, and Merced Superior Courts); and vendors have responded to a Request For Proposal (RFP) that was posted in August. The VRI project will be evaluated by San Diego State University, a neutral, outside, independent evaluator. The university will collect data during the duration of the Vendor Assessment Period (anticipated to occur January-June 2017).

**Date of Last Update:** 10/5/2016

---

## 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:** In conjunction with Recommendation 16's VRI Pilot Project, vendors who are selected for the pilot have the option of providing their scheduling tools along with the use of their VRI tools. Scheduling tools may provide courts a solution to short-notice needs of interpreters.

**Date of Last Update:** 10/5/2016

---

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

### **Language Access Education and Standards Subcommittee**

**Subcommittee Lead Staff:** Karene Alvarado

**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 is reviewing existing self-help videos and creating an inventory to determine what already exists, and whether and how to incorporate different non-English languages into existing video products.

**Date of Last Update:** 9/26/2016

---

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

### **Language Access Education and Standards Subcommittee**

**Subcommittee Lead Staff:** Karene Alvarado

**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

**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:** Partially implemented **Phase 2**

**Progress Update:** The subcommittee determined that it will commence work on this recommendation in 2017. The NCSC will be assisting the Task Force in this endeavor.

**Date of Last Update:** 9/26/2016

---

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

### **Budget and LAP Monitoring Subcommittee**

**Subcommittee Lead Staff:** Douglas Denton

**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:** Partially implemented **Phase 2**

**Progress Update:** The subcommittee determined that it will commence work on this recommendation in 2017. The NCSC will be assisting the Task Force in this endeavor.

**Date of Last Update:** 9/26/2016

---

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

### **Language Access Education and Standards Subcommittee**

**Subcommittee Lead Staff:** Karene Alvarado

**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:** Karene Alvarado

**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:** Karene Alvarado

**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

**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. To help support implementation efforts, Judicial Council staff developed a listserv to enable communication to and among the various representatives regarding language access.

**Date of Last Update:** 10/3/2016

---

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

**Language Access Education and Standards Subcommittee**

**Subcommittee Lead Staff:** Karene Alvarado

**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:** Partially implemented **Phase 1**

**Progress Update:** The subcommittee will work on this recommendation in 2016-17.

**Date of Last Update:** 9/26/2016

---

**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 subcommittee is pursuing a BCP to fund the full build-out and ongoing maintenance of 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:** 10/3/2016

---

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

**Budget and LAP Monitoring Subcommittee**

**Subcommittee Lead Staff:** Douglas Denton

**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. Efforts are underway for the Judicial Council to develop a statewide recruitment initiative. The NCSC is assisting the Task Force regarding development of recruitment strategies.

**Date of Last Update:** 9/26/2016

---

**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:** Partially implemented **Phase 2**

**Progress Update:** The subcommittee determined that it will commence work on this recommendation in 2017 as part of a series of recommendations related to bilingual court staff.

**Date of Last Update:** 9/8/2016

---

**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:** The subcommittee determined that it will commence work on this recommendation in 2017 as part of a series of recommendations related to bilingual court staff.

**Date of Last Update:** 9/8/2016

---

**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:** During the assessment period of the VRI Pilot Project, per Recommendation 16, analysis of interpreter time and scheduling may help to shape a pilot for interpreter services outside of the courtroom, as outlined in this recommendation.

**Date of Last Update:** 9/29/2016

---

**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, per Recommendation 16, will be piloted in multiple courts. Analysis taken during the assessment period of the pilot project will help to shape a pilot for this recommendation.

**Date of Last Update:** 9/29/2016

---

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

**Language Access Education and Standards Subcommittee**

**Subcommittee Lead Staff:** Karene Alvarado

**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 subcommittee determined that it will commence work on this recommendation in 2017.

**Date of Last Update:** 4/25/2016

---

**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 in June 2016 by the Translation, Signage & Tools for Courts Subcommittee and is currently being reviewed by members of the other subcommittees. We anticipate coordinating the contents of these protocols with additional work to be done in 2016-17 related to bilingual court employees.

**Date of Last Update:** 9/26/2016

---

## **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:** Partially implemented **Phase 1**

**Progress Update:** The Translation Protocol was approved by the Judicial Council at its meeting in June 2016. It has been posted on the Language Access Toolkit. The Subcommittee is developing a concept for a standing Translation Advisory Committee and working to identify the responsibilities and necessary members of such a committee. This work will likely continue into 2017.

**Date of Last Update:** 10/3/2016

---

## **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:** Partially implemented **Phase 1**

**Progress Update:** The subcommittee is pursuing a BCP to fund the full build-out and ongoing maintenance of the Language Access Toolkit. 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. This notice can be customized to indicate local court information regarding how to obtain language access assistance.

**Date of Last Update:** 10/3/2016

---

#### **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:** Partially implemented **Phase 1**

**Progress Update:** The Translation Protocol and Translation Action Plan were approved by the Judicial Council at its June 2016 meeting. The Action Plan contains a priority ranking of documents slated for translation to ensure the most efficient use of branch resources.

**Date of Last Update:** 9/8/2016

---

#### **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:** Partially implemented **Phase 2**

**Progress Update:** The Language Access Toolkit provides a link to multilingual court closure signs for the 2016-2017 court holidays. The LAPITF collaborated with NCSC to develop recommendations for posting LEP plans and other language access information, including information on the availability of interpreters and other assistance, on local court internet websites. This court web guidance is available on the Toolkit.

**Date of Last Update:** 10/3/2016

---

**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:** Partially implemented **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:** 9/26/2016

---

**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:** Partially implemented **Phase 2**

**Progress Update:** The subcommittee is coordinating with the NCSC to arrange for site observation visits to local courts and telephone interviews in Fall/Winter 2016. NCSC will obtain information about current practices relating to building design, signage and wayfinding strategies. This information will be used to develop recommendations and best practices for courts in these areas.

**Date of Last Update:** 10/6/2016

---

**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:** Partially implemented **Phase 2**

**Progress Update:** The subcommittee is coordinating with the NCSC to arrange for site observation visits to local courts and telephone interviews in Fall/Winter 2016. NCSC will obtain information about current practices relating to building design, signage and wayfinding strategies. This information will be used to develop recommendations and best practices for courts in these areas.

**Date of Last Update:** 10/6/2016

---

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

**Court Interpreters Advisory Panel Subcommittee**

**Subcommittee Lead Staff:** Catharine Price

**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 has continued its role regarding interpreter standards for qualification during Phase 1, and will continue to do so.

**Date of Last Update:** 10/3/2016

---

**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:** Karene Alvarado

**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:** Partially implemented **Phase 1**

**Progress Update:** Review of the course outline is to be undertaken in the near future.

**Date of Last Update:** 9/26/2016

---

**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:** Karene Alvarado

**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 is assisting the Task Force regarding potential recommendations to assist near passers of the bilingual interpreting exam. The BCP for 2017-18 includes a request for funding to help support recruitment efforts and internship opportunities.

**Date of Last Update:** 9/26/2016

---

**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:** Karene Alvarado

**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 subcommittee is considering creating a glossary of legal and procedural terms for interpreters in civil, family, juvenile and probate cases for use by interpreters. The subcommittee will work with the Court Interpreters Program staff to determine what civil training programs may already exist and to leverage expertise in this area. The NCSC will also be assisting the Task Force regarding development of and recommendations on appropriate models for new court interpreter training.

**Date of Last Update:** 9/26/2016

---

**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:** Karene Alvarado

**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:** Partially implemented **Phase 1**

**Progress Update:** The subcommittee will be reviewing appropriate standards of language proficiency for bilingual staff in 2017.

**Date of Last Update:** 9/26/2016

---

**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:** Karene Alvarado

**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 will be reviewing appropriate standards of language proficiency for bilingual staff in 2017. The NCSC will be assisting the subcommittee regarding development and recommendations on bilingual staff training.

**Date of Last Update:** 9/26/2016

---

**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

**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:** Partially implemented **Phase 2**

**Progress Update:** The Judicial Council is currently developing a statewide recruitment initiative. The NCSC is assisting the Task Force regarding development of recruitment strategies.

**Date of Last Update:** 9/26/2016

---

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

### **Language Access Education and Standards Subcommittee**

**Subcommittee Lead Staff:** Karene Alvarado

**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:** Partially implemented

**Phase 2 and 3**

**Progress Update:** The subcommittee will commence work on this recommendation in 2017.

**Date of Last Update:** 5/16/2016

---

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

### **Language Access Education and Standards Subcommittee**

**Subcommittee Lead Staff:** Karene Alvarado

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

### **Budget and LAP Monitoring Subcommittee**

**Subcommittee Lead Staff:** Douglas Denton

**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:** A language access-related BCP for FY 2017-18 was submitted to the Department of Finance in September 2016. The subcommittee has convened a strategy group to help advance the FY 2017-18 BCP re LAP implementation and inform policymakers and stakeholders about its importance. Efforts are underway to develop the FY 2018-19 BCP. Future BCPs ongoing.

**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

**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:** 5/16/2016

---

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

### **Budget and LAP Monitoring Subcommittee**

**Subcommittee Lead Staff:** Douglas Denton

**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 has 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. The funds are designated for trial and appellate courts to use for the establishment, operation, administration, and staffing of programs and practices that promote innovations, modernization, and efficiency. Applications from interested courts are due October 31, 2016.

**Date of Last Update:** 10/6/2016

---

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

### **Budget and LAP Monitoring Subcommittee**

**Subcommittee Lead Staff:** Douglas Denton

**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 has convened a strategy group to help advance the FY 2017-18 BCP re LAP implementation and inform policymakers and stakeholders about its importance. The Task Force prepared and distributed guidance to all 58 Language Access Representatives regarding the Court Innovations Grant program.

**Date of Last Update:** 10/3/2016

---

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

### **Budget and LAP Monitoring Subcommittee**

**Subcommittee Lead Staff:** Douglas Denton

**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

**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 quarterly 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:** 5/16/2016

---

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

### **Budget and LAP Monitoring Subcommittee**

**Subcommittee Lead Staff:** Douglas Denton

**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 has 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. A long-term goal is to develop a Rule of Court to make clear that all courts must develop a complaint form and process. Prior to adoption of a rule, courts will be able to use the model form and model procedures to set up their language access complaint process, and allow court users to submit a complaint or make suggestions regarding language access. Separately, an online form will be available to court users who want to submit a complaint regarding the Judicial Council's language access services.

**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

**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 has developed a packet with a model complaint form and procedures, which is available on the Language Access Toolkit. The subcommittee will partner with the Professional Standards and Ethics Subcommittee of CIAP, as appropriate, to sync the model complaint form and process with CIAP's review of interpreter competency as required by California Rules of Court, Rule 2.891.

**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:** Catharine Price

**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:** The CIAP Professional Standards and Ethics Subcommittee has continued work on this recommendation. The NCSC has been engaged to provide consultant support to staff on selected components of the project.

**Date of Last Update:** 10/3/2016

---

**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 subcommittee is pursuing a BCP to fund the full build-out and ongoing maintenance of 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:** 10/3/2016

---

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

**Budget and LAP Monitoring Subcommittee**

**Subcommittee Lead Staff:** Douglas Denton

**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:** Partially implemented **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 will be presented to the Task Force at its October 17, 2016 meeting.

**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

**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:** Catharine Price

**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:** Partially implemented **Phase 1**

**Progress Update:** The CIAP's Language Access Subcommittee has conducted extensive work on draft changes to the interpreter qualification component (INT-110 and instructions) and corresponding changes to Rule 2.893. The subcommittee is currently proposing no differences be required between criminal/juvenile and civil matters with respect to the interpreter qualification component of good cause. It is anticipated this work will be presented to the CIAP on October 20, 2016.

**Date of Last Update:** 10/3/2016

---

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

**Court Interpreters Advisory Panel Subcommittee**

**Subcommittee Lead Staff:** Catharine Price

**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:** Partially implemented **Phase 1**

**Progress Update:** The CIAP's Language Access Subcommittee has conducted extensive work on draft changes to the interpreter qualification component (INT-110 and instructions) and corresponding changes to Rule 2.893. The subcommittee is proposing that there be no difference between criminal/juvenile and civil cases with regard to the interpreter qualification component of good cause. It is anticipated this work will be presented to the CIAP on October 20, 2016.

**Date of Last Update:** 10/3/2016

---

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

**Budget and LAP Monitoring Subcommittee**

**Subcommittee Lead Staff:** Douglas Denton

**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:** Partially implemented **Phase 2**

**Progress Update:** The Task Force approved submission of proposed amendments to Government Code section 68560.5(a) to the Judicial Council's Policy, Coordination and Liaison Committee (PCLC). On April 14, 2016, PCLC approved the proposal to move forward for public comment. The proposal was out for public comment until June 14, 2016. The subcommittee is reviewing public comments in order to prepare a revised proposal.

**Date of Last Update:** 10/6/2016

---

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

**Budget and LAP Monitoring Subcommittee**

**Subcommittee Lead Staff:** Douglas Denton

**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:** Partially implemented **Phase 2**

**Progress Update:** The Task Force approved submission of proposed amendments to Code of Civil Procedure section 116.550 to the Judicial Council's Policy, Coordination and Liaison Committee (PCLC). On April 14, 2016, PCLC approved the proposal to move forward for public comment. The proposal was out for public comment until June 14, 2016. The subcommittee is reviewing public comments in order to prepare a revised proposal.

**Date of Last Update:** 10/7/2016

---

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

**Court Interpreters Advisory Panel Subcommittee**

**Subcommittee Lead Staff:** Catharine Price

**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 CIAP is working to address this recommendation.

**Date of Last Update:** 5/10/2016

---

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

**Budget and LAP Monitoring Subcommittee**

**Subcommittee Lead Staff:** Douglas Denton

**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 will commence work on this recommendation in 2017.

**Date of Last Update:** 5/16/2016

---

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

**Court Interpreters Advisory Panel Subcommittee**

**Subcommittee Lead Staff:** Catharine Price

**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:** The CIAP plans to include this item as part of its 2016 Annual Agenda.

**Date of Last Update:** 10/3/2016

---