

COURT LANGUAGE ACCESS REPORTING FORM

SUMMARY REPORT

AUGUST 2017



JUDICIAL COUNCIL
OF CALIFORNIA

LANGUAGE ACCESS PLAN
IMPLEMENTATION TASK FORCE

COURT LANGUAGE ACCESS REPORTING FORM SUMMARY REPORT

August 2017

In January 2017, the Judicial Council’s Language Access Plan Implementation Task Force sent out the *Court Language Access Reporting Form* (see Appendix A) to all 58 California trial courts to determine the courts’ current provision of court interpreters in all civil matters, as of December 31, 2016. The reporting form also includes questions regarding courts’ provision of other language access services. A total of 56 courts responded to the survey.

The task force is encouraged by the number of responses received and the information conveyed in the completed surveys. In general, these responses indicate that a significant expansion in the availability of interpreters in civil proceedings is underway and that trial courts throughout the state are embracing the Language Access Plan. However, the data reflects self-reported evaluations from local trial courts. Responses depict partial achievement of the branch’s language access goals for the availability of interpreters in civil proceedings and may reflect distinctions in how specific trial courts assess their level of compliance with particular goals. The task force recognizes these limitations and is accounting for them as it further refines plans to continue data collection over time.

This report summarizes the survey instrument’s findings. No answers provided are attributed to an individual court. Instead, this information is reported in aggregate to show ongoing progress made by the courts and to support additional funding requests. Information provided via the reporting form will also help the task force target and provide technical assistance to courts.

Effective January 1, 2015, Evidence Code section 756 expanded the case types in which the courts can and should provide interpreters to limited-English-proficiency (LEP) parties to include civil case types and includes a specific order of case type priority in the event that a court has insufficient resources to provide interpreters in all civil case types. Priority levels are as follows:

- Priority 1: Domestic violence, civil harassment where fees are waived
(Code Civ. Proc., § 527.6(x)), 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 actions or proceedings*

Since 2015, the California courts have made extensive progress with expansion in civil case types. Even with this improvement, the tables in this report show that California courts are still not at full civil expansion, especially in Other Than Spanish (OTS) languages.

Table 1. Number of Courts Providing Interpreters in Civil Cases, as of September 30, 2015, and December 31, 2016

	No. of Courts Providing Interpreters as of September 2015	No. of Courts Providing Interpreters as of December 2016
Expansion into all eight priority levels (Priority Levels 1–8)	9	47*
Expansion into five or more priority levels (subset of Priorities 1–8)	28†	6
Expansion into one to four levels (subset of Priorities 1–8)	9	3
No response	12‡	2

* Of 56 responding courts. 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.

† In 2015, these 28 courts indicated that they provided interpreters in civil case types following the priority order dictated by statute.

‡ In 2015, only one medium-sized court reported that it had not started expansion into civil proceedings (as of Sept. 30, 2015).

Table 2. Number of Courts With Civil Expansion, by Court Size, as of December 31, 2016

	Large (48+ judges)	Medium (16–47 judges)	Small/Medium (6–15 judges)	Small (2–5 judges)	Total No. of Courts (% of 58 courts)
Expansion into all eight priority levels (Priority Levels 1–8)	9	10	14	14	47 (81.0)
Expansion into five or more priority levels (subset of Priorities 1–8)	—	2	1	3	6 (10.3)
Expansion into one to four priority levels (subset of Priorities 1–8)	—	—	—	3	3 (5.2)
No response	—	—	1	1	2 (3.5)

Question 1: Please indicate the civil case types for which your court provides free interpreter services.

Courts were asked to estimate their coverage of court interpreters for the eight priority levels, as provided for in Evidence Code section 756. For example, respondents were asked whether the court can provide 25, 50, 75, or 100 percent interpreter coverage for each of the eight priority levels (see Appendix B for a detailed data summary of question 1 responses, by court size). Table 3 shows what languages the courts can provide, their estimated court interpreter coverage, and the average estimated court interpreter coverage statewide for each of the eight priority levels.

Table 3. Courts’ Provision of Interpreters in Civil Case Types, for Each Priority Level, Including Languages Provided and Estimated Interpreter Coverage

Civil Case Type	No. of Courts Responding to Survey	No. of Courts Providing Languages; Languages Provided	No. of Courts Estimating Interpreter Coverage, by Percentage	Average Estimated Interpreter Coverage (%)*
Priority 1: Domestic Violence	56	46; All languages 7; Spanish	100 = 27 75 = 19 50 = 1 25 = 1 Can’t estimate = 4 Blank = 4	87.5
Priority 1: Civil Harassment Where Fees Are Waived	52	43; All languages 6; Spanish	100 = 21 75 = 18 50 = 4 Can’t estimate = 5 Blank = 4	84.9
Priority 1: Elder Abuse (Physical Abuse or Neglect)	51	45; All languages 6; Spanish	100 = 22 75 = 17 50 = 1 Can’t estimate = 5 Blank = 6	88.1
Priority 2: Unlawful Detainers	53	44; All languages 8; Spanish	100 = 22 75 = 19 50 = 1 25 = 1 Can’t estimate = 6 Blank = 4	86.0
Priority 3: Termination of Parental Rights	53	45; All languages 7; Spanish	100 = 23 75 = 17 50 = 2 Can’t estimate = 6 Blank = 5	87.5

Civil Case Type	No. of Courts Responding to Survey	No. of Courts Providing Languages; Languages Provided	No. of Courts Estimating Interpreter Coverage, by Percentage	Average Estimated Interpreter Coverage (%)*
Priority 4: Conservatorship	52	43; All languages 9; Spanish	100 = 22 75 = 15 50 = 3 25 = 1 Can't estimate = 7 Blank = 4	85.4
Priority 4: Guardianship	53	43; All languages 8; Spanish	100 = 25 75 = 15 50 = 2 25 = 1 Can't estimate = 6 Blank = 4	87.2
Priority 5: Sole Legal or Physical Custody, Visitation	53	43; All languages 8; Spanish	100 = 21 75 = 20 50 = 3 25 = 2 Can't estimate = 3 Blank = 4	82.6
Priority 6: Other Elder Abuse	48	43; All languages 5; Spanish	100 = 20 75 = 16 50 = 2 Can't estimate = 5 Blank = 5	86.8
Priority 6: Other Civil Harassment	51	43; All languages 7; Spanish	100 = 19 75 = 19 50 = 2 Can't estimate = 5 Blank = 6	85.6
Priority 7: Other Family	55	43; All languages 11; Spanish	100 = 19 75 = 19 50 = 6 Can't estimate = 6 Blank = 5	82.4
Priority 8: Small Claims	48	35; All languages 12; Spanish	100 = 21 75 = 15 50 = 3 25 = 1 Can't estimate = 4 Blank = 4	85.0

Civil Case Type	No. of Courts Responding to Survey	No. of Courts Providing Languages; Languages Provided	No. of Courts Estimating Interpreter Coverage, by Percentage	Average Estimated Interpreter Coverage (%)*
Priority 8: Unlimited Civil	48	35; All languages 10; Spanish	100 = 20 75 = 11 50 = 5 Can't estimate = 7 Blank = 5	85.4
Priority 8: Other Civil	49	34; All languages 12; Spanish	100 = 21 75 = 12 50 = 5 25 = 1 Can't estimate = 6 Blank = 4	84.0

* Average estimated interpreter coverage is derived from the estimates provided by the courts, as presented in column four. Because it does not include information from courts that did not provide a coverage estimate, the estimated average in these charts likely overstates actual court interpreter coverage that the courts provide in civil case types.

Question 2: Is your court able to provide interpreters for civil matters in which a fee waiver has been granted?

Table 4 indicates, by court size, whether interpreters are provided for fee waiver cases, the languages provided for those cases, the court’s estimated court interpreter coverage, and the average estimated court interpreter coverage statewide.

Table 4. Courts’ Provision of Interpreters for Civil Matters With Fee Waivers, Including Languages Provided and Estimated Interpreter Coverage

Court Size*	No. of Courts Indicating Whether Interpreters Are Provided, by Answer	No. of Courts Providing Languages; Languages Provided	No. of Courts Estimating Interpreter Coverage, by Percentage	Average Estimated Interpreter Coverage (%)
Large	Yes = 9	8; All languages 1; Spanish	100 = 5 75 = 2 50 = 1 Can't estimate = 1	87.5
Medium	Yes = 12	10; All languages 2; Spanish	100 = 3 75 = 7 Blank = 2	82.5
Small/Medium	Yes = 14 No = 1	11; All languages 2; Spanish 1; Spanish and other languages	100 = 8 75 = 3 Can't estimate = 2 Blank = 1	93.2
Small	Yes = 17 No = 3	12; All languages 5; Spanish	100 = 7 75 = 3 50 = 1 Can't estimate = 3 Blank = 3	88.6
TOTAL	Yes = 52 (89.7% of 58 courts) No = 4 (6.9%)	41; All languages	100 = 23 75 = 15 50 = 2 Can't estimate = 6 Blank = 6	88.1

* Large courts = 48+ judges; medium = 16–47 judges; small/medium = 6–15 judges; small = 2–5 judges.

Question 3: Is your court able to provide interpreters in all languages routinely requested?

With the exception of large courts, most courts are able to provide interpreters in all languages routinely requested (see table 5). Challenges identified by the courts include a lack of available, qualified (certified or registered) interpreters in specified languages; a shortage of interpreters in requested languages; and the higher pay that interpreters receive in the private sector, which can lead to a rejection of job offers from the courts.

Table 5. Courts' Provision of Interpreters in All Requested Languages

Court Size*	No. of Courts Able to Provide Interpreters in All Requested Languages	No. of Courts Unable to Provide Interpreters in All Requested Languages	No. of Courts With a Shortage of Interpreters in the Five Most Commonly Requested Languages, by Language	
Large	4	5	Tagalog = 4 Arabic = 3 Cantonese = 2 Japanese = 2 Tongan = 2 Vietnamese = 2 Armenian = 1 Lao = 1 Mam = 1	Mandarin = 1 Oromo = 1 Portuguese = 1 Punjabi = 1 Samoan = 1 Tamil = 1 Telugu = 1
Medium	9	3	Cantonese = 2 Mixteco = 2 Tagalog = 2 Arabic = 1 Gagana = 1 Mandarin = 1	Punjabi = 1 Samoan = 1 Triqui = 1 Vietnamese = 1 Zapoteco = 1
Small/ Medium	9	6	Tagalog = 2 Cantonese = 1 Farsi = 1 Korean = 1	Mandarin = 1 Punjabi = 1 Russian = 1 Spanish = 1
Small	16	2	Spanish = 2 [†] Chuukese = 1 Hmong = 1	Mandarin = 1 Palauan = 1
TOTAL	38 (65.5% of 58 courts)	16 (27.6%)		

* Large courts = 48+ judges; medium = 16–47 judges; small/medium = 6–15 judges; small = 2–5 judges.

† Due to remote location of court.

Question 4: Does your court provide interpreters in noncourtroom proceedings?

With the exception of small courts, California courts are routinely able to provide interpreters in non-courtroom proceedings.¹ For small courts, 9 out of 20 small courts that responded indicated that they are unable to provide interpreters in noncourtroom proceedings. (See table 6.)

Table 6: Courts' Provision of Interpreters in Noncourtroom Proceedings

Court Size*	No. of Courts Indicating Whether Interpreters Are Provided, by Answer	No. of Courts Providing Languages; Languages Provided	No. of Courts Estimating Interpreter Coverage, by Percentage	Average Estimated Interpreter Coverage (%)
Large	Yes = 8 Blank = 1	4; All languages 2; Spanish 1; Spanish and other languages 1; Blank	100 = 4 75 = 1 Can't estimate = 2 Blank = 1	95.0
Medium	Yes = 10 No = 2	7; All languages 1; Spanish 2; Blank	100 = 1 75 = 4 Blank = 5	80.0
Small/ Medium	Yes = 12 No = 2 Blank = 1	8; All languages 3; Spanish 1; Spanish and other languages	100 = 4 75 = 5 50 = 1 Can't estimate = 2	82.5
Small	Yes = 11 No = 9	5; All languages 6; Spanish	100 = 4 75 = 2 Can't estimate = 1 Blank = 4	91.7
TOTAL	Yes = 41 (70.7% of 58 courts) No = 13 (22.4%) Blank = 2	24; All languages	100 = 13 75 = 12 50 = 1 Can't estimate = 5 Blank = 10	86.5

* Large courts = 48+ judges; medium = 16–47 judges; small/medium = 6–15 judges; small = 2–5 judges.

¹ Courts indicated that they provide interpreters for a wide variety of noncourtroom proceedings and needs, including self-help centers; clerk and public counters; filing windows; family law and civil mediation; Alternative Dispute Resolution hearings; meet-and-confer sessions; mandatory settlement conferences; mental health hospital hearings; psychological evaluations; court-ordered jail interviews; 1368 mental competency evaluations in a doctor's office; conferences for same-day hearings; court investigator interviews; financial hearings; court-ordered attorney-client interviews; custody counseling appointments; district attorney, private defender panel, and probation department offices; victim, witness, and defense counsel meetings; the booking process for bench warrants; meetings with parties requiring assistance for conservatorship and guardianship; other court-ordered, court-operated programs; and telephone calls.

Question 5: If your court plans to provide interpreters in all civil matters at a future date, please indicate the date and any other information to help us understand your planned phase-in of services.

Eleven courts indicated that they are still phasing in provision of interpreter services in civil matters (see table 7). The majority of courts indicated that they should be at full expansion by no later than December 2017 or January 2018.²

Table 7: Courts’ Plans to Provide Interpreters in All Civil Matters (Including Dates and Planned Phase-in Services)

Court Size	No. of Courts Responding to Survey	No. of Courts Planning to Provide Interpreters; Date When Planned	Other Information to Understand Courts’ Planned Phase-in of Services
Large	3	1; December 2017 1; 2020 1; To be determined	Lack of qualified OTS interpreters (court would like to use audio/video remote interpreting); excessive rates some interpreters charge; difficulty ensuring interpreter coverage for lengthier civil trials
Medium	5	1; February 2017 1; December 2017 2; January 2018 1; To be determined	Limited pool of available interpreters, especially in OTS languages
Small / Medium	2	1; January 2017 1; July 2017	Need better use of Spanish staff interpreters in civil matters
Small	1	1; January 2017	Interpreters provided as needed/on request
TOTAL	11 (19% of 58 courts)		

* Large courts = 48+ judges; medium = 16–47 judges; small/medium = 6–15 judges; small = 2–5 judges.

² One large court indicated that full expansion will require significant changes in procedure, policy, and budget considerations. The court plans to pilot, for six months, access to interpreter services in the top six priority levels in civil and family matters.

A few medium-sized courts expressed concerns about providing interpreters in civil matters when a request is made. Depending on the availability of interpreters, requests are difficult to fill, especially in languages with high demand. One court shared that securing services is easier if cross-assignments (of staff interpreters from other courts) do not take place. Another court shared that, most of the time, qualified (certified or registered) interpreters are sought and secured; still, provisional interpreters are routinely used—especially in Arabic, Eastern Armenian, Punjabi, and Tagalog—because these languages have a small pool of interpreters in the state.

One small/medium-sized court shared that interpreter requests are generally limited to Spanish and Russian. Unfortunately, because of the location of the court and when the request is made, interpreters often decline or are unavailable, which leaves the court to use LanguageLine (a provider of over-the-phone interpretation services).

Two small courts shared that provision of interpreters in civil matters is provided if a request is made to the court.

Question 6: Does your court provide multilingual staff (not court interpreters) to assist LEP court users in noncourtroom settings (i.e., the clerk’s office)?

One large court has a roster of 128 bilingual staff to assist at the clerk’s office, in court mediations, at the self-help center, and with telephone assistance. Most medium-sized courts have Spanish bilingual staff who can provide assistance at the clerk’s office. One medium-sized court has in-house staff members who speak Spanish, Mandarin, Tagalog, and American Sign Language. The smaller (small/medium and small) courts have limited numbers of bilingual staff, mostly in Spanish, to assist. (See table 8.)

Table 8: Courts’ Provision of Bilingual Staff to Assist LEP Court Users in Noncourtroom Settings

Court Size*	No. of Courts Providing Bilingual Staff	No. of Courts Not Providing Bilingual Staff
Large	9	0
Medium	12	0
Small/Medium	14	0
Small	11	7
TOTAL	46 (79.3% of 58 courts)	7 (12.1%)

* Large courts = 48+ judges; medium = 16–47 judges; small/medium = 6–15 judges; small = 2–5 judges.

Question 7: Please indicate with a check mark the items and services your court provides.

Courts continue to expand in all areas of language access services or support. Table 9 shows the progress made to date.

Table 9. Courts' Provision of Other Language Access Services

Language Access Services the Court Provides	Percentage of Total Courts Providing Services	No. of Large Courts*	No. of Medium Courts	No. of Small/Medium Courts	No. of Small Courts	Total No. of Courts Providing Service
Have a designated language access representative	77.6	9	9	14	13	45
Post notices of available language access services on web	56.9	7	8	12	6	33
Post notices of available language access services at the courthouse	53.4	5	8	10	8	31
Have a dedicated language access webpage	27.6	5	6	5	0	16
Provide <i>Request for Interpreter</i> (form INT-300)	74.1	9	11	13	10	43
Provide signage in top five languages	27.6	3	5	5	3	16
Collect data on LEP communities	15.5	3	2	4	0	9
Identify and document language access needs of LEP court users	58.6	8	11	9	6	34
Track provision or denial of language access services	51.7	7	7	11	5	30
Track other language access costs (noninterpreter)	56.9	6	8	10	9	33
Provide complaint form and process for LEP court users	22.4	3	5	4	1	13
Provide training to court staff regarding language access policies and procedures	50.0	7	6	7	9	29
Provide training to judicial officers regarding language access policies and procedures	25.9	3	6	4	2	15
Offer other language access services (signage, community outreach, etc.)	34.5	5	4	6	5	20

* Large courts = 48+ judges; medium = 16–47 judges; small/medium = 6–15 judges; small = 2–5 judges.

Conclusion and Next Steps

Since 2015, the California courts have made significant progress in the expansion of language access services, primarily in the area of civil case types. This expansion represents a major operational change for the branch, and the superior courts are to be commended for their concentrated efforts to expand and improve language access services for all LEP court users. Nonetheless, courts are still in the process of expanding fully into civil case types, and the courts face challenges in ensuring full access to qualified interpreters, especially in OTS languages. Areas for improvement include posting notices of available language access services online and at the courthouses; promoting a strong online presence with a dedicated language access webpage on the court's website; providing signage in the county's top five non-English languages; tracking provision and denial of language access services; collecting data on LEP communities; providing a complaint form and process for LEP court users; and providing training to court staff and judicial officers regarding language access policies and procedures.

Ongoing and successful implementation of the Judicial Council's *Strategic Plan for Language Access in the California Courts* will require mechanisms to obtain information from the courts on the status of implementation through an annual survey. The survey is an important tool that will enable the branch to monitor and track court progress regarding expanded language access services and to identify any deficiencies and remedies that may assist courts in their efforts to provide full and meaningful access to LEP court users. The staff will make every effort to ensure that future surveys are conducted online—without the need for paper surveys—for efficiency, instantaneous distribution, and real-time accumulation and tabulation of results for data analysis.

The Language Access Plan Implementation Task Force is committed to providing and expanding language access services to the LEP persons whom the courts serve and is working in close consultation with the courts to understand their language access implementation progress.

For more information, contact Ms. Elizabeth Tam-Helmuth, Analyst, Language Access Services, Court Operations Services, at 415-865-4604 or elizabeth.tam@jud.ca.gov. Additional resources are available at:

- www.courts.ca.gov/LAP.htm
- www.courts.ca.gov/languageaccess.htm
- www.courts.ca.gov/lap-toolkit-courts.htm
- www.courts.ca.gov/programs-interpreters.htm
- www.courts.ca.gov/selfhelp.htm
- www.sucorte.ca.gov

Language Access Plan Implementation Task Force

Court Language Access Reporting Form (as of December 31, 2016)

The Language Access Plan Implementation Task Force is requesting information that will determine the current service level regarding provision of court interpreters in all civil matters by the 58 superior courts, as of December 31, 2016. No answers provided will be attributed to an individual court. Instead, this information will be reported in aggregate form to the Task Force and the public to show ongoing progress being made by the courts and to support additional funding requests. Information provided will also help the Task Force to target and provide technical assistance to courts. We will provide a summary report with data to all courts. Please take a moment to complete this form and send it to Elizabeth Tam-Helmuth at: Elizabeth.Tam@jud.ca.gov by January 25, 2017 (Press the button at the end to submit).

Court identifier (please provide a unique 3 letter, 3 digit identifier; for example ABC123 [please do not use the example shown]): _____ Today's Date: _____

Please retain this identifier for future use.

Court Size:

1 Please indicate the civil case types for which your court provides free interpreter services (*check all that apply*):

Priority 1

Domestic Violence

Languages Provided (select all that apply):

- | | |
|----------------------------------------|------------------------------------|
| <input type="checkbox"/> All languages | <input type="checkbox"/> Cantonese |
| <input type="checkbox"/> Spanish | <input type="checkbox"/> Russian |
| <input type="checkbox"/> Vietnamese | <input type="checkbox"/> Tagalog |
| <input type="checkbox"/> Korean | <input type="checkbox"/> Arabic |
| <input type="checkbox"/> Mandarin | <input type="checkbox"/> Punjabi |
| <input type="checkbox"/> Farsi | <input type="checkbox"/> Other |

Estimated % coverage with certified/registered interpreters for all languages:

Elder/Dependent Adult abuse with physical abuse/neglect

Languages Provided (select all that apply):

- | | |
|----------------------------------------|------------------------------------|
| <input type="checkbox"/> All languages | <input type="checkbox"/> Cantonese |
| <input type="checkbox"/> Spanish | <input type="checkbox"/> Russian |
| <input type="checkbox"/> Vietnamese | <input type="checkbox"/> Tagalog |
| <input type="checkbox"/> Korean | <input type="checkbox"/> Arabic |
| <input type="checkbox"/> Mandarin | <input type="checkbox"/> Punjabi |
| <input type="checkbox"/> Farsi | <input type="checkbox"/> Other |

Estimated % coverage with certified/registered interpreters for all languages:

Civil Harassment in which no fee is required to file under CCP 527.6(x) (formerly CCP 527.6(w))

Languages Provided (select all that apply):

- | | |
|----------------------------------------|------------------------------------|
| <input type="checkbox"/> All languages | <input type="checkbox"/> Cantonese |
| <input type="checkbox"/> Spanish | <input type="checkbox"/> Russian |
| <input type="checkbox"/> Vietnamese | <input type="checkbox"/> Tagalog |
| <input type="checkbox"/> Korean | <input type="checkbox"/> Arabic |
| <input type="checkbox"/> Mandarin | <input type="checkbox"/> Punjabi |
| <input type="checkbox"/> Farsi | <input type="checkbox"/> Other |

Estimated % coverage with certified/registered interpreters for all languages:

Priority 2

Unlawful detainers

Languages Provided (select all that apply):

- | | |
|----------------------------------------|------------------------------------|
| <input type="checkbox"/> All languages | <input type="checkbox"/> Cantonese |
| <input type="checkbox"/> Spanish | <input type="checkbox"/> Russian |
| <input type="checkbox"/> Vietnamese | <input type="checkbox"/> Tagalog |
| <input type="checkbox"/> Korean | <input type="checkbox"/> Arabic |
| <input type="checkbox"/> Mandarin | <input type="checkbox"/> Punjabi |
| <input type="checkbox"/> Farsi | <input type="checkbox"/> Other |

Estimated % coverage with certified/registered interpreters for all languages:

Priority 3

Termination of parental rights
(fee waiver has preference)

Languages Provided (select all that apply):

- | | |
|----------------------------------------|------------------------------------|
| <input type="checkbox"/> All languages | <input type="checkbox"/> Cantonese |
| <input type="checkbox"/> Spanish | <input type="checkbox"/> Russian |
| <input type="checkbox"/> Vietnamese | <input type="checkbox"/> Tagalog |
| <input type="checkbox"/> Korean | <input type="checkbox"/> Arabic |
| <input type="checkbox"/> Mandarin | <input type="checkbox"/> Punjabi |
| <input type="checkbox"/> Farsi | <input type="checkbox"/> Other |

Estimated % coverage
with certified/
registered interpreters
for all languages:

Priority 4

Guardianship (fee waiver
has preference)

Languages Provided (select all that apply):

- | | |
|----------------------------------------|------------------------------------|
| <input type="checkbox"/> All languages | <input type="checkbox"/> Cantonese |
| <input type="checkbox"/> Spanish | <input type="checkbox"/> Russian |
| <input type="checkbox"/> Vietnamese | <input type="checkbox"/> Tagalog |
| <input type="checkbox"/> Korean | <input type="checkbox"/> Arabic |
| <input type="checkbox"/> Mandarin | <input type="checkbox"/> Punjabi |
| <input type="checkbox"/> Farsi | <input type="checkbox"/> Other |

Estimated % coverage
with certified/
registered interpreters
for all languages:

Conservatorship (fee waiver
has preference)

Languages Provided (select all that apply):

- | | |
|----------------------------------------|------------------------------------|
| <input type="checkbox"/> All languages | <input type="checkbox"/> Cantonese |
| <input type="checkbox"/> Spanish | <input type="checkbox"/> Russian |
| <input type="checkbox"/> Vietnamese | <input type="checkbox"/> Tagalog |
| <input type="checkbox"/> Korean | <input type="checkbox"/> Arabic |
| <input type="checkbox"/> Mandarin | <input type="checkbox"/> Punjabi |
| <input type="checkbox"/> Farsi | <input type="checkbox"/> Other |

Estimated % coverage
with certified/
registered interpreters
for all languages:

Priority 5

Actions by a parent to obtain
sole legal and physical custody
of child or visitation (fee waiver
has preference)

Languages Provided (select all that apply):

- | | |
|----------------------------------------|------------------------------------|
| <input type="checkbox"/> All languages | <input type="checkbox"/> Cantonese |
| <input type="checkbox"/> Spanish | <input type="checkbox"/> Russian |
| <input type="checkbox"/> Vietnamese | <input type="checkbox"/> Tagalog |
| <input type="checkbox"/> Korean | <input type="checkbox"/> Arabic |
| <input type="checkbox"/> Mandarin | <input type="checkbox"/> Punjabi |
| <input type="checkbox"/> Farsi | <input type="checkbox"/> Other |

Estimated % coverage
with certified/
registered interpreters
for all languages:

Priority 6

Elder/Dependent Adult
abuse not involving
physical abuse or neglect
(fee waiver has preference)

Languages Provided (select all that apply):

- | | |
|----------------------------------------|------------------------------------|
| <input type="checkbox"/> All languages | <input type="checkbox"/> Cantonese |
| <input type="checkbox"/> Spanish | <input type="checkbox"/> Russian |
| <input type="checkbox"/> Vietnamese | <input type="checkbox"/> Tagalog |
| <input type="checkbox"/> Korean | <input type="checkbox"/> Arabic |
| <input type="checkbox"/> Mandarin | <input type="checkbox"/> Punjabi |
| <input type="checkbox"/> Farsi | <input type="checkbox"/> Other |

Estimated % coverage
with certified/
registered interpreters
for all languages:



Priority 6, cont.

Other Civil Harassment under CCP 527.6 (fee waiver has preference)

Languages Provided (select all that apply):

- | | |
|----------------------------------------|------------------------------------|
| <input type="checkbox"/> All languages | <input type="checkbox"/> Cantonese |
| <input type="checkbox"/> Spanish | <input type="checkbox"/> Russian |
| <input type="checkbox"/> Vietnamese | <input type="checkbox"/> Tagalog |
| <input type="checkbox"/> Korean | <input type="checkbox"/> Arabic |
| <input type="checkbox"/> Mandarin | <input type="checkbox"/> Punjabi |
| <input type="checkbox"/> Farsi | <input type="checkbox"/> Other |

Estimated % coverage with certified/registered interpreters for all languages:

Priority 7

All other family law cases not involving domestic violence, custody or visitation (fee waiver has preference)

Languages Provided (select all that apply):

- | | |
|----------------------------------------|------------------------------------|
| <input type="checkbox"/> All languages | <input type="checkbox"/> Cantonese |
| <input type="checkbox"/> Spanish | <input type="checkbox"/> Russian |
| <input type="checkbox"/> Vietnamese | <input type="checkbox"/> Tagalog |
| <input type="checkbox"/> Korean | <input type="checkbox"/> Arabic |
| <input type="checkbox"/> Mandarin | <input type="checkbox"/> Punjabi |
| <input type="checkbox"/> Farsi | <input type="checkbox"/> Other |

Estimated % coverage with certified/registered interpreters for all languages:

Priority 8

Small Claims (fee waiver has preference)

Languages Provided (select all that apply):

- | | |
|----------------------------------------|------------------------------------|
| <input type="checkbox"/> All languages | <input type="checkbox"/> Cantonese |
| <input type="checkbox"/> Spanish | <input type="checkbox"/> Russian |
| <input type="checkbox"/> Vietnamese | <input type="checkbox"/> Tagalog |
| <input type="checkbox"/> Korean | <input type="checkbox"/> Arabic |
| <input type="checkbox"/> Mandarin | <input type="checkbox"/> Punjabi |
| <input type="checkbox"/> Farsi | <input type="checkbox"/> Other |

Estimated % coverage with certified/registered interpreters for all languages:

Unlimited Civil (fee waiver has preference)

Languages Provided (select all that apply):

- | | |
|----------------------------------------|------------------------------------|
| <input type="checkbox"/> All languages | <input type="checkbox"/> Cantonese |
| <input type="checkbox"/> Spanish | <input type="checkbox"/> Russian |
| <input type="checkbox"/> Vietnamese | <input type="checkbox"/> Tagalog |
| <input type="checkbox"/> Korean | <input type="checkbox"/> Arabic |
| <input type="checkbox"/> Mandarin | <input type="checkbox"/> Punjabi |
| <input type="checkbox"/> Farsi | <input type="checkbox"/> Other |

Estimated % coverage with certified/registered interpreters for all languages:

Other Civil (fee waiver has preference)

Languages Provided (select all that apply):

- | | |
|----------------------------------------|------------------------------------|
| <input type="checkbox"/> All languages | <input type="checkbox"/> Cantonese |
| <input type="checkbox"/> Spanish | <input type="checkbox"/> Russian |
| <input type="checkbox"/> Vietnamese | <input type="checkbox"/> Tagalog |
| <input type="checkbox"/> Korean | <input type="checkbox"/> Arabic |
| <input type="checkbox"/> Mandarin | <input type="checkbox"/> Punjabi |
| <input type="checkbox"/> Farsi | <input type="checkbox"/> Other |

Estimated % coverage with certified/registered interpreters for all languages:



2 Is your court able to provide interpreters for civil matters in which a fee waiver has been granted?

Yes No If yes, please answer the following questions:

Languages Provided (select all that apply):

- All languages
- Spanish
- Vietnamese
- Korean
- Mandarin
- Farsi
- Cantonese
- Russian
- Tagalog
- Arabic
- Punjabi
- Other

Estimated % coverage with certified/registered interpreters for all languages:

3 Is your court able to provide interpreters in all languages routinely requested?

Yes No If no, please indicate the five most commonly requested languages for which you have a shortage of interpreters.

If no, please describe the challenges your court faces in providing interpreter services, such as lack of interpreters or lack of funding.

4 Does your court provide interpreters in any non-courtroom proceedings?

Yes No If yes, please indicate type of proceeding:

If yes, please answer the following questions:

Languages Provided (select all that apply):

- All languages
- Spanish
- Vietnamese
- Korean
- Mandarin
- Farsi
- Cantonese
- Russian
- Tagalog
- Arabic
- Punjabi
- Other

Estimated % coverage with certified/registered interpreters for all languages:

5 If your court plans to provide interpreters in all civil matters at a future date, please complete the following:

Month/year planned for full interpreter coverage in civil matters:

Any other information that will help us understand your anticipated phase-in for this service:



6 Does your court provide multilingual staff (not court interpreters) to assist LEP court users in any non-courtroom settings (i.e., the clerk's office)?

Yes No If yes, please specify:

7 Please indicate with a check mark the items and services your court provides:

- We have a designated Language Access Representative.
- Our court posts notices of available language access services on the web.
- Our court posts notices of available language access services at the courthouse.
- We have a dedicated language access web page.
- We have a form that allows court users to request an interpreter (or we use the Judicial Council's INT-300 for this purpose)
- We provide signage throughout the courthouse in the top 5 non-English languages in our county to assist LEP court users.
- We collect data on LEP communities and their potential need for court services, in order to anticipate the numbers and languages of likely LEP court users.
- We identify and document the language access needs for each LEP court user, including parties, witnesses, or other persons with a significant interest, at the earliest point possible of contact with the LEP person.
- We keep track of the provision or denial of language access services.
- In addition to court interpreter expenses, we also keep track of our other language access costs, such as translations, interpreter or language services coordination, bilingual pay differential for staff, and multilingual signage or technologies.
- We have a complaint form and process for LEP court users to register language access complaints.
- We provide training to court staff regarding our language access policies and procedures.
- We provide training to judicial officers regarding our language access policies and procedures.
- Other Our court has made the following progress or implemented other language access services or support (e.g., signage, community outreach) as follows:

Thank you for providing information to help us understand the current statewide status of civil expansion and other information regarding Language Access Plan implementation. Once we hear back from all courts, we will report the aggregate information back to the Language Access Representatives, and will also share the aggregate information with the members of the Language Access Plan Implementation Task Force.

Submit by Email

Summary From Question 1: Please indicate the civil case types for which your court provides free interpreter services

The following tables reflect the courts' provision of interpreters, by court size, for each priority level, 1 through 8, as provided for in Evidence Code section 756, including languages provided and estimated court interpreter coverage.

Table 1. Priority 1, Domestic Violence

Court Size*	No. of Courts Responding to Survey	No. of Courts Providing Languages; Languages Provided	No. of Courts Estimating Interpreter Coverage, by Percentage	Average Estimated Interpreter Coverage (%)
Large	9	9; All languages	100 = 9	100.0
Medium	12	11; All languages 1; Spanish, Punjabi	100 = 2 75 = 8 50 = 1 25 = 1	72.9
Small / Medium	15	13; All languages 2; Spanish and other languages	100 = 8 75 = 7	88.0
Small	20	13; All languages 7; Spanish	100 = 8 75 = 4 Can't estimate = 4 Blank = 4	91.7
TOTAL	56 courts	46; All languages	100 = 27 75 = 19 50 = 1 25 = 1 Can't estimate = 4 Blank = 4	87.5

* Large courts = 48+ judges; medium = 16–47 judges; small/medium = 6–15 judges; small = 2–5 judges.

Table 2. Priority 1, Civil Harassment Where Fees Are Waived

Court Size*	No. of Courts Responding to Survey	No. of Courts Providing Languages; Languages Provided	No. of Courts Estimating Interpreter Coverage, by Percentage	Average Estimated Interpreter Coverage (%)
Large	9	9; All languages	100 = 3 75 = 5 Can't estimate = 1	84.4
Medium	12	10; All languages 1; Spanish 1; Spanish and other languages	100 = 2 75 = 7 50 = 3	80.5
Small / Medium	12	9; All languages 3; Spanish	100 = 5 50 = 1 Can't estimate = 2 Blank = 4	91.7
Small	19	15; All languages 3; Spanish 1; Spanish and Russian	100 = 11 75 = 6 Can't estimate = 2	91.2
TOTAL	52	43; All languages	100 = 21 75 = 18 50 = 4 Can't estimate = 5 Blank = 4	84.9

* Large courts = 48+ judges; medium = 16–47 judges; small/medium = 6–15 judges; small = 2–5 judges.

Table 3. Priority 1, Elder Abuse (Physical Abuse or Neglect)

Court Size*	No. of Courts Responding to Survey	No. of Courts Providing Languages; Languages Provided	No. of Courts Estimating Interpreter Coverage, by Percentage	Average Estimated Interpreter Coverage (%)
Large	9	9; All languages	100 = 4 75 = 3 Can't estimate = 1 Blank = 1	89.3
Medium	11	10; All languages 1; Spanish	100 = 2 75 = 6 50 = 1 Can't estimate = 1 Blank = 1	77.8
Small / Medium	14	13; All languages 1; Spanish	100 = 8 75 = 5 Can't estimate = 1	90.1
Small	17	13; All languages 4; Spanish	100 = 8 75 = 3 Can't estimate = 2 Blank = 4	93.2
TOTAL	51	45; All languages	100 = 22 75 = 17 50 = 1 Can't estimate = 5 Blank = 6	88.1

* Large courts = 48+ judges; medium = 16–47 judges; small/medium = 6–15 judges; small = 2–5 judges.

Table 4. Priority 2, Unlawful Detainers

Court Size*	No. of Courts Responding to Survey	No. of Courts Providing Languages; Languages Provided	No. of Courts Estimating Interpreter Coverage, by Percentage	Average Estimated Interpreter Coverage (%)
Large	9	9; All languages	100 = 3 75 = 5 Can't estimate = 1	84.4
Medium	12	10; All languages 1; Spanish 1; Spanish and Other	100 = 4 75 = 6 50 = 1 25 = 1	93.7
Small / Medium	15	12; All languages 3; Spanish	100 = 8 75 = 5 Can't estimate = 2	90.4
Small	17	13; All languages 4; Spanish	100 = 7 75 = 3 Can't estimate = 3 Blank = 4	92.5
TOTAL	53	44; All languages	100 = 22 75 = 19 50 = 1 25 = 1 Can't estimate = 6 4 Blank = 4	86.0

* Large courts = 48+ judges; medium = 16–47 judges; small/medium = 6–15 judges; small = 2–5 judges.

Table 5. Priority 3, Termination of Parental Rights

Court Size*	No. of Courts Responding to Survey	No. of Courts Providing Languages; Languages Provided	No. of Courts Estimating Interpreter Coverage, by Percentage	Average Estimated Interpreter Coverage (%)
Large	9	9; All languages	100 = 4 75 = 4 Can't estimate = 1	87.5
Medium	10	10; All languages	100 = 1 75 = 6 50 = 1 Can't estimate = 1 Blank = 1	75.0
Small / Medium	15	12; All languages 2; Spanish 1; Spanish, Farsi, and Russian	100 = 10 75 = 4 Can't estimate = 1	92.9
Small	19	14; All languages 5; Spanish	100 = 8 75 = 3 50 = 1 Can't estimate = 3 Blank = 4	89.6
TOTAL	53	45; All languages	100 = 23 75 = 17 50 = 2 Can't estimate = 6 Blank = 5	87.5

* Large courts = 48+ judges; medium = 16–47 judges; small/medium = 6–15 judges; small = 2–5 judges.

Table 6. Priority 4, Conservatorship

Court Size*	No. of Courts Responding to Survey	No. of Courts Providing Languages; Languages Provided	No. of Courts Estimating Interpreter Coverage, by Percentage	Average Estimated Interpreter Coverage (%)
Large	9	7; All languages 1; Spanish 1; Spanish, Vietnamese, and Other	100 = 5 75 = 3 Can't estimate = 1	90.6
Medium	12	10; All languages 2; Spanish	100 = 2 75 = 6 50 = 2 25 = 1 Can't estimate = 1	70.5
Small / Medium	15	13; All languages 2; Spanish	100 = 8 75 = 4 Can't estimate = 3	91.7
Small	16	13; All languages 3; Spanish	100 = 7 75 = 2 50 = 1 Can't estimate = 2 Blank = 4	90.0
TOTAL	52	43; All languages	100 = 22 75 = 15 50 = 3 25 = 1 Can't estimate = 7 Blank = 4	85.4

* Large courts = 48+ judges; medium = 16–47 judges; small/medium = 6–15 judges; small = 2–5 judges.

Table 7. Priority 4, Guardianship

Court Size*	No. of Courts Responding to Survey	No. of Courts Providing Languages; Languages Provided	No. of Courts Estimating Interpreter Coverage, by Percentage	Average Estimated Interpreter Coverage (%)
Large	9	8; All languages 1; Spanish	100 = 6 75 = 2 Can't estimate = 1	93.8
Medium	12	10; All languages 2; Spanish 1; Spanish and Other	100 = 2 75 = 7 50 = 2 25 = 1 Can't estimate = 1	70.8
Small / Medium	15	12; All languages 3; Spanish	100 = 10 75 = 4 Can't estimate = 1	92.9
Small	17	14; All languages 3; Spanish	100 = 7 75 = 3 Can't estimate = 3 Blank = 4	85.0
TOTAL	53	44; All languages	100 = 25 75 = 16 50 = 2 25 = 1 Can't estimate = 6 Blank = 4	87.2

* Large courts = 48+ judges; medium = 16–47 judges; small/medium = 6–15 judges; small = 2–5 judges.

Table 8. Priority 5, Sole Legal or Physical Custody, Visitation

Court Size*	No. of Courts Responding to Survey	No. of Courts Providing Languages; Languages Provided	No. of Courts Estimating Interpreter Coverage, by Percentage	Average Estimated Interpreter Coverage (%)
Large	9	7; All languages 2; Spanish	100 = 4 75 = 4 Can't estimate = 1	87.5
Medium	11	10; All languages 1; Spanish	100 = 2 75 = 7 50 = 1 25 = 1	72.7
Small / Medium	15	13; All languages 1; Spanish, Vietnamese, and Punjabi 1; Spanish and Other	100 = 7 75 = 6 50 = 1 Can't estimate = 1	85.7
Small	18	13; All languages 5; Spanish	100 = 8 75 = 3 50 = 1 25 = 1 Can't estimate = 1 Blank = 4	84.6
TOTAL	53	43; All languages	100 = 21 75 = 20 50 = 3 25 = 2 Can't estimate = 3 Blank = 4	82.6

* Large courts = 48+ judges; medium = 16–47 judges; small/medium = 6–15 judges; small = 2–5 judges.

Table 9. Priority 6, Other Elder Abuse

Court Size*	No. of Courts Responding to Survey	No. of Courts Providing Languages; Languages Provided	No. of Courts Estimating Interpreter Coverage, by Percentage	Average Estimated Interpreter Coverage (%)
Large	8	7; All languages 1; Spanish	100 = 4 75 = 3 Can't estimate = 1	89.3
Medium	10	10; All languages	100 = 1 75 = 6 50 = 1 Can't estimate = 1 Blank = 1	75.0
Small / Medium	14	13; All languages 1; Spanish	100 = 7 75 = 5 Can't estimate = 1 Blank = 1	89.6
Small	16	13; All languages 3; Spanish	100 = 8 75 = 2 50 = 1 Can't estimate = 2 Blank = 3	90.9
TOTAL	48	43; All languages	100 = 20 75 = 16 50 = 2 Can't estimate = 5 Blank = 5	86.8

* Large courts = 48+ judges; medium = 16–47 judges; small/medium = 6–15 judges; small = 2–5 judges.

Table 10. Priority 6, Other Civil Harassment

Court Size*	No. of Courts Responding to Survey	No. of Courts Providing Languages; Languages Provided	No. of Courts Estimating Interpreter Coverage, by Percentage	Average Estimated Interpreter Coverage (%)
Large	9	8; All languages 1; Spanish	100 = 2 75 = 5 Can't estimate = 1 Blank = 1	82.1
Medium	11	10; All languages 1; Spanish and other languages	100 = 2 75 = 7 50 = 1 Blank = 1	77.5
Small / Medium	15	13; All languages 2; Spanish	100 = 7 75 = 5 Can't estimate = 2 Blank = 1	89.6
Small	16	12; All languages 4; Spanish	100 = 8 75 = 2 50 = 1 Can't estimate = 2 Blank = 3	90.9
TOTAL	51	43; All languages	100 = 19 75 = 19 50 = 2 Can't estimate = 5 Blank = 6	85.6

* Large courts = 48+ judges; medium = 16–47 judges; small/medium = 6–15 judges; small = 2–5 judges.

Table 11. Priority 7, Other Family

Court Size*	No. of Courts Responding to Survey	No. of Courts Providing Languages; Languages Provided	No. of Courts Estimating Interpreter Coverage, by Percentage	Average Estimated Interpreter Coverage (%)
Large	9	7; All languages 2; Spanish	100 = 3 75 = 3 50 = 1 Can't estimate = 1 Blank = 1	82.1
Medium	12	10; All languages 2; Spanish	100 = 2 75 = 7 50 = 3	72.9
Small / Medium	15	13; All languages 1; Spanish, Vietnamese, and Punjabi 1; Spanish and Other	100 = 6 75 = 6 50 = 1 Can't estimate = 2	84.6
Small	19	12; All languages 7; Spanish	100 = 8 75 = 3 50 = 1 Can't estimate = 3 Blank = 4	89.6
TOTAL	55	42; All languages	100 = 19 75 = 19 50 = 6 Can't estimate = 6 Blank = 5	82.4

* Large courts = 48+ judges; medium = 16–47 judges; small/medium = 6–15 judges; small = 2–5 judges.

Table 12. Priority 8, Small Claims

Court Size*	No. of Courts Responding to Survey	No. of Courts Providing Languages; Languages Provided	No. of Courts Estimating Interpreter Coverage, by Percentage	Average Estimated Interpreter Coverage (%)
Large	9	6; All languages 2; Spanish 1; Spanish and other languages	100 = 4 75 = 3 50 = 1 Can't estimate = 1	84.4
Medium	11	8; All languages 3; Spanish	100 = 3 75 = 6 50 = 1 25 = 1	75.0
Small / Medium	12	10; All languages 2; Spanish	100 = 7 75 = 5	89.6
Small	16	11; All languages 5; Spanish	100 = 7 75 = 1 50 = 1 Can't estimate = 3 Blank = 4	91.7
TOTAL	48	35; All languages	100 = 21 75 = 15 50 = 3 25 = 1 Can't estimate = 4 4 Blank = 4	85.0

* Large courts = 48+ judges; medium = 16–47 judges; small/medium = 6–15 judges; small = 2–5 judges.

Table 13. Priority 8, Unlimited Civil

Court Size*	No. of Courts Responding to Survey	No. of Courts Providing Languages; Languages Providedd	No. of Courts Estimating Interpreter Coverage, by Percentage	Average Estimated Interpreter Coverage (%)
Large	9	5; All languages 2; Spanish 1; Spanish and Vietnamese 1; Spanish and other languages	100 = 4 75 = 2 50 = 1 Can't estimate = 2	85.7
Medium	10	8; All languages 2; Spanish	100 = 2 75 = 4 50 = 2 Can't estimate = 2	75.0
Small / Medium	14	10; All languages 3; Spanish 1; Blank	100 = 8 75 = 4 50 = 1 Can't estimate = 1	88.5
Small	15	12; All languages 3; Spanish	100 = 6 75 = 1 50 = 1 Can't estimate = 2 Blank = 5	90.6
TOTAL	48	35; All languages	100 = 20 75 = 11 50 = 5 Can't estimate = 7 Blank = 5	85.4

* Large courts = 48+ judges; medium = 16–47 judges; small/medium = 6–15 judges; small = 2–5 judges.

Table 14. Priority 8, Other Civil

Court Size*	No. of Courts Responding to Survey	No. of Courts Providing Languages; Languages Provided	No. of Courts Estimating Interpreter Coverage, by Percentage	Average Estimated Interpreter Coverage (%)
Large	9	6; All languages 2; Spanish 1; Spanish and other languages	100 = 4 75 = 3 50 = 1 Can't estimate = 1	84.4
Medium	11	8; All languages 3; Spanish	100 = 2 75 = 5 50 = 1 25 = 1 Can't estimate = 1 Blank = 1	72.2
Small/ Medium	14	9; All languages 3; Spanish 2; Blank	100 = 8 75 = 3 50 = 1 Can't estimate = 2	89.6
Small	15	11; All languages 4; Spanish	100 = 7 75 = 1 50 = 2 Can't estimate = 2 Blank = 3	87.5
TOTAL	49	34; All languages	100 = 21 75 = 12 50 = 5 25 = 1 Can't estimate = 6 Blank = 4	84.0

* Large courts = 48+ judges; medium = 16–47 judges; small/medium = 6–15 judges; small = 2–5 judges.