

Judicial Council of California’s *Strategic Plan for Language Access in the California Courts:* Phase One Implementation Products for Immediate Development (as of September 2015)

As part of the Language Access Plan Implementation Task Force’s ongoing efforts to implement the Judicial Council’s *Strategic Plan for Language Access in the California Courts*, we will be working, over the next few months, to complete development of the following products. We expect that these products will help trial courts throughout the state as they pursue their own efforts to improve language access. The Task Force will also continue to support implementation through its outreach activities, the work of its subcommittees, and efforts to secure additional resources.

Language Access Plan (LAP) Product Phase One	Description
Identification of Living Tool-Kit Components	Living Tool-Kit components will include a list of materials for use by court staff, judicial officers, and court interpreters. The materials will also assist limited English proficient (LEP) court users better understand and access a court’s language access services.
Survey of the Courts on Language Access Services	We will collect and analyze survey results to assist in our comprehensive assessment of the trial courts’ existing language access resources.
Statewide Complaint Form and Procedures	We will develop a statewide complaint form and complaint procedure to allow court users and interested persons to submit concerns regarding language access services provided by the Judicial Council or trial courts.
Notice to Court Users Regarding Availability of Language Access Services	We will develop a standardized multilingual sample notice for court users, in plain language, to inform them of their local court’s language access services.

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Bench Cards	<p>We will develop sample bench cards to assist judicial officers when LEP persons are involved in courtroom proceedings. Bench cards will address: instructions on how to work with an interpreter; the process for provisionally qualifying non-credentialed interpreters per the California Rules of Court; and information and instruction regarding appropriate events for video remote interpreting.</p>
Bench Guide	<p>We will develop a sample bench guide outline to assist with the development of a full bench guide to help judicial officers conduct proceedings with LEP court users. The outline will address: language access services; the responsibilities of bench officers and other court staff in identifying the need for language access services; tools for courtroom management when language access services or professionals are involved; overview of remote technologies; and cultural competence when working with LEP court users.</p>
Training Curricula	<p>We will develop outlines and sample materials for training curricula to cover items identified in LAP Recommendation #50. The curricula outlines developed will include: the qualifications, role and ethics of court interpreters; the provisional qualification processes for interpreters and related California Rules of Court; legal obligations to provide language access services under the California LAP, local language access policies, and relevant U.S. Department of Justice guidance documents; discussion of different mechanisms available to assist in providing language access and their particular roles and limitations; barriers and obstacles for LEP court users and the LEP population in general; and cultural competence when working with LEP court users.</p>

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Translation Protocol	<p>We will develop a translation protocol that includes: required translator qualifications; quality control measures; guidance on prioritization of materials for translation; a process for identifying language thresholds for translation; and strategies for reaching low literacy populations and speakers of non-written languages.</p>
Translation of Materials	<p>We will support identification and prioritization of materials for translation. We will also make targeted recommendations on the use of technologies for translation and for providing linguistically accessible services. We will generate recommendations on the statewide sharing of translations and strategies for the efficient use of resources for translation.</p>
Development Plan for Remaining Materials	<p>We will develop a plan for the Judicial Council’s development of remaining materials identified in the <i>Strategic Plan for Language Access in the California Courts</i>.</p>