

# Language Access Plan Implementation Task Force



## Interim Progress Report for March 12, 2018

Number of Phase 1, 2 and 3 Recommendations: 75

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### **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:** The subcommittee anticipates that it will prepare an interim guidance memorandum for courts in 2018 on this recommendation. Recommendation 1 is on the Task Force's 2018 Annual Agenda so that we can build on the subcommittee research completed to date. A matrix for case management system functionality has been compiled for at least one major CMS.

**Date of Last Update:** 2/15/2018

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### **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:** The subcommittee will prepare an interim guidance memorandum for courts in 2018 on this recommendation. Additional work on Recommendation 2 is on the Task Force's 2018 Annual Agenda. As with recommendation 1, staff has validated with at least one major case management system the functionality available with respect to court interpreter services, and more specifically, for this recommendation, whether tracking the denial of services is possible. The subcommittee will continue to research the effort to implement such functionality.

**Date of Last Update:** 3/7/2018

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**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:** Recommendation 3 is anticipated to be a long-term project for the branch. A Task Force working group to address long-term Language Access Plan projects has been formed and will make recommendations for the council on what steps the branch may need to undertake and address this and other projects after the Task Force sunsets.

**Date of Last Update:** 2/14/2018

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

**Translation, Signage and Tools for Courts Subcommittee**

**Subcommittee Lead Staff:** Diana Glick

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

**Status of Recommendation:** Completed **Phase 1**

**Progress Update:** The subcommittee continues to build the use of "I Speak" cards into all best practices and recommendations developed for courts. The Task Force is pursuing a Budget Change Proposal (BCP) to fund the full build-out and ongoing maintenance of the Language Access Toolkit. The "I Speak" cards, along with other resources and tools to help courts ascertain language needs at the earliest point of contact, are on the Toolkit.

**Date of Last Update:** 3/7/2018

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

### **Translation, Signage and Tools for Courts Subcommittee**

**Subcommittee Lead Staff:** Diana Glick

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

**Status of Recommendation:** Completed **Phase 1**

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

**Date of Last Update:** 6/7/2017

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

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

**Subcommittee Lead Staff:** Elizabeth Tam

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

**Status of Recommendation:** Completed **Phase 1**

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

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

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

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

**Subcommittee Lead Staff:** Elizabeth Tam

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

**Status of Recommendation:** Completed

**Phase 2**

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

**Date of Last Update:** 5/31/2017

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

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

**Subcommittee Lead Staff:** Elizabeth Tam

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

**Status of Recommendation:** Partially implemented

**Phase 1 and 2**

**Progress Update:** In August 2017, a survey report was released that indicated that as of December 2016, 47 of 58 superior courts (81% of courts) have expanded their court interpreter services into all eight priority levels established by Evidence Code section 756. See report, "Court Language Access Report Form Summary Report" (August 2017) at <http://www.courts.ca.gov/documents/LAPITF-20170823-CivilSummaryReport.pdf>. Language Access Services staff plans to send out a new language access survey to courts in March 2018 to determine civil expansion levels as of December 2017. The Governor's budget for FY 2016-17 included an additional \$7 million ongoing for trial courts to continue expanding access to interpreters in civil proceedings. The Governor's proposed budget for 2018-19 includes an additional \$4 million in one-time monies to help support expansion efforts. Development of additional funding requests are ongoing.

**Date of Last Update:** 2/14/2018

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

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

**Subcommittee Lead Staff:** Anne Marx

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

**Status of Recommendation:** Completed

**Phase 1 and 2**

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

**Date of Last Update:** 10/12/2017

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

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

**Subcommittee Lead Staff:** Elizabeth Tam

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

**Status of Recommendation:** Partially implemented

**Phase 1, 2, and 3**

**Progress Update:** We will likely request funding to support this expansion effort in a future BCP. Language Access Services staff plans to send out a new language access survey to courts in March 2018. The intent of the survey is to gather additional information to assist the California judiciary and the Task Force with an assessment of current language access needs and the identification of statewide and local language access services provided.

**Date of Last Update:** 2/14/2018

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

### Translation, Signage and Tools for Courts Subcommittee

**Subcommittee Lead Staff:** Diana Glick

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

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

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

**Date of Last Update:** 2/15/2018

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

### Technological Solutions Subcommittee

**Subcommittee Lead Staff:** Jenny Phu

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

**Status of Recommendation:** Completed **Phase 1**

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

**Date of Last Update:** 6/12/2017

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## **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:** Sacramento, Merced, and Ventura counties are participating in the VRI Pilot Project, and each court has chosen two courtrooms to test VRI equipment. Each courtroom will either house equipment from Paras & Associates or Connected Justice, vendors that were contracted through the RFP process. Both vendors were chosen for their ability and agreement to meet minimum technical requirements, as outlined in Appendix B of the Language Access Plan. The assessment period has launched in all three counties as of February 21, 2018, during which time vendor equipment and the guidelines will be reviewed, vetted, and appended, as necessary.

**Date of Last Update:** 2/28/2018

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## **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:** As mentioned for the Recommendation 13 update, the VRI assessment period has launched in all three counties as of February 21, 2018. During the assessment period, VRI equipment will be tested, vetted, reviewed, and any technology requirements that need to be amended will inform the subcommittee of how best to establish minimum requirements.

**Date of Last Update:** 2/28/2018

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## **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:** For each of the courtrooms participating in the VRI Pilot Project, video capabilities in addition to audio equipment have been installed. Video capability will be tested and reviewed during the VRI Assessment Period.

**Date of Last Update:** 1/26/2018

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## 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 Video Remote Interpreting (VRI) Pilot Project began the third phase of its life cycle by going live with at least one vendor, Paras & Associates. Ventura and Merced began the week of January 22, 2018, and Sacramento went live with its VRI equipment February 21, 2018. The additional month allowed Sacramento county to offer all of its interpreters training in VRI equipment. Additionally, San Diego State University (SDSU) began its independent evaluation of the pilot. SDSU has been involved in prepping for data collection for months prior to the go live dates, and the findings from the evaluations will inform the subcommittee of any relevant data regarding due process issues, participant satisfaction, and other elements outlined in Recommendation 16 of the Language Access Plan.

**Date of Last Update:** 2/28/2018

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## 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:** Recommendation 17 is anticipated to be a long-term project for the branch. However, the Video Remote Interpreting Pilot Project will test intercourt operability. This means that the three counties involved in the VRI Pilot Project may be able to provide interpreting services, remotely, between the participating courts. This may inform the subcommittee of information for recommendation 17.

**Date of Last Update:** 3/7/2018

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

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

**Subcommittee Lead Staff:** Mary Ann Koory

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

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

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

**Date of Last Update:** 3/11/2018

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

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

**Subcommittee Lead Staff:** Mary Ann Koory

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

**Status of Recommendation:** Completed **Phase 1**

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

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

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

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

**Subcommittee Lead Staff:** Elizabeth Tam

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

**Status of Recommendation:** Completed **Phase 2**

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

**Date of Last Update:** 10/27/2017

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

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

**Subcommittee Lead Staff:** Elizabeth Tam

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

**Status of Recommendation:** Completed **Phase 2**

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

**Date of Last Update:** 10/27/2017

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

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

**Subcommittee Lead Staff:** Mary Ann Koory

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

**Status of Recommendation:** Completed **Phase 1**

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

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

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

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

**Subcommittee Lead Staff:** Mary Ann Koory

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

**Status of Recommendation:** Completed **Phase 1**

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

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

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

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

**Subcommittee Lead Staff:** Mary Ann Koory

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

**Status of Recommendation:** Completed **Phase 2**

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

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

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

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

**Subcommittee Lead Staff:** Elizabeth Tam

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

**Status of Recommendation:** Completed **Phase 1**

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

**Date of Last Update:** 2/8/2018

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

**Language Access Education and Standards Subcommittee**

**Subcommittee Lead Staff:** Mary Ann Koory

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

**Status of Recommendation:** Completed **Phase 1**

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

**Date of Last Update:** 2/8/2018

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

**Translation, Signage and Tools for Courts Subcommittee**

**Subcommittee Lead Staff:** Diana Glick

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

**Status of Recommendation:** Completed **Phase 2**

**Progress Update:** The Task Force is 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:** 2/15/2018

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

**Budget and LAP Monitoring Subcommittee**

**Subcommittee Lead Staff:** Elizabeth Tam

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

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

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

**Date of Last Update:** 10/12/2017

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

**Translation, Signage and Tools for Courts Subcommittee**

**Subcommittee Lead Staff:** Diana Glick

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

**Status of Recommendation:** Completed **Phase 2**

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

**Date of Last Update:** 9/20/2017

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

**Translation, Signage and Tools for Courts Subcommittee**

**Subcommittee Lead Staff:** Diana Glick

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

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

**Progress Update:** At its meeting on January 30, 2018, the Task Force approved the report titled "Technological Options for Providing and Sharing Court Language Access Services Outside the Courtroom" for posting on the Language Access Toolkit. This report provides a survey of remote technology programs and approaches in the California courts and throughout the United States, specifically for the purpose of sharing bilingual employees among courts. It will form the basis of specific technology recommendations that will be proposed by the subcommittee in 2018.

**Date of Last Update:** 2/26/2018

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**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:** Recommendation 31 has been added to the Task Force's 2018 Annual Agenda. The Task Force anticipates that it may request funds through the BCP process to allow courts to pilot various hardware/software that may be appropriate for language assistance services outside of the courtroom. The subcommittee will continue researching options and engaging courts interested in piloting possible devices or software.

**Date of Last Update:** 2/15/2018

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**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, has launched in three counties: Merced, Ventura, and Sacramento. Intercourt operability will be tested during the VRI Pilot, and findings from the project will help to inform the subcommittee of possible technological solutions for remote workshops or trainings outside the courtroom. Analysis taken during the assessment period of the pilot project will help to shape a pilot for this recommendation.

**Date of Last Update:** 3/7/2018

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

**Translation, Signage and Tools for Courts Subcommittee**

**Subcommittee Lead Staff:** Diana Glick

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

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

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

**Date of Last Update:** 2/15/2018

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

**Translation, Signage and Tools for Courts Subcommittee**

**Subcommittee Lead Staff:** Diana Glick

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

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

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

**Date of Last Update:** 2/7/2018

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

**Technological Solutions Subcommittee**

**Subcommittee Lead Staff:** Jenny Phu

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

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

**Progress Update:** The subcommittee is exploring appropriate use of kiosks to assist LEP court users. The Task Force anticipates that it may ask for funding to assist courts that are interested in use of language access kiosks.

**Date of Last Update:** 2/14/2018

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

**Date of Last Update:** 3/7/2018

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## **Goal 4: Provide High Quality Multilingual Translation and Signage**

### **Translation, Signage and Tools for Courts Subcommittee**

**Subcommittee Lead Staff:** Diana Glick

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

**Status of Recommendation:** Completed

**Phase 1**

**Progress Update:** With the creation of the Language Access Toolkit, the subcommittee has been able to promote and disseminate samples and templates of multilingual information, including signage, forms and information sheets. The Task Force is pursuing a BCP to fund the full build-out and ongoing maintenance of the Language Access Toolkit.

**Date of Last Update:** 2/15/2018

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**Goal 4: Provide High Quality Multilingual Translation and Signage**

**Translation, Signage and Tools for Courts Subcommittee**

**Subcommittee Lead Staff:** Diana Glick

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

**Status of Recommendation:** Completed **Phase 1**

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

**Date of Last Update:** 5/16/2017

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**Goal 4: Provide High Quality Multilingual Translation and Signage**

**Translation, Signage and Tools for Courts Subcommittee**

**Subcommittee Lead Staff:** Diana Glick

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

**Status of Recommendation:** Completed **Phase 2**

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

**Date of Last Update:** 9/20/2017

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**Goal 4: Provide High Quality Multilingual Translation and Signage**

**Translation, Signage and Tools for Courts Subcommittee**

**Subcommittee Lead Staff:** Diana Glick

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

**Status of Recommendation:** Completed **Phase 1**

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

**Date of Last Update:** 5/16/2017

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**Goal 4: Provide High Quality Multilingual Translation and Signage**

**Translation, Signage and Tools for Courts Subcommittee**

**Subcommittee Lead Staff:** Diana Glick

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

**Status of Recommendation:** Completed **Phase 2**

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

**Date of Last Update:** 6/12/2017

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**Goal 4: Provide High Quality Multilingual Translation and Signage**

**Translation, Signage and Tools for Courts Subcommittee**

**Subcommittee Lead Staff:** Diana Glick

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

**Status of Recommendation:** Completed **Phase 2**

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

**Date of Last Update:** 6/12/2017

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

**Court Interpreters Advisory Panel Subcommittee**

**Subcommittee Lead Staff:** Olivia Lawrence

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

**Status of Recommendation:** Completed **Phase 1**

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

**Date of Last Update:** 10/12/2017

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

**Language Access Education and Standards Subcommittee**

**Subcommittee Lead Staff:** Mary Ann Koory

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

**Status of Recommendation:** Completed **Phase 1**

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

**Date of Last Update:** 2/8/2018

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

**Language Access Education and Standards Subcommittee**

**Subcommittee Lead Staff:** Mary Ann Koory

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

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

**Status of Recommendation:** Completed **Phase 1**

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

**Date of Last Update:** 10/12/2017

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

**Language Access Education and Standards Subcommittee**

**Subcommittee Lead Staff:** Mary Ann Koory

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

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

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

**Date of Last Update:** 2/8/2018

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

**Language Access Education and Standards Subcommittee**

**Subcommittee Lead Staff:** Mary Ann Koory

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

**Status of Recommendation:** Completed **Phase 1**

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

**Date of Last Update:** 10/18/2017

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

**Language Access Education and Standards Subcommittee**

**Subcommittee Lead Staff:** Mary Ann Koory

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

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

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

**Date of Last Update:** 3/7/2018

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

**Budget and LAP Monitoring Subcommittee**

**Subcommittee Lead Staff:** Elizabeth Tam

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

**Status of Recommendation:** Completed **Phase 2**

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

**Date of Last Update:** 10/12/2017

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

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

**Subcommittee Lead Staff:** Mary Ann Koory

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

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

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

**Status of Recommendation:** Completed

**Phase 1**

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

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

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## **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 Translation Subcommittee selected an image for the toolkit intranet link at its in-person meeting on January 30, 2018. Staff will develop a proposal to promote the use of the toolkit and the placement of the link on local court intranet sites. This will include communications with Language Access Representatives and IT staff in the local courts.

**Date of Last Update:** 2/8/2018

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

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

**Subcommittee Lead Staff:** Mary Ann Koory

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

**Status of Recommendation:** Completed **Phase 1**

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

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

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## **Goal 7: Conduct Outreach to Communities Regarding Language Access Services**

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

**Subcommittee Lead Staff:** Elizabeth Tam

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

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

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

**Date of Last Update:** 2/14/2018

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## **Goal 7: Conduct Outreach to Communities Regarding Language Access Services**

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

**Subcommittee Lead Staff:** Elizabeth Tam

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

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

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

**Date of Last Update:** 2/14/2018

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## **Goal 7: Conduct Outreach to Communities Regarding Language Access Services**

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

**Subcommittee Lead Staff:** Elizabeth Tam

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

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

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

**Date of Last Update:** 2/14/2018

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

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

**Subcommittee Lead Staff:** Elizabeth Tam

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

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

**Progress Update:** A language access-related BCP for FY 2018-19 was developed and submitted to the Department of Finance in September 2017. The subcommittee convened a strategy group to help advance the FY 2018-19 BCP regarding LAP implementation and inform policymakers and stakeholders about its importance. Efforts are currently underway to develop the FY 2019-20 language access BCP. Future BCPs are ongoing.

**Date of Last Update:** 3/7/2018

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

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

**Subcommittee Lead Staff:** Elizabeth Tam

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

**Status of Recommendation:** Completed

**Phase 1**

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

**Date of Last Update:** 10/12/2017

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

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

**Subcommittee Lead Staff:** Elizabeth Tam

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

**Status of Recommendation:** Partially implemented

**Phase 1**

**Progress Update:** The subcommittee convened a strategy group to help advance BCPs and inform policymakers and stakeholders about their importance. Future BCPs are ongoing. As part of the Budget Act of 2016, the Legislature appropriated \$25 million for a competitive grant program known as the Court Innovations Grant Program to be administered by the Judicial Council of California. On March 24, 2017, the Judicial Council awarded 53 grants collectively worth more than \$23 million to 29 courts throughout the State. The grants will be used to promote innovation, modernization, and efficiency in California's courts. Efforts are currently underway to develop the FY 2019-20 language access BCP.

**Date of Last Update:** 2/8/2018

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

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

**Subcommittee Lead Staff:** Elizabeth Tam

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

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

**Progress Update:** The subcommittee convened a strategy group to help advance the FY 2018-19 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. Efforts are currently underway to develop the FY 2019-20 language access BCP.

**Date of Last Update:** 2/8/2018

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

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

**Subcommittee Lead Staff:** Elizabeth Tam

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

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

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

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

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

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

**Subcommittee Lead Staff:** Elizabeth Tam

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

**Status of Recommendation:** Completed **Phase 1**

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

**Date of Last Update:** 6/1/2017

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

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

**Subcommittee Lead Staff:** Elizabeth Tam

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

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

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

**Date of Last Update:** 2/8/2018

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

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

**Subcommittee Lead Staff:** Elizabeth Tam

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

**Status of Recommendation:** Partially implemented

**Phase 1**

**Progress Update:** The Task Force developed a packet with a model complaint form and procedures, which is available on the Language Access Toolkit. The subcommittee is partnering with the Professional Standards and Ethics Subcommittee of CIAP to sync the model complaint form and proposed rules with CIAP's review of interpreter competency as required by California Rules of Court, Rule 2.891. CIAP anticipates that the proposed interpreter review and disciplinary process will go out for public comment in 2018.

**Date of Last Update:** 2/8/2018

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

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

**Subcommittee Lead Staff:** Olivia Lawrence

**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:** CIAP's Professional Standards and Ethics Subcommittee met in-person to advance the progress of the draft policy. NCSC continues to serve in an advisory role to CIP staff. The anticipated effective date of the new policy is January 1, 2019.

**Date of Last Update:** 10/12/2017

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

**Translation, Signage and Tools for Courts Subcommittee**

**Subcommittee Lead Staff:** Diana Glick

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

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

**Progress Update:** An online form is available on the Language Access web page for court users who want to submit a complaint regarding the Judicial Council's language access services, including translations hosted on [www.courts.ca.gov](http://www.courts.ca.gov).

**Date of Last Update:** 2/14/2018

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

**Translation, Signage and Tools for Courts Subcommittee**

**Subcommittee Lead Staff:** Diana Glick

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

**Status of Recommendation:** Completed **Phase 1**

**Progress Update:** The Task Force is 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:** 2/15/2018

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

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

**Subcommittee Lead Staff:** Elizabeth Tam

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

**Status of Recommendation:** Completed **Phase 1**

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

**Date of Last Update:** 3/7/2018

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

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

**Subcommittee Lead Staff:** Elizabeth Tam

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

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

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

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

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

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

**Subcommittee Lead Staff:** Anne Marx

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

**Status of Recommendation:** Completed **Phase 1**

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

**Date of Last Update:** 10/13/2017

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

**Court Interpreters Advisory Panel Subcommittee**

**Subcommittee Lead Staff:** Anne Marx

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

**Status of Recommendation:** Completed **Phase 1**

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

**Date of Last Update:** 10/12/2017

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

**Budget and LAP Monitoring Subcommittee**

**Subcommittee Lead Staff:** Elizabeth Tam

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

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

**Progress Update:** A revised proposal went out for public comment from September 14 to October 13, 2017. Following public comment, the Task Force worked with the Civil and Small Claims Advisory Committee to prepare and submit a joint proposal to the Judicial Council in January 2018 for legislation that would take effect in 2019. The council approved the item to go forward in the legislative process, for a potential effective date of January 1, 2019.

**Date of Last Update:** 2/8/2018

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

**Budget and LAP Monitoring Subcommittee**

**Subcommittee Lead Staff:** Elizabeth Tam

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

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

**Progress Update:** A revised proposal went out for public comment from September 14 to October 13, 2017. Following public comment, the Task Force worked with the Civil and Small Claims Advisory Committee to prepare and submit a joint proposal to the Judicial Council in January 2018 for legislation that would take effect in 2019. The council approved the item to go forward in the legislative process, for a potential effective date of January 1, 2019.

**Date of Last Update:** 2/8/2018

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

**Court Interpreters Advisory Panel Subcommittee**

**Subcommittee Lead Staff:** Anne Marx

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

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

**Progress Update:** INT-100 and INT-110 have been addressed (See recommendations 9 and 70). A review of INT-120 has been referred to CEAC and the review is currently pending.

**Date of Last Update:** 9/28/2017

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

**Budget and LAP Monitoring Subcommittee**

**Subcommittee Lead Staff:** Elizabeth Tam

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

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

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

**Date of Last Update:** 2/14/2018

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

**Court Interpreters Advisory Panel Subcommittee**

**Subcommittee Lead Staff:** Olivia Lawrence

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

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

**Progress Update:** CIAP plans to include this item as part of its 2018 Annual Agenda.

**Date of Last Update:** 9/28/2017

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