

COURT LANGUAGE ACCESS REPORTING FORM

SUMMARY REPORT

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JUDICIAL COUNCIL
OF CALIFORNIA

LANGUAGE ACCESS PLAN
IMPLEMENTATION TASK FORCE

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Introduction and Methodology

On behalf of the Language Access Plan Implementation Task Force (task force), this *Court Language Access Reporting Form : Summary Report* was prepared by the Judicial Council's Language Access Services (LAS) unit. In March 2018, as a follow-up to surveys conducted in 2016 and 2017, LAS sent out a language access survey (Appendix A: *Court Language Access Reporting Form*) to all 58 trial courts in the state, using the SurveyMonkey online instrument, to determine courts' current provision of court interpreters in all civil matters, as of December 31, 2017. The survey also included questions regarding courts' provision of other language access services. The online survey was designed to help the task force and LAS staff determine the current status of civil expansion and provision of other language access services by the trial courts. The survey information—along with court interpreter expenditures, language access reimbursement information, and other metrics—will help the task force and Judicial Council staff obtain a better picture of the extent to which language services are provided by the courts, as well as areas that may need improvement.

The survey was designed to take no more than 30 minutes to complete to minimize inconvenience to court staff. Because the survey questions could require input from more than one individual court staff member, LAS staff provided the courts with a PDF version of the questions to enable court staff to review them in advance and identify appropriate court staff to respond. The LAS staff was also available throughout the administration of the survey to answer any court questions. The deadline for courts to complete the survey was extended twice, to allow all 58 trial courts to complete the survey online. By June 30, 2018, all 58 courts had completed and submitted their surveys to the LAS staff.

Data Collection

Collection of language access and interpreter data enables the branch to more accurately determine the level of language access expansion in the courts, gaps in services, and the need for additional funding. The task force is very pleased by the level of participation from the courts, as well as the information received in the completed surveys. In general, the courts' responses indicate a significant expansion in the availability of interpreters in civil proceedings. Additionally, courts are working toward full expansion of language access services in civil proceedings, and courts statewide continue to embrace and support the *Strategic Plan for Language Access in the California Courts* (Language Access Plan [LAP]). The survey data reflect self-reported evaluations from the trial courts. Therefore, responses depict only partial achievement of the branch's language access goals for the availability of interpreters in civil proceedings, as well as provision of other language access services, and may reflect distinctions in how trial courts assess their level of compliance with particular language access goals. The task force recognizes these limitations and is accounting for them as it further refines plans for continued data collection over time.

Currently, the LAS staff prepares for the courts interpreter usage reports that, in part, demonstrate the amount of civil expansion that has taken place. Consistent with the direction of the Judicial Council, the LAS staff works directly with the courts to collect interpreter usage data in previously mandated case types, domestic violence case types, and the newly expanded civil case types. The usage reports are based on data entered in the Court Interpreter Data Collection System (CIDCS) or provided by courts from their own internal systems.

The task force and staff prepared the July 2018 *Language Access Metrics Report* (Appendix B) to show current language access data and ongoing progress by the courts with LAP implementation. The report includes current regional language needs for court interpreters, annual interpreter usage data, and other metrics. This is one of an occasional series of updates on metrics and data that staff expect to circulate on an ongoing basis.

Although the total number of interpretations decreased statewide for fiscal year (FY) 2015–16, the number of interpretations per filing across all case types increased slightly. FY 2014–15 saw 6,832,710 filings, with 1,520,878 interpretations, roughly 0.22 interpretations per filing. FY 2015–16 saw 6,209,532 filings with 1,406,784 interpretations for roughly 0.23 interpretations per filing, an increase of just under 2 percent. The civil case type category saw the largest increase in interpretations per filing, from 0.06 in FY 2014–15 to 0.10 in FY 2015–16, an increase of roughly 64 percent (see Appendix B). The statewide court interpreter usage summary for FY 2016–17 is currently being tabulated.

As the scope of language access services expands, so too do the types of data and metrics collected by the Judicial Council. Recent enhancements to CIDCS allow courts to record the manner in which an interpretation was provided. Effective July 1, 2018, courts are recording whether the interpretation was performed in person, telephonically, or with video remote interpreting (VRI). This additional layer of information will enable the Judicial Council to track not only the volume of interpretations being performed via telephone or VRI, but also locations that may have very specific language needs where resources should be expanded. Additionally, the metric used to track the volume of language access services has changed. CIDCS now tracks “cases” rather than “interpretations,” which allows for more uniform collection of language access services data across the board.

Survey Responses and Analysis

This report summarizes the findings from the court language access survey using, in part, a series of tables that correspond to the survey questions (Q3–Q42). No answers provided in the survey responses are attributed to an individual trial court. Instead, the information is reported in aggregate to show ongoing LAP implementation progress made by the courts. Survey information helps support additional funding needs and requests. Information provided will also enable the task force to target and provide technical assistance to courts, to help them reach full expansion of language access services, including services in civil proceedings. Moving forward, Judicial Council staff will continue to conduct the language access survey annually to assist with ongoing monitoring of LAP implementation and to identify court needs and best practices.

Survey Respondents (Q3–Q4)

In March 2018, the LAS staff sent communication to all 58 trial courts’ language access representatives requesting that they complete the online survey. Tables 1 and 2 demonstrate some basic details of the respondents’ court sizes and regions (see figure 1, Map of the Court Interpreter Regions).

Table 1. Number of Courts, by Court Size, That Responded to the 2018 Court Language Access Survey (Q3)¹

Court Size	Number of Responding Courts	Percentage of All 58 Courts
Small (2–5 judges)	21 of 21	36.2
Small–Medium (6–15 judges)	16 of 16	27.6
Medium (16–47 judges)	12 of 12	20.7
Large (48 judges or more)	9 of 9	15.5
TOTAL	58 of 58	100%

¹ Unless otherwise indicated, the tables in this report show survey data as of December 31, 2017.

Table 2. Number of Courts, by Region, That Responded to the 2018 Court Language Access Survey (Q4)

Region	Number of Responding Courts	Percentage of All 58 Courts
1	4 of 4	6.9
2	16 of 16	27.6
3	32 of 32	55.2
4	6 of 6	10.3
TOTAL	58 of 58	100%

Figure 1. Map of the Court Interpreter Regions



Civil Expansion and Provision of Interpreter Services (Q5–Q19)

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

Priority 1: *Domestic violence, civil harassment where fees are waived (Code Civ. Proc., § 527.6(y)), elder abuse (physical abuse or neglect)*

Priority 2: *Unlawful detainer*

Priority 3: *Termination of parental rights*

Priority 4: *Conservatorship, guardianship*

Priority 5: *Sole legal or physical custody, visitation*

Priority 6: *Other elder abuse, other civil harassment*

Priority 7: *Other family law*

Priority 8: *Other civil actions or proceedings*

The California courts have made extensive progress with the expansion of services in civil case types. As of December 31, 2017, 51 of 58 responding courts indicated that they were able to provide interpreters in all eight civil case type priorities. The languages provided, and the estimated interpreter coverage for each priority, vary by court. Tables 3 through 5 depict the extent of civil expansion.

Table 3. Number of Courts Providing Interpreters in Civil Cases, 2015–2017 (Q5)

Level of Expansion	No. of Courts Providing Interpreters		
	September 2015 Survey Responses	December 2016 Survey Responses	December 2017 Survey Responses
Expansion into all eight priority levels (Priority Levels 1–8)	9	47	51
Expansion into five or more priority levels (subset of Priority Levels 1–8)	28	6	6
Expansion into one to four levels (subset of Priority Levels 1–8)	9	3	1
No response	12	2	0

Table 4. Civil Expansion by Court Size, as of December 31, 2017 (Q5)

	Total (Percentage of All 58 Courts)	Small (2–5 judges)	Small–Medium (6–15 judges)	Medium (16–47 judges)	Large (48 judges or more)
Expansion Into All Eight Priority Levels	51 (88)	18	15	11	7
Expansion Into Five or More Priority Levels	6 (10.3)	3	1	1	1
Expansion Into One to Four Priority Levels	1 (1.7)	—	—	—	1
No Response	—	—	—	—	—

Of the 51 courts that have expanded into Priority Levels 1 through 8, 4 indicated that they have not expanded into all three subcase types under Priority level 8 (other civil actions and proceedings). Six of 58 courts indicated that they have expanded into five or more of the priority levels (but not all eight), and 1 court indicated it has expanded into only four priority levels (see Appendix C: Court Progress in Providing Interpreters in Civil Cases).

The expansion of language access services into civil cases has been a major focus of the Language Access Plan Implementation Task Force. The recent survey responses indicate that civil expansion has continued to steadily progress, with higher estimates of interpreter coverage in 2017 than in 2016. Table 5 contains the average estimated interpreter coverage for each priority level, and the case types therein, as compared with the 2016 estimated averages.

Table 5. Civil Expansion by Priority Level (Q6–Q19)

Priority Levels & Case Types	2016 Average Estimated Interpreter Coverage (%)	2017 Average Estimated Interpreter Coverage (%)
Priority level 1: Domestic Violence	87.5	95.2
Priority level 1: Civil Harassment	84.9	94.5
Priority level 1: Elder Abuse (Physical)	88.1	94.1
Priority level 2: Unlawful Detainer	86.0	94.1
Priority level 3: Termination of Parental Rights	87.5	95.6
Priority level 4: Conservatorship	85.4	94.2
Priority level 4: Guardianship	87.2	95.0
Priority level 5: Sole Legal/Physical Custody, Visitation	82.6	93.9
Priority level 6: Elder Abuse (Not Physical)	86.8	93.7
Priority level 6: Other Civil Harassment	85.6	93.9
Priority level 7: Other Family Law	82.4	92.1

Priority Levels & Case Types	2016 Average Estimated Interpreter Coverage (%)	2017 Average Estimated Interpreter Coverage (%)
Priority level 8: Small Claims	85.0	91.5
Priority level 8: Unlimited Civil	85.4	92.7
Priority level 8: Other Civil	84.0	93.1

Recent information gathered regarding each court’s estimated coverage will help the Judicial Council target efforts designed to aid all 58 courts in reaching full expansion. The number of courts and average estimated interpreter coverage should continue to increase and grow, and with adequate resources and funding, the courts will reach full expansion in the near future (see Appendix D: Breakdown of Civil Expansion and Provision of Interpreter Services). As shown in this report, California courts still experience challenges in providing enough qualified interpreters for all LEP court users, especially in Other than Spanish (OTS) languages.

Provision of Interpreters for Civil Matters With Fee Waiver (Q20–Q21)

Ensuring that indigent parties are provided language access services is crucial to the success of the Language Access Plan. Evidence Code section 756, which expanded interpreter services into civil case types, also clearly states that for Priority Levels 3 through 8, cases in which a fee waiver has been granted should be given preference. Tables 6 and 7 contain information on the number of courts that have been able to provide interpreters in cases where a fee waiver has been granted, as well as the languages in which those services were provided.

Table 6. Courts Able to Provide Interpreters in Civil Matters With Fee Waivers, 2016–2017 (Q20)

Is your court able to provide interpreters for civil matters (fee waiver granted)?	Number of Courts as of December 31, 2016	Number of Courts as of December 31, 2017
Yes	52	56
No	4	2
TOTAL	56 Courts	58 Courts

Table 7. Number of Courts Where Interpreters Are Routinely Provided if a Fee Waiver Has Been Granted, by Court Size and Language (Q21)

	Total	Small (2–5 judges)	Small–Medium (6–15 judges)	Medium (16–47 judges)	Large (48 judges or more)
All Languages	37	11	11	8	7
Spanish*	16	7	4	4	1
Vietnamese	2	0	0	2	0
Korean	1	0	0	1	0

	Total	Small (2–5 judges)	Small–Medium (6–15 judges)	Medium (16–47 judges)	Large (48 judges or more)
Mandarin	1	0	0	1	0
Farsi	2	0	0	2	0
Cantonese	2	0	0	2	0
Russian	2	0	0	2	0
Tagalog	2	0	0	2	0
Arabic	2	1	0	1	0
Punjabi	3	1	0	2	0
Other	12	6	1	3	2

* The top 10 most frequently interpreted spoken languages, ranked in this table, are from the 2015 Language Need and Interpreter Use Study. Other languages included indigenous languages—Trique, Mixteco, and Zapotecó—as well as American Sign Language, Hmong, Lao, and Mien.

Provisional Qualification Procedures and Guidelines (Q22–Q23)

One of the largest obstacles courts face in providing language access services is the lack of availability of certified or registered interpreters in the needed languages. Rule 2.893 of the California Rules of Court addresses this issue by specifically outlining the procedures for provisional qualification and temporary use of noncertified or nonregistered interpreters. The vast majority of courts follow the provisional qualification procedures outlined in form INT-100-INFO when appointing nonqualified (noncertified and nonregistered) interpreters (see table 8).

Table 8. Provisional Qualification of Interpreters (Q22)

Does court follow provisional qualification (INT100-INFO) procedures to appoint nonqualified interpreters?	Number of Courts as of December 31, 2017 (percentage of respondents)
Yes	56 (96.6)
No	2 (3.4)
TOTAL	58 courts (100%)

The two courts that answered “No” to the above question regarding provisional (form INT100-INFO) qualification of nonqualified interpreters indicated as follows (Q23):

Small Court: “In 2017 we did not have good procedures, but struggled to get certified or registered interpreters. In 2018 we have tightened our procedures and now follow the [form] INT-140 instructions [regarding temporary use of a noncertified or nonregistered spoken language interpreters].”

Small–Medium Court: “Court uses mostly certified/registered interpreters.”

Challenges in Providing Language Access Services (Q24)

Challenges identified by the courts in providing language access services include a lack of available, qualified (certified or registered) interpreters in specified languages; a shortage of interpreters in requested languages; and the higher pay that interpreters receive in the private sector, which can lead to the rejection of job offers from the courts (see table 9).

Table 9. Number of Courts Experiencing Challenges in Providing Language Access Services, by Challenge (Q24)

Challenge	No. of Courts	Percentage of All 58 Respondents
Lack of certified and registered court interpreters	37	63.79
Lack of funding to support coverage of civil matters	9	15.52
Challenges associated with coordinating/scheduling interpreters for coverage of civil matters	22	37.93
Other (<i>please specify</i>)	30	51.27

Courts that selected “Other” offered some examples of the challenges they face in providing language access services. Challenges that were cited are summarized below and include, in no particular order:

- Difficulty finding interpreters who are willing to travel to their courts to interpret (rural/remote county, geography, and distance);
- Exorbitant rates charged by independent contractors;
- Extreme difficulty filling OTS languages;
- Lack of choice other than to hire provisionally qualified interpreters for some languages, despite making every effort to secure qualified interpreters; and
- Need for funding for coordinators because of civil expansion to help with scheduling efficiency and increased requests for interpreters.

Changes in Language Access Requests (Q25–Q26)

Thirty-seven of 58 responding courts indicated that language access requests in 2017 differed from requests of previous years. Tables 10 and 11 provide the number of courts that experienced a change and examples of those changes, respectively.

Table 10. Number of Courts Experiencing Change in Language Access Requests (Q25)

Has your court experienced a change in language access requests during the last 12 months?	No. of Courts	Percentage of All 58 Respondents
Yes	37	63.79
No	21	36.21
TOTAL	58 courts	100%

Table 11. Nature of Changes in Language Access Requests (Q26)

Type of Change in Language Access Requests Over the Last 12 Months	No. of Courts Experiencing Change	Percentage of "Yes" Respondents (37)
Increase in interpreter requests	32	86.49
Decrease in interpreter requests	0	0
Increase in the number of languages for which interpreters are requested	28	75.68
Decrease in the number of languages for which interpreters are requested	0	0
Increase in the types of language services requested	17	45.95
Other (<i>please specify</i>)	17	45.95

Courts that selected "Other" offered some examples of the changes in requests for language access services over the last 12 months, as summarized below:

- A decrease in the number of staff interpreters, forcing courts to find qualified interpreters
- A cumbersome request and release process for cross-assignments, for which timely securing interpreters is challenging
- An increase in interpreter requests, making it more difficult to provide effective interpreter coordination
- Not enough funding for interpreter coordinators
- Rarer languages, making interpreters harder to find
- An increase in translation requests

Note: Several courts provided no specificity or explanation.

Provision of Interpreters in Top Languages (Q27–Q28)

Forty-six of the 58 courts indicated that they can provide interpreters in all languages that are routinely requested (see table 12).

Table 12. Provision of Interpreter Services in Court’s Top Five Languages (Q27)

Do you provide interpreter services in your court’s top five languages?	No. of Courts	Percentage of All 58 Respondents
Yes	46	79.31
No	12	20.69
TOTAL	58 courts	100%

Table 13 indicates the languages for which courts experience a shortage of certified or registered interpreters.

Table 13. Shortages of Certified or Registered Interpreters (Q28)

Languages for Which Courts Have Shortages of Certified or Registered Interpreters	No. of Courts	Percentage of All 58 Respondents
All languages	13	22.41
Spanish*	16	27.59
Vietnamese	7	12.07
Korean	8	13.79
Mandarin	14	24.14
Farsi	17	29.31
Cantonese	14	24.14
Russian	6	10.34
Punjabi	23	39.66
Arabic	19	32.76
Tagalog	19	32.76
Other (please specify)	22	37.93

*The top 10 most frequently interpreted spoken languages, ranked in this table, are from the 2015 Language Need and Interpreter Use Study.

Courts specified other languages in which they have shortages of certified or registered court interpreters, including American Sign Language, Assyrian, Cambodian, Eastern Armenian, French, Gujarati, Hindi, Hmong, Indonesian, Japanese, Lahu, Lao, Mixteco, Portuguese, Romanian Russian, Samoan, Somalian, Thai, Tongan, Turkish, Urdu, and Zapoteco.

Additional Funding Needs (Q29–Q31)

Courts were asked to provide their best estimate of additional resources or funding needed for their court to reach full expansion of interpreter services for fiscal year 2018–19. Full expansion would include:

- Courtroom proceedings in accordance with Evidence Code section 756;
- Interpreters in court-ordered, court-operated programs (other than courtroom proceedings); and
- Other language access expenses (including translations, interpreter coordination, multilingual signage, or language access–related equipment or technology).

Tables 14–16 show the responses collected during the previous language access survey (funding for FY 2017–18) as compared to this year’s responses (funding for FY 2018–19).

Table 14. Additional Funding for Courtroom Proceedings, FY 2017–18 and FY 2018–19 (Q29)

Estimated Additional Funding Required for Full Expansion of Interpreter Services in Courtroom Proceedings	No. of Courts / Percentage of Total Respondents	
	FY 2017–18	FY 2018–19
Less than \$50,000	16 / 32	20 / 34.48
\$50,000–\$150,000	10 / 20	8 / 13.79
\$150,000–\$500,000	12 / 24	11 / 18.97
\$500,000–\$1 million	0 / 0	3 / 5.17
\$1 million–\$5 million	4 / 8	2 / 3.45
More than \$5 million	1 / 2	2 / 3.45
Do not need more funding/resources	7 / 14	12 / 20.69
TOTAL	50 courts / 100%	58 courts / 100%

With regard to additional funding needed for full expansion of interpreter services in courtroom proceedings, summary responses reveal the following:

- Of the 2 courts that reported needing more than \$5 million for the expansion of interpreter services for courtroom proceedings, both were large courts.
- Likewise, the 2 courts that reported needing an additional \$1 million to \$5 million were also large.
- Three courts reported needing an additional \$500,000 to \$1 million for full expansion of court interpreter services: 2 large courts and 1 small–medium court.
- Of the 11 courts reporting a need for an additional \$150,000 to \$500,000, 1 was large, 6 medium, 3 small–medium, and 1 small.
- Of the 8 courts reporting a need for an additional \$50,000 to \$150,000, 3 were medium courts, 3 small–medium, and 2 small.
- A total of 20 courts reported needing less than \$50,000 for the expansion of interpreter services for courtroom proceedings: 2 large courts, 5 small–medium courts, and 13 small courts.
- Twelve courts reported not needing additional funding or resources for expansion of court interpreters in courtroom proceedings: 3 medium courts, 4 small–medium, and 5 small.

Table 15. Additional Funding for Other Than Courtroom Proceedings, FY 2017–18 and FY 2018–19 (Q30)

Additional Funding Required for All Court-Ordered, Court-Operated Programs (other than courtroom proceedings)	No. of Courts / Percentage of Total Respondents	
	FY 2017–18	FY 2018–19
Less than \$50,000	20 / 40	30 / 51.72
\$50,000–\$150,000	14 / 28	7 / 12.07
\$150,000–\$500,000	4 / 8	6 / 10.35
\$500,000–\$1 million	1 / 2	3 / 5.17
\$1 million–\$5 million	3 / 6	2 / 3.45
More than \$5 million	0 / 0	1 / 1.72
Do not need more funding/resources	8 / 16	9 / 15.52
TOTAL	50 courts / 100%	58 courts / 100%

For funding and resource estimates for providing interpreters in all court-ordered, court-operated programs (outside of courtroom proceedings), summary responses reveal the following:

- The court that reported needing more than \$5 million for interpreters in all court-ordered, court-operated programs was a large court.
- The 2 courts that reported needing \$1 million to \$5 million were also large.
- Of the 3 courts that reported needing \$500,000 to \$1 million, 2 were large and 1 was medium sized.
- Of the 6 courts reporting a need of \$150,000 to \$500,000, 3 were medium, 2 small–medium, and 1 small.
- Seven courts stated that they needed \$50,000 to \$150,000. Of these, 2 were large, 2 medium, 2 small–medium, and 1 small.
- The largest percentage of respondents (30 courts) noted that they would need less than \$50,000 for interpreters in all court-ordered, court-operated programs. Of these courts, 2 were large, 4 medium, 9 small–medium, and 15 small.
- A total of 9 courts reported needing no additional funding or resources for interpreters in all court-ordered, court-operated programs. Of these, 2 were medium, 3 small–medium, and 4 small.

Table 16. Additional Funding for Other Language Access Expenses, FY 2017–18 and FY 2018–19 (Q3I)

Additional Funding Required for All Other Language Access Expenses	No. of Courts / Percentage of Total Respondents	
	FY 2017–18	FY 2018–19
Less than \$50,000	22 / 44	29 / 50
\$50,000–\$150,000	12 / 24	11 / 18.97
\$150,000–\$500,000	6 / 12	6 / 10.35
\$500,000–\$1 million	4 / 8	2 / 3.45
\$1 million–\$5 million	2 / 4	4 / 6.90
More than \$5 million	0 / 0	2 / 3.45
Do not need more funding/resources	4 / 8	4 / 6.90
TOTAL	50 courts / 100%	58 courts / 100%

Responses to the inquiry for funding and resource estimates for other language access expenses also varied greatly. Survey responses revealed the following:

- The 2 courts that reported needing more than \$5 million for other language access expenses were large.
- Of the 4 courts that reported needing \$1 million to \$5 million, 3 were large and 1 was medium sized.
- The 2 courts that reported needing \$500,000 to \$1 million were large.
- Of the 6 courts that reported a need of \$150,000 to \$500,000, 2 were medium, 3 small–medium, and 1 small.
- Eleven courts reported needing \$50,000 to \$150,000 for other language access expenses. Of these, 1 was large, 5 medium, 4 small–medium, and 1 small.
- A total of 29 courts reported needing less than \$50,000, including 1 large court, 4 medium courts, 7 small–medium courts, and 17 small courts.
- Four respondents—2 small–medium courts and 2 small courts—reported that they do not need more funding or resources for other language access expenses.

Adequate funding is crucial if the progress in providing interpreter services in the civil case type categories is to be maintained. The 2016 Budget Act included \$7 million, ongoing, for further expansion of interpreter services into civil matters, and the 2018 Budget Act included a one-time augmentation of \$4 million, also for civil expansion. For FY 2018–19, the total appropriation of the Court Interpreter Reimbursement Fund is approximately \$108.960 million, which is allocated annually to support services of court interpreters and cannot be used for other language access services. These resources can be used only to support direct reimbursement to courts for the cost of interpreters, with minimal exceptions. Despite ongoing efforts to use all existing resources as efficiently as possible, the Language Access Plan Implementation Task Force is aware that additional resources are needed to fully complete implementation of the LAP and achieve its goals.

One of the task force’s top priorities is to continue to work with Judicial Council staff and courts to expand the availability of interpreters in civil proceedings. The survey responses clearly show that courts are now providing interpreters in all civil proceeding priority areas, consistent with Assembly Bill 1657 (Stats. 2014, ch. 721), and continue to expand language access services. Additional funding is currently being sought in the next budget cycle to ensure that courts are not forced to cut back on the hard-fought progress the branch has made in providing interpreters in civil proceedings. The council recently submitted a Language Access Budget Change Proposal to the Department of Finance for FY 2019–20, with a focus on improving the stability of the Court Interpreter Reimbursement Fund.

Language Access Tools and Services (Q32–Q35)

Dismantling the language barrier that exists for many LEP court users goes far behind providing interpreters in courtroom proceedings. Tools and services, such as a dedicated language access webpage or bilingual staff for interpretation assistance in non-courtroom settings, help round out the language access services provided by courts so LEP court users can attain meaningful access to the court system. The section below covers some of these more specialized services offered by the courts (see tables 17–20).

Table 17. Additional Language Access Items or Services (Q32)

Language Access Services the Court Provides	Total No. of Courts	No. of Small Courts	No. of Small–Medium Courts	No. of Medium Courts	No. of Large Courts
Has a designated language access representative	54	20	16	10	8
Provides interpreters, bilingual staff, or other language services in non-courtroom proceedings*	45	11	13	12	9
Provides bilingual staff (<i>no interpreters</i>) to assist LEP court users in non-courtroom settings	44	10	14	11	9

* Courts of the following sizes provide language assistance in non-courtroom proceedings in the following languages:

- Small Courts: Chinese, Hmong, Punjabi, and Spanish
- Small-Medium Courts: Hmong, Portuguese, Russian, and Spanish
- Medium Courts: American Sign Language, Hmong, Mandarin, Punjabi, Spanish, and Tagalog
- Large Courts: American Sign Language, Arabic, Armenian, Cantonese, Hindi, Ilocano, Ilonggo, Korean, Lao, Mandarin, Punjabi, Russian, Spanish, Tagalog, and Vietnamese

Table 18. Additional Language Access Tools and Information (Q33)

Language Access Information and Tools the Court Provides	Total No. of Courts	No. of Small Courts	No. of Small-Medium Courts	No. of Medium Courts	No. of Large Courts
Posts notices of available language access services on the web	41	12	11	10	8
Posts adequate notices of available language access services at the courthouse	28	9	8	7	4
Has a dedicated language access webpage	20	4	4	5	7
Provides a form that allows court users to request an interpreter <i>(or allows use of INT-300 for this purpose)</i>	53	18	15	12	8
Provides adequate multilingual signage throughout the courthouse to assist LEP court users	23	5	6	8	4

Table 19. Data Collection and Tracking (Q34)

Language Access Data Collection and Tracking	Total No. of Courts	No. of Small Courts	No. of Small-Medium Courts	No. of Medium Courts	No. of Large Courts
Collects data on LEP communities and their potential need for court users, to anticipate numbers and languages of likely LEP court users	6	0	3	1	2
Identifies and documents language access needs for each LEP court user	42	14	14	9	5
Keeps track of the provision of language access services	48	17	12	11	8
Keeps track of the denial of language access services	28	7	7	8	6
Keeps track of interpreter expenses and other language access costs <i>(translations, interpreter coordination, bilingual pay differential, and multilingual signage and technology)</i>	33	8	11	6	8

Table 20. Complaint Processes, Training, and Other Items or Services (Q35)

Language Access Complaint Processes, Training, and Other	Total No. of Courts	No. of Small Courts	No. of Small–Medium Courts	No. of Medium Courts	No. of Large Courts
Has complaint form and process for LEP court users to submit language access complaints	29	6	9	8	6
Provides training to court staff regarding language access policies and procedures	38	16	8	7	7
Provides training to judicial officers regarding language access policies and procedures	23	10	3	5	5
Other: Court has made the following progress or implemented other language access services or support (e.g., signage, community outreach)	18	3	5	6	4

Under “Other,” the open-field responses provided by the courts included the following:

- Language Line in clerk’s office/Self-Help Center.
- All parties in the case are made aware of the availability of request for interpreter form.
- Outreach to coastal community.
- Self-help director is bilingual.
- Add Google Translator to court’s website.
- A Mixteco video posted on court’s website.
- Outreach to colleges and high schools regarding interpreter profession.
- Trainings for Deputy Public Defender and Deputy District Attorney.
- Request for interpreter web portal.
- Job fairs and cultural events outreach.

Rule 2.851: Language Access Services Complaints: Status (Q36–Q39)

Effective January 1, 2018, rule 2.851 of the California Rules of Court requires each court to make available a language access services complaint form and establish a process to respond to complaints (courts have until December 31, 2018, to implement the rule).

The Judicial Council makes available for courts a model language access services complaint form in both English and non-English languages.² The council also hosts a language access services complaint form for court users to record a complaint about Judicial Council meetings, forms, or other translations on the California Courts website: www.courts.ca.gov/LAPcontact.htm.

Twenty-nine courts indicated in their survey that they have a complaint form and process in place to handle language access complaints. The LAS staff will continue to monitor the courts’ compliance of rule 2.851 and provide assistance to ensure that all 58 courts establish a language access complaint form and process by December 31, 2018.

² The model language access service complaint form is hosted on the Language Access Toolkit: www.courts.ca.gov/33865.htm.

As reported in the *California Superior Courts: 2017 Language Access Survey Report*, only 16 courts had adopted the complaint form and procedures, and in 2016 only 10 courts had a complaint mechanism in place.

Eleven courts (18.97 percent) indicated that they have received language access complaints in the last 12 months. Forty-seven courts (81.03 percent) received no language access complaints in the last 12 months (see table 21).

Table 21. Language Access Complaints (Q36)

Has your court received any language access complaints in the last 12 months?	No. of courts / Percentage of Total Respondents, as of December 31, 2017
Yes	11 / 18.97
No	47 / 81.03
TOTAL	58 courts

Table 22 describes the reasons for the complaints. Seven courts stated that “Quality of interpretation not satisfactory” was the number one reason for the complaints. Five courts indicated that an interpreter was not provided. Four courts selected “Other” and included the following reasons for the complaints: Active warrant, personal conduct, reasons of professionalism, and interpreters providing legal advice. Additionally, one court marked “Form/information not translated.”

Table 22. Nature of the Complaints (Q37)

Reasons for the Complaints (<i>select all that apply</i>)	Number of Courts That Received This Type of Complaint
Interpreter not provided	5
Quality of interpretation not satisfactory	7
Form/information not translated	1
Quality of translation not satisfactory	1
Other not listed above (<i>specify</i>)	4

“Interpreter Not Provided” was the most common reason that complaints were filed. In total, 19 complaints were recorded during the last 12-month period because an interpreter was unavailable (see table 23).

Table 23. Nature and Number of Complaints Received During the Last 12-Month Period (Q38)

Nature of Complaints Received During the Last 12 Months	Number of Complaints
Interpreter not provided	19
Quality of interpretation not satisfactory	15
Form/information not translated	5
Quality of translation not satisfactory	5
Other (<i>please specify</i>)	6
TOTAL COMPLAINTS	50

The number of courts that have adopted a complaint mechanism regarding language access services increased in the past year to 29 courts. The courts are periodically reminded, during bimonthly language access representative meetings, that they have until December 31, 2018, to comply with rule 2.851. Judicial Council staff continues to assist the courts to ensure they comply with this rule.

Ranking of Items Courts Would Like Judicial Council to Develop and Provide (Q40–Q41)

Courts were asked to select the areas in which they would like additional tools, services, and/or programs developed and provided by the Judicial Council. Fifty-six courts provided rankings in the order of importance. As table 24 shows, “Statewide recruitment efforts: additional court interpreters” was the most popular selection, with 54 courts choosing this answer, followed by “Remote interpreting technology or equipment,” ranked at number 2. “Centralized translation of documents” was ranked at number 3. “Tools for early identification of LEP court users” and “Multilingual signage to be used throughout the courthouse” came in at rankings 4 and 5, respectively.

Table 24. Ranking of New Tools, Services, or Programs Courts Would Like Developed (Q40)

Ranking	Please indicate the areas in which your court would most like additional tools, services, and/or programs developed and provided by the Judicial Council (<i>please select all that apply</i>).	Number of Courts	Percentage of Respondents (56 Courts)
1	Statewide recruitment efforts: additional court interpreters	54	96.43
2	Remote interpreting technology or equipment	53	94.64
3	Centralized translation of documents	53	94.64
4	Tools for early identification of LEP court users	51	91.07
5	Multilingual signage to be used throughout the courthouse	53	94.64
6	Software or tools to assist with court interpreter calendaring/scheduling	52	92.86

Ranking	Please indicate the areas in which your court would most like additional tools, services, and/or programs developed and provided by the Judicial Council (<i>please select all that apply</i>).	Number of Courts	Percentage of Respondents (56 Courts)
7	Language access–related training	51	91.07
8	Tracking tools for data collection and cost reporting	50	89.29
9	Additional resources included in the Toolkit	51	91.07
10	Statewide recruitment efforts: additional bilingual staff	51	91.07
11	Other 1 (<i>please specify</i>)	15	26.79
12	Other 2 (<i>please specify</i>)	11	19.64
13	Other 3 (<i>please specify</i>)	9	16.07
	Answered question	56 courts	96.55%
	Skipped question	2 courts	3.45%

This survey question also allowed for courts to provide an open-field response, resulting in the following responses, in no particular order (Q41):

- Recertification of interpreters every two years
- Funding for interpreter coordinators
- Evaluation of interpreter exam to increase pass rate
- Coordination with agencies to identify language needs
- Discipline for ethical violations by interpreters
- Bilingual pay
- Training for interpreter for multiple case types
- Non-VRI equipment (telecommunications, wireless, headsets, furniture for interpreter stations)
- More training, perhaps by recruiting out-of-state interpreters
- Hmong translations
- Reworking/reevaluation of court interpreter cross-assignment process

Additional Comments or Suggestions (Q42)

Courts were asked to provide additional comments or suggestions regarding language access services. A total of 18 courts, ranging from small to large, provided feedback. Overall, comments provided by the courts generated some common themes:

- Lack of certified and registered interpreters (even in Spanish, for some counties)
- Availability and willingness of interpreters to travel to certain counties (remote locations)
- Interpreter pay/per diem, including some interpreters charging the federal rate
- Interpreter scheduling efficiencies
- Requests for interpreters in rare/exotic languages and difficulty in finding and securing them
- The challenge of Government Code section 71802, which limits individual courts from using a particular independent contractor more than 100 days per calendar year

One court mentioned the lengthy amount of time it takes for someone to get certified and the low passage rate in the interpreter exams. Another court suggested an integrated software system for interpreter assignments. Additional comments or suggestions included obtaining funding for coordinators, funding for services provided outside the courtroom (audio remote interpreting at public counters, translations of forms, and website translations), and background screening of interpreters by the Judicial Council.

Findings and Recommendations

The California trial courts continue to make important strides in the provision of language access services and in the implementation of the Language Access Plan.

Responses to the 2018 survey indicate ongoing improvements and continued progress. Language access services continue to expand across civil cases, with courts able to address more of the priorities established in Evidence Code section 756. Services outside courtroom proceedings are also seeing some improvements, with assistance provided by bilingual staff, multilingual translation resources available online and at courthouses, and improved signage strategies.

As they did in the 2017 survey, the trial courts again stated that they continue to be challenged by limited funding and the inability to find enough qualified court interpreters in various languages. Many courts struggle to fulfill interpreter requests in languages that lack significant numbers of certified or registered interpreters. Funding continues to be critical to support expansion and the need for interpreter resources in a more competitive market. Other language access services—in the areas of translation, multilingual web/online resources, technology, and signage—are also critical for the courts. These services are essential to enable continued expansion and a guarantee of language access services to all LEP court users who require them.

Following is a summary of the major survey findings:

1. Fifty-one of 58 responding courts indicated that they were able to provide interpreters under all eight civil case type priorities. Estimates of court interpreter coverage for each civil priority level increased in 2017, compared to estimated coverage in 2016.
2. Although Spanish continues to be the most requested language throughout the state, courts experienced an increase in interpreter requests, both in and out of courtroom proceedings, and are providing interpreter services in the state's top 10 most frequently interpreted spoken languages: Spanish, Vietnamese, Korean, Mandarin, Farsi, Cantonese, Russian, Tagalog, Arabic, and Punjabi.
3. Courts identified the need for additional recruitment strategies (especially in OTS languages) and a re-evaluation of the interpreter credentialing exams, as well as the challenges in securing interpreters who are willing to travel to their (hard-to-reach) counties and the high rate interpreters charge for interpreter assignments.
4. Courts identified additional funding as critical to cover interpreter coordination, purchase and implement new technology, and cover signage and translation costs, all of which are crucial to meeting the language access services needs of their LEP court users.
5. Twenty-nine courts have adopted a language access complaint mechanism (form and procedures).

Recommended areas for improvement include:

- Posting adequate notice of available language access services at the courthouse;
- Having a dedicated language access webpage;
- Providing multilingual signage throughout the courthouse to assist LEP court users;
- Collecting data on LEP communities and the potential needs of court users to anticipate numbers of languages of likely LEP court users;

- Keeping track of when language access services cannot be provided;
- Keeping track of interpreter expenses and other language access costs;
- Providing training to court staff and judicial officers regarding language access policies and procedures; and
- Complying with rule 2.851 (providing a form and process to receive language access services complaints) before December 31, 2018.

Judicial Council staff will work with the language access representatives to review these survey findings and identify resources to help courts with the recommended areas for improvement.

The 2018 Budget Act includes a one-time \$4 million augmentation to the Court Interpreter Reimbursement Fund, and an additional \$4 million ongoing for expansion of other language access items. This funding includes monies for many language access projects that have been previously advocated for by the council, including for signage, training, Judicial Council staffing, and non-VRI language access technology. The LAS unit will work with courts to identify funding needs and will disburse this funding beginning in the current fiscal year.

Progress made to date on the implementation of the Language Access Plan can be sustained only with ongoing support by the Judicial Council and the courts. With consistent monitoring of ongoing implementation efforts through this survey (to be conducted annually), improved data collection of language access metrics, and full funding in the expansion of language access services, the branch will be able to achieve its goal of providing quality language access services to all LEP court users, as defined by the 75 recommendations of the *Strategic Plan for Language Access in the California Courts*.

This report was prepared by Elizabeth Tam-Helmuth and Matthew Clark, Language Access Services, Judicial Council of California.

Resources and Contact Information

Resource Links

Judicial Council of California

www.courts.ca.gov

Strategic Plan for Language Access in the California Courts

www.courts.ca.gov/documents/CLASP_report_060514.pdf

Court Language Access Reporting Form: Summary Report (August 2017)

www.courts.ca.gov/documents/LAPITF-20170823-CivilSummaryReport.pdf

Language Access Plan Implementation Task Force

www.courts.ca.gov/LAP.htm

Language Access

www.courts.ca.gov/languageaccess.htm

Language Access Toolkit

www.courts.ca.gov/lap-toolkit-courts.htm

Court Interpreters Program

www.courts.ca.gov/programs-interpreters.htm

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Court Language Access Reporting Form

The Language Access Plan Implementation Task Force and Judicial Council staff are requesting information that will determine the current service level regarding the provision of court interpreters in all civil matters and other language access services in the 58 superior courts, as of December 31, 2017. **Note:** We anticipate that beginning in July 2018, we will begin administering this survey once a year to capture data on a fiscal year basis (e.g., July 2017–June 2018). For this transitional survey, please provide data as of December 31, 2017.

No answers provided will be attributed to an individual court. Instead, this information will be reported in aggregate form to the Task Force and the public to show ongoing progress being made by the courts and to support additional funding requests. Information provided will also help the Task Force to target and provide technical assistance to courts. We will provide a summary report with data and the status of civil expansion to all 58 courts.

This survey will take approximately 20-30 minutes to complete online. It may be helpful to review the PDF attachment of the questions to formulate answers prior to completing the online version of this survey. If you have any questions regarding the survey, please contact Elizabeth Tam-Helmuth at elizabeth.tam@jud.ca.gov. Thank you for taking the time to complete the following survey.

Court Language Access Reporting Form

* 1. Court Identifier (Please use the unique 3 letter, 3 digit identifier used to submit previous surveys. If your court has not submitted a survey previously or if you are unable to access the identifier previously used, please create a unique 3 letter, 3 digit identifier for this survey. For example, ABC123 [please do not use the example shown]):

* 2. Today's date:

Date:

* 3. What is the size of your court?

- Small (2-5 judges)
- Small - Medium (6-15 judges)
- Medium (16-47 judges)
- Large (48 judges or more)

* 4. Court region:

- Region 1
- Region 2
- Region 3
- Region 4

* 5. Please indicate the civil case types for which your court provides free interpreter services using certified and registered court interpreters (check all that apply):

Note: On the next screen, you will be asked to provide/indicate the languages and estimated percentage of coverage for each civil case type that your court provides interpreters.

- Priority 1: Domestic violence
- Priority 1: Elder/Dependent adult abuse with physical abuse/neglect
- Priority 1: Civil harassment in which no fee is required to file under CCP527.6(x) (formerly CCP527.6(w))
- Priority 2: Unlawful detainers
- Priority 3: Termination of parental rights (fee waiver has preference)
- Priority 4: Guardianship (fee waiver has preference)
- Priority 4: Conservatorship (fee waiver has preference)
- Priority 5: Actions by a parent to obtain sole legal and physical custody of a child or visitation (fee waiver has preference)
- Priority 6: Elder/Dependent adult abuse not involving physical abuse/neglect (fee waiver has preference)
- Priority 6: Other civil harassment under CCP527.6 (fee waiver has preference)
- Priority 7: All other family law cases not involving domestic violence, custody, or visitation (fee waiver has preference)
- Priority 8: Small claims (fee waiver has preference)
- Priority 8: Unlimited civil (fee waiver has preference)
- Priority 8: Other civil (fee waiver has preference)

Court Language Access Reporting Form

Priority 1: Domestic Violence

* 6. Please select all the languages provided for **Priority 1: Domestic Violence** and note the estimated percentage of coverage by certified or registered court interpreters for these case types over the last year (January – December 2017).

Note: If your court provides 100% coverage in all languages for a particular civil case type, then you do not need to click on the individual languages below.

	100%	90%-100%	80%-90%	70%-80%	Less than 70%	Cannot Estimate
All languages	<input type="radio"/>					
Spanish	<input type="radio"/>					
Vietnamese	<input type="radio"/>					
Korean	<input type="radio"/>					
Mandarin	<input type="radio"/>					
Farsi	<input type="radio"/>					
Cantonese	<input type="radio"/>					
Russian	<input type="radio"/>					
Tagalog	<input type="radio"/>					
Arabic	<input type="radio"/>					
Punjabi	<input type="radio"/>					

Other (please specify)

Priority 1: Elder/Dependent Adult Abuse

* 7. Please select all the languages provided for **Priority 1: Elder/Dependent adult abuse with physical abuse/neglect** and note the estimated percentage of coverage by certified or registered court interpreters for these case types over the last year (January – December 2017).

Note: If your court provides 100% coverage in all languages for a particular civil case type, then you do not need to click on the individual languages below.

	100%	90%-100%	80%-90%	70%-80%	Less than 70%	Cannot Estimate
All languages	<input type="radio"/>					
Spanish	<input type="radio"/>					
Vietnamese	<input type="radio"/>					
Korean	<input type="radio"/>					
Mandarin	<input type="radio"/>					
Farsi	<input type="radio"/>					
Cantonese	<input type="radio"/>					
Russian	<input type="radio"/>					
Tagalog	<input type="radio"/>					
Arabic	<input type="radio"/>					
Punjabi	<input type="radio"/>					

Other (please specify)

Priority 1: Civil Harassment

* 8. Please select all the languages provided for **Priority 1: Civil harassment in which no fee is required to file under CCP527.6(x) (formerly CCP527.6(w))** and note the estimated percentage of coverage by certified or registered court interpreters for these case types over the last year (January – December 2017).

Note: If your court provides 100% coverage in all languages for a particular civil case type, then you do not need to click on the individual languages below.

	100%	90%-100%	80%-90%	70%-80%	Less than 70%	Cannot Estimate
All languages	<input type="radio"/>					
Spanish	<input type="radio"/>					
Vietnamese	<input type="radio"/>					
Korean	<input type="radio"/>					
Mandarin	<input type="radio"/>					
Farsi	<input type="radio"/>					
Cantonese	<input type="radio"/>					
Russian	<input type="radio"/>					
Tagalog	<input type="radio"/>					
Arabic	<input type="radio"/>					
Punjabi	<input type="radio"/>					

Other (please specify)

Priority 2: Unlawful Detainers

* 9. Please select all the languages provided for **Priority 2: Unlawful detainers** and note the estimated percentage of coverage by certified or registered court interpreters for these case types over the last year (January – December 2017).

Note: If your court provides 100% coverage in all languages for a particular civil case type, then you do not need to click on the individual languages below.

	100%	90%-100%	80%-90%	70%-80%	Less than 70%	Cannot Estimate
All languages	<input type="radio"/>					
Spanish	<input type="radio"/>					
Vietnamese	<input type="radio"/>					
Korean	<input type="radio"/>					
Mandarin	<input type="radio"/>					
Farsi	<input type="radio"/>					
Cantonese	<input type="radio"/>					
Russian	<input type="radio"/>					
Tagalog	<input type="radio"/>					
Arabic	<input type="radio"/>					
Punjabi	<input type="radio"/>					

Other (please specify)

Priority 3: Termination of Parental Rights

* 10. Please select all the languages provided for **Priority 3: Termination of parental rights (fee waiver has preference)** and note the estimated percentage of coverage by certified or registered court interpreters for these case types over the last year (January – December 2017).

Note: If your court provides 100% coverage in all languages for a particular civil case type, then you do not need to click on the individual languages below.

	100%	90%-100%	80%-90%	70%-80%	Less than 70%	Cannot Estimate
All languages	<input type="radio"/>					
Spanish	<input type="radio"/>					
Vietnamese	<input type="radio"/>					
Korean	<input type="radio"/>					
Mandarin	<input type="radio"/>					
Farsi	<input type="radio"/>					
Cantonese	<input type="radio"/>					
Russian	<input type="radio"/>					
Tagalog	<input type="radio"/>					
Arabic	<input type="radio"/>					
Punjabi	<input type="radio"/>					

Other (please specify)

Priority 4: Guardianship

* 11. Please select all the languages provided for **Priority 4: Guardianship (fee waiver has preference)** and note the estimated percentage of coverage by certified or registered court interpreters for these case types over the last year (January – December 2017).

Note: If your court provides 100% coverage in all languages for a particular civil case type, then you do not need to click on the individual languages below.

	100%	90%-100%	80%-90%	70%-80%	Less than 70%	Cannot Estimate
All languages	<input type="radio"/>					
Spanish	<input type="radio"/>					
Vietnamese	<input type="radio"/>					
Korean	<input type="radio"/>					
Mandarin	<input type="radio"/>					
Farsi	<input type="radio"/>					
Cantonese	<input type="radio"/>					
Russian	<input type="radio"/>					
Tagalog	<input type="radio"/>					
Arabic	<input type="radio"/>					
Punjabi	<input type="radio"/>					

Other (please specify)

Priority 4: Conservatorship

* 12. Please select all the languages provided for **Priority 4: Conservatorship (fee waiver has preference)** and note the estimated percentage of coverage by certified or registered court interpreters for these case types over the last year (January – December 2017).

Note: If your court provides 100% coverage in all languages for a particular civil case type, then you do not need to click on the individual languages below.

	100%	90%-100%	80%-90%	70%-80%	Less than 70%	Cannot Estimate
All languages	<input type="radio"/>					
Spanish	<input type="radio"/>					
Vietnamese	<input type="radio"/>					
Korean	<input type="radio"/>					
Mandarin	<input type="radio"/>					
Farsi	<input type="radio"/>					
Cantonese	<input type="radio"/>					
Russian	<input type="radio"/>					
Tagalog	<input type="radio"/>					
Arabic	<input type="radio"/>					
Punjabi	<input type="radio"/>					

Other (please specify)

Priority 5: Actions by a parent to obtain sole legal and physical custody of a child or visitation

* 13. Please select all the languages provided for **Priority 5: Actions by a parent to obtain sole legal and physical custody of a child or visitation (fee waiver has preference)** and note the estimated percentage of coverage by certified or registered court interpreters for these case types over the last year (January – December 2017).

Note: If your court provides 100% coverage in all languages for a particular civil case type, then you do not need to click on the individual languages below.

	100%	90%-100%	80%-90%	70%-80%	Less than 70%	Cannot Estimate
All languages	<input type="radio"/>					
Spanish	<input type="radio"/>					
Vietnamese	<input type="radio"/>					
Korean	<input type="radio"/>					
Mandarin	<input type="radio"/>					
Farsi	<input type="radio"/>					
Cantonese	<input type="radio"/>					
Russian	<input type="radio"/>					
Tagalog	<input type="radio"/>					
Arabic	<input type="radio"/>					
Punjabi	<input type="radio"/>					

Other (please specify)

Priority 6: Elder/Dependent adult abuse not involving physical abuse/neglect

* 14. Please select all the languages provided for **Priority 6: Elder/Dependent adult abuse not involving physical abuse/neglect (fee waiver has preference)** and note the estimated percentage of coverage by certified or registered court interpreters for these case types over the last year (January – December 2017).

Note: If your court provides 100% coverage in all languages for a particular civil case type, then you do not need to click on the individual languages below.

	100%	90%-100%	80%-90%	70%-80%	Less than 70%	Cannot Estimate
All languages	<input type="radio"/>					
Spanish	<input type="radio"/>					
Vietnamese	<input type="radio"/>					
Korean	<input type="radio"/>					
Mandarin	<input type="radio"/>					
Farsi	<input type="radio"/>					
Cantonese	<input type="radio"/>					
Russian	<input type="radio"/>					
Tagalog	<input type="radio"/>					
Arabic	<input type="radio"/>					
Punjabi	<input type="radio"/>					

Other (please specify)

Priority 6: Other civil harassment under CCP527.6

* 15. Please select all the languages provided for **Priority 6: Other civil harassment under CCP527.6 (fee waiver has preference)** and note the estimated percentage of coverage by certified or registered court interpreters for these case types over the last year (January – December 2017).

Note: If your court provides 100% coverage in all languages for a particular civil case type, then you do not need to click on the individual languages below.

	100%	90%-100%	80%-90%	70%-80%	Less than 70%	Cannot Estimate
All languages	<input type="radio"/>					
Spanish	<input type="radio"/>					
Vietnamese	<input type="radio"/>					
Korean	<input type="radio"/>					
Mandarin	<input type="radio"/>					
Farsi	<input type="radio"/>					
Cantonese	<input type="radio"/>					
Russian	<input type="radio"/>					
Tagalog	<input type="radio"/>					
Arabic	<input type="radio"/>					
Punjabi	<input type="radio"/>					

Other (please specify)

Priority 7: All other family law cases not involving domestic violence

* 16. Please select all the languages provided for **Priority 7: All other family law cases not involving domestic violence, custody, or visitation (fee waiver has preference)** and note the estimated percentage of coverage by certified or registered court interpreters for these case types over the last year (January – December 2017).

Note: If your court provides 100% coverage in all languages for a particular civil case type, then you do not need to click on the individual languages below.

	100%	90%-100%	80%-90%	70%-80%	Less than 70%	Cannot Estimate
All languages	<input type="radio"/>					
Spanish	<input type="radio"/>					
Vietnamese	<input type="radio"/>					
Korean	<input type="radio"/>					
Mandarin	<input type="radio"/>					
Farsi	<input type="radio"/>					
Cantonese	<input type="radio"/>					
Russian	<input type="radio"/>					
Tagalog	<input type="radio"/>					
Arabic	<input type="radio"/>					
Punjabi	<input type="radio"/>					

Other (please specify)

Priority 8: Small claims

* 17. Please select all the languages provided for **Priority 8: Small claims (fee waiver has preference)** and note the estimated percentage of coverage by certified or registered court interpreters for these case types over the last year (January – December 2017).

Note: If your court provides 100% coverage in all languages for a particular civil case type, then you do not need to click on the individual languages below.

	100%	90%-100%	80%-90%	70%-80%	Less than 70%	Cannot Estimate
All languages	<input type="radio"/>					
Spanish	<input type="radio"/>					
Vietnamese	<input type="radio"/>					
Korean	<input type="radio"/>					
Mandarin	<input type="radio"/>					
Farsi	<input type="radio"/>					
Cantonese	<input type="radio"/>					
Russian	<input type="radio"/>					
Tagalog	<input type="radio"/>					
Arabic	<input type="radio"/>					
Punjabi	<input type="radio"/>					

Other (please specify)

Priority 8: Unlimited civil

* 18. Please select all the languages provided for **Priority 8: Unlimited civil (fee waiver has preference)** and note the estimated percentage of coverage by certified or registered court interpreters for these case types over the last year (January – December 2017).

Note: If your court provides 100% coverage in all languages for a particular civil case type, then you do not need to click on the individual languages below.

	100%	90%-100%	80%-90%	70%-80%	Less than 70%	Cannot Estimate
All languages	<input type="radio"/>					
Spanish	<input type="radio"/>					
Vietnamese	<input type="radio"/>					
Korean	<input type="radio"/>					
Mandarin	<input type="radio"/>					
Farsi	<input type="radio"/>					
Cantonese	<input type="radio"/>					
Russian	<input type="radio"/>					
Tagalog	<input type="radio"/>					
Arabic	<input type="radio"/>					
Punjabi	<input type="radio"/>					

Other (please specify)

Priority 8: Other civil

* 19. Please select all the languages provided for **Priority 8: Other civil (fee waiver has preference)** and note the estimated percentage of coverage by certified or registered court interpreters for these case types over the last year (January – December 2017).

Note: If your court provides 100% coverage in all languages for a particular civil case type, then you do not need to click on the individual languages below.

	100%	90%-100%	80%-90%	70%-80%	Less than 70%	Cannot Estimate
All languages	<input type="radio"/>					
Spanish	<input type="radio"/>					
Vietnamese	<input type="radio"/>					
Korean	<input type="radio"/>					
Mandarin	<input type="radio"/>					
Farsi	<input type="radio"/>					
Cantonese	<input type="radio"/>					
Russian	<input type="radio"/>					
Tagalog	<input type="radio"/>					
Arabic	<input type="radio"/>					
Punjabi	<input type="radio"/>					

Other (please specify)

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

Yes

No

* 21. If yes, please select the languages in which certified and registered interpreters are routinely provided if a fee waiver has been granted:

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

* 22. Does your court follow the provisional qualification procedures and guidelines as outlined in Form INT-100-INFO to appoint non-certified or non-registered interpreters?

Yes

No

23. If no, please describe what process your court follows regarding provisional qualification:

* 24. Please indicate the challenges that prevent your court from providing free interpreter services for civil proceedings (check all that apply):

- Lack of certified and registered court interpreters
- Lack of funding to support coverage of civil matters
- Challenges associated with coordinating/scheduling interpreters for coverage of civil matters
- Other (please specify)

* 25. Has your court experienced a change in language access requests over the last **twelve months** (e.g., increase or decrease in interpreter requests; significant change in languages for which interpreters are requested; change in types of language services requested, such as more or fewer requests for translation, bilingual staffing help, telephone interpretation, etc.)?

- Yes
- No

* 26. If yes, please select all that apply:

- Increase in interpreter requests
- Decrease in interpreter requests
- Increase in the number of languages for which interpreters are requested
- Decrease in the number of languages for which interpreters are requested
- Increase in the types of language services requested
- Other (please specify)

* 27. Is your court able to routinely provide certified or registered interpreters in your court's top five languages?

- Yes
- No

* 28. Please indicate the languages for which you have a **shortage** of certified or registered interpreters:

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

* 29. Please provide your best estimate of **additional** resources or funding your court will need for **FY 2018–2019** for the full expansion of interpreter services for courtroom proceedings in accordance with Evidence Code § 756:

- Less than \$50,000
- \$50,000–\$150,000
- \$150,000–\$500,000
- \$500,000–\$1 million
- \$1 million–\$5 million
- More than \$5 million
- Do not need more funding or resources

* 30. Please provide your best estimate of **additional** resources or funding your court will need for **FY 2018–2019** for interpreters in all court-ordered, court-operated programs (other than courtroom proceedings, such as for mediation or mandatory settlement conferences, etc.):

- Less than \$50,000
- \$50,000–\$150,000
- \$150,000–\$500,000
- \$500,000–\$1 million
- \$1 million–\$5 million
- More than \$5 million
- Do not need more funding or resources

* 31. Please provide your best estimate of **additional** resources or funding your court will need for **FY 2018–2019** for the for other language access expenses (including translations, interpreter or language service coordination, multilingual signage, or language access-related equipment or technology):

- Less than \$50,000
- \$50,000–\$150,000
- \$150,000–\$500,000
- \$500,000–\$1 million
- \$1 million–\$5 million
- More than \$5 million
- Do not need more funding or resources

* 32. Please select all the items or services your court provides for **Language Access Services**:

- We have a designated Language Access Representative.
- We provide interpreters, bilingual staff, or other language services in non-courtroom proceedings (e.g., mandatory mediation, required orientation). If marked, please specify in what languages these identified services are provided in the box below:
- We provide bilingual staff (not court interpreters) to assist LEP court users in non-courtroom settings (e.g., the clerk's office). If marked, please specify in what languages bilingual staff are provided in the box below:

Please specify what languages:

* 33. Please select all the items or services your court provides with regard to **Language Access**

Information and Tools:

- Our court posts notices of available language access services on the web.
- Our court posts adequate notices of available language access services at the courthouse in accordance with the "[Wayfinding and Signage Strategies for Language Access in the California Courts.](#)"
- We have a dedicated language access web page.
- We have a form that allows court users to request an interpreter (or we use the Judicial Council's INT-300 for this purpose).
- We provide adequate multilingual signage throughout the courthouse to assist LEP court users in accordance with the "[Wayfinding and Signage Strategies for Language Access in the California Courts.](#)"

* 34. Please select all the items or services your court provides with regard to **Language Access Data**

Collection and Tracking:

- We collect data on LEP communities and their potential need for court services in order to anticipate the numbers and languages of likely LEP court users.
- We identify and document the language access needs for each LEP court user, including parties, witnesses, or other persons with a significant interest, at the earliest possible point of contact with the LEP person.
- We keep track of the provision of language access services.
- We keep track of the denial of language access services.
- In addition to court interpreter expenses, we also keep track of our other language access costs, such as translations, interpreter or language services coordination, bilingual pay differential for staff, and multilingual signage or technologies.

35. Please select all the items or services your court provides with regard to **Language Access Complaint**

Processes, Training, and Other:

- We have a complaint form and process for LEP court users to submit language access complaints.
- We provide training to court staff regarding our language access policies and procedures.
- We provide training to judicial officers regarding our language access policies and procedures.
- Other: Our court has made the following progress or implemented other language access services or support (e.g., signage, community outreach), as follows:

* 36. Effective January 1, 2018, California Rules of Court, Rule 2.851 will require each court to make available a language access services complaint form and establish a process to respond to complaints (courts will have until December 31, 2018 to implement the rule). Has your court received any language access complaints in the last **twelve months**?

- Yes
- No

Court Language Access Reporting Form

* 37. If yes, please identify the reasons for the complaints (select all that apply):

- Interpreter not provided
- Quality of interpretation not satisfactory
- Form/information not translated
- Quality of translation not satisfactory
- Other not listed above (please specify)

* 38. Please indicate the total number of complaints received for the following areas within the last twelve months. If no complaints have been received, please put "0."

Interpreter not provided

Quality of interpretation not satisfactory

Form/information not translated

Quality of translation not satisfactory

Other (from above)

* 39. For complaints received, please describe the status of the dispositions reported above (please answer all that apply):

Number of complaints reported above resolved within 30 days of receipt

Number of complaints reported above resolved within 60 days of receipt

Number of complaints reported above with resolutions pending

Other (please explain)

Court Language Access Reporting Form

40. Please rank, in order of importance and need, the areas in which your court would like additional tools, services, and/or programs developed and provided by the Judicial Council. (Please rank on a scale of 1-13, with "1" being most important.)

<input type="checkbox"/>	<input type="text"/>	Tools for early identification of LEP court users
<input type="checkbox"/>	<input type="text"/>	Tracking tools for data collection and cost reporting
<input type="checkbox"/>	<input type="text"/>	Additional resources included in the Judicial Council Language Access Toolkit
<input type="checkbox"/>	<input type="text"/>	Software or tools to assist with court interpreter calendaring/scheduling
<input type="checkbox"/>	<input type="text"/>	Remote interpreting technology or equipment
<input type="checkbox"/>	<input type="text"/>	Language access-related training
<input type="checkbox"/>	<input type="text"/>	Multilingual signage to be used throughout the courthouse
<input type="checkbox"/>	<input type="text"/>	Centralized translation of documents
<input type="checkbox"/>	<input type="text"/>	Statewide recruitment efforts: additional bilingual staff
<input type="checkbox"/>	<input type="text"/>	Statewide recruitment efforts: additional court interpreters
<input type="checkbox"/>	<input type="text"/>	Other 1 (please specify below)
<input type="checkbox"/>	<input type="text"/>	Other 2 (please specify below)
<input type="checkbox"/>	<input type="text"/>	Other 3 (please specify below)

41. Please specify your "Other" options from the question above, if applicable:

Other 1	<input type="text"/>
Other 2	<input type="text"/>
Other 3	<input type="text"/>

42. Please provide any additional comments or suggestions your court has with regard to language access services:

If you would like to share with the Judicial Council any recent language access initiatives or resource materials developed by your court, please separately send the information to Elizabeth Tam-Helmuth at elizabeth.tam@jud.ca.gov.

JULY 2018

LANGUAGE ACCESS METRICS REPORT



JUDICIAL COUNCIL OF CALIFORNIA
LANGUAGE ACCESS PLAN IMPLEMENTATION TASK FORCE

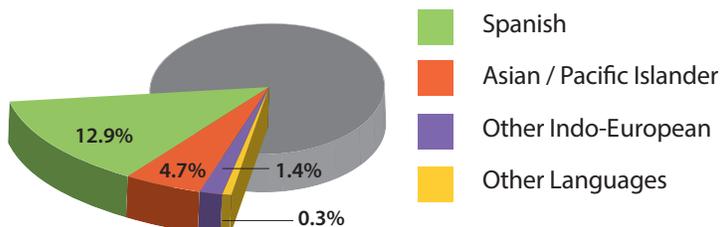
The Language Access Plan (LAP) Implementation Task Force, chaired by California Supreme Court Justice Mariano-Florentino Cuéllar, is currently in its fourth year of implementation of the *Strategic Plan for Language Access in the California Courts*. The LAP's 75 recommendations provide guidance and a consistent statewide approach to ensure language access throughout the courts. Since 2015, the task force has made significant progress in its implementation efforts. This report summarizes California language access data showing statewide efforts to make comprehensive language access a reality in the courts.

Language Access in California

Language access allows limited-English-proficient (LEP) individuals access to a wide range of services. As defined by the U.S. Department of Justice, LEP individuals do not speak English as their primary language and may have a limited ability to read, write, speak, or understand English.

In California, the most diverse state in the country:

- Over 200 languages are spoken;
- Approximately 44 percent of households speak a language other than English; and
- Nearly 7 million Californians (19 percent) report speaking English "less than very well."

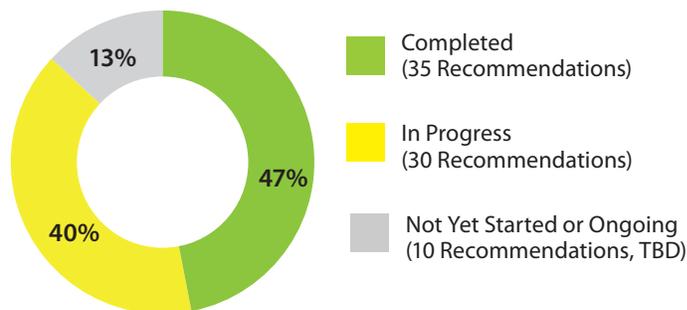


Source: U.S. Census Bureau (2015)

Language Access Implementation

The task force produces regular progress reports to show the implementation status of all 75 LAP recommendations: www.courts.ca.gov/LAP.htm.

LAP Implementation: 35 of 75 LAP Recommendations Completed to Date



2015			2016	2018
<p>January 2015 LAP is adopted by the Judicial Council, and Evidence Code section 756 becomes law (clarifying that courts should provide interpreters in civil matters).</p>	<p>March 2015 LAP Implementation Task Force is formed by Chief Justice Tani G. Cantil-Sakauye.</p>	<p>December 2015 <i>Language Access Toolkit</i> launches on the California Courts website.</p>	<p>January 2016 All 58 courts designate a language access representative (now required under rule 2.850).</p>	<p>2018 Rule 2.851 requires each court to make available a language access services complaint form. Video Remote Interpreting Pilot Project launches in three courts (Merced, Sacramento, Ventura). Fiscal Year (FY) 2018–19 budget includes ongoing \$4 million for language access items, including signage.</p>

Civil Expansion

Effective January 1, 2015, Evidence Code section 756 expanded the case types (see table 1) in which the courts can and should provide interpreters to LEP parties to include civil cases. Section 756 prioritizes case types in the event that a court has insufficient resources to provide interpreters in all civil case types.

Table 1: Priority Levels of Civil Cases

Priority 1: Domestic violence, civil harassment where fees are waived (Code Civ. Proc., § 527.6(y)), elder abuse (physical abuse or neglect)
Priority 2: Unlawful detainer
Priority 3: Termination of parental rights
Priority 4: Conservatorship, guardianship
Priority 5: Sole legal or physical custody, visitation
Priority 6: Other elder abuse, other civil harassment
Priority 7: Other family law
Priority 8: Other civil

Over the past three and a half years, the California courts have made significant progress (see table 2) to provide interpreters in civil case types following the priority order dictated by statute.

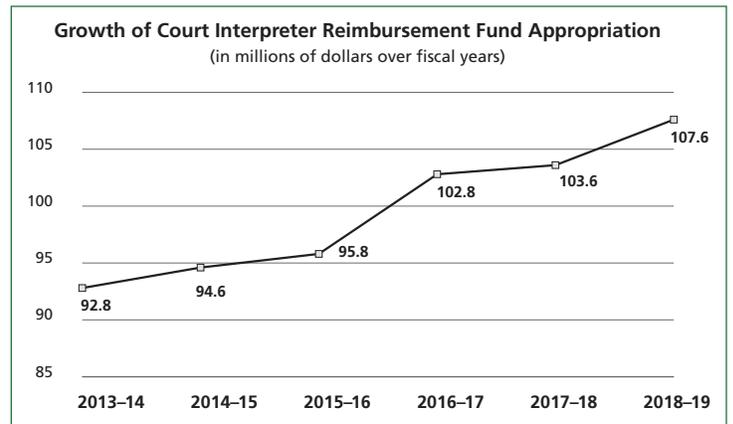
Table 2: Number of Courts Providing Interpreters in Civil Cases

Civil Expansion Status	Sept. 2015	Dec. 2016	Dec. 2017
Expansion into all 8 priority levels (Priority Levels 1–8)	9	47	51*
Expansion into 5 or more priority levels (subset of Priorities 1–8)	28	6	6
Expansion into 1 to 4 levels (subset of Priorities 1–8)	9	3	1
No response	12	2	0

* As of December 2017, 51 of 58 responding courts indicated that they were able to provide interpreters under all eight priorities. The languages provided, and the estimated interpreter coverage for each priority, vary by court. Recent information gathered regarding each court’s estimated coverage will help the Judicial Council with funding and other targeted efforts designed to help all 58 courts reach full expansion.

Growth of the Court Interpreter Reimbursement Fund

- In 2016, to support court interpreter expenses and expansion efforts, the Governor and the Legislature included an additional ongoing \$7 million for the expansion of interpreters in civil proceedings.
- For FY 2017–18, the total appropriation for the statewide court interpreter reimbursement fund was \$103,632,000.
- A one-time augmentation of \$4 million for the fund is expected for FY 2018–19 to advance the implementation of the Strategic Plan for Language Access.



- Beginning in 2017, the Phoenix Financial System now collects language access data that is not covered under the Court Interpreter Reimbursement Fund (also known as Trial Court Trust Fund 0150037). This data will allow the Judicial Council to track information on noninterpreter costs, including translations, interpreter or language services coordination (including supervision costs), bilingual pay differentials for bilingual staff, multilingual signage, web and communications, training, and technology and equipment.

Court Interpreter Pool

- Currently, over 1,883 certified and registered court interpreters—by far the largest court interpreter workforce in the nation—are on the Judicial Council’s Master List.
- The Master List (www.courts.ca.gov/35273.htm) allows courts and members of the public to search for court-certified, registered, and enrolled interpreters who are in good standing with the Judicial Council.
- Interpreters included on the Master List have passed the required exams and officially applied with the Judicial Council. (Application requirements include submitting an application to the Judicial Council, paying an annual fee of \$100, and taking the online “Interpreter Orientation: Working in the California Courts” course.)

- There are currently 1,697 certified court interpreters and 186 registered court interpreters.

Table 3: Number of Certified Court Interpreters for California's Top 10 Most Frequently Interpreted Spoken Languages (as of June 2018)*

Language †	2017	2018	+/-
Spanish	1,373	1,367	-6
Vietnamese	53	55	+2
Korean	60	60	0
Mandarin	66	72	+6
Farsi	1	10	+9
Cantonese	29	28	-1
Russian	39	35	-4
Tagalog	4	4	0
Arabic	8	8	0
Punjabi	3	3	0

* The top 10 spoken languages, ranked in this table, are from the 2015 Language Need and Interpreter Use Study. The Judicial Council will review applicable data sources for development of the 2020 study. The study identifies language need and interpreter use in the California trial courts and is required by the Legislature to be produced every five years under Government Code section 68563.

† There are currently 55 American Sign Language interpreters in California.

- Table 4 shows the number of recent passers of the bilingual interpreting exam to qualify as certified or registered interpreters.

Table 4: Recent Passers of the Bilingual Interpreting Exams

Language	2015	2016	2017
Spanish	45	47	56
Vietnamese	3	4	2
Mandarin	2	4	8
Farsi	0	1	9
Cantonese	2	0	1
Russian	2	1	0
Punjabi	1	0	0
Eastern Armenian	1	2	0
Total	56	59	76

Interpreter Usage

The Judicial Council's Language Access Services (LAS) unit prepares interpreter usage reports for the courts.

Consistent with the direction of the Judicial Council, LAS works directly with the courts to collect interpreter usage data in previously mandated case types, domestic violence case types, and the newly expanded civil case types. The reports are based on data entered in the Court Interpreter Data Collection System or provided by courts from their own internal systems.

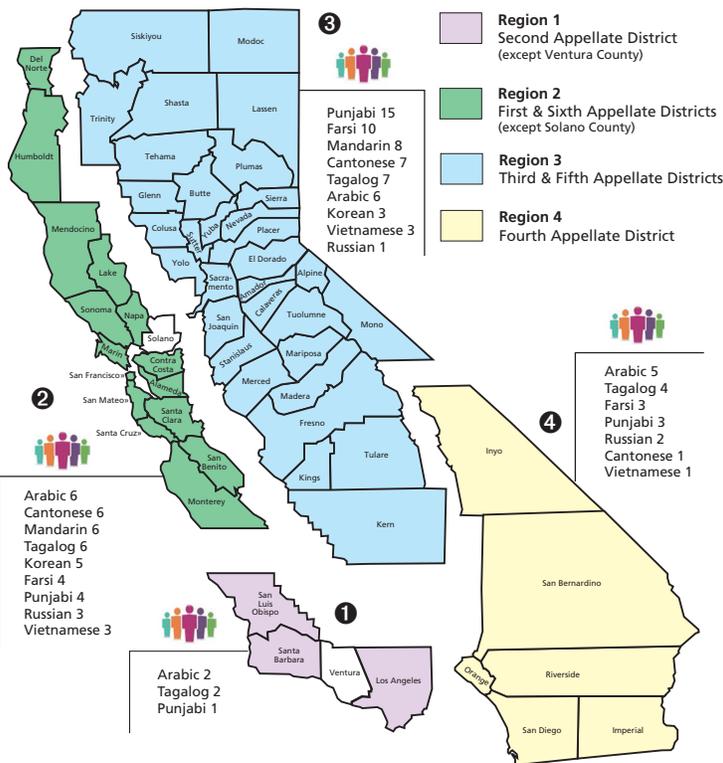
- There were 1,382,062 statewide interpretations in FY 2015–16.*
- Total interpretations in Spanish were approximately 1.254 million.
- Total other-than-Spanish interpretations were approximately 126,000.
- Some 38.6 percent of the total interpretations took place in Los Angeles County; San Bernardino County had the second most, with 6.8 percent of the total interpretations.
- Although the total number of interpretations decreased statewide, the number of interpretations per filing across all case types actually increased slightly. FY 2014–15 saw 6,832,710 filings with 1,520,878 interpretations, roughly 0.22 interpretations per filing. FY 2015–16 saw 6,209,532 filings with 1,406,784 interpretations for roughly 0.23 interpretations per filing—an increase of just under 2 percent.
- The civil case type saw the largest increase in interpretations per filing, going from 0.06 in FY 2014–15 to 0.10 in FY 2015–16—an increase of roughly 64 percent.

* The statewide court interpreter usage summary for FY 2016–17 is currently being tabulated. Highlights will be included in the next metrics report.

Identified Current Interpreter Needs

In March 2018, the Judicial Council LAS conducted a statewide language access survey of the courts to gather information on current language services provided, trends in local court language needs, and any innovative programs, practices, or strategies used to meet local language access needs. The survey identified the top languages for which recruitment of new certified or registered interpreters is needed from the four court interpreter bargaining regions (see figure below). A survey report will be published by September 2018.

Efforts are underway for the Judicial Council to develop a more robust statewide recruitment initiative to increase the pool of qualified interpreters and bilingual staff and to assist near-passers of the bilingual interpreting exam.



Note: The graphic shows the number of courts, by region, that indicated they need more interpreters in the languages shown.

Web Analytics

Table 5 shows the number of page views to the Court Interpreters Program and Language Access webpages for January 1 to December 31, 2017.

Table 5: Number of Page Views

Webpage	2016	2017
Court Interpreters Program	107,146	296,879
Judicial Council Language Access	12,280	18,830
Judicial Council Language Access Toolkit	3,309	3,817

Resource Links

Judicial Council of California

www.courts.ca.gov

Strategic Plan for Language Access in the California Courts

www.courts.ca.gov/documents/CLASP_report_060514.pdf

Language Access Plan Implementation Task Force

www.courts.ca.gov/LAP.htm

Language Access

www.courts.ca.gov/languageaccess.htm

Language Access Toolkit

www.courts.ca.gov/lap-toolkit-courts.htm

Court Interpreters Program

www.courts.ca.gov/programs-interpreters.htm

Contact Information

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Language Access Services
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COURT PROGRESS IN PROVIDING INTERPRETERS IN CIVIL CASES

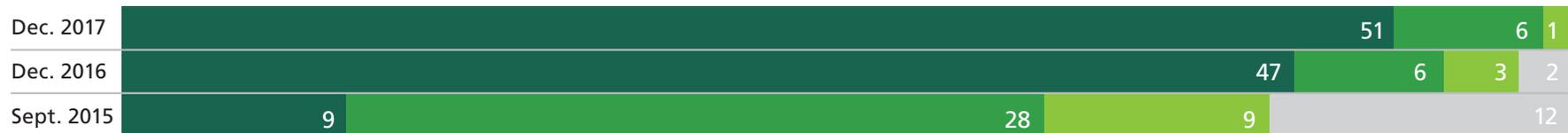
(as of December 31, 2017)

*Strategic Plan Goal: “By 2017, and beginning immediately where resources permit, qualified interpreters will be provided in the California courts to LEP court users in all courtroom proceedings.”**

Effective January 1, 2015, Evidence Code section 756 expanded the case types in which the courts can and should provide interpreters to LEP parties to include civil cases. Section 756 prioritizes case types in the event that a court has insufficient resources to provide interpreters in all civil case types.

Civil Expansion Status, 2015–2017

This bar graph shows the progress of the courts toward providing interpreters under all eight priority levels.† Since 2015, courts have made significant progress and are close to full civil expansion.



Expansion into all 8 priority levels
(Priorities 1–8)

Expansion into 5 or more priority levels
(a subset of Priorities 1–8)

Expansion into 1 to 4 priority levels
(a subset of Priorities 1–8)

51 courts (88% of 58 courts): As of December 31, 2017, 51 of 58 responding courts indicated that they were able to provide interpreters under all eight priorities. The languages provided and the estimated interpreter coverage for each priority vary by court. Recent information gathered regarding each court’s estimated coverage will help the Judicial Council with funding and other targeted efforts designed to help all 58 courts reach full expansion.

6 courts (10.3% of 58 courts): As of December 31, 2017, 6 courts (1 large, 1 medium, 1 small/medium, and 3 small-sized courts) indicated they have expanded into five to seven priority levels.

1 court (1.7% of 58 courts): As of December 31, 2017, 1 large-sized court indicated that it was able to expand into four priority levels.

Evidence Code section 756, Priority Levels of Civil Cases

Priority 1: *Domestic violence, civil harassment where fees are waived (Code Civ. Proc., § 527.6(y)), elder abuse (physical abuse or neglect)*

Priority 2: *Unlawful detainer*

Priority 3: *Termination of parental rights*

Priority 4: *Conservatorship, guardianship*

Priority 5: *Sole legal or physical custody, visitation*

Priority 6: *Other elder abuse, other civil harassment*

Priority 7: *Other family law*

Priority 8: *Other civil*

* *Strategic Plan for Language Access in the California Courts*, Goal 2.

† Dark, medium, and light green represent courts that have expanded into all 8, 5 or more, and 1 to 4 priority levels, respectively. Gray represents courts that did not respond.

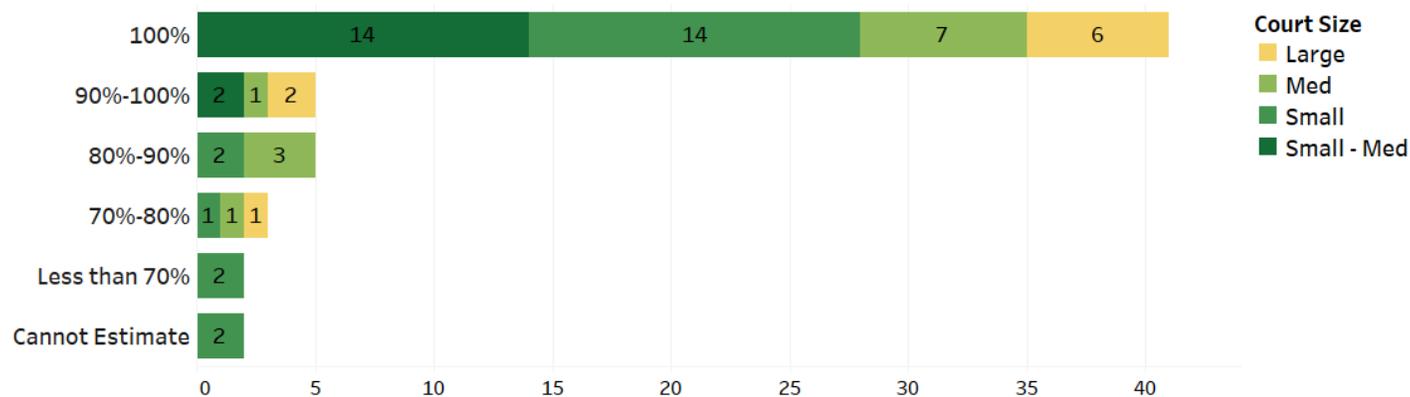
Appendix D: Breakdown of Civil Expansion and Provision of Interpreter Services

Courts were asked to estimate the percentage of coverage by certified or registered court interpreters for each civil case type that is identified in California Evidence Code section 756 over the last year (January–December 2017).¹

Priority Level I: Domestic Violence

Forty-one of 58 courts estimated that they are able to provide full interpreter coverage for Domestic Violence cases. Coverage in this category is estimated at 95.2%, compared to 87.5% in 2016.

Domestic Violence

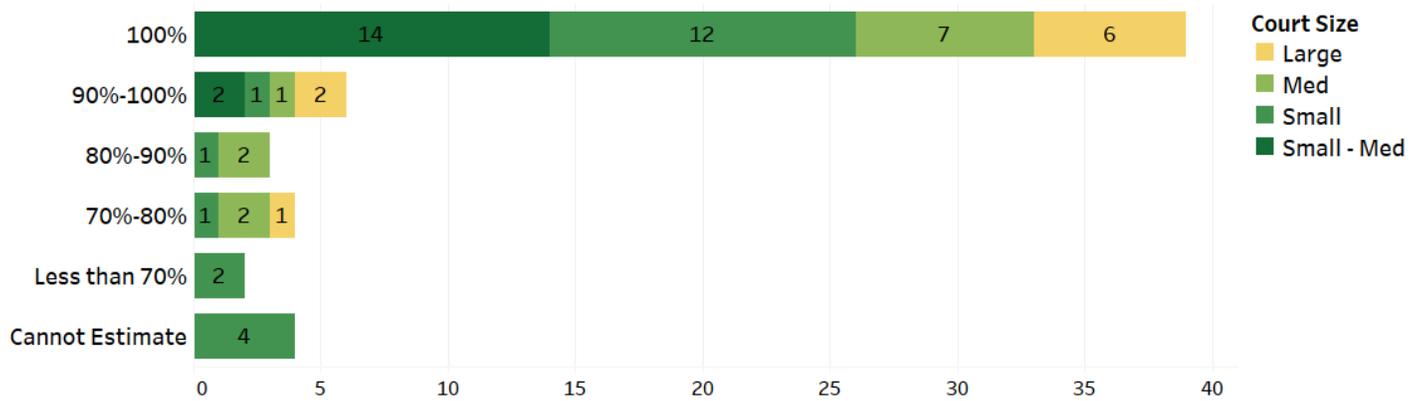


¹ Average estimated interpreter coverage is derived from estimates provided by the courts. The median of each range selected was used to determine the average among all responding courts for each civil case type. Because it does not include information from courts that did not provide a coverage estimate, the estimated average in these charts likely overstates actual court interpreter coverage that the courts provide in civil case types. Also, the survey last year presented different coverage options (100%, 75%, 50%, or can't estimate). For the survey conducted this year, the estimates for 2017 interpreter coverage for each civil case type were based on options of 100%, 90%-100%, 80%-90%, 70%-80%, less than 70%, or cannot estimate, as shown in the graphs here.

Priority Level I: Civil Harassment Where Fees Are Waived

Thirty-nine of 58 courts estimated that they are able to provide full interpreter coverage for Civil Harassment Where Fees Are Waived cases. Coverage in this category is estimated at 94.5%, compared to 84.9% in 2016.

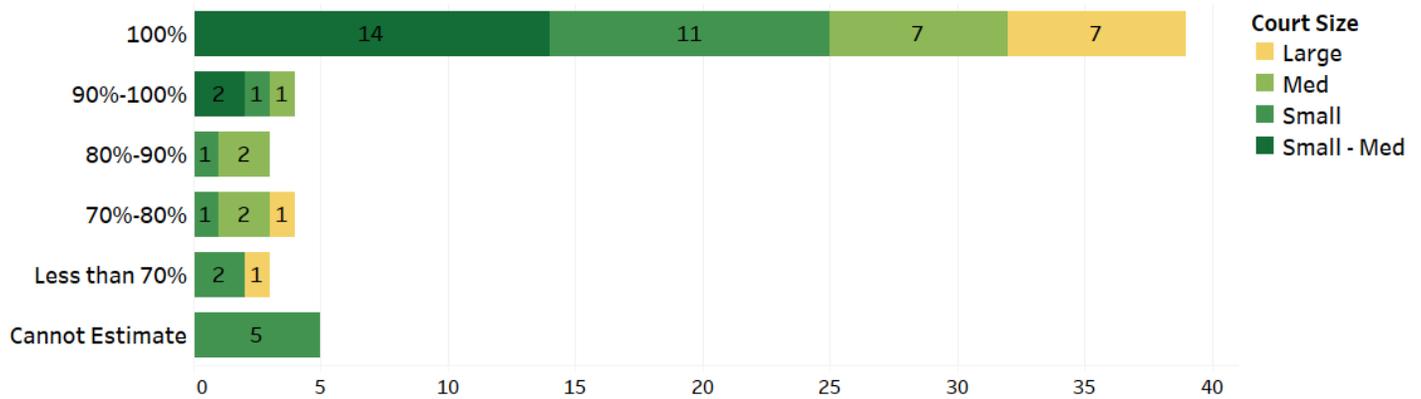
Civil Harassment



Priority Level I: Elder/Dependent Adult Abuse With Physical Abuse/Neglect

Thirty-nine of 58 courts estimated that they are able to provide full interpreter coverage for Elder/Dependent Adult Abuse With Physical Abuse/Neglect cases. Coverage in this category is estimated at 94.1%, compared to 88.1% in 2016.

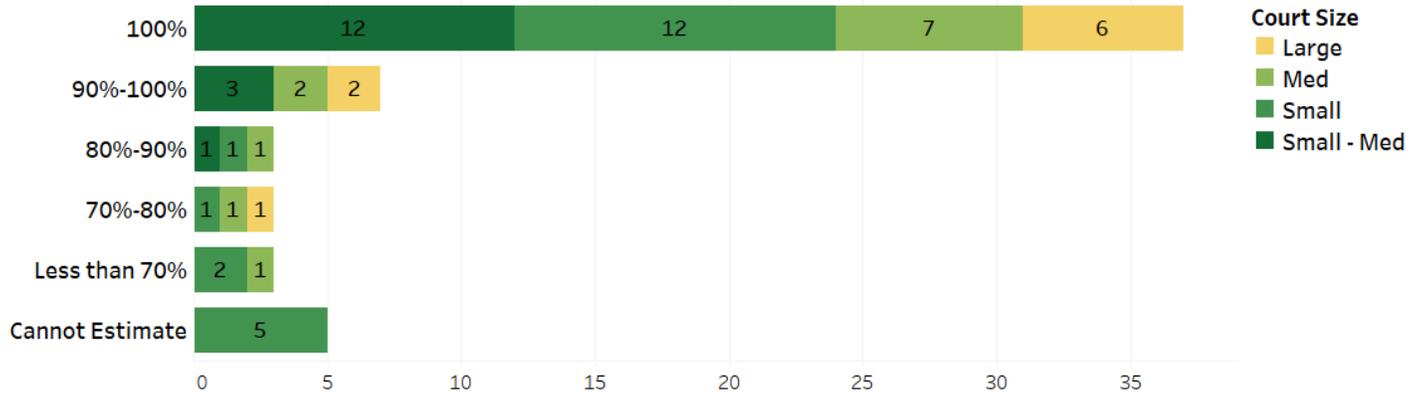
Elder Abuse



Priority Level 2: Unlawful Detainer

Thirty-seven of 58 courts estimated that they are able to provide full interpreter coverage for Unlawful Detainer cases. Coverage in this category is estimated at 94.1%, compared to 86% in 2016.

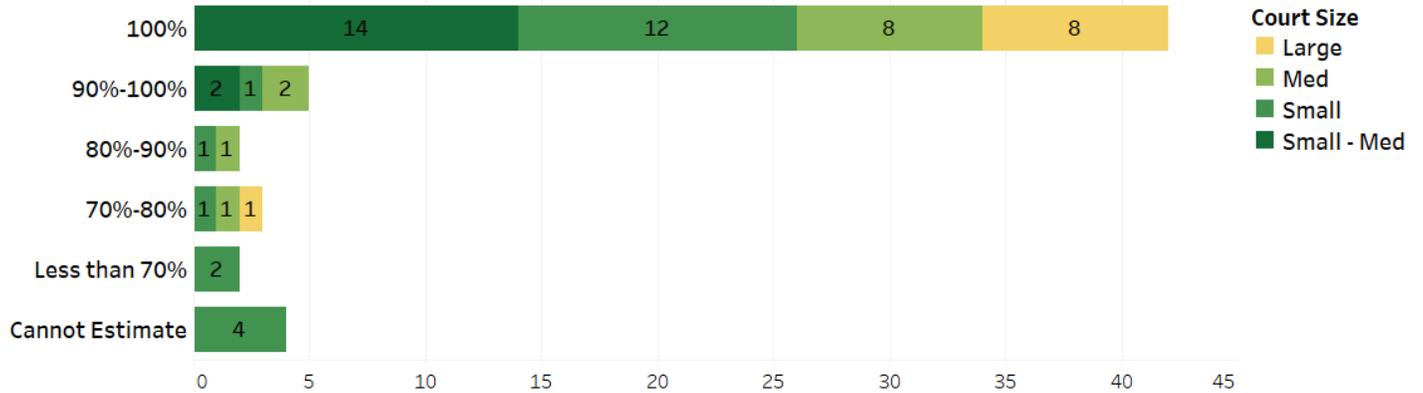
Unlawful Detainer



Priority Level 3: Termination of Parental Rights

Forty-two of 58 courts estimated that they are able to provide full interpreter coverage for Termination of Parental Rights cases. Coverage in this category is estimated at 95.6%, compared to 87.5% in 2016.

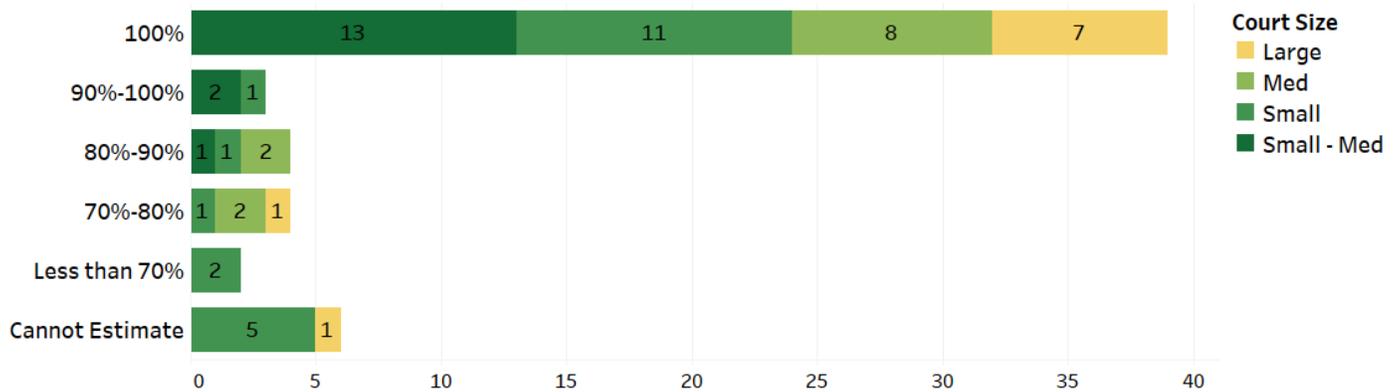
Termination of Parental Rights



Priority Level 4: Conservatorship

Thirty-nine of 58 courts estimated that they are able to provide full interpreter coverage for Conservatorship cases. Coverage in this category is estimated at 94.2%, compared to 85.4% in 2016.

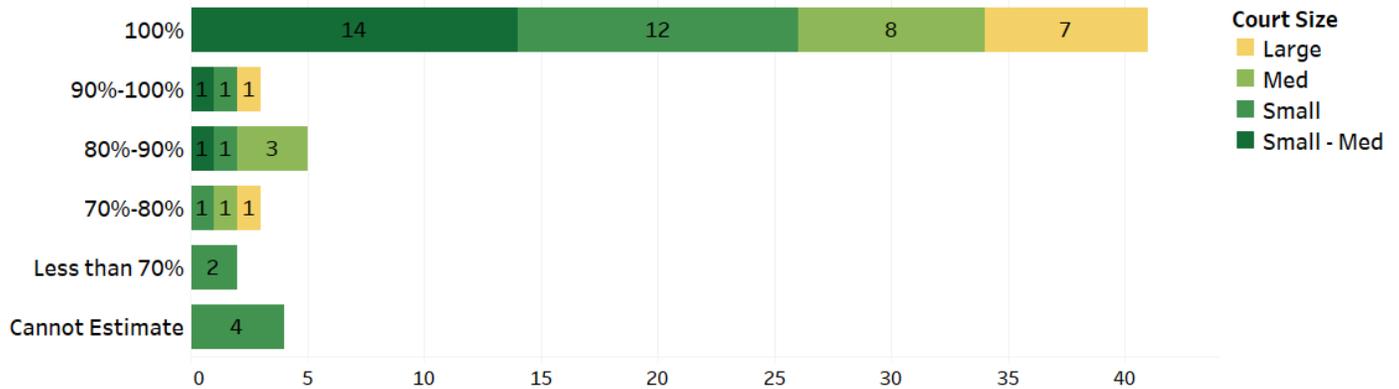
Conservatorship



Priority Level 4: Guardianship

Forty-one of 58 courts estimated that they are able to provide full interpreter coverage for Guardianship cases. Coverage in this category is estimated at 95.0%, compared to 87.2% in 2016.

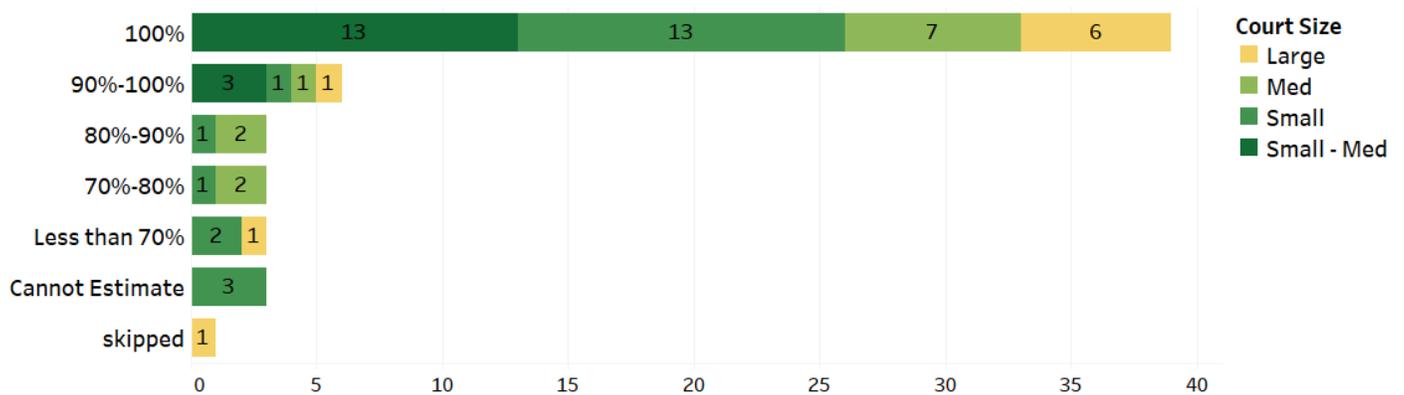
Guardianship



Priority Level 5: Sole Legal or Physical Custody, Visitation

Thirty-nine of 58 courts estimated that they are able to provide full interpreter coverage for Sole Legal or Physical Custody, Visitation cases. Coverage in this category is estimated at 93.9%, compared to 82.6% in 2016.

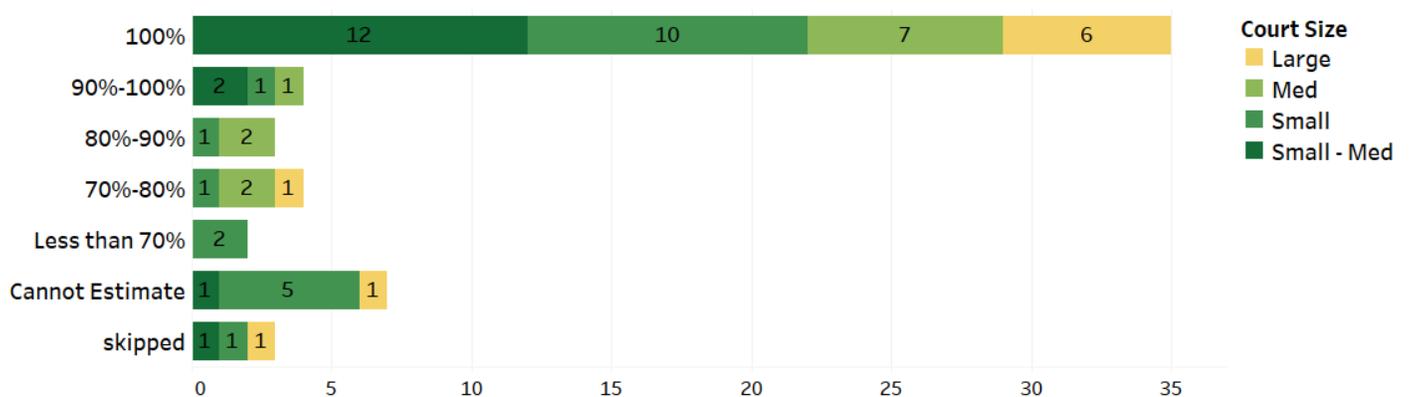
Custody & Visitation



Priority Level 6: Other Elder/Dependent Adult Abuse (Non-Violent)

Thirty-five of 58 courts estimated that they are able to provide full interpreter coverage for Other Elder/Dependent Adult Abuse (Non-Violent) cases. Coverage in this category is estimated at 93.7%, compared to 86.8% in 2016.

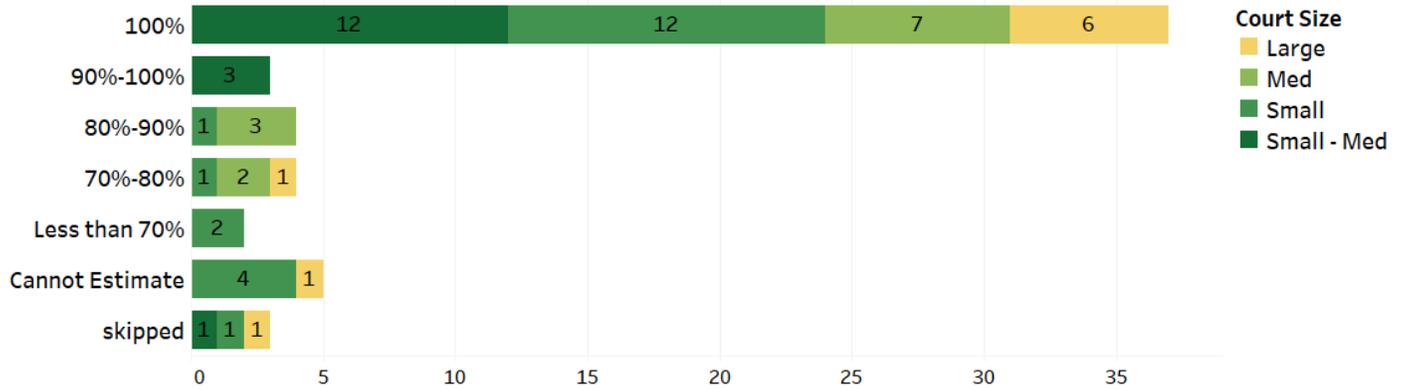
Elder Abuse (Non-Violent)



Priority Level 6: Other Civil Harassment

Thirty-seven of 58 courts estimated that they are able to provide full interpreter coverage for Other Civil Harassment cases. Coverage in this category is estimated at 93.9%, compared to 85.6% in 2016.

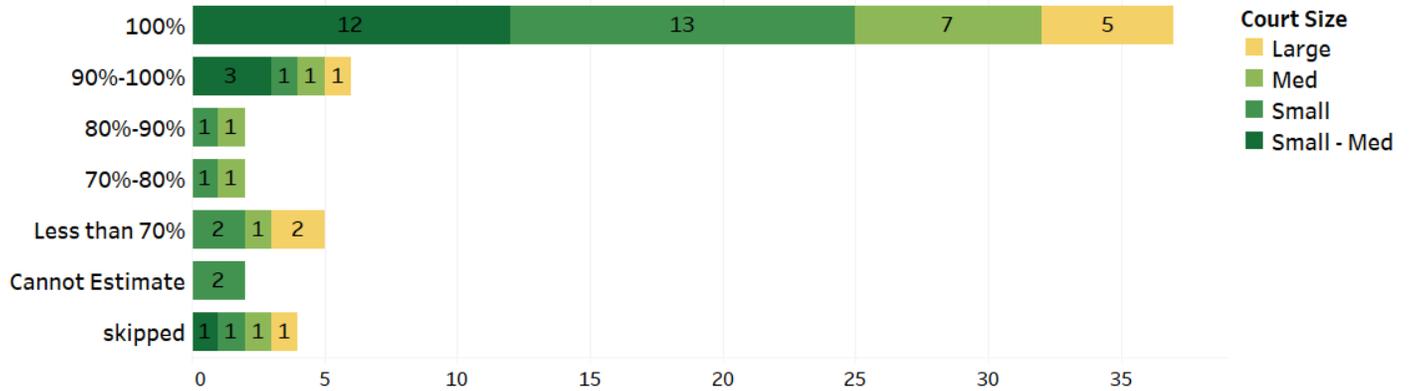
Other Civil Harassment



Priority Level 7: All Other Family Law

Thirty-seven of 58 courts estimated that they are able to provide full interpreter coverage for All Other Family Law cases. Coverage in this category is estimated at 92.1%, compared to 82.4% in 2016.

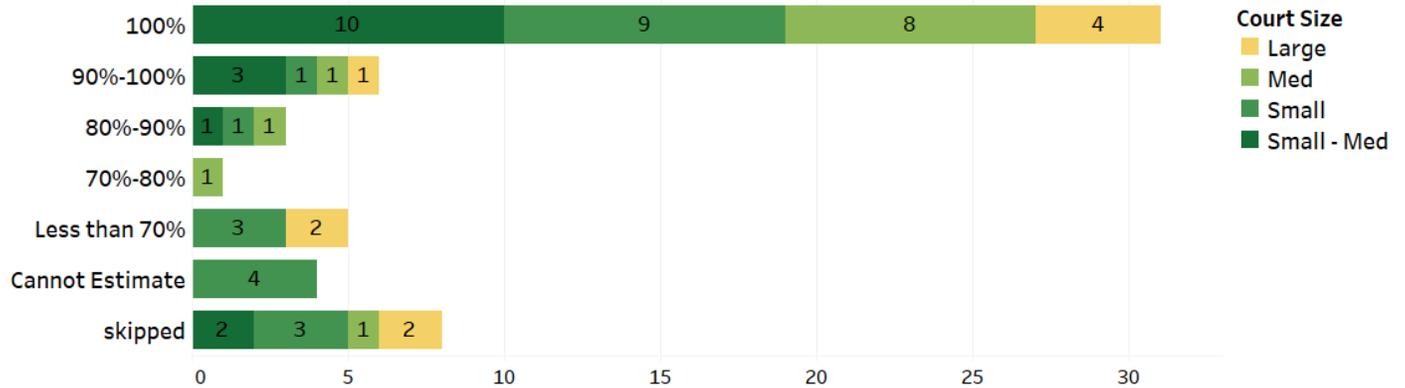
Other Family Law



Priority Level 8: Small Claims

Thirty-one of 58 courts estimated that they are able to provide full interpreter coverage for Small Claims cases. Coverage in this category is estimated at 91.5%, compared to 85% in 2016.

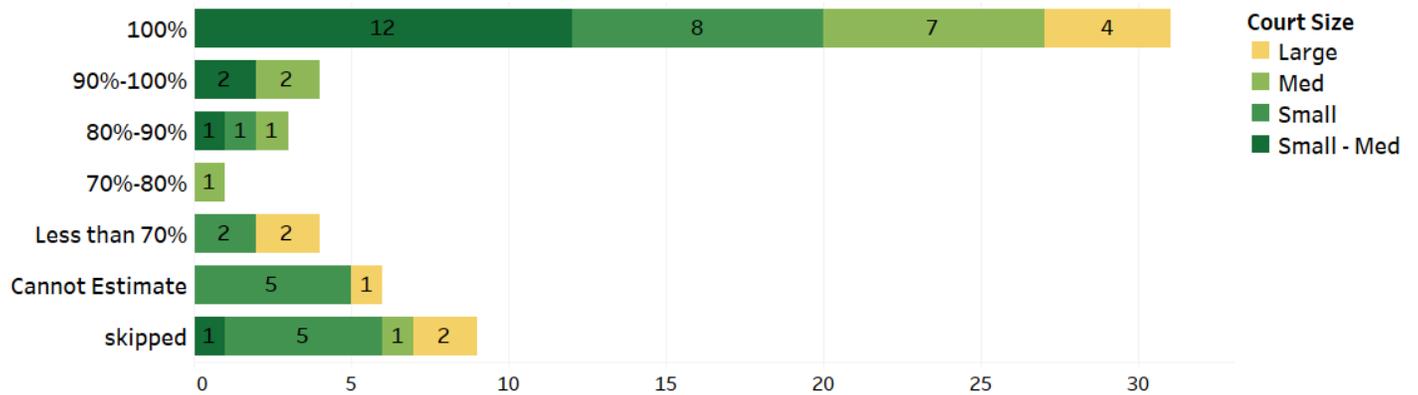
Small Claims



Priority Level 8: Unlimited Civil

Thirty-one of 58 courts estimated that they are able to provide full interpreter coverage for Unlimited Civil cases. Coverage in this category is estimated at 92.7%, compared to 85.4% in 2016.

Unlimited Civil



Priority Level 8: Other Civil

Thirty-four of 58 courts estimated that they are able to provide full interpreter coverage for Other Civil cases. Coverage in this category is estimated at 93.1%, compared to 84% in 2016.

Other Civil

