

Index of Guidance Materials re: Maintenance of Information on Local Language Access and LEP Plan Web Pages

Attached are a number of documents to assist courts in modifying their local language access and LEP plan web pages to complement the statewide *Strategic Plan for Language Access in the California Courts* (California LAP).

The materials provided include:

- **[Guide for Local Language Access and LEP Plan Web Pages](#)**
Provides guidance on the use of the attachments provided, particularly the sample Language Access Services Web Page (Attachment 1), and a more detailed template local LEP Plan (Attachment 5).
- **[Sample Local Language Access Web page – Attachment 1](#)**
Sample web page for courts to inform LEP users of available language access services in a consistent and user-friendly manner.
- **[Language Access Information Website Placement – Attachment 2](#)**
Suggestions for possible placement of language access information on superior court websites that use the general format provided by the Judicial Council.
- **[Sample Language Access Icon – Attachment 3](#)**
Icon used by the Judicial Council on language access materials and available for use by courts, for non-commercial purposes only, on their local language access information.
- **[Effective Web Practices in the California Superior Courts – Attachment 4](#)**
Document highlighting effective language access online strategies by various superior courts. Document also provides a list of information or issues found during web review that should be corrected when reviewing and updating existing web content.
- **[Local LEP Plan Template – Attachment 5](#)**
Template for local courts to update their existing LEP Plans. This template is intended at supplementing the statewide language access policies as set out in the California LAP. In these LEP Plans, superior courts can address local language access efforts, policies, and resources.

Guide for Local Language Access and LEP Plan Web Pages

This material is designed to enable local courts to have up-to-date user-friendly information for all court users regarding the court's local provision and availability of language access services, such as court interpreters, bilingual staff, and multilingual information. It also provides resources for the courts to easily develop their own LEP plans and link to the statewide plan. The guide will assist courts to clearly communicate their local language access policies and procedures consistent with the [Strategic Plan for Language Access in the California Courts](#) (California LAP).

Superior Court's Language Access Services Web Page (*Attachment 1*)

The web page template is intended to provide LEP users the most important information they need to obtain language access services at the court. It includes how to locate multilingual help at the court, instructions for requesting an interpreter, cases where interpreters are provided, location of multilingual information, and how to file a complaint regarding language access services.

When establishing this web page, consider the following:

1. Access to this page should be clearly identified on the court website's home page, and not hidden under other sections such as "General Information" or other not immediately identifiable categories. The link to the web page should be visible upon landing on the court's home page without further navigation. If possible, consider a mobile-friendly interface. See Attachment 2 for some suggestions on website placement.
2. Consider the use of a consistent icon or symbol for identifying language access services to avoid the need for translation of text into several languages. An icon currently used on statewide language access materials is included for your use in Attachment 3. Over time, users will learn to recognize this symbol and allow for easy identification of language access information.
3. Given the expansion of language access services, the information on this page will likely need to be updated frequently. It is helpful to set up periodic reminders to review and update the page if necessary, ensuring all links are active and correct. Include information on the page indicating when it was last updated.
4. Do not translate this page exclusively using machine translators such as Google Translate unless absolutely necessary. This is the most critical information for LEP users accessing your court and the translation must be accurate. If Google Translate is used, include a disclaimer and have the disclaimer translated into the target language (by a qualified human translator).
5. Always consider linking to the California Courts Online Self-Help Center (available in English and Spanish). Text linking to information in other languages should be in those languages (i.e. text linking to the Spanish self-help site should be in Spanish. The Judicial Council has provided web buttons for this purpose).

See Attachment 4 for examples of language access services and innovations on various California Superior Court websites, as well as suggestions for overall website information provision in the language access context.

Local Limited English Proficiency (LEP) Plan (as updated to complement the statewide LAP) (*Attachment 5*)

- 1.** Each court currently has an LEP Plan. In light of the adoption of the statewide Language Access Plan, local LEP plans can be significantly simplified. A template is provided for that simpler plan. Complete the template to reflect your court's services and local procedures for providing language access.
- 2.** This updated LEP Plan provides more detailed information for those users interested in learning the court's local language access policies. It Plan should be available online and in hard copy at the courthouse. This new template is consistent with the statewide California LAP. Prior LEP plans and inconsistent statements on your court's website should be removed.
- 3.** Since the field of language access is changing rapidly, please ensure the plan is evaluated at least on an annual basis and include the date it was last updated on the plan and on the webpage.

Attachment 1—Sample Local Language Access Web Page

Help in Your Language Superior Court of California, County of _____



Español | Tiếng Việt | 한국어 | 中文 | Հայերեն Español | Tiếng Việt | 한국어 | 中文 | Հայերեն

The goal of the court is to provide you free language access services if you do not speak, write, read or understand English well.

At the Court

When you come to court and need help in your language: *[Include all that apply and/or modify as appropriate]*

- Look for the symbol  for help.
- Ask anyone wearing a button with the symbol  to help you.
- Ask for help in your language at the Language Access Office, Room _____.
- Ask for [I-Speak Cards](#) so you can show what language you speak.
- We have staff that speak Spanish and other languages to help you. We also have interpreters, in person or by telephone or video, to help you in your language.
- Other:

If You Need an Interpreter

You can get a free interpreter for these types of cases: *[Include all that apply and/or modify as appropriate]*

- All criminal, traffic, and juvenile cases.
- Domestic violence, civil harassment cases where there is no fee to file, elder abuse cases where there is physical abuse or neglect.
- Unlawful detainers (evictions)
- Termination of parental rights
- Guardianship and conservatorship
- Cases where one person is asking for sole custody or visitation
- Other civil harassment and elder abuse cases

- Other family law cases
- Other civil cases
- Family Court Services Mediation or Child Custody Recommending Counseling
- Mandatory settlement conferences in all civil and family law cases

If you need an interpreter, ask your court right away. To ask for an interpreter, fill out and file a *Request for Interpreter* ([Form INT-300](#)) [*Use local interpreter request form if preferred*]. Or:

- Call (xxx) xxx-xxxx
- Email: languageaccess@_____.gov

[The Judicial Council will be translating Form INT-300 into multiple languages.]

If we cannot provide you a free interpreter for your case, you can bring your own qualified interpreter. It is very important that you find someone who is qualified to interpret, speaks both English and your language very well, and understands legal terminology in both languages. Do not bring a minor (under 18 years of age) to help you. Find out more about the [importance of qualified court interpreters](#) and how to find someone. Or click to [find a qualified interpreter](#).

Complaints About Language Access

To complain about language access services at the Superior Court of California, County of _____ fill out the language access complaint form. [*Link to be added by the court.*] Follow the directions for turning it in.

For complaints about the Judicial Council’s services (Judicial Council meetings, court forms, or other translated material on www.courts.ca.gov), go to: www.courts.ca.gov/languageaccess.htm. [*Information about Judicial Council complaints will be added soon to the Language Access webpage.*]

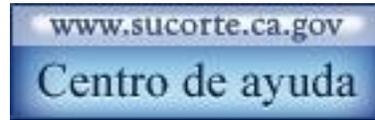
Written Information in Your Language

To find written information in many languages, go to:

_____.

To find videos in other languages, go to: _____

You can also find information in English and Spanish about many types of legal cases at:



Language Access Toolkit

Some pages on our website allow you to use Google Translate (an automatic machine translation) so you can read them in your language. Also, some of the information on this site has been translated using Google Translate. Using Google Translate can result in mistakes and give you the wrong information. It is best if you check with the court, the self-help center, or a lawyer if you have questions about your legal case.

Other Language Access Policies

Our staff and judges receive education every year on language access services, laws, policies, and procedures. Click to learn more about our court's local language access policies [Add link(s) to language access page(s) as appropriate].

The California Judicial Branch has adopted a statewide language access plan with the language access laws, policies, and recommendations for all of the courts in California. Click to read the [Strategic Plan for Language Access in the California Courts](#).

This webpage was last updated on _____.

Attachment 2— Language Access Information Website Placement

Below are suggestions for placement of language access information on a superior court’s website, for those courts using the web design/layout provided by the Judicial Council:

- Provide language access icon easily identifiable on the court’s home page, linkable to the language access web page.
- Include “Language Access” Page under “General Information”
- Include “Language Access Services/Interpreters” under “Frequently Used Court Services” on the Home page.
- Under “Quick Links”:
 - “Common tasks . . .” could include “Request an interpreter” and “Information in my language”
 - “How do I . . .” could include “Ask for an interpreter” and “Get information in my language”

These placement suggestions are not meant to be all-inclusive. Courts may add language access information and links wherever appropriate based on usage, web design, and usability standards. In doing so, courts should consider ease of use and multilingual availability, as well as address all likely website entry points for court users, and navigability of home page.

Attachment 3— Sample Language Access Icon

Language Access Icon used on Judicial Council language access materials:



Courts may use this icon as long as it is used:

- For non-commercial purposes, and
- In its present form/design.

Attachment 4—Effective Web Practices in the California Superior Courts

Effective Web Practices in the California Superior Courts

The information below includes some examples of effective web practices regarding language access information, as well as some areas for improvement.

Provision of bilingual information for court users:

- Los Angeles Superior Court’s Traffic Digital Assistant, available in 6 languages (English, Spanish, Chinese, Korean, Vietnamese and Armenian), at <http://www.lacourt.org/division/traffic/traffic2.aspx>. In addition to the digital assistant, there is a multilingual functionality for the traffic online services webpage.
- Contra Costa’s Virtual Self-Help Center, available in English and Spanish, with videos in several languages, video instructions for completing forms, and upcoming new site will include mobile-friendly content. Available at <http://www.cc-courthelp.org/>.
- For examples of courts taking advantage of existing successful models and resources, see Monterey Superior Court’s incorporation of Contra Costa’s site, with Monterey Court banner and local information. Available at <http://selfhelp.monterey.courts.ca.gov/>. See also Santa Clara Superior Court’s self-help pages, where the related links on English self-help content pages provide links to the Spanish page at the Judicial Council’s Online Self-Help Center (e.g. http://www.scscourt.org/self_help/family/parentage.shtml).
- For examples regarding translating web information or adapting another court’s site (as Monterey did), see Mono Superior Court’s home page at <http://www.monocourt.org/> which provides a model for how to welcome Spanish users and provide them, from the home page, with a link (in Spanish) to the Judicial Council Online Spanish Self-Help Center.

Online interpreter request form in several languages:

- Alameda Superior Court at <http://www.alameda.courts.ca.gov/Pages.aspx/Interpreters-Language-Access>
- Los Angeles Superior Court at http://www.lacourt.org/generalinfo/courtinterpreter/GI_IN001.aspx
- Sonoma Superior Court at <http://sonoma.courts.ca.gov/info/interpreter>.

Complaint process:

- Los Angeles Superior Court's complaint form (fillable online) and process, available at http://www.lacourt.org/generalinfo/courtinterpreter/GI_IN006.aspx in 6 languages ((English, Spanish, Chinese, Korean, Vietnamese and Armenian).

Best practices when using Google Translate feature:

- Orange County Superior Court at <http://www.occourts.org/>, which upon activating "Google Translate" provides a disclaimer advising of the potential inaccuracies of machine translation. The disclaimer is translated to the relevant language.

Online information or issues found during web review, which should be corrected during updates:

- Outdated LEP Plans on the site, which have not been updated since first adopted (dates of adoption range from 2008 to early 2010).
- Posted LEP plans inconsistent with statements made on web pages regarding the provision of interpreters.
- No information at all on the website regarding interpreters or language access services, policies or procedures.
- Spanish content that contains typographical and other errors, some of which significantly affect the meaning intended. (This could be an issue in other languages as well.)
- Information that directs LEP court users to bring their own interpreter, or use friends or family members to interpret for them. (If a court cannot always provide for an interpreter for all proceedings, the advisement to bring their own interpreter may be appropriate. However, LEP court users should be advised of the criticality of bringing a qualified interpreter and provided a link to the Judicial Council certified and registered interpreter list: <http://www.courts.ca.gov/3796.htm>).

Attachment 5— Local LEP Plan Template

Superior Court of California, County of _____ Limited English Proficiency (LEP) Plan

The Superior Court of _____ County provides language access services to LEP court users consistent with the [Strategic Plan for Language Access in the California Courts](#) (California Language Access Plan or LAP). This Limited English Proficiency (LEP) Plan addresses language access services and policies that affect LEP court users and language access procedures at our court.

1. Identification of LEP Persons

The top ____ non-English languages spoken in this county are:

- 1.
- 2.
- 3.
- 4.
- 5.

This information is based on data collected from the U.S. Census Bureau and/or the Court Interpreter’s Data Collection System (CIDCS). In addition, the court collects data from _____. The data is collected yearly/quarterly/other. *[Choose whichever applicable or modify accordingly]*

2. Services Provided

Interpreters: The court strives to provide free interpreters to all LEP court users for all court hearings and trials and court-ordered/court-operated events. Interpreters are provided at no cost for all criminal, traffic, and juvenile law cases. While we continue efforts toward providing interpreters in all civil matters, we are currently limiting interpreter provision as described below.

The court currently provides free interpreter services in civil matters, within the priorities established in Evidence Code § 756, as follows: *[Include all that apply or modify as appropriate]*

- Priority 1: Domestic violence, civil harassment cases where there is no fee to file, elder abuse cases where there is physical abuse or neglect
- Priority 2: Unlawful detainers (evictions)
- Priority 3: Termination of parental rights
- Priority 4: Guardianship and conservatorship
- Priority 5: Cases where one person is asking for sole custody or visitation
- Priority 6: Other civil harassment and elder abuse cases
- Priority 7: Other family law cases
- Priority 8: Other civil cases

In addition, the court provides free interpreters to all LEP persons for the following court events or programs: *[Include all that apply and modify as appropriate]*

- Family Court Services Mediation or Child Custody Recommending Counseling
- Mandatory settlement conferences in all civil and family law cases
- Other:

Bilingual Staff: The court has bilingual staff to help LEP users in their language in person, or by telephone/video through use of a multilingual employee listing. The languages currently spoken by the court’s staff, in addition to English, include:

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

When bilingual staff are not available, qualified interpreters are provided either in person or remotely at the various points of contact with the court (such as court entrances, clerk’s offices, self-help centers, etc.). Staff court interpreters are preferred, whenever available, for in person or remote interpretation. If not available, the court uses

_____ [example: Language Select] to provide for telephonic interpretation to assist in communications between staff and LEP persons.

Translated Written Information: The court provides multilingual information in the following ways: [Include all that apply or modify as appropriate]

- On the court's website in the following languages: _____, _____, _____, _____.
- Written educational and informational handouts and brochures in the following languages: _____, _____, _____, _____.
- By providing links to the [California Court's Online Self-Help Center](#) (English) and the [Centro de Ayuda de las Cortes de California](#) (Spanish).
- Available multilingual information is available at:
- Language Access Office, Room _____.
- Court's website at: www._____.gov
- Court's self-help center/family law facilitator's offices.
- Other: _____.

3. Notification of Language Access Services

The court notifies court users of available language access services and how to access them in the following ways: [Include all that apply or modify as appropriate]

- Multilingual notice posted at the courthouse entrance, clerk's office, jury room self-help center/family law facilitator's office, courtrooms, other:
- Through consistent use, in relevant points of contact and written notices, of this language access icon: 
- Language Access Office, Room _____.
- Court's website at: www._____.gov
- Many court written informational and educational materials aimed at the public.
- Bilingual staff are identified by wearing a button with the language access icon.
- Display and availability of [I-Speak Cards](#) at all points of contact with the court.

- Outreach to the court's justice partners, community based organizations, legal services providers and others, and through court collaborations as follows: _____
[List any outreach and education efforts and/or court collaborations/partnerships]

4. Education of Court Staff and Judicial Officers

As recommended in the California LAP, the Superior Court of California, County of _____ provides education for court staff and judicial officers on: (1) language access laws, policies and procedures at the state and local level, (2) working with language access service providers, (3) working with LEP court users, (4) tools and technologies for providing language access, and (5) cultural competence. In addition, additional language access related training is provided in the following areas: _____, _____, _____. *[Include any that may apply]*

Training requirements are as follows: *[Include all that apply or modify accordingly]*

- Mandatory education for all new court staff.
- Mandatory education for all new judicial officers.
- Mandatory yearly education for all court staff.
- Mandatory yearly education for all judicial officers.
- Other

In addition to court-wide training, all court staff have access to tools for serving LEP court users, such as the [Language Access Toolkit](#), I-Speak cards, multi-lingual employee listings, Language Select, video-remote equipment, Other: _____.

5. Monitoring and Updating Local Language Access Services Policies

The court regularly monitors its language access services, policies and procedures, and all items included in this LEP Plan to assess whether any changes are needed. In addition, the court performs an annual evaluation of its policies and updates this document as appropriate. Updates to the webpage at _____ are similarly performed yearly, or more often if necessary to provide current up-to-date information to all court users.

The court has developed a language access complaint form and process, available at _____ or by contacting the Language Access Office at the locations specified below to address the failure to provide language access services, or issues with the provision of services, including interpreter services, qualified multilingual assistance at all points of contact with the court, and translations of local court forms or other materials.

All complaints regarding the local provision, or failure to provide, language access services are handled by the court. All complaints are also reported to the Judicial Council to assist in the ongoing monitoring of the overall implementation and success of the California Language Access Plan, consistent with Recommendation No. 63 of the California LAP.

6. Language Access Office

Any concerns and requests for information regarding this LEP Plan, its content, implementation, or the language access services provided by the Superior Court of California, County of _____, should be directed to:

Language Access Office

Tel: _____

Email: _____

Date of most recent update: _____