

**Language Access Plan Implementation Task Force Annual
Agenda¹—2018**

Approved by Executive and Planning Committee: March 1, 2018

I. COMMITTEE INFORMATION

Chair:	Hon. Mariano-Florentino Cuéllar, Justice, California Supreme Court
Lead Staff:	Ms. Olivia Lawrence, Principal Manager; Mr. Douglas G. Denton, Supervising Analyst; Ms. Elizabeth Tam-Helmuth, Senior Analyst, Court Operations Services

Committee's Charge/Membership:

Established in 2015, the Judicial Council's Language Access Plan Implementation Task Force advises the council on implementation of the recommendations issued by the Joint Working Group for California's Language Access Plan (2013–2015) in the *Strategic Plan for Language Access in the California Courts* (adopted by the council on January 22, 2015). The Task Force includes representatives of the key stakeholders in the provision of language access services in the courts, including, but not limited to, judicial officers, court administrators, court interpreters, legal services providers, and community leaders. The task force's charge is to turn the Language Access Plan (LAP) into a practical roadmap for courts by creating a plan for full implementation in all 58 superior courts. Additional responsibilities of the task force include:

- Create an implementation plan for the LAP to present to the Judicial Council and to guide the work of the Task Force and the courts to make the strategic plan a reality;
- Develop cost estimates of implementing the recommendations;
- Assess the feasibility of the phasing process outlined in the plan based upon resources available and operational feasibility, and adjust where necessary;
- Propose rules of court, forms, and Judicial Council–sponsored legislation for the council and its internal committees to consider;
- Create and distribute work products (including bench guides, tool kits, and others);
- Coordinate with related advisory groups on implementation efforts where appropriate; and
- Develop mechanisms to oversee and monitor the implementation of the plan.

The Task Force currently has 27 members. The current task force [roster](#) is available on the task force's web page.

¹ The annual agenda outlines the work a committee will focus on in the coming year and identifies areas of collaboration with other advisory bodies and the Judicial Council staff resources.

Subcommittees/Working Groups²:

The Task Force established four ad hoc subcommittees:

1. **Budget and LAP Monitoring (Chaired by Judge Steve Austin):** This Subcommittee is charged with supporting implementation of LAP recommendations regarding funding and monitoring. A major priority among these is securing adequate funding for expanded use of court interpreters in civil cases and for all court-ordered, court-operated programs, services and events.
2. **Technological Solutions (Chaired by Associate Justice Terrence Bruiniers):** This Subcommittee is charged with supporting implementation of LAP recommendations regarding technology, including 1) data collection in CMSs to identify language access needs, and 2) appropriate use of video-remote technology.
3. **Translation, Signage, and Tools for Courts (Chaired by Associate Justice Laurie Zelon and Mr. Jose Varela):** This Subcommittee is charged with supporting implementation of LAP recommendations regarding translation, signage and other tools to assist the trial courts and limited English proficient (LEP) court users, including development of templates for multilingual signs and notices, and translation protocols. Note: The LAP recommended that the Judicial Council create a translation committee to develop and formalize a translation protocol for Judicial Council translation of forms, written materials, and audiovisual tools (see LAP Recommendation #36). The Task Force's Translation, Signage, and Tools for Courts Subcommittee is serving in and fulfilling that function for Phase 1 and Phase 2 of LAP implementation, and the Subcommittee and Task Force Chairs plans to recommend to the council at a future date whether an ongoing and separate standing translation advisory committee should be established.
4. **Language Access Education and Standards (Chaired by Judge Manuel Covarrubias and Ms. Ana Maria Garcia):** This Subcommittee is charged with supporting implementation of LAP recommendations regarding language access education and standards, including education and standards to assist judges, court staff and court interpreters with successful implementation of LAP policies and procedures, and creation of multilingual videos to assist LEP court users with navigating the court system.

Note: The **Court Interpreters Advisory Panel (CIAP)** is charged with supporting implementation of the LAP recommendations regarding court interpreters in the areas of interpreter complaints, waiver policy, interpreter standards and provisional qualification requirements, amending California Rule of Court, rule 2.893, and updating interpreter-related forms. In 2018, the CIAP anticipates that it will work on LAP Recommendations #64 (complaints regarding court interpreters) and #75 (development of a court interpreter waiver policy), and has included these projects in its 2018 Annual Agenda.

² California Rules of Court, rule 10.30 (c) allows an advisory body to form subgroups, composed entirely of current members of the advisory body, to carry out the body's duties, subject to available resources, with the approval of its oversight committee.

II. COMMITTEE PROJECTS

#	New or One-Time Projects ³	
1.	Project Title: Language Access BCP for FY 2019–20	Priority 1⁴
<p>Project Summary⁵: The Task Force is developing and completing a Budget Change Proposal (BCP) for 2019–20 for the council to increase trial court and Judicial Council funding to support LAP implementation. Among other LAP recommendations, this project supports implementation of LAP Recommendations #8 (expansion of court interpreters to all civil proceedings); #12–16 (video remote interpreting); and #56 (advocacy for sufficient funding).</p> <p>Status/Timeline: September 2018 to submit FY 2019–20 BCP to Department of Finance.</p> <p>Fiscal Impact/Resources: This project will use current Judicial Council staffing and resources from Court Operations Services (COS) and Budget Services, to develop and submit the BCP.</p> <p>Internal/External Stakeholders: Trial courts.</p> <p>AC Collaboration: Task Force’s Budget and LAP Monitoring Subcommittee; Trial Court Budget Advisory Committee; Advisory Committee on Financial Accountability and Efficiency for the Judicial Branch.</p>		
2.	Project Title: Interim Guidance Memorandum to Courts on Data Collection	Priority 1⁴
<p>Project Summary: Prior to completion of Ongoing Project #7 (see p. 11), the Budget and LAP Monitoring and Technological Solutions Subcommittees will develop an interim guidance memorandum for courts on recommended guidelines for data collection under the LAP, which will include an inventory of features available with the three main Case Management Systems (CMSs). This project supports LAP Recommendations #1 (court to identify and document language access needs); and #2 (court to track and record denial of language services).</p> <p>Status/Timeline: By June 2018, produce memorandum to courts with recommended guidelines for data collection under the LAP, which will include an inventory of features and functionalities in the three main CMSs.</p>		

³ All proposed projects for the year must be included on the Annual Agenda. If a project implements policy or is a program, identify it as *implementation* or a *program* in the project description and attach the Judicial Council authorization/assignment or prior approved Annual Agenda to this Annual Agenda.

⁴ For non-rules and forms projects, select priority level 1 (must be done) or 2 (should be done). For rules and forms proposals, select one of the following priority levels: 1(a) Urgently needed to conform to the law; 1(b) Urgently needed to respond to a recent change in the law; 1(c) Adoption or amendment of rules or forms by a specified date required by statute or council decision; 1(d) Provides significant cost savings and efficiencies, generates significant revenue, or avoids a significant loss of revenue; 1(e) Urgently needed to remedy a problem that is causing significant cost or inconvenience to the courts or the public; 1(f) Otherwise urgent and necessary, such as a proposal that would mitigate exposure to immediate or severe financial or legal risk; 2(a) Useful, but not necessary, to implement statutory changes; 2(b) Helpful in otherwise advancing Judicial Council goals and objectives.

⁵ A key objective is a strategic aim, purpose, or “end of action” to be achieved for the coming year.

#	New or One-Time Projects ³	
	<p>Fiscal Impact/Resources: This project will use current Judicial Council staffing and resources from COS and Information Technology (IT), to develop and share the memorandum.</p> <p>Internal/External Stakeholders: Trial courts.</p> <p>AC Collaboration: Task Force’s Budget and LAP Monitoring and Technological Solutions Subcommittees.</p>	
3.	<p>Project Title: Guidelines for Remote Technology to Enhance Availability of Bilingual Staff Outside of Court Proceedings</p>	Priority 2⁴
	<p>Project Summary: The Translation, Signage and Tools for Courts Subcommittee completed a draft report in September 2017 that provides a survey of remote technology programs and approaches helpful in facilitating the work of bilingual staff outside of court proceedings in the California courts and throughout the United States. This report will form the basis of specific policy recommendations that will be developed during Fall 2017/Winter 2018 and will be presented to the Task Force later in 2018. This project supports implementation of LAP Recommendation #30 (remote technology for out-of-court services).</p> <p>Status/Timeline: Present recommended guidelines to the Task Force by Spring 2018 for review and approval.</p> <p>Fiscal Impact/Resources: This project will use current Judicial Council staffing and resources from COS and Center for Families Children & the Courts (CFCC), to develop and share the guidelines.</p> <p>Internal/External Stakeholders: Trial courts.</p> <p>AC Collaboration: Task Force’s Translation, Signage and Tools for Courts Subcommittee.</p>	
4.	<p>Project Title: Develop Rule of Court Regarding Best Practices for Judges when Ordering LEP Parties to Participate in Programs that Require Appropriate Language Access Services</p>	Priority 2⁴
	<p>Project Summary: The Translation, Signage and Tools for the Courts Subcommittee will develop a new rule of court regarding best practices when courts order LEP court users to appropriate language access service programs, including appropriate language service providers and court-appointed professionals. This project supports implementation of LAP Recommendations #11 (consideration of language accessibility of service providers in making court orders); and #33 (qualifications of court-appointed professionals).</p> <p>Status/Timeline: By November 2018, complete preliminary process to develop a new rule of court (for effective date of January 1, 2020).</p>	

#	New or One-Time Projects³	
	<p>Fiscal Impact/Resources: This project will use current Judicial Council staffing and resources from COS, CCFC, and Legal Services, to develop the new rule of court.</p> <p>Internal/External Stakeholders: Trial courts.</p> <p>AC Collaboration: Task Force’s Translation Subcommittee; Rules and Projects Committee (RUPRO); and Executive and Planning Committee.</p>	
5.	<p>Project Title: Develop Public Outreach to Non-English Communities Regarding Language Access Resources</p>	<p>Priority 2⁴</p>
	<p>Project Summary: The Budget and LAP Monitoring Subcommittee will develop public outreach mechanisms to promote and share the Task Force’s language access resources. This project supports implementation of the Task Force’s efforts to reach out to non-English speaking communities (target audiences) and disseminate resources that LEP courts users can use. This project supports implementation of LAP Recommendations #5 (notice of available language access services); #53 (work with local community-based organizations to gather feedback and disseminate information throughout the community); #54 (use multilingual audio and/or video recordings as part of outreach efforts); and #55 (collaborate with local media/ethnic media outlets to disseminate language access services information).</p> <p>Status/Timeline: By December 2018, develop a planned campaign for public outreach regarding language access resources for LEP court users for implementation in 2019.</p> <p>Fiscal Impact/Resources: This project will use current Judicial Council staffing and resources from COS, CFCC, and Public Affairs, to develop public outreach efforts. The project may also use COS consultant monies for a 2018 RFP/Consultant Contract that would enable a language access consultant to assist Language Access Services staff with certain language access projects, including public outreach efforts.</p> <p>Internal/External Stakeholders: Trial courts.</p> <p>AC Collaboration: Task Force’s Budget and LAP Monitoring and Translation, Signage and Tools for Courts Subcommittees.</p>	
6.	<p>Project Title: Develop Widget for Local Courts to Link to Language Access Toolkit</p>	<p>Priority 2⁴</p>
	<p>Project Summary: The Translation, Signage and Tools for Courts Subcommittee will develop a widget for courts’ intranet sites that will link to the Language Access Toolkit. This project supports implementation of LAP Recommendation #51 (information on local court intranets).</p> <p>Status/Timeline: By July 2018, develop widget link to the Toolkit, and promote to local courts for placement on their intranet sites.</p>	

#	New or One-Time Projects ³	
	<p>Fiscal Impact/Resources: This project will use current Judicial Council staffing and resources from COS, CCFC, and IT, to develop the widget.</p> <p>Internal/External Stakeholders: Trial courts.</p> <p>AC Collaboration: Task Force’s Translation, Signage and Tools for Courts Subcommittee.</p>	
7.	Project Title: Identify Solutions for Remote Language Access Services (Outside Courtroom)	Priority 2⁴
	<p>Project Summary: The Technological Solutions Subcommittee will identify existing practices for remote services (provided outside the courtroom at counters and self-help centers), including software and hardware technology tools. This project supports implementation of LAP Recommendations #31 (pilot for remote interpreter services at counters and self-help centers); and #32 (pilot for inter-court remote trainings, workshops, etc.).</p> <p>Status/Timeline: By December 2018, Judicial Council staff will provide a memorandum to courts that identifies various existing programs and technological tools (software and hardware) to assist LEP court users with outside of courtroom remote services. The memorandum will also include resource information for courts that are interested in remote technology for non-courtroom use, such as the SHARP program, which leverages video conferencing to support self-represented litigants, including LEP court users, remotely.</p> <p>Fiscal Impact/Resources: This project will use existing Judicial Council staff from COS and IT, to identify and share best practices. The Task Force anticipates it will develop this into an item to include in the FY 2019–20 Language Access BCP to specifically fund courts that would like to do future local piloting/experimenting of various remote solutions to assist court users at counters or at self-help centers.</p> <p>Internal/External Stakeholders: Trial courts.</p> <p>AC Collaboration: Task Force’s Technological Solutions Subcommittee.</p>	
8.	Project Title: Identify Potential Translation Devices for Courts’ Out of Courtroom (Counter) Translation Needs	Priority 2⁴
	<p>Project Summary: The Technological Solutions Subcommittee will evaluate and develop recommendations for software and hardware technology tools to assist in facilitation of non-courtroom translations (e.g., at counters or self-help centers). This project supports implementation of LAP Recommendations #31 (pilot for remote interpreter services at counters and self-help centers); and #32 (pilot for inter-court remote trainings, workshops, etc.).</p>	

#	New or One-Time Projects ³
	<p>Status/Timeline: By December 2018, produce a memorandum for courts that identifies recommended potential devices for courts to use for translation devices for counters or self-help centers.</p> <p>Fiscal Impact/Resources: This project will use current Judicial Council staffing and resources from IT, to experiment various technology tools.</p> <p>For the FY 2019–20 Language Access BCP, a request for funding to support piloting/experimenting of various technology tools will be included.</p> <p>Internal/External Stakeholders: Trial courts.</p> <p>AC Collaboration: Task Force’s Technological Solutions and Translation, Signage and Tools for Courts Subcommittees.</p>

#	Ongoing Projects and Activities ³	
1.	Project Title: Develop and Establish Guidelines and Best Practices for Video Remote Interpreting (VRI), Including Minimum Technical Standards	Priority 1⁴
<p>Project Summary: The COS, IT, and Technological Solutions Subcommittee will continue to develop and establish guidelines for VRI (spoken-language interpreters) and minimum technology requirements. This project supports LAP Recommendations #12 (preference for in-person interpreters); #13 (remote interpreting in the courtroom); #14 (remote interpreting minimum technology requirements); and #15 (use of video for remote interpreting).</p> <p>Status/Timeline: The VRI pilot will commence in three courts in January 2018 for six months. By August/September 2018, a report will be produced for the council on VRI guidelines, including minimum technology requirements. End product/outcome: VRI for spoken language guidelines, including remote interpreting minimum technology requirements, functional guidelines, and training guidelines.</p> <p>Fiscal Impact/Resources: This project was provided with \$352,000 in the Governor’s 2017 Budget. Monies are being used to assist the three pilot courts (Merced, Sacramento, and Ventura) with VRI pilot implementation. This project will likely use a small portion of those funds for a consultant in 2018 to assist Judicial Council staff with establishing an online VRI Resource Center for courts, and/or establishing minimum technical standards for courts following the pilot. Current Judicial Council staffing and resources include a time-limited Senior Analyst (through July 2018) from COS to act as Project Manager for the VRI pilot, with other council staffing from IT and HR-LERU, helping as available with establishing VRI guidelines and minimum technology requirements. San Diego State University (SDSU) is helping to evaluate the pilot under an existing contract. A new contract for any additional consultant help following conclusion of the VRI Pilot, for example, for an online VRI Resource Center, would go out to bid via an RFP in Spring 2018. Additional monies for courts to purchase VRI equipment, following the VRI pilot, will be included in the FY 2019–20 Language Access BCP.</p> <p>Internal/External Stakeholders: Trial courts; court interpreter groups (both court employees and independent contractors); attorneys and legal services providers.</p> <p>AC Collaboration: Task Force’s Technological Solutions Subcommittee; Information Technology Advisory Committee.</p>		
2.	Project Title: Design and Conduct a Video Remote Interpreting (VRI) Pilot, and Collect Relevant Data	Priority 1⁴
<p>Project Summary: The COS, IT, and Technological Solutions Subcommittee will continue to design and conduct a VRI spoken-language pilot. This project supports LAP Recommendations #16 (pilot for video remote interpreting).</p> <p>Status/Timeline: The VRI pilot will commence in three courts in January 2018, and run through at least June 2018. End product/outcome: Report for the council on best practices for VRI, pilot findings and recommendations, and data collected.</p>		

#	Ongoing Projects and Activities³	
	<p>Fiscal Impact/Resources: This project was provided with \$352,000 in the Governor’s 2017 Budget. Monies are being used to assist three pilot courts with pilot implementation. Current Judicial Council staffing and resources include a time-limited Senior Analyst (through July 2018) from COS for the VRI pilot, with other council staffing from IT and HR-LERU, helping as available to establish VRI guidelines and minimum technology requirements. SDSU is helping to evaluate the pilot under an existing contract. A new contract for additional consultant help following conclusion of the VRI Pilot (e.g., to develop an online VRI Resource Center and/or establish technical guidelines for courts) would go out to bid via an RFP in Spring 2018. Additional monies for courts to purchase VRI equipment, following the VRI pilot, will also be included in the FY 2019–20 Language Access BCP.</p> <p>Internal/External Stakeholders: Trial courts; court interpreter groups (both court employees and independent contractors); attorneys and legal services providers.</p> <p>AC Collaboration: Task Force’s Technological Subcommittee; Information Technology Advisory Committee.</p>	
3.	<p>Project Title: Develop a Detailed Work Plan and Cost Estimates for Full LAP Implementation</p>	<p>Priority 1⁴</p>
	<p>Project Summary: The Budget and LAP Monitoring Subcommittee will continue to develop a detailed work plan with cost estimates for full implementation of the Language Access Plan. Among other LAP recommendations, this project supports implementation of #8 (expansion of court interpreters in all civil proceedings); #10 (provision of qualified interpreters in all court-ordered/court-operated proceedings); #28 (recruitment of bilingual staff); #56 (advocacy for sufficient funding); #58 (pursuit by the Judicial Council of other funding opportunities); #59 (pursuit by courts of other funding opportunities); and #60 (language Access Implementation Task Force).</p> <p>Status/Timeline: Ongoing. As of June 2016, the Task Force consultant, National Center for State Courts (NCSC), worked with the Subcommittee to develop rough cost estimates regarding implementation of the various LEP recommendations to assist the council with preparation of future BCPs and other funding requests. BCP requests will be ongoing to support LAP implementation.</p> <p>Fiscal Impact/Resources: This project will use current Judicial Council staffing and resources from COS and Budget Services for ongoing development of the detailed work plan and cost estimates.</p> <p>Internal/External Stakeholders: None.</p> <p>AC Collaboration: The Task Force’s Budget and LAP Monitoring Subcommittee; Trial Court Budget Advisory Committee; Advisory Committee on Financial Accountability and Efficiency for the Judicial Branch.</p>	

4.	Project Title: Complete a Statewide Complaint Form and Process, Including Interaction with Local Trial Courts	Priority 1⁴
<p>Project Summary: The Budget and LAP Monitoring Subcommittee will continue to implement and improve a statewide complaint process. This project supports implementation of LAP Recommendations #62 (single complaint form); and #63 (complaints at local level regarding language access services).</p> <p>Status/Timeline: In September 2016, the Task Force distributed a model complaint form and procedures to courts and posted these documents to the Language Access Toolkit. The model packet is being updated to conform to new California Rules of Court, rule 2.851, which will become effective January 1, 2018, and will require each court to establish a language access services complaint form and process by December 31, 2018.</p> <p>Fiscal Impact/Resources: This project will use current Judicial Council staffing and resources from COS and Legal Services, to develop training and related efforts to support courts with implementation of rule 2.851.</p> <p>Internal/External Stakeholders: Trial courts.</p> <p>AC Collaboration: Task Force’s Budget and LAP Monitoring Subcommittee; CIAP.</p>		
5.	Project Title: Sponsor Legislation to Amend Government Code Section 68560.5(a) and Civil Code of Procedure Section 116.550 Dealing with Court Interpreters in Small Claims Actions	Priority 1⁴
<p>Project Summary: The Task Force and Civil and Small Claims Advisory Committee submitted a joint proposal in November 2017 to PCLC that recommends that the Judicial Council sponsor legislation to amend Government Code section 68560.5(a) and Civil Code of Procedure section 116.550 dealing with court interpreters in small claims actions. This project supports implementation of LAP Recommendations #71 (legislation to delete exception for small claims proceedings); #72 (legislation to require credentialed interpreters for small claims).</p> <p>Status/Timeline: January 2019 for the effective date of new legislation. During 2018, Judicial Council staff will work on preparing notices, training, and other support for courts in anticipation of the new statutes.</p> <p>Fiscal Impact/Resources: This project will use current Judicial Council staffing and resources from COS, Governmental Affairs, and Legal Services for Judicial Council–sponsored legislation for upcoming legislative year 2018, effective date January 1, 2019.</p> <p>Internal/External Stakeholders: Trial courts.</p> <p>AC Collaboration: Task Force and Civil and Small Claims Advisory Committee.</p>		

6.	Project Title: Establish Guidelines for Courts to Early Identify and Document Language Access Needs in Their CMSs and/or Case Record/File	Priority 1⁴
<p>Project Summary: The Technological Solutions Subcommittee (with input from the Translation Subcommittee) will establish guidelines for courts to early identify and document language access needs in their CMSs and/or case record/file. This includes guidelines to track provisions and the denial of language access services. This project supports implementation of LAP Recommendations #1 (language access needs identification); and #2 (requests for language services).</p> <p>Status/Timeline: December 2018 for guidelines. This project is likely to require ongoing updates to case management systems including future upgrades. End product/outcome: Guidelines regarding documenting language access needs identification and requests for language services.</p> <p>Fiscal Impact/Resources: This project will use current Judicial Council staffing and resources from CFCC, COS, and IT, to develop guidelines. The target date to finish the guidelines under these recommendations is December 2018.</p> <p>Internal/External Stakeholders:</p> <p>AC Collaboration: Task Force’s Technological Solutions and Translation, Signage and Tools for Courts Subcommittees.</p>		
7.	Project Title: Evaluate Interpreter Act	Priority 2⁴
<p>Project Summary: The Budget and LAP Monitoring Subcommittee will evaluate the Interpreter Act. This project supports implementation of the LAP Recommendation #74 (evaluation of Trial Court Interpreter Employment and Labor Relations Act).</p> <p>Status/Timeline: By January 2020. Due to the scope of the Act, this review and development of any recommendations is likely to be a long-term project. End product/outcome: An evaluation, and possible recommendations, for the council.</p> <p>Fiscal Impact/Resources: This project will use current Judicial Council staffing and resources from COS; Human Resources Labor Employment Relations Unit (HR-LERU), Legal Services, and Governmental Affairs, for review and development of any recommendations to the Interpreter Act on appropriate language access services. Since inception, the Task Force has not worked on bargaining issues. Therefore, it is recommended that as a separate project, the Judicial Council’s HR-LERU work with the Regional Bargaining Chairs regarding any proposed amendments to the Interpreter Act sections that cover regional or statewide bargaining. It will need to determine which advisory body would move those court interpreter bargaining recommendations (for potential changes in the Act that would impact regional or statewide bargaining) forward to the council.</p> <p>Internal/External Stakeholders: Trial courts; court interpreter groups (both court employees and independent contractors); and legal services providers.</p>		

	AC Collaboration: Task Force’s Budget and LAP Monitoring Subcommittee; Policy Coordination and Liaison Committee (PCLC); and Regional Chairs of the Bargaining Regions.	
8.	Project Title: Protocols for Bilingual Volunteers or Staff	Priority 2⁴
	<p>Project Summary: The Translation, Signage and Tools for Courts Subcommittee will develop protocols for bilingual volunteers, in conjunction with the implementation of online training for bilingual staff (curriculum for the online course was developed by NCSC working with the Education Subcommittee in 2017; the online training course will be developed and implemented by CJER in 2018). This project supports LAP Recommendations #34 (bilingual volunteer protocols); and #48 (standards and online training for bilingual staff) and responds to a priority of the Task Force to enhance the capacity of courts to meet the language access needs of the public outside the courtroom in fulfillment of Recommendation #30 (remote technology for out-of-court services).</p> <p>Status/Timeline: As part of the 2016 Annual Agenda, a draft protocol document was completed by the Translation Subcommittee and circulated to Task Force members in June 2016. Both the protocol and online training would be made available to the courts, if possible, by December 2018.</p> <p>Fiscal Impact/Resources: This project will use current Judicial Council staffing and resources from COS, CFCC, and Center for Judicial Education & Research (CJER), to develop protocols for bilingual volunteers. The creation of the online training for bilingual staff can be accomplished in-house by the council’s CJER staff or through a Task Force consultant, using secured COS consultant monies for a 2018 RFP.</p> <p>Internal/External Stakeholders: Trial courts.</p> <p>AC Collaboration: Task Force’s Translation, Signage and Tools for Courts Subcommittee.</p>	
9.	Project Title: Points of Contact Document and Implement Online Training	Priority 2⁴
	<p>Project Summary: The Judicial Council and/or Language Access Education and Standards Subcommittee will produce a points of contact document and develop new online training programs for bilingual staff and court interpreters. This project supports implementation of LAP Recommendations #26 and #47 (points of contact document including recommended level of language proficiency); #46 (training for interpreters on civil cases and remote interpreting); and #48 (standards and online training for bilingual staff).</p> <p>Status/Timeline: By March 2018, the Education Subcommittee will complete a points of contact document. By December 2018, Judicial Council staff will take the curricula created by the NCSC consultant in 2017 and develop online training for bilingual staff and court interpreters on civil cases. Staff will determine how best to disseminate this online training to courts and court interpreters. Training for court interpreters regarding remote interpreting is being developed in conjunction with the VRI Pilot Project. As noted, in 2018, a COS consultant may be used to help develop an online VRI Resource Center for Courts, which will include training materials.</p>	

	<p>Fiscal Impact/Resources: This project will use current Judicial Council staffing and resources from COS, CFCC, IT, and CJER, to develop the online training programs, or through a Task Force consultant, using secured COS consultant monies for a 2018 RFP/Consultant Contract.</p> <p>Internal/External Stakeholders: Trial courts; bilingual staff and court interpreters.</p> <p>AC Collaboration: Task Force’s Budget and LAP Monitoring and Education Subcommittees; CJER Governing Committee.</p>	
10.	<p>Project Title: Development and Maintenance of the Web-Based <i>Language Access Toolkit</i></p>	<p>Priority 2⁴</p>
	<p>Project Summary: The Translation, Signage and Tools for the Courts Subcommittee will continue to develop, maintain, and expand, if resources are available, the online <i>Language Access Toolkit</i>.</p> <p>Status/Timeline: Ongoing for build out and improvements of the Toolkit.</p> <p>Fiscal Impact/Resources: This project will use current Judicial Council staffing and resources from COS, CFCC, and IT, to develop and maintain the Toolkit. A request for funding for continued development, maintenance, and expansion of the Toolkit was included in the BCP FY 2018–19. The Task Force plans to make the same request for monies if this BCP item is not included in the Governor’s proposed 2018 Budget. The program may be able to use COS consultant monies for a 2018 RFP to have a language access consultant assist with certain language access projects, including the buildout of the Toolkit.</p> <p>Internal/External Stakeholders: Trial courts; LEP court users.</p> <p>AC Collaboration: Task Force’s Translation, Signage and Tools for Courts Subcommittee.</p>	

III. LIST OF 2017 PROJECT ACCOMPLISHMENTS

#	Project Highlights and Achievements
1.	<p>Develop and complete a Budget Change Proposal (BCP) for 2018–19 to increase trial court and Judicial Council funding to support LAP implementation.</p> <p>Completed. The Task Force submitted a BCP for FY 2018–19 to the Department of Finance in September 2017. The BCP for FY 2018–19 includes a request for an additional \$4 million, ongoing, to support the provision of court interpreters in all civil matters. As of December 31, 2016, more than 80% of courts now provide court interpreters for critical civil cases, which include domestic violence, unlawful detainer, and termination of parental rights. In September 2015, only nine courts provided interpreters in all civil case types. In 2017, pursuant to a prior BCP request for FY 2017–18, the Legislature and Governor provided \$352,000 for the Video Remote Interpreting (VRI) Spoken Language Pilot, and a one-time \$490,000 augmentation to the Court Interpreters’ Fund to help fulfill various Court Interpreters Program mandates.</p>
2.	<p>Develop and complete a statewide complaint form and process, including interaction with local trial court complaint processes.</p> <p>In progress. The Task Force developed new California Rules of Court, rule 2.851, which will become effective January 1, 2018, and will require each superior court to establish a language access services complaint form and process by December 31, 2018. The Task Force also developed rule 2.850, also effective January 1, 2018, which requires each superior court to designate a Language Access Representative (LAR). The LAR will serve as the language access resource for court users, judges and court staff, and his/her duties will include receiving and responding to any court user complaints or suggestions regarding the language access services provided by the court.</p>
3.	<p>Adoption of LAP by the California Courts of Appeal and California Supreme Court.</p> <p>Completed. The Task Force approved a report with recommendations in October 2016. The Task Force submitted a report on the report’s recommendations to the Judicial Council in May 2017, with a supplemental report regarding implementation status to be presented to the council at a future meeting.</p>
4.	<p>Sponsor legislation to amend Government Code section 68560.5(a) and Civil and Code of Procedure section 116.550 dealing with court interpreters in small claims actions.</p> <p>In progress. The Task Force and Civil and Small Claims Advisory Committee submitted a joint proposal in November 2017 to PCLC that recommends that the Judicial Council sponsor legislation to amend Government Code section 68560.5(a) and Civil Code of Procedure section 116.550 dealing with court interpreters in small claims actions. Status/Timeline: January 2019 for the effective date of new legislation. During 2018, Judicial Council staff will work on preparing notices, training, and other support for courts in anticipation of the new statutes.</p>

5.	<p>Design and conduct a video remote interpreting (VRI) pilot with spoken-language court interpreters and collect relevant data.</p> <p>In progress. In 2017, the foundation was laid for the VRI Pilot with spoken-language court interpreters. As of December 2017, the two equipment vendors have almost finished equipment installation in all three pilot courts (Merced, Sacramento, and Ventura). Training has been scheduled for January 2018. The pilot will then go live for six months (January–July 2018), data will be collected, and the pilot will be evaluated by the San Diego State University Research Foundation. Following the VRI pilot, findings and recommendations will be developed for the Judicial Council.</p>
6.	<p>Develop recommendations to expand the existing formal regional coordination system to improve efficiencies in interpreter scheduling for court proceedings and cross-assignments between courts throughout the state, and methods for calendaring and coordination of court interpreters.</p> <p>Completed. The NCSC, in consultation with Judicial Council staff developed an internal report with findings and recommendations on the expansion of the regional coordination of interpreter cross-assignments, and methods for calendaring and coordination of court interpreters. The report and recommendations were shared and discussed with the Regional Bargaining Chairs in October 2017. Judicial Council staff in HR-LERU and COS will work with the Regional Bargaining Chairs and courts to make any necessary improvements to the cross-assignment system and methods for calendaring and coordinating court interpreters. At the local court level, courts should ensure that their case calendaring practices do not have a chilling effect on LEP court users' access to court services. The Task Force will continue evaluating whether improvements are feasible in this area.</p>
7.	<p>Develop a new Judicial Council policy stating that when and where appropriate, new or revised Judicial Council forms should include a data field regarding court user language access needs to (1) assist courts with early identification of LEP court users and (2) ensure that LEP court users receive appropriate language access services and that the proposed data fields would also be transferable to document assembly programs or perhaps case management systems.</p> <p>Completed. In consultation with Judicial Council/RUPRO staff, it was determined that rather than altering existing forms, court users should be advised to use the local court's interpreter request form or the INT-300 Form to request an interpreter in civil matters. A notification box has been posted on the Judicial Council forms web page in both English and Spanish. Legal Services staff will advise other advisory bodies to consider a link to form INT-300 when developing or revising initial filing forms and/or instructions to court users. Transferring information on data fields in Judicial Council forms was not possible at this time. This may be a future area for the Judicial Council to explore at a later date using automated document assembly programs.</p>
8.	<p>Provide a glossary of terms in plain language and translated into eight languages for the most common and relevant signs likely to be used in a courthouse, and provide guidance on the use of internationally recognized symbols to limit need for text.</p> <p>Completed. In June 2017, a glossary of signage terms and recommended icons that are used in most courthouses was completed, which has been edited for plain language and translated into eight languages, and placed on the Toolkit: http://www.courts.ca.gov/lap-toolkit-courts.htm.</p>

9.	<p>Develop best practices for courts to follow to ensure LEP court users obtain adequate language access services when bilingual staff are not available.</p> <p>Completed. In June 2017, best practices/protocols were completed for courts when bilingual staff are not available in various points of contacts in the courthouse: http://www.courts.ca.gov/33868.htm.</p>
10.	<p>Work with courts, educational providers, community-based organizations, and interpreter organizations to develop and implement recruitment strategies, including consideration of market conditions, to encourage bilingual individuals to pursue the interpreting profession or employment opportunities in the courts as bilingual staff.</p> <p>Completed. The NCSC assisted the Task Force and the Judicial Council’s Court Interpreters Program (CIP) regarding development of recruitment strategies, which were shared with the public at the Task Force's March 2017 Community Outreach Meeting. Efforts are underway for the CIP to take the recommendations and develop a more robust statewide recruitment initiative. Recruitment of qualified bilingual staff and court interpreters will be an ongoing responsibility for the judicial branch. Individual courts are recruiting and hiring bilingual staff and court interpreters as needed to support LAP implementation.</p>