

**Advisory Committee on Providing Access and Fairness**  
**Annual Agenda<sup>1</sup>—2019**  
**Approved by Executive and Planning Committee: May 15, 2019**

**I. COMMITTEE INFORMATION**

<b>Chair:</b>	Hon. Laurie D. Zelon, Cochair, Associate Justice of the Court of Appeal Second Appellate District, Division Seven Hon. Kevin C. Brazile, Cochair, Presiding Judge of the Superior Court of California, County of Los Angeles
<b>Interim Lead Staff:</b>	Ms. Jenie Chang, Attorney, Center for Families, Children & the Courts
<p><b>Committee’s Charge/Membership:</b>  <a href="#">Rule 10.55</a> of the California Rules of Court states the charge of the Advisory Committee on Providing Access and Fairness (PAF), which is to make recommendations for improving access to the judicial system, fairness in the state courts, diversity in the judicial branch, and court services for self-represented parties. The committee also makes recommendations to the Governing Committee of the Center for Judicial Education and Research (CJER), proposals for the education and training of judicial officers and court staff.</p> <p>PAF has 30 members. The current committee <a href="#">roster</a> is available on the committee’s web page.</p>	
<p><b>Subcommittees/Working Groups<sup>2</sup>:</b></p> <p>Judicial Diversity Toolkit Working Group: Review and consider ideas and recommendations in collaboration with members of the State Bar’s Council on Access and Fairness (COAF); update and revise the <i>Pathways to Achieving Judicial Diversity in the California Courts</i> guide in collaboration with COAF members.</p> <p>Language Access Subcommittee: The Language Access Subcommittee (LAS) will advise and present recommendations to PAF regarding the Language Access Plan (LAP) and its overarching goal of ensuring access to justice for all court users, especially court users with limited English proficiency. When appropriate, the LAS will make recommendations to the PAF in the areas of technology, education, and translation; as well as on legislative and rule of court proposals to enhance language access services throughout the judicial branch.</p> <p>Participation in the <i>Gender Expression/Identity Joint Ad Hoc Working Group</i>.</p>	

**II. COMMITTEE PROJECTS**

<sup>1</sup> 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.

<sup>2</sup> 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.

#	<b>New or One-Time Projects<sup>3</sup></b>	
1.	<b>Project Title: Futures Recommendations for an Early Education Program in Civil and Small Claims</b>	<b>Priority 1<sup>4</sup></b>
<p><b>Project Summary<sup>5</sup>:</b> Continue developing content for an education program to aid the growing number of self-represented litigants (SRLs) in civil litigation and small claims matters.</p> <p>This project is being done at the direction of the Chief Justice.</p> <p><b>Status/Timeline:</b> December 2019</p> <p><b>Fiscal Impact/Resources:</b> Center for Families, Children &amp; the Courts (CFCC); Legal Services (LS); and Information Technology (IT) staff</p> <p><b>Internal/External Stakeholders:</b> None</p> <p><b>AC Collaboration:</b> Civil and Small Claims Advisory Committee (C&amp;SCAC), Information Technology Advisory Committee (ITAC); Judicial Council’s Digital Services; and TBD</p>		
2.	<b>Project Title: Form MC-410: Request for Accommodations by Persons with Disabilities</b>	<b>Priority 2(b)</b>
<p><b>Project Summary:</b> Redesign Judicial Council form MC-410 to make it more user-friendly and in plain language. This will make it easier for court-users to understand the form and correctly complete it. This will also make it easier to translate the form into multiple languages.</p> <p><b>Status/Timeline:</b> TBD in 2019</p> <p><b>Fiscal Impact/Resources:</b> CFCC and Center for Judicial Education and Research (CJER) staff with disability expertise</p> <p><b>Internal/External Stakeholders:</b> None</p>		

<sup>3</sup> 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.

<sup>4</sup> 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.

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

#	New or One-Time Projects <sup>3</sup>	
	<i>AC Collaboration: TBD</i>	
3.	<b>Project Title: Gender Expression/Identity</b>	<b>Priority 2(b)</b>
<p><b>Project Summary:</b> Finalize and then make recommendations for implementing best practices developed for addressing gender in court forms. These recommendations were formulated by joint ad-hoc working group tasked with assessing best practices and making recommendations for addressing gender expression/identity in Judicial Council court forms and education. The formation of this working group was prompted, in part, by the recent passage of Senate Bill 179, <i>Gender Recognition Act</i>. Senate Bill 179 recognizes <i>three</i> gender options: female, male, and <i>nonbinary</i>. The working group has the approval of both Executive and Planning Committee (E&amp;P) and Rules and Projects Committee (RUPRO).</p> <p><b>Status/Timeline:</b> December 2019</p> <p><b>Fiscal Impact/Resources:</b> CFCC, LS, and TBD</p> <p><b>Internal/External Stakeholders:</b> Community-based organizations with expertise in gender expression/identity; Law enforcement agencies; local courts; and TBD</p> <p><b>AC Collaboration:</b> Family and Juvenile Law Advisory Committee, C&amp;SCAC, Criminal Law Advisory Committee (CLAC), Traffic Advisory Committee (TAC), Probate and Mental Health Advisory Committee (PMHAC), and TBD</p>		
4.	<b>Project Title: Language Access Rule of Court</b>	
<p><b>Project Summary<sup>5</sup>:</b> Approve and recommend proposal to adopt new rule 1.300 and forms LA-350, LA-400, and LA-450 to provide guidance to the courts on the provision of language assistance in court-ordered programs and services. The Language Access Plan Implementation Task Force was the original proponent of this proposal, which was previously reviewed by the Committee. The proposal was submitted to the Rules and Projects Committee (RUPRO) by the Task Force and has been circulated for public comment. It now requires a final review and recommendation to RUPRO for presentation and request for final approval by the Judicial Council at its May 2019 meeting. Because the Task Force has sunsetted, the Advisory Committee on Providing Access and Fairness will take lead responsibility for this proposal as of March 1, 2019.</p>		

#	<b>New or One-Time Projects<sup>3</sup></b>	
	<p><i>Status/Timeline:</i> Winter 2019 RUPRO cycle; recommended for implementation September 1, 2019</p> <p><i>Fiscal Impact/Resources:</i> CFCC, LS, and Court Language Access Services Program staff</p> <p><i>Internal/External Stakeholders:</i> Courts and justice partners</p> <p><i>AC Collaboration:</i> None.</p>	
5.	<b>Project Title: Signage and Technology Grants</b>	<b>Priority 1</b>
	<p><i>Project Summary:</i> The 2018 Budget Act includes \$2.35 million in ongoing funding for courts for language access signage and technology. It is anticipated that the Language Access Services (LAS) Unit in CFCC will work with courts to identify funding needs and will disburse this funding beginning in Fiscal Year (FY) 2019–20 as a grant program. The Language Access Subcommittee will advise Judicial Council staff prior to recommendations being developed for council approval regarding grant awards for this funding in FY 2019–20 and future fiscal years.</p> <p><i>Status/Timeline:</i> Ongoing</p> <p><i>Fiscal Impact/Resources:</i> CFCC, Branch Accounting and Procurement</p> <p><i>Internal/External Stakeholders:</i> Courts</p> <p><i>AC Collaboration:</i> None.</p>	
6.	<b>Project Title: Public Outreach Campaign</b>	<b>Priority 1</b>
	<p><i>Project Summary:</i> The current language access services contract with the National Center for State Courts (NCSC) includes deliverables to help the council to develop a public outreach campaign to reach limited English proficient (LEP) court users across the state (including strategy, multilingual print materials, signs, and recordings). The Language Access Subcommittee will advise Judicial Council staff on refinement and launch of this campaign, which will require coordination with the council’s Public Affairs Office.</p> <p><i>Status/Timeline:</i> December 2019</p>	

#	<b>New or One-Time Projects<sup>3</sup></b>	
	<p><i>Fiscal Impact/Resources:</i> CFCC, Public Affairs Office, Information Technology (Webcontent)</p> <p><i>Internal/External Stakeholders:</i> Courts, Justice Partners, Court Users</p> <p><i>AC Collaboration:</i> None.</p>	
7.	<b>Project Title: Annual Language Access Survey</b>	<b>Priority 1</b>
	<p><b>Project Summary<sup>6</sup>:</b> As a follow-up to surveys conducted in 2016–2018, the LAS Unit will send out a language access survey to all 58 trial courts in the state in July 2019, using the SurveyMonkey online instrument, to determine courts’ current provision of court interpreters in all civil matters. The survey also includes questions regarding courts’ provision of other language access services. The survey will help the Language Access Subcommittee, PAF 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.</p> <p><i>Status/Timeline:</i> December 2019 (Survey Report)</p> <p><i>Fiscal Impact/Resources:</i> CFCC</p> <p><i>Internal/External Stakeholders:</i> Courts, Public</p> <p><i>AC Collaboration:</i> None.</p>	

<sup>6</sup> The most recent Language Access survey report is available at <http://www.courts.ca.gov/documents/LAPITF-20181207-LanguageAccessSummaryReport.pdf>

#	Ongoing Projects and Activities <sup>3</sup>	
1.	<b>Project Title: Collaborate and Provide Subject Matter Expertise</b>	<b>Priority 1</b>
<p><b>Project Summary:</b> PAF will do the following:</p> <ol style="list-style-type: none"> <li>a) Serve as lead/subject matter resource for issues under the committee’s charge to avoid duplication of efforts and contribute to development of recommendations for council action.</li> <li>b) Serve as subject matter resource for other stakeholders on subjects under the committee’s charge to increase efficiency and avoid duplication of services within the branch.</li> <li>c) Provide education and technical assistance to the court self-help centers; make recommendations to the Judicial Council, as needed, regarding updates to the <a href="#">Guidelines for the Operation of Self-Help Centers in California Trial Courts</a> as provided by <a href="#">California Rules of Court, rule 10.960(e)</a>.</li> <li>d) Continue collaborations with the TAC, CLAC, and other relevant Judicial Council advisory bodies and staff on recommendations to improve access and fairness in traffic court. These collaborations started in 2017 when Justice Hull (RUPRO Chair) directed PAF to collaborate with TAC and CLAC on recommendations to improve access and fairness in traffic court. This resulted in liaison relationships between the three committees as well as successful collaborations on several rules and forms, including the “Ability to Pay” rules and forms which went into effect in April 2018. PAF will continue to collaborate with and provide subject-matter expertise to CLAC and TAC as appropriate.</li> <li>e) Per a request from CLAC, provide subject matter expertise as CLAC undertakes a project to perform a user-centered design review of the Judicial Council’s criminal law forms. This may include recommendations regarding plain language translation, usability testing, use of informational sheets, and other factors affecting the user-friendliness of forms that CLAC seeks to review.</li> </ol> <p>Tasks <i>a, b, and c</i> were included on the committee’s prior Annual Agenda, while tasks <i>d and e</i> are new.</p> <p><b>Status/Timeline:</b> Ongoing</p> <p><b>Fiscal Impact/Resources:</b> CFCC and Criminal Justice Services (CJS)</p> <p><b>Internal/External Stakeholders:</b> None</p> <p><b>AC Collaboration:</b> This item may include collaboration with various Judicial Council advisory bodies, including, but not limited to: Family and Juvenile Law Advisory Committee, Trial Court Presiding Judges Advisory Committee (TCPJAC), Court Executives</p>		

#	<b>Ongoing Projects and Activities<sup>3</sup></b>	
	Advisory Committee (CEAC), Collaborative Justice Courts Advisory Committee (CJCAC), TAC, CLAC, C&SCAC, ITAC; and CJER Access, Ethics, and Fairness Curriculum Development	
2.	<b>Project Title: Education in Subject Areas under PAF’s Purview</b>	<b>Priority 1</b>
	<p><b>Project Summary:</b> PAF will do the following:</p> <p>a) <b>Racial Bias and Implicit Bias:</b> Make recommendations to the Judicial Council for developing and expanding education for judicial officers and employees throughout the branch. Because this is a large task, PAF will develop its recommendations in phases. In this first phase, PAF will develop recommendations requiring all Judicial Council members as well as all Judicial Council advisory committee and taskforce members to receive education on racial bias that includes implicit bias. After developing this specific recommendation, PAF will broaden its focus to consider making recommendations for racial bias and implicit bias education for judicial officers and employees throughout the branch. PAF’s working group on racial bias and implicit bias recommendations developed this multi-phased approach during the committee’s 2018 in-person meeting.</p> <p>b) <b>Ongoing collaboration with CJER:</b> Continue to collaborate with CJER staff on improving and expanding educational resources in areas under PAF’s purview.</p> <p>This task was included on the committee’s prior Annual Agenda. Item <i>a</i>, however, now includes more specific details for how the racial bias and implicit bias education will be developed.</p> <p><b>Status/Timeline:</b> Ongoing</p> <p><b>Fiscal Impact/Resources:</b> CFCC, CJER, and TBD</p> <p><b>Internal/External Stakeholders:</b> TBD</p> <p><b>AC Collaboration:</b> CJER’s Judicial Branch Access, Ethics, and Fairness Curriculum Development Committee; and TBD</p>	
3.	<b>Project Title: Diversity in the Branch</b>	<b>Priority 1</b>
	<p><b>Project Summary:</b> PAF will do the following:</p> <p>a) Update the guide <i>Pathways to Achieving Judicial Diversity in the California Courts</i>. PAF will do this in collaboration with members of the State Bar’s Council on Access and Fairness (COAF). The revised guide will receive a “digital first” redesign with a goal of making the content more user-friendly for judicial officers and branch leaders who are interested in performing outreach to diverse communities.</p>	

#	<b>Ongoing Projects and Activities<sup>3</sup></b>	
	<p>b) Review and consider ideas and recommendations that come out of the 2016 Judicial Diversity Summit. (The Judicial Council co-hosted the summit. The Interagency Judicial Summit Planning Committee for the summit consisted of representatives from COAF, the Judicial Council, the California Judges Association, and staff from the State Bar and Judicial Council.)</p> <p>c) Collaborate with COAF on matters related to diversity in the branch.</p> <p>This task was included on the committee’s prior Annual Agenda. Item <i>a</i>, however, has been updated to include new details.</p> <p><b>Status/Timeline:</b> Ongoing</p> <p><b>Fiscal Impact/Resources:</b> CFCC; Special Projects; COAF; and TBD</p> <p><b>Internal/External Stakeholders:</b> State Bar’s COAF; Interagency Judicial Summit Planning Committee; and TBD</p> <p><b>AC Collaboration:</b> None</p>	
4.	<b>Project Title: Mental Health Recommendations</b>	<b>Priority 1</b>
	<p><b>Project Summary:</b> Continue to review and implement recommendations referred to PAF from the Mental Health Issues Implementation Taskforce. <a href="#"><u>Final Report of the Mental Health Issues Implementation Taskforce</u></a>.</p> <p>The Chairs of Executive and Planning Committee and Rules and Projects Committee (RUPRO) referred mental health recommendations to various advisory committees, including PAF. This task was included on the committee’s prior Annual Agenda.</p> <p><b>Status/Timeline:</b> Ongoing</p> <p><b>Fiscal Impact/Resources:</b> CFCC and CJER</p> <p><b>Internal/External Stakeholders:</b> None</p> <p><b>AC Collaboration:</b> Family and Juvenile Law Advisory Committee, CJCAC, CJER Advisory Committee, and TBD</p>	



#	Ongoing Projects and Activities <sup>3</sup>	
5.	<b>Project Title: Improving Access and Fairness through Technology</b>	<b>Priority 2</b>
<p><b>Project Summary:</b> PAF will do the following:</p> <ul style="list-style-type: none"> <li>a) Continue coordinating with the Judicial Council’s Information Technology Advisory Committee (ITAC) on developing a Self-Represented Litigant E-Portal. (See item #5 on <a href="#">ITAC’s 2017 Annual Agenda</a>. (See also, <a href="#">The Critical Role of the State Judiciary in Increasing Access for Self-Represented Litigants: Self-Help Access 360</a>)</li> <li>b) Discuss and explore with ITAC other intersections between access, fairness, and technology.</li> <li>c) Explore how to encourage use of technologies that benefit court-users with disabilities.</li> </ul> <p>Tasks <i>a and b</i> were included on the committee’s prior Annual Agenda, while tasks <i>c</i> is new.</p> <p><b>Status/Timeline:</b> Ongoing</p> <p><b>Fiscal Impact/Resources:</b> CFCC and IT</p> <p><b>Internal/External Stakeholders:</b> None</p> <p><b>AC Collaboration:</b> ITAC</p>		
6.	<b>Project Title: Improving Access and Fairness for Low and Moderate-Income Court Users (Economic Access)</b>	<b>Priority 2</b>
<p><b>Project Summary:</b> PAF will continue to consider ways that simplification of court processes can be used to improve court services for low and moderate-income court-users.</p> <p><b>Status/Timeline:</b> Ongoing</p> <p><b>Fiscal Impact/Resources:</b> CFCC</p> <p><b>Internal/External Stakeholders:</b> TBD</p> <p><b>AC Collaboration:</b> None</p>		

### III. LIST OF 2018 PROJECT ACCOMPLISHMENTS

#	Project Highlights and Achievements
1.	<p><b>Ability to Pay Rule and Forms</b>            PAF collaborated with CLAC and TAC on development of the Ability to Pay rule and forms.            Status: California Rules of Court, rule 4.336 and forms TR/CR 320 and 321 went into effect April 1, 2018.</p>
2.	<p><b>Working Group on Permanent Medical Excuse from Jury Service</b>            PAF served as the sponsoring committee for a joint ad hoc working group to develop a rule of court for permanent excusal from jury duty for persons with serious, permanent disabilities that prevent them from participating in jury service. The working group included members of PAF, CEAC, TCPJAC, and Disability Rights California.            Status: California Rules of Court, rule 2.1009 went into effect on January 1, 2019.</p>
3.	<p><b>Remote Access to Court Records:</b>            PAF participated in a joint ad hoc working group to develop rules, standards, and guidelines for online access to court records for parties, their attorneys, local justice partners, and other government agencies.            Status: California Rules of Court, rules 2.515–2.528 and 2.540–2.545; amend rules 2.500–2.503 went into effect on January 1, 2019.</p>
4.	<p><b>Collaboration with Other Advisory Committees and Stakeholders</b>            Across various projects, PAF collaborated with many advisory committees and stakeholders, including: Criminal Law Advisory Committee; Civil and Small Claims Advisory Committee; Court Executives Advisory Committee; Traffic Advisory Committee; Trial Court Presiding Judges Advisory Committee; Family and Juvenile Law Advisory Committee; Probate and Mental Health Advisory Committee; and Disability Rights California.            Status: Completed in 2018.</p>
5.	<p><b>Futures Commission Recommendations on Early Education in Civil and Small Claims</b>            Made significant progress on the workplan for the Futures Commission recommendations on Early Education in Civil and Small Claims. Specifically:</p> <ul style="list-style-type: none"> <li>○ Hosted a convening of self-help, legal services, and other non-profit experts on civil debt collection;</li> <li>○ Developed a glossary of civil legal terms;</li> <li>○ Arranged for civil debt collection experts to provide training at the Self-Help and Family Law conference in August 2018;</li> <li>○ Developed, user-tested, and refined a prototype for an interactive flowchart/user-guide on civil litigation</li> <li>○ As part of the council’s Digital Services Team, Lead Counsel to PAF: helped develop comprehensive content on civil debt collection defense; user-tested the content; worked with the council’s Senior Content Strategist to refine the content; and vetted the content with a cohort of civil debt collection experts from various self-help centers. The content is now being finalized and considered for potential inclusion in the NexGen website project for 2019.</li> </ul>

#	Project Highlights and Achievements
	Status: Ongoing; will continue to move through the Futures Commission workplan in 2019 and 2020.
6.	<p><b>Bias and Implicit Bias</b>  Lead Counsel to PAF: continued to provide education related to bias and implicit bias to branch stakeholders upon request. This included an in-depth 4-part series of trainings provided to San Joaquin court staff, supervisors, and managers in 2018; CJER video that Lead Counsel co-designed, titled <i>Exploring Implicit Bias</i>, aired throughout the branch in 2018; collaborated with CJER staff on development of an educational video for court staff titled <i>Exploring Implicit Bias</i>.  Status: Lead Counsel’s stakeholder education is ongoing.</p>
7.	<p><b>Diversity</b>  Lead Counsel to PAF continued to serve as the agency’s liaison to the State Bar’s Council on Access and Fairness.  Status: Ongoing.</p>

# Summary of California Rules of Court, Rule 1.300 (eff. 9/1/19)

## **Background**

On May 17, 2019, the Judicial Council approved a new rule of court and adopted three new optional forms, all designed to support the California courts in their efforts to ensure language access in non-courtroom settings. The rule of court is based on recommendations (Rec. nos. 10, 11, 30 and 33) contained in the Judicial Branch's [Strategic Plan for Language Access in the California Courts](#), and is responsive to the appellate court's holding in *In re J.P.* (2017) (14 Cal. App. 5<sup>th</sup> 616), finding that it was an abuse of discretion on the part of the juvenile court to order a limited English proficient litigant to participate in substance abuse treatment, when no language services were available to enable his participation.

The new rule and forms have an effective date of September 1, 2019.

## **Summary: California Rules of Court, Rule 1.300**

The Judicial Council approved the creation of a new chapter within Title 1 of the California Rules of Court, which applies to all courts. California Rules of Court, rule 1.300 provides the following guidance to courts:

- As soon as feasible, courts must adopt procedures to enable limited English proficient (LEP) court litigants to access services provided directly by the court to the same extent as litigants who are English proficient.
- To the extent feasible, a court should avoid ordering an LEP litigant to a private program that is not language accessible.
- Court should seek out opportunities to partner with other courts and with community service providers in the use of technology to expand access to bilingual staff members and interpreters among courts.
- Courts are encouraged to keep a list of the language-accessible services available in their geographic region and to provide this information on a neutral and non-endorsing basis to bench officers and litigants, as appropriate.

## **Summary: Form LA-350 Notice of Available Language Assistance-Service Provider**

Courts may use the Form LA-350 to collect information about local providers that do offer language assistance, including American Sign Language interpreters.

## **Summary: Form LA-400 Service Not Available in My Language: Request to Change Court Order**

An LEP litigant who has been ordered to participate in a program and is unable to do so because of a language barrier, may notify the court and request an extension of time or an alternative order using the Form LA-400.

## **Summary: Form LA-450 Service Not Available in My Language: Order**

A court may respond to the litigant's request with an alternative order, an extension of time, or information about the availability of language assistance in conjunction with the court-ordered service, using the Form LA-450.

## **Informational Materials for Courts and the Public**

Two informational packets will be developed to assist the courts and inform the public about the new rule of court and optional forms. Both packets will be posted to the Language Access Toolkit.

### **Materials for Courts**

This general informational packet will be designed for judges and court staff and will include the following materials:

- Attachment A: Fact Sheet: Language Services in Non-courtroom Settings
- Attachment B: Policies, Procedures and Strategies Guide
- Attachment C: LA-350 Form Guide
- Attachment D: LA-400 Form Guide
- Attachment E: LA-450 Form Guide

### **Materials for the Public**

This general informational packet will be designed for the public, justice partners and service providers and will include the following materials:

- Attachment A: Fact Sheet: Language Services in Non-courtroom Settings
- Attachment B: Using the Form LA-350 to communicate with courts regarding the availability of language assistance in conjunction with services offered
- Attachment C: Using the Form LA-400 to notify the court of an inability to access a program or service because of a language barrier

If you have any questions regarding implementation of Rule 1.300 or use of the new forms, please contact Diana Glick, Attorney, Center for Families, Children and the Courts, at [diana.glick@jud.ca.gov](mailto:diana.glick@jud.ca.gov) or 916-643-7012.

## Language Access in the California Courts – Public Outreach Campaign (May 2019 Update)

More than 200 languages and dialects are spoken in California, with nearly 7 million Californians (19%) reporting that they speak English “less than very well.” Without proper language assistance, limited-English-proficient (LEP) court users and other members of the public may be excluded from meaningful participation in the judicial court process.

### Strategic Plan for Language Access in the California Courts

On January 22, 2015, the Judicial Council adopted the [Strategic Plan for Language Access in the California Courts](#) (Language Access Plan or LAP), which provides a consistent statewide approach to ensure language access for all limited English proficient (LEP) court users in all 58 superior courts. Effective March 2019, the Language Access Subcommittee of the [Advisory Committee on Providing Access and Fairness](#) will work to ensure the continuation of efforts to achieve and maintain access to justice for California’s LEP court users.

### Public Outreach Campaign

The Language Access Plan states that language access must start before an LEP court user reaches the courthouse doors; it must begin with community outreach and education efforts, web-based access, and the utilization of ethnic media outlets to educate the public. (See LAP Recommendations 53–55). The Judicial Council’s Language Access Services Unit is working with the National Center for State Courts (NCSC) to develop materials (including strategy, multilingual print materials, signs, videos, and recordings) for a public outreach campaign to reach limited English proficient (LEP) court users across the state. The NCSC also consulted with the California Courts’ Language Access Representatives (LARs) to help refine campaign messaging and to identify gaps where information is most needed by LEP court users. The goal is to improve branch public outreach efforts by linking LEP communities with information about language access services, court process, and available court resources.

### Strategy

<i>Messaging</i>	The following are key messages and goals for the public outreach campaign: <ol style="list-style-type: none"><li>1. How the judicial branch provides access to LEP court users</li><li>2. The LEP court user’s right to an interpreter and how to request one</li><li>3. Availability and overview of court programs and services.</li></ol>
<i>Components</i>	Based on the targeted messaging and goals of the public outreach campaign, the NCSC is developing easy-to-understand infographics, signs, recordings, and a glossary for LEP court users (see below).
<i>Delivery</i>	These new tools will be directly available to LEP courts users on the California Courts website, in a format that is accessible to court users on cell phones and tablets. The tools will also be available to the LARs, courts, self-help centers, and justice partners for customization and local use.

## Language Access in the California Courts – Public Outreach Campaign (May 2019 Update)

<u>Translation</u>	Components of the campaign will be translated into the state’s eight most frequently interpreted spoken languages <sup>1</sup> : Spanish, Vietnamese, Korean, Chinese (Simplified and Traditional), Farsi, Russian, and Tagalog. Audio information will also be recorded in Spanish, Vietnamese, Korean, Cantonese, Mandarin, Farsi, Russian, and Tagalog.
<u>Justice Partners</u>	The Judicial Council will send justice partners information for publication, including bar associations, legal aid organizations, cultural organizations, culturally specific non-profits, community organizations, colleges/universities, and federal and other state court jurisdictions.
<u>Media</u>	The Judicial Council will also work with media outlets to disseminate materials, including ethnic media outlets, such as in-language newspapers, radio stations, and media groups targeting immigrant and non-English speaking populations in the state.

### Multilingual Print/Online Materials

The multilingual print/online materials will be placed on a new “Public Outreach” section of the public-facing [Language Access Toolkit](#) and also shared with identified justice partners for community outreach. This includes the following infographics, which are easy-to-understand visual images that are used to convey helpful information.

- Do I Need a Court Interpreter?
- How to Work with a Court Interpreter
- Basic Information on Serving Papers
- Preparing for Your Small Claims Trial
- Overview of Fee Waivers
- Overview of the Language Access Toolkit

### Signs

Templates with icons for signs will be placed on the Language Access Toolkit (under the [Entrance and Security](#) section) and also shared with the court LARs. The signs with icons will be translated in up to eight languages and will include:

- Temporary Change of Courtroom
- Temporary Change of Judge

### Audio/Video Recordings

Audio recordings and videos (for Public Service Announcements) will be placed on the “Public Outreach” section of the Language Access Toolkit, as well as shared with identified justice partners for community outreach. The recordings and videos can also be shared with media outlets, especially ethnic and/or non-English media, with the assistance of the Judicial Council’s Office of Public Affairs. The recordings and videos include:

- Public Service Announcement (PSA): Basic Information on Service of Process
- PSA: Availability of Interpreters in Court; How to Request an Interpreter
- PSA: Overview of Fee Waivers
- Video: Overview of the Language Access Toolkit
- Video: Basic Information on Serving Papers Service

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<sup>1</sup> Per the Judicial Council’s 2015 Language Need and Interpreter Use Study.

## Language Access in the California Courts – Public Outreach Campaign (May 2019 Update)

- Video: Preparing for Your Small Claims Trial

### **Other**

A glossary of terms (and translations of up to 100 terms) will be placed on the Language Access Toolkit, and also shared with the court LARs.

### **Timing and Next Steps**

Once components for the campaign have been added to the California Courts website, the rollout of the public outreach campaign is targeted for Fall/Winter 2019. The Language Access Services Unit will work closely with the courts to explain the goals of the campaign and highlight individual tools.

DRAFT



# DO I NEED A COURT INTERPRETER?

If you have to go to court and do not speak or understand English very well, you may need the help of a court interpreter.



## WHY DO I NEED A COURT INTERPRETER?

Even if you speak English well for everyday situations, the legal language used in court cases can be very difficult to understand. A court interpreter helps you communicate with the court in the language you are comfortable speaking.

## WHO ARE COURT INTERPRETERS?

Court interpreters are specially trained to help you in court. A court interpreter:

- speaks English and your language extremely well,
- knows legal terms in both languages, and
- understands the legal process.



## WHAT WILL A COURT INTERPRETER DO?



A court interpreter **WILL** interpret everything that is said in court. They will interpret what the judge and court staff say into your language and will interpret everything you say into English.



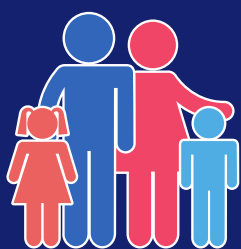
A court interpreter **WILL NOT** give you legal advice. They cannot answer your questions or explain what is happening in court. They can only interpret your questions so that the judge or others can answer them.

## WHERE CAN I GET A COURT INTERPRETER?

Tell the clerk—as soon as possible—that you need an interpreter. The court may provide one for free. In some cases, you might need to bring your own interpreter. Go to <https://www.courts.ca.gov/selfhelp-interpreter.htm> for more information on finding a trained, qualified interpreter.



## CAN I GET A FRIEND OR FAMILY MEMBER TO INTERPRET FOR ME?



- A friend or family member can help you *outside* of the courtroom.
- *In the courtroom*, in many cases, the court will be able to provide you an interpreter for free. In some cases, the court may ask you to bring your own interpreter. If that happens, find someone who is trained and qualified. Do not bring someone under 18 years old to interpret for you.

Visit <https://www.courts.ca.gov/selfhelp-interpreter.htm> for more tips and information on court interpreters.



JUDICIAL COUNCIL  
OF CALIFORNIA

The Judicial Council's Language Access Services Unit is 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 June 30, 2019.

No answers will be attributed to an individual court. Instead, this information will be reported in aggregate form to the Judicial Council and the public to show ongoing progress being made by the courts and to support additional funding requests. Information provided will also help the Judicial Council 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 Matthew Clark at [matthew.clark@jud.ca.gov](mailto:matthew.clark@jud.ca.gov). Thank you for taking the time to complete the survey.

Court Information

\* 1. What is the size of your court?

Small (2-5 judges)

Medium (16-47 judges)

Small - Medium (6-15 judges)

Large (48 judges or more)

\* 2. Court region:

Region 1

Region 3

Region 2

Region 4

Civil Expansion

\* 3. 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 estimate percentage of interpreter coverage for each civil case type that your court provides interpreters for.

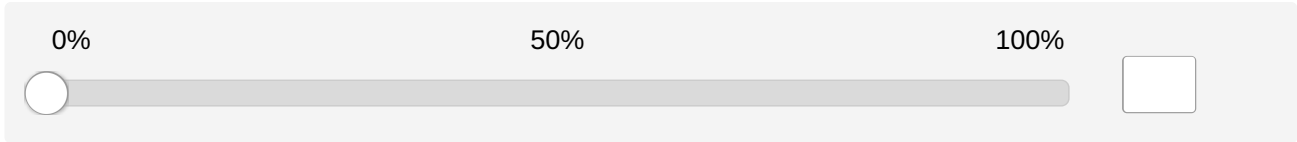
- |  |   |
|--|---|
| <input type="checkbox"/> Priority 1: Domestic violence   | <input type="checkbox"/> Priority 5: Actions by a parent to obtain sole legal and physical custody of a child or visitation (fee waiver has preference) |
| <input type="checkbox"/> Priority 1: Elder/Dependent adult abuse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

Civil Expansion, Priority 1

**\* 4. Priority 1: Domestic Violence**

Please estimate your courts level of interpreter coverage in this case type. If your court was able to provide interpretation services in all domestic violence cases where they were requested, then your level of coverage would be 100%. If your court has not yet expanded into this case type, your level of coverage would be 0%.

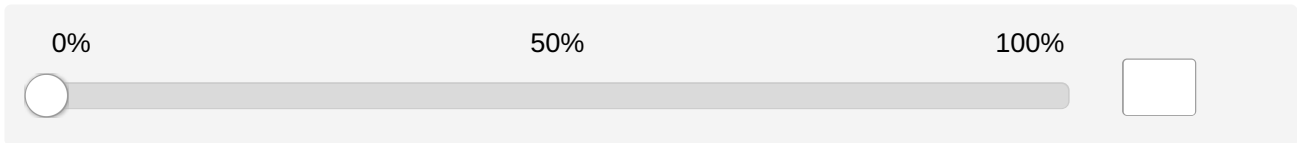
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**\* 5. Priority 1: Elder/Dependent Adult Abuse (Physical Abuse)**

Please estimate your courts level of interpreter coverage in this case type. If your court was able to provide interpretation services in all elder/dependent adult abuse cases where they were requested, then your level of coverage would be 100%. If your court has not yet expanded into this case type, your level of coverage would be 0%.

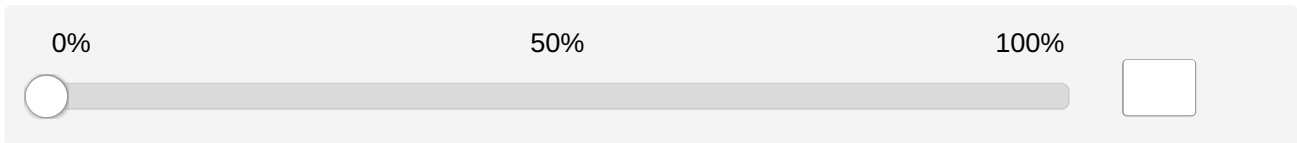
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**\* 6. Priority 1: Civil Harassment Under CCP 527.6(y)**

Please estimate your courts level of interpreter coverage in this case type. If your court was able to provide interpretation services in all civil harassment cases under CCP 527.6(y), where they were requested, then your level of coverage would be 100%. If your court has not yet expanded into this case type, your level of coverage would be 0%.

0% 50% 100%

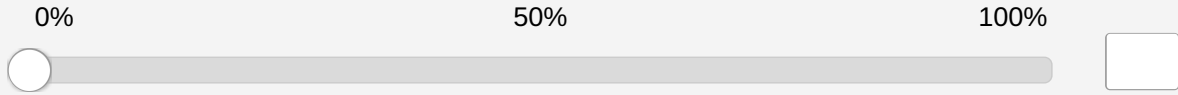


Civil Expansion. Priority 2-4

**\* 7. Priority 2: Unlawful Detainers**

Please estimate your courts level of interpreter coverage in this case type. If your court was able to provide interpretation services in all unlawful detainer cases where they were requested, then your level of coverage would be 100%. If your court has not yet expanded into this case type, your level of coverage would be 0%.

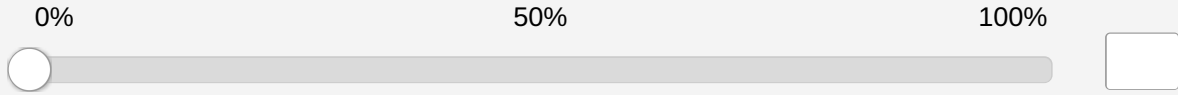
0% 50% 100%



**\* 8. Priority 3: Termination of Parental Rights**

Please estimate your courts level of interpreter coverage into this case type. If your court was able to provide interpretation services in all cases regarding termination of parental rights where they were requested, then your level of coverage would be 100%. If your court has not yet expanded into this case type, your level of coverage would be 0%.

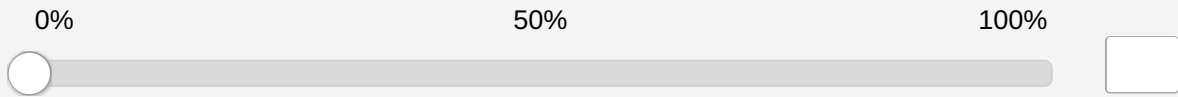
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**\* 9. Priority 4: Guardianship**

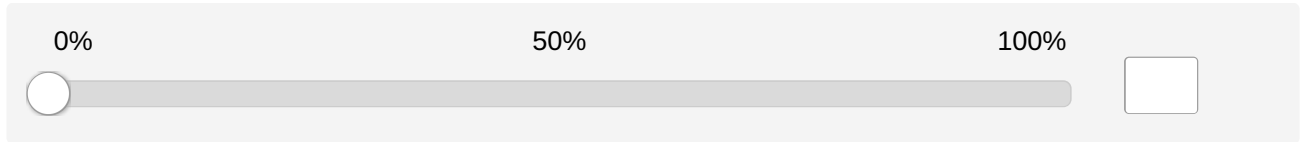
Please estimate your courts level of interpreter coverage into this case type. If your court was able to provide interpretation services in all guardianship cases where they were requested, then your level of coverage would be 100%. If your court has not yet expanded into this case type, your level of coverage would be 0%.

0% 50% 100%



**\* 10. Priority 4: Conservatorship**

Please estimate your courts level of interpreter coverage in this case type. If your court was able to provide interpretation services in all conservatorship cases where they were requested, then your level of coverage would be 100%. If your court has not yet expanded into this case type, your level of coverage would be 0%.



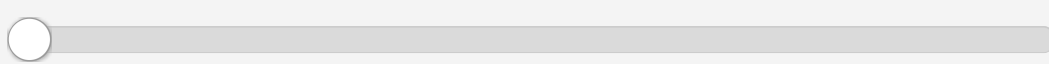
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Civil Expansion, Priority 5-7

**\* 11. Priority 5: Cases involving actions by a parent to obtain sole legal and physical custody of a child or visitation rights**

Please estimate your courts level of interpreter coverage in this case type. If your court was able to provide interpretation services in all cases involving actions by a parent to obtain sole legal and physical custody of a child or visitation rights where they were requested, then your level of coverage would be 100%. If your court has not yet expanded into this case type, your level of coverage would be 0%.

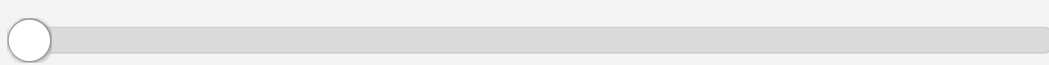
0% 50% 100%

A horizontal progress bar with a circular slider at the 0% mark. The bar is labeled with 0%, 50%, and 100% at the top. To the right of the bar is a small square checkbox.

**\* 12. Priority 6: Elder/Dependent Adult Abuse (NOT involving physical abuse)**

Please estimate your courts level of interpreter coverage in this case type. If your court was able to provide interpretation services in all cases involving elder/dependent adult abuse (not involving physical abuse) where they were requested, then your level of coverage would be 100%. If your court has not yet expanded into this case type, your level of coverage would be 0%.

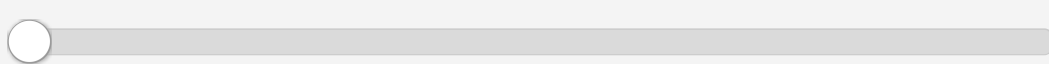
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A horizontal progress bar with a circular slider at the 0% mark. The bar is labeled with 0%, 50%, and 100% at the top. To the right of the bar is a small square checkbox.

**\* 13. Priority 6: Other Civil Harassment Under CCP 527.6**

Please estimate your courts level of interpreter coverage in this case type. If your court was able to provide interpretation services in all other civil harassment cases (as defined under CCP527.6) where they were requested, then your level of coverage would be 100%. If your court has not yet expanded into this case type, your level of coverage would be 0%.

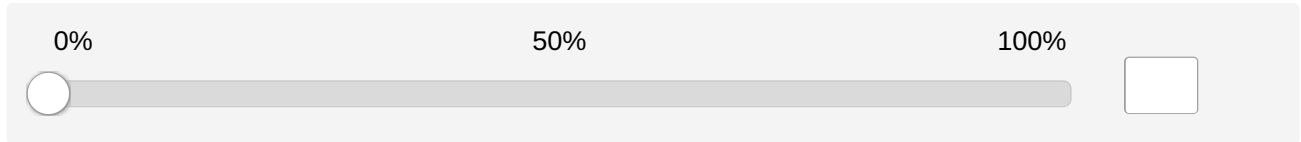
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A horizontal progress bar with a circular slider at the 0% mark. The bar is labeled with 0%, 50%, and 100% at the top. To the right of the bar is a small square checkbox.



**\* 14. Priority 7: All Other Family Law Cases (NOT Involving Domestic Violence)**

Please estimate your courts level of coverage in this case type. If your court was able to provide interpretation services in all other family law cases (not involving domestic violence) where they were requested, then your level of coverage would be 100%. If your court has not yet expanded into this case type, your level of coverage would be 0%.



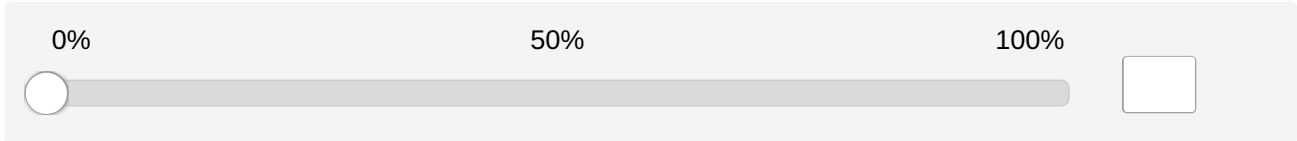
A horizontal progress bar is shown with a light gray background. The bar has three markers: '0%' at the left end, '50%' in the middle, and '100%' at the right end. A white circular knob is positioned at the 0% mark. To the right of the bar is a small, empty square box.

Civil Expansion, Priority 8

**\* 15. Priority 8: Small Claims**

Please estimate your courts level of interpreter coverage in this case type. If your court was able to provide interpretation services in all small claims cases where they were requested, then your level of coverage would be 100%. If your court has not yet expanded into this case type, your level of coverage would be 0%.

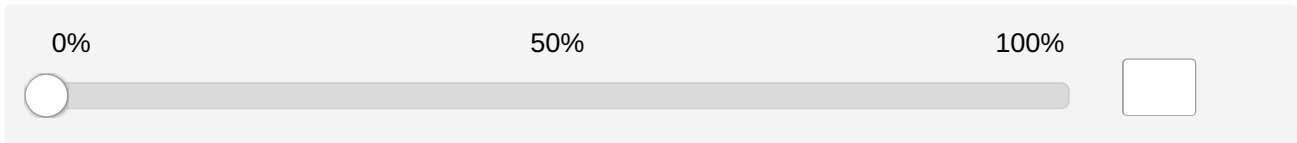
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**\* 16. Priority 8: Unlimited Civil**

Please estimate your courts level of interpreter coverage in this case type. If your court was able to provide interpretation services in all unlimited civil cases where they were requested, then your level of coverage would be 100%. If your court has not yet expanded into this case type, your level of coverage would be 0%.

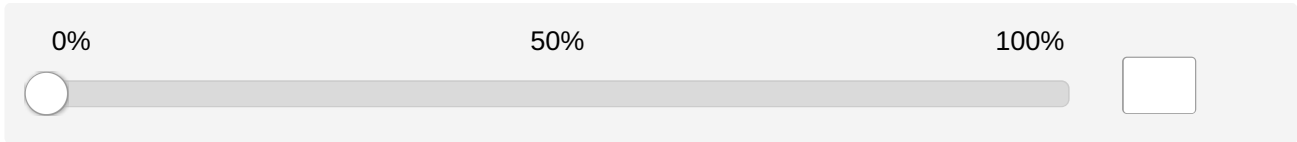
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**\* 17. Priority 8: Other Civil**

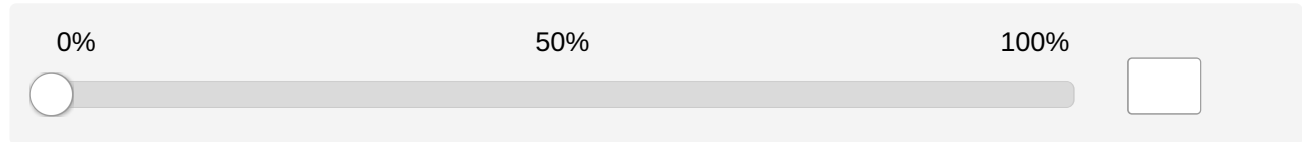
Please estimate your courts level of interpreter coverage in this case type. If your court was able to provide interpretation services in all other civil cases where they were requested, then your level of coverage would be 100%. If your court has not yet expanded into this case type, your level of coverage would be 0%.

0% 50% 100%



Overall Civil Coverage

18. Please estimate your courts level of interpreter coverage across **ALL CIVIL** case types. If your court was able to provide interpretation services in all civil cases where they were requested, then your level of coverage would be 100%.



\* 19. Please indicate the languages in which certified and registered interpreters are routinely provided in civil cases.

- All languages
- Spanish
- Vietnamese
- Korean
- Mandarin
- Farsi
- Other (please specify)
- Cantonese
- Russian
- Tagalog
- Arabic
- Punjabi

\* 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 in the languages requested

Challenges associated with coordinating/scheduling interpreters for coverage of civil matters

Lack of funding to support 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 the number of languages for which interpreters are requested

Decrease in interpreter requests

Increase in the types of language services requested

Increase in the number of languages for which interpreters are 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"/> No shortage |
| <input type="checkbox"/> Other (please specify) |                                      |

\* 29. Please provide your best estimate of **additional** resources or funding your court will need for **FY 2020–2021** for the full expansion of interpreter services for courtroom proceedings in accordance with Evidence Code § 756:

- |   |   |
|---|---|
| <input type="radio"/> Less than \$50,000    | <input type="radio"/> \$1 million–\$5 million               |
| <input type="radio"/> \$50,000–\$150,000    | <input type="radio"/> More than \$5 million                 |
| <input type="radio"/> \$150,000–\$500,000   | <input type="radio"/> Do not need more funding or resources |
| <input type="radio"/> \$500,000–\$1 million |   |

\* 30. Please provide your best estimate of **additional** resources or funding your court will need for **FY 2020–2021** for interpreters in all court-ordered, court-operated programs (other than courtroom proceedings, such as for mediation or mandatory settlement conferences, etc.):

- |   |   |
|---|---|
| <input type="radio"/> Less than \$50,000    | <input type="radio"/> \$1 million–\$5 million               |
| <input type="radio"/> \$50,000–\$150,000    | <input type="radio"/> More than \$5 million                 |
| <input type="radio"/> \$150,000–\$500,000   | <input type="radio"/> Do not need more funding or resources |
| <input type="radio"/> \$500,000–\$1 million |   |

\* 31. Please provide your best estimate of **additional** resources or funding your court will need for **FY 2020–2021** for other language access expenses (including translations, interpreter or language service coordination, multilingual signage, or language access-related equipment or technology):

- |   |   |
|---|---|
| <input type="radio"/> Less than \$50,000    | <input type="radio"/> \$1 million–\$5 million               |
| <input type="radio"/> \$50,000–\$150,000    | <input type="radio"/> More than \$5 million                 |
| <input type="radio"/> \$150,000–\$500,000   | <input type="radio"/> Do not need more funding or resources |
| <input type="radio"/> \$500,000–\$1 million |   |

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

- |  |   |
|--|---|
| <input type="checkbox"/> We have a designated Language Access Representative.  | <input type="checkbox"/> 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: |
| <input type="checkbox"/> 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: |   |

Please specify what languages:

\* 33. Please select all the items or services your court provides with regard to **Language Access Information and Tools**:

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

\* 34. Please select all the items or services your court provides with regard to **Language Access Data Collection and Tracking**:

- |   |   |
|---|---|
| <input type="checkbox"/> 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.   | <input type="checkbox"/> We keep track of the denial of language access services.   |
| <input type="checkbox"/> 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. | <input type="checkbox"/> 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. |
| <input type="checkbox"/> We keep track of the provision of language access services.  |   |

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 requires each court to make available a language access services complaint form and establish a process to respond to complaints. Has your court received any language access complaints in the last **eighteen months (01/01/2018 - 06/30/2019)?**

- Yes
- No

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

- Interpreter not provided
- Form/information not translated
- Quality of interpretation not satisfactory
- 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 eighteen months. If no complaints have been received, please put "0."

Interpreter not provided	<input type="text"/>
Quality of interpretation not satisfactory	<input type="text"/>
Form/information not translated	<input type="text"/>
Quality of translation not satisfactory	<input type="text"/>
Other	<input type="text"/>

\* 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	<input type="text"/>
Number of complaints reported above resolved within 60 days of receipt	<input type="text"/>
Number of complaints reported above resolved within MORE than 60 days of receipt	<input type="text"/>
Number of Complaints reported above still pending	<input type="text"/>

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