



JUDICIAL COUNCIL OF CALIFORNIA

COURT INTERPRETERS
ADVISORY PANEL

www.courts.ca.gov/ciap.htm
ciap@jud.ca.gov

COURT INTERPRETERS ADVISORY PANEL

MINUTES OF OPEN MEETING WITH CLOSED SESSION

February 17, 2016

12:10 p.m.

Advisory Body Members Present: Hon. Steven K. Austin, Chair, Ms. Christina M. Volkers, Vice-Chair, Hon. Andrea Hoch, Hon. Manuel J. Covarrubias, Hon. Rebecca Riley, Ms. Claritza Callaci, Ms. Janet Hudec, Ms. Oleksandra Johnson, Mr. Jaeis Chon, Ms. Lisa McNaughton, Ms. Maureen Keffer, Ms. Ivette Peña, Ms. Katherine Williams

Advisory Body Members Absent: Mr. Hector Gonzalez, Ms. Ramona Crossley, Mr. Bao Luu

Others Present: Ms. Donna Hershkowitz; Ms. Olivia Lawrence; Ms. Debbie Chong, Mr. Jarrett Chin, Mr. Douglas Denton, Ms. Anne Marx, Ms. Elizabeth Tam-Helmuth

OPEN MEETING

Call to Order and Roll Call

The chair called the meeting to order at 12:13 p.m. and roll was taken.

Approval of Minutes

The advisory body reviewed and approved the minutes of the December 8, 2015 Court Interpreters Advisory Panel meeting.

Opening Remarks:

The chair introduced Olivia Lawrence, newly appointed manager of both the Court Interpreters Program and the Language Access Plan and Implementation Strategy staff.

DISCUSSION ITEMS (NO ACTION REQUIRED)

Item 1

2016 Annual Agenda Review:

A review and discussion of the 2016 Annual Agenda, to be submitted to the Executive and Planning Committee on April 4, 2016 ensued. Members were asked to review the Annual Agenda and submit any changes by Friday, February 26, 2016. Overview of the Annual Agenda is as follows:

- CIAP's work is driven by the annual agenda process; all advisory bodies are required to present to their annual agenda work plans to their respective oversight committee.

- Current projects on CIAP's 2016 Annual Agenda align with the recommendations made in the Strategic Plan for Language Access in the California Courts. The projects on the 2016 Annual Agenda commenced in 2015.
- One new project identified on the 2016 Annual Agenda is: *Develop a policy and process for an LEP litigant right to waive the services of a court appointed interpreter as per LAP recommendation #75.*
- The Professional Standards and Ethics Subcommittee will continue to review performance standards of current interpreters by developing a means of fairly and consistently assessing court interpreter knowledge, skills and abilities.
- After a comprehensive review based on research into other agency and state court procedures, the Professional Standards and Ethics Subcommittee determined that a complaint based process is consistent with how other state agencies and courts, including the State Bar and Court Reporters Board address grievances.
- The Language Access Plan Subcommittee's work on the Request for an Interpreter in Civil Actions is well on its way to completion; and ready for review.
- Work will continue on a comprehensive evaluation of existing Rule of Court 2.893, *Appointment of non-certified interpreters in criminal cases and juvenile delinquency proceedings*, and the corresponding Judicial Council INT (interpreter) forms.
- In addition, the Budget and LAP Monitoring Subcommittee will be developing a statewide complaint form and process; and will be working closely with the Professional Standards and Ethics Subcommittee, in order to insure consistency and reduce duplication of efforts.
- Members were informed that a Video Remote Interpreting pilot project is being recommended to the Judicial Council by the Language Access Plan Implementation Task Force at the upcoming Judicial Council's February 26 business meeting.

Members were in agreement to the work plan presented; the 2016 Annual Agenda will be submitted to the Executive and Planning Committee for consideration.

A D J O U R N M E N T

There being no further open meeting business, the open session of the meeting was adjourned at 12:30 p.m.

C L O S E D S E S S I O N

Item 1 – Request Interpreter in Civil Cases (Action Required)

Rule 10.75 (d)(10) Topics that judicial officers may not discuss in public without risking a violation of the California Code of Judicial Ethics, necessitating recusal, or encouraging disqualification motions or peremptory challenges against them, including proposed legislation, rules, forms, standards of judicial administration, or jury instructions.

Review, discuss and consider recommending the adoption of proposed Rule of Court 2.895, *Request for Interpreter (Civil)* and related form(s) for requesting an interpreter in civil cases.

Actions Taken: (All actions unanimous)

1. CIAP approved the final comment chart derived from public comments to the proposed rule and form, and recommend the comment chart be submitted to the Judicial Council with the recommended form and proposed rule for consideration.
2. CIAP approved to submit and recommend adoption of the proposed Rule of Court 2.895, *Request for Interpreter*, for submission to RUPRO for review and subsequent submission to the Judicial Council.
3. CIAP approved to recommend adoption of the form INT-300 *Request for Interpreter (Civil)* to RUPRO, with minor corrections requested by CIAP, and subsequent submission to the Judicial Council.

Adjourned closed session at 1:14 p.m.

DRAFT

Court Interpreters Advisory Panel

June 21, 2016

2015-2016 Year in Review

- CIAP Highlights
- Language Access Plan Implementation
- Court Interpreters Program
- Court Interpreters Data Collection System (CIDCS)



CIAP Highlights

- June 2015: CIAP approves Grace Period for Farsi
- 2016 Annual Agenda Progress
 - EC 754 Changes Bill Sponsorship
 - Request for Interpreter Form
 - Complaint Based Discipline Procedure



Evidence Code 754

- Stakeholder outreach and public comment response
- Judicial Council's PLC committee agreed to sponsor
- The Office of Governmental Affairs found a Bill author
- Unanticipated feedback at legislature
- Status quo



Request for Interpreters

- Model form available to courts
- Rule 2.895 takes effect July 1st and includes tracking requirements
- INT-300 approved for optional use effective 1/1/2018

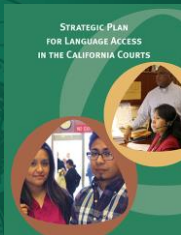


Complaint Based Discipline Procedure

- Extensive research conducted
- Various existing state court and professional organizations procedures reviewed
- Core components highlighted
- Work continues



Language Access Plan (LAP) Implementation



Task Force has been working since April 2015 on LAP implementation



Budget Change Proposal (BCP) FY 2016-17

\$7M additional funding to expand provision of interpreter services in civil matters

BCP FY 2017-18

8 items approved by Task Force for FY 17-18 language access BCP:

1. Statewide recruitment initiative for qualified bilingual staff and court interpreters;
2. Administrative support and non-VRI equipment to support language access expansion;



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BCP FY 2017-18

3. Training and signage grant program for trial courts;
4. Standards and training for bilingual staff and court staff interpreters;
5. Video Remote Interpreting (VRI) spoken language pilot implementation and support;



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BCP FY 2017-18

6. Translation of Judicial Council forms and creation of multilingual videos to assist limited English proficient (LEP) court users.

7. Development and maintenance of the web-based Language Access Toolkit; and



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BCP FY 2017-18

8. Work of the Language Access Plan Implementation Task Force including consultant services.



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LAP Implementation

- Implementation products in progress and soon to be included in the *Language Access Toolkit*:
<http://www.courts.ca.gov/lap-toolkit-courts.htm>

Language Access Toolkit
Resources for the Courts



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LAP Products

- Statewide Model Notice of Available Language Services (Translated into at least 8 languages)
- Model Request for Interpreter (Civil) Form
- Translation Protocol
- Translation Material Action Plan



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LAP Products

- Benchcard: Working with Interpreters in the Courtroom
- Bench Guide Outline
- Training Curricula Outlines for Judicial Officers and Court Staff
- Development Plan for Remaining Materials



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LAP Products

- Model Complaint Form and Procedures
- Court Web Content Guidance Materials
- <http://www.courts.ca.gov/lap-toolkit-courts.htm>

Language Access Toolkit
Resources for the Courts



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Court Interpreters Program Update



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Update Areas

- Recruitment/Outreach activities
- Ethics Workshops
- Test administration and development
- Farsi Grace Period overview
- New interpreters by language on Master list



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Candidate Development and Recruitment Activities

- Punjabi focused campaign
- ASL Train the Trainer cohort
- Top of the pyramid: CHIA, ATA events, RID conferences
- Increased interest in longer term solutions



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Current Conversations in Candidate Development

- Updated and new materials
- Increased advertising and outreach
- Dedicated staff again
- Near-passer training
- Experienced interpreter trainings



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Testing - ASL

- January 2015 renewed RID for 5 years
- August RID announced a moratorium on testing
- September we suspended enrollment through 6/30/16
- Suspension will be extended



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Test Administration: Bilingual Interpreting Exam

- 14 spoken certified languages
- Two administrations:
 - September 2015 - 407 candidates
 - March 2016 - 360 candidates



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Bilingual Interpreting Exam March 2016

- 11 languages
- Candidates per language:
 - 1 to 279



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Written Exam

- Required for certification
- Required for registered status
- 884 in prior year



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Oral Proficiency Exam (OPE)

- Description
- Purposes



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Interpreters on Master List

- Currently 1,892 Interpreters
 - 1,681 Certified Interpreters
 - 211 Registered Interpreters
- 95 new since January 1, 2015:
 - 76 Certified
 - 19 Registered



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76 New Certified Interpreters

- 61 Spanish
- 4 Russian
- 3 Mandarin
- 3 Vietnamese
- 2 Cantonese
- 1 Korean, Armenian, & Punjabi



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19 New Registered Interpreters

- 9 Farsi
- 2 French
- 2 Amharic
- 6 Other/Misc.



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Master List Interpreters: Top Languages

1) Spanish	1391
2) ASL	56
3) Vietnamese	53
4) Korean	62
5) Mandarin	63
6) Farsi	69



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2015-2016 Test Development

- Thorough Assessments
- Exam Maintenance
- Exam Rater Recruitment and Training
- Exam Development
- Psychometrics: on-going



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Farsi Grace Period

- Begins Fall 2016
- Three exam cycles
- Registered Farsi interpreters
- Skills building workshops
 - Northern and Southern California
- 46 Participants Total



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Ethics Workshops

- Four workshops conducted
 - Two in San Francisco
 - One each: Burbank and Anaheim
- 25 – 35 participants



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Court Interpreter Data Collection System (CIDCS)

Court Interpreter Data Collection System (CIDCS)

- Created in 2003 in response to statutes to facilitate cross assignments and 5-year language needs studies
- Serves as court interpreter profile management system

Court Interpreter Data Collection System (CIDCS)

- Data is input into CIDCS by trial courts through Daily Activity Logs (DALs) completed by interpreters
- 51 courts currently use CIDCS to report data

Court Interpreter Data Collection System (CIDCS)

- Interpreter web portal :
- Adds abilities to update info, add mandatory trainings, minimum assignments
 - Eventually, directly submit payments

Court Interpreter Data Collection System (CIDCS)

Interpreter web portal:

- Provides interpreters option to input their daily activity and cost information directly
- Greatly reduces redundant data entry burdens on court staff



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Court Interpreter Data Collection System (CIDCS)

- More specific data fields to allow better tracking of usage in different case and event types
- Improved report generation



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Court Interpreter Data Collection System (CIDCS)

- Creating a robust and secure platform on which to build
- Future integration with other functions and systems—fiscal/payroll, HR, possibly scheduling capabilities



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QUESTIONS?



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Become a California Court Interpreter
www.courts.ca.gov/interpreters



<https://www.youtube.com/watch?v=ykwl35NZ5X0&feature=youtu.be>

Being a California Court Interpreter

Language Access Plan Implementation Task Force



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LANGUAGE ACCESS PLAN
IMPLEMENTATION TASK FORCE

Recommendations Progress Report for May 16, 2016

Number of Phase 1 and 2 Recommendations: 70

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

Technological Solutions Subcommittee

Subcommittee Lead Staff: Jenny Phu

Recommendation: 1. Courts will identify the language access needs for each LEP court user, including parties, witnesses, or other persons with a significant interest, at the earliest possible point of contact with the LEP person. The language needs will be clearly and consistently documented in the case management system and/or any other case record or file, as appropriate given a court's existing case information record system, and this capability should be included in any future system upgrades or system development.

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

Progress Update: The subcommittee has created a survey that will be sent to the courts to gather information surrounding the tracking of interpreter needs via their respective case management systems. The survey asks about the number of Case Management Systems (CMS) a court has, the case types that track interpreter needs, and the point at which the need for interpreter services is tracked.

Date of Last Update: 5/6/2016

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

Technological Solutions Subcommittee

Subcommittee Lead Staff: Jenny Phu

Recommendation: 2. A court's provision or denial of language services must be tracked in the court's case information system, however appropriate given a court's capabilities. Where current tracking of provision or denial is not possible, courts must make reasonable efforts to modify or update their systems to capture relevant data as soon as feasible.

Status of Recommendation: Partially implemented **Phase 1 and 2**

Progress Update: The subcommittee has created a survey that will be sent to the courts to gather information surrounding the tracking of interpreter needs via their respective case management systems. The survey asks about the number of CMSs a court has, the case types that track interpreter needs, and the point at which the need for interpreter services is tracked.

Date of Last Update: 5/2/2016

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

Technological Solutions Subcommittee

Subcommittee Lead Staff: Jenny Phu

Recommendation: 3. Courts should establish protocols by which justice partners can indicate to the court that an individual requires a spoken language interpreter at the earliest possible point of contact with the court system.

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

Progress Update: The subcommittee has created a survey that will be sent to the courts to gather information surrounding the tracking of interpreter needs via their respective case management systems. The survey asks about the number of CMSs a court has, the case types that track interpreter needs, and the point at which the need for interpreter services is tracked.

Date of Last Update: 5/2/2016

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

Translation, Signage and Tools for Courts Subcommittee

Subcommittee Lead Staff: Diana Glick

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

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

Progress Update: The subcommittee is working on a budget proposal for the full build-out of the toolkit. The subcommittee also continues to add and update resources to the employee pages of the toolkit as they become available. Finally, the subcommittee continues to add toolkit links and icons to other websites, such as the Judicial Resources Network and the Knowledge and Innovation Center, in order to increase visibility of the toolkit and enhance access for bench officers and court employees.

Date of Last Update: 5/16/2016

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

Translation, Signage and Tools for Courts Subcommittee

Subcommittee Lead Staff: Diana Glick

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

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

Progress Update: On January 27, 2016, the Language Access Plan Implementation Task Force (LAPITF) voted to approve the language of the model notice of available language access services (in English). The document was approved by the Judicial Council on February 26, 2016. We are currently formatting and translating it.

Date of Last Update: 5/16/2016

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

Budget and LAP Monitoring Subcommittee

Subcommittee Lead Staff: Douglas Denton

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

Status of Recommendation: Completed **Phase 1**

Progress Update: The subcommittee determined that existing trial court data collection systems can be modified to capture the additional information identified in LAP Recommendation No. 6.

Date of Last Update: 5/16/2016

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

Budget and LAP Monitoring Subcommittee

Subcommittee Lead Staff: Douglas Denton

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

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

Progress Update: The subcommittee will evaluate different data sources and make recommendations to the courts about potential data sources to look at beyond the U.S. Census. The Judicial Council will review applicable data sources for development of the 2020 Language Need and Interpreter Use study, a report on language need and interpreter use in the California trial courts, which is required by the Legislature every five years under Government Code section 68563.

Date of Last Update: 5/16/2016

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

Budget and LAP Monitoring Subcommittee

Subcommittee Lead Staff: Douglas Denton

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

Status of Recommendation: Partially implemented **Phase 1 and 2**

Progress Update: Judicial Council staff posted a graphic, "Court Progress in Providing Interpreters in Civil Cases (as of 9/30/15)," showing the status of civil expansion in all 58 trial courts. The graphic will be periodically updated to show progress. A FY 2016-17 Budget Change Proposal (BCP) re: LAP implementation was submitted to the Department of Finance in September 2015. The Governor's proposed budget for FY 2016-17 includes an additional \$7 million ongoing for trial courts to continue expanding access to interpreters in civil proceedings. Development of future funding requests will be ongoing.

Date of Last Update: 5/16/2016

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

Court Interpreters Advisory Panel Subcommittee

Subcommittee Lead Staff: Catharine Price

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

Status of Recommendation: Partially implemented

Phase 1 and 2

Progress Update: Judicial Council staff sent comprehensive guidance to courts regarding the amendments to the provisional qualifications statute that were effective January 1, 2015. The courts were advised that pending amendment of Rule 2.893, they should follow existing procedures for criminal and juvenile cases in other matters.

Date of Last Update: 10/15/2015

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

Budget and LAP Monitoring Subcommittee

Subcommittee Lead Staff: Douglas Denton

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

Status of Recommendation: Partially implemented

Phase 1, 2, and 3

Progress Update: The NCSC is currently developing cost estimates for full LAP implementation, including cost estimates for provision of qualified interpreters in all court-ordered/court-operated programs, services, and events. We will likely request funding to support this expansion effort in a future BCP. To further support funding requests, NCSC sent a survey to trial courts in January 2016. The intent of the survey is to gather information to assist the California judiciary and the Task Force with an assessment of current language access needs and the identification of statewide and local language access services provided. Results of the survey will be shared at the Task Force's May 20, 2016 meeting.

Date of Last Update: 4/25/2016

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

Language Access Education and Standards Subcommittee

Subcommittee Lead Staff: Bob Lowney

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

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

Progress Update: The subcommittee determined that it will commence work on this recommendation in 2017.

Date of Last Update: 4/25/2016

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

Technological Solutions Subcommittee

Subcommittee Lead Staff: Jenny Phu

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

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

Progress Update: A pilot project has been developed along with an RFP for video remote interpreting. While the subcommittee planned to present the initial project at the February 2016 Council meeting, they will instead present it at the June 2016 meeting. The Judicial Council Technology Committee (JTC) and Executive and Planning Committee (E&P) had already approved the project and will provide informational items for upcoming meetings. This pilot project remains an integral part of developing and refining technical and programmatic guidelines for a statewide approach to video remote interpreting.

Date of Last Update: 5/16/2016

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

Technological Solutions Subcommittee

Subcommittee Lead Staff: Jenny Phu

Recommendation: 13. When using remote interpreting in the courtroom, the court must satisfy, to the extent feasible, the prerequisites, considerations, and guidelines for remote interpreting set forth in Appendix B.

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

Progress Update: A pilot project has been developed along with an RFP for video remote interpreting. While the subcommittee planned to present the initial project at the February 2016 Council meeting, they will instead present it at the June 2016 meeting. The Judicial Council Technology Committee (JTC) and Executive and Planning Committee (E&P) had already approved the project and will provide informational items for upcoming meetings. This pilot project remains an integral part of developing and refining technical and programmatic guidelines for a statewide approach to video remote interpreting.

Date of Last Update: 5/16/2016

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

Technological Solutions Subcommittee

Subcommittee Lead Staff: Jenny Phu

Recommendation: 14. The Implementation Task Force will establish minimum technology requirements for remote interpreting which will be updated on an ongoing basis and which will include minimum requirements for both simultaneous and consecutive interpreting.

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

Progress Update: A pilot project has been developed along with an RFP for video remote interpreting. While the subcommittee planned to present the initial project at the February 2016 Council meeting, they will instead present it at the June 2016 meeting. The Judicial Council Technology Committee (JTC) and Executive and Planning Committee (E&P) had already approved the project and will provide informational items for upcoming meetings. This pilot project remains an integral part of developing and refining technical and programmatic guidelines for a statewide approach to video remote interpreting.

Date of Last Update: 5/16/2016

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

Technological Solutions Subcommittee

Subcommittee Lead Staff: Jenny Phu

Recommendation: 15. Courts using remote interpreting should strive to provide video, used in conjunction with enhanced audio equipment, for courtroom interpretations, rather than relying on telephonic interpreting.

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

Progress Update: We have developed a pilot project along with an RFP for video remote interpreting. While the subcommittee planned to present the initial project at the February 2016 Council meeting, they will instead present it at the June 2016 meeting. The Judicial Council Technology Committee (JTC) and Executive and Planning Committee (E&P) had already approved the project and will provide informational items for upcoming meetings. This pilot project remains an integral part of developing and refining technical and programmatic guidelines for a statewide approach to video remote interpreting. This remains dependent on the approval of a VRI pilot program RFP/Project. An RFP has been drafted. See Recommendation 16.

Date of Last Update: 5/16/2016

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

Technological Solutions Subcommittee

Subcommittee Lead Staff: Jenny Phu

Recommendation: 16. The Judicial Council should conduct a pilot project, in alignment with the Judicial Branch's Tactical Plan for Technology 2014-2016. This pilot should, to the extent possible, collect relevant data on: due process issues, participant satisfaction, whether remote interpreting increases the use of certified and registered interpreters as opposed to provisionally qualified interpreters, the effectiveness of a variety of available technologies (for both consecutive and simultaneous interpretation), and a cost-benefit analysis. The Judicial Council should make clear that this pilot project would not preclude or prevent any court from proceeding on its own to deploy remote interpreting, so long as it allows LEP court users to fully and meaningfully participate in the proceedings.

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

Progress Update: We have developed a pilot project along with an RFP for video remote interpreting. While the subcommittee planned to present the initial project at the February 2016 Council meeting, they will instead present it at the June 2016 meeting. The Judicial Council Technology Committee (JTC) and Executive and Planning Committee (E&P) had already approved the project and will provide informational items for upcoming meetings. This pilot project remains an integral part of developing and refining technical and programmatic guidelines for a statewide approach to video remote interpreting.

Date of Last Update: 5/16/2016

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

Technological Solutions Subcommittee

Subcommittee Lead Staff: Jenny Phu

Recommendation: 17. In order to maximize the use and availability of California's highly skilled certified and registered interpreters, the Judicial Council should consider creating a pilot program through which certified and registered interpreters would be available to all courts on a short-notice basis to provide remote interpreting services.

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

Progress Update: The subcommittee determined that it will commence work on this recommendation in 2017. If the VRI pilot project (per recommendation #16) is approved and commences after the Judicial Council June 2016 meeting, data points collected from the VRI project will help provide information and insight for this endeavor.

Date of Last Update: 5/16/2016

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

Language Access Education and Standards Subcommittee

Subcommittee Lead Staff: Bob Lowney

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

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

Progress Update: The subcommittee will review the survey results provided by NCSC.

Date of Last Update: 5/16/2016

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

Language Access Education and Standards Subcommittee

Subcommittee Lead Staff: Bob Lowney

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

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

Progress Update: To support this recommendation, we released an educational video for bench officers in February 2016. In addition, the NCSC has prepared a draft bench card which outlines procedures for bench officers working with LEP court users. We will release it pending LAP and Judicial Council approval. These procedures will also be incorporated throughout all relevant judicial education courses and resources.

Date of Last Update: 5/16/2016

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

Budget and LAP Monitoring Subcommittee

Subcommittee Lead Staff: Douglas Denton

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

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

Progress Update: The subcommittee determined that it will commence work on this recommendation in 2017.

Date of Last Update: 4/25/2016

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

Budget and LAP Monitoring Subcommittee

Subcommittee Lead Staff: Douglas Denton

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

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

Progress Update: The subcommittee determined that it will commence work on this recommendation in 2017.

Date of Last Update: 4/25/2016

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

Language Access Education and Standards Subcommittee

Subcommittee Lead Staff: Bob Lowney

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

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

Progress Update: To support this recommendation, we released an educational video for bench officers in February 2016. In addition, the NCSC has prepared a draft bench card which outlines procedures for bench officers working with LEP court users. We will release it pending LAP and Judicial Council approval. These procedures will also be incorporated throughout all relevant judicial education courses and resources.

Date of Last Update: 5/16/2016

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

Language Access Education and Standards Subcommittee

Subcommittee Lead Staff: Bob Lowney

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

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

Progress Update: To support this recommendation, we released an educational video for bench officers in February 2016. In addition, the NCSC has prepared a draft bench card which outlines procedures for bench officers working with LEP court users. We will release it pending LAP and Judicial Council approval. These procedures will also be incorporated throughout all relevant judicial education courses and resources.

Date of Last Update: 5/16/2016

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

Language Access Education and Standards Subcommittee

Subcommittee Lead Staff: Bob Lowney

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

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

Progress Update: The subcommittee has incorporated this recommendation into the draft training materials that will be developed and delivered to the judiciary, following approval of the materials by the Judicial Council in June 2016.

Date of Last Update: 5/6/2016

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

Budget and LAP Monitoring Subcommittee

Subcommittee Lead Staff: Douglas Denton

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

Status of Recommendation: Completed **Phase 1**

Progress Update: The subcommittee developed and distributed written guidance for trial court leadership in December 2015 and requested that each court designate a language access office or representative. 51 of 58 courts have designated a language access representative. To help support implementation efforts, Judicial Council staff is working on a communication to the representatives and developing a listserv.

Date of Last Update: 5/16/2016

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

Language Access Education and Standards Subcommittee

Subcommittee Lead Staff: Bob Lowney

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

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

Progress Update: The subcommittee will review the survey results provided by NCSC.

Date of Last Update: 5/16/2016

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

Translation, Signage and Tools for Courts Subcommittee

Subcommittee Lead Staff: Diana Glick

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

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

Progress Update: The Language Access Toolkit, which went live on December 31, 2015, provides court staff with a variety of resources, including "I-Speak" cards and multilingual signage. The toolkit will be continually updated with additional materials, as they become available. We will send information about the resources available to the Language Access Representatives of each court.

Date of Last Update: 5/16/2016

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

Budget and LAP Monitoring Subcommittee

Subcommittee Lead Staff: Douglas Denton

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

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

Progress Update: Individual courts are recruiting and hiring bilingual staff as needed to support LAP implementation. Efforts are underway for the Judicial Council to develop a statewide recruitment initiative.

Date of Last Update: 4/25/2016

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

Translation, Signage and Tools for Courts Subcommittee

Subcommittee Lead Staff: Diana Glick

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

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

Progress Update: The subcommittee determined that it will commence work on this recommendation in 2017.

Date of Last Update: 4/25/2016

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

Translation, Signage and Tools for Courts Subcommittee

Subcommittee Lead Staff: Diana Glick

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

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

Progress Update: The subcommittee determined that it will commence work on this recommendation in 2017.

Date of Last Update: 4/25/2016

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

Technological Solutions Subcommittee

Subcommittee Lead Staff: Jenny Phu

Recommendation: 31. The courts and the Judicial Council should consider a pilot to implement the use of remote interpreter services for counter help and at self-help centers, incorporating different solutions, including court-paid cloud-based fee-for-service models or a court/centralized bank of bilingual professionals.

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

Progress Update: The subcommittee has developed a survey that will ask courts about the tracking of interpreter needs (per recommendations 1, 2, and 3). This, coupled with future data collection for recommendation 17, will help guide this project. This project, however, will not commence until 2017.

Date of Last Update: 5/16/2016

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

Technological Solutions Subcommittee

Subcommittee Lead Staff: Jenny Phu

Recommendation: 32. The courts should consider a pilot to implement inter-court, remote attendance at workshops, trainings, or “information nights” conducted in non-English languages using a variety of equipment, including telephone, video-conferencing (WebEx, Skype), or other technologies.

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

Progress Update: The subcommittee has drafted a pilot project for video remote interpreting (VRI, per recommendation #16). The VRI pilot project allows for the participation of up to two courts to address the remote interpreting capabilities between courts, addressing the inter-court portion of this recommendation. While the VRI pilot project does not guarantee that multiple courts will be participating, that is the intent. Any data or information gathered from the VRI project will help shape this recommendation.

Date of Last Update: 5/16/2016

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

Language Access Education and Standards Subcommittee

Subcommittee Lead Staff: Bob Lowney

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

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

Progress Update: The subcommittee determined that it will commence work on this recommendation in 2017.

Date of Last Update: 4/25/2016

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

Translation, Signage and Tools for Courts Subcommittee

Subcommittee Lead Staff: Diana Glick

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

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

Progress Update: This document is being drafted and will be reviewed by the subcommittee in May 2016. We anticipate to present the best practices for bilingual volunteers to the LAPITF in June 2016.

Date of Last Update: 5/16/2016

Goal 4: Provide High Quality Multilingual Translation and Signage

Translation, Signage and Tools for Courts Subcommittee

Subcommittee Lead Staff: Diana Glick

Recommendation: 36. The Judicial Council will create a translation committee to develop and formalize a translation protocol for Judicial Council translations of forms, written materials, and audiovisual tools. The committee should collaborate with interpreter organizations and courts to develop a legal glossary in all certified languages, taking into account regional differences, to maintain consistency in the translation of legal terms. The committee's responsibilities will also include identifying qualifications for translators, and the prioritization, coordination, and oversight of the translation of materials. The qualification of translators should include a requirement to have a court or legal specialization and be accredited by the American Translators Association (ATA), or to have been determined qualified to provide the translations based on experience, education, and references. Once the Judicial Council's translation protocol is established, individual courts should establish similar quality control and translation procedures for local forms, informational materials, recordings, and videos aimed at providing information to the public. Local court website information should use similarly qualified translators. Courts are encouraged to partner with local community organizations to accomplish this recommendation.

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

Progress Update: The Translation Protocols were developed by the outside contractor with feedback from the subcommittees. These protocols will be reviewed by the LAPITF at its May 20, 2016 meeting.

Date of Last Update: 5/2/2016

Goal 4: Provide High Quality Multilingual Translation and Signage

Translation, Signage and Tools for Courts Subcommittee

Subcommittee Lead Staff: Diana Glick

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

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

Progress Update: The subcommittee is currently working on a budget proposal for the full build-out of the toolkit. The subcommittee also continues to add and update resources to the employee pages of the toolkit as they become available. Finally, the subcommittee continues to add toolkit links and icons to other websites, such as the Judicial Resources Network and the Knowledge and Innovation Center, in order to increase visibility of the toolkit and enhance access for bench officers and court employees.

Date of Last Update: 5/10/2016

Goal 4: Provide High Quality Multilingual Translation and Signage

Translation, Signage and Tools for Courts Subcommittee

Subcommittee Lead Staff: Diana Glick

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

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

Progress Update: The subcommittee met on January 27, 2016, and provided recommendations to NCSC regarding a priority for translation of documents to be included in the Translation Protocol. As documents for court employees are translated, we will add them to the Language Access Toolkit. As documents for LEP court users are translated, we will add them to the toolkit once the court user pages and functionality are built.

Date of Last Update: 5/16/2016

Goal 4: Provide High Quality Multilingual Translation and Signage

Translation, Signage and Tools for Courts Subcommittee

Subcommittee Lead Staff: Diana Glick

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

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

Progress Update: The Language Access Toolkit currently provides a link to multilingual court closure signs for the 2016 court holidays. The subcommittee will look at additional signage needs in conjunction with the Judicial Council Facilities Division and will disseminate additional materials through the toolkit. The LAPITF is also working with NCSC on recommendations for language access information on local court websites, which will include common icons and symbols for language access assistance.

Date of Last Update: 5/16/2016

Goal 4: Provide High Quality Multilingual Translation and Signage

Translation, Signage and Tools for Courts Subcommittee

Subcommittee Lead Staff: Diana Glick

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

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

Progress Update: The subcommittee met on January 27, 2016, and provided recommendations to NCSC regarding a priority for translation of documents to be included in the Translation Protocol. As documents for court employees are translated, we will add them to the Language Access Toolkit. As documents for LEP court users are translated, we will add them to the toolkit once the court user pages and functionality are built.

Date of Last Update: 5/16/2016

Goal 4: Provide High Quality Multilingual Translation and Signage

Translation, Signage and Tools for Courts Subcommittee

Subcommittee Lead Staff: Diana Glick

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

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

Progress Update: The subcommittee will collaborate with the Judicial Council facilities division to study and make recommendations regarding the application of principles of universal design for purposes of language access.

Date of Last Update: 5/10/2016

Goal 4: Provide High Quality Multilingual Translation and Signage

Translation, Signage and Tools for Courts Subcommittee

Subcommittee Lead Staff: Diana Glick

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

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

Progress Update: The subcommittee will collaborate with the Judicial Council facilities division to study and make recommendations regarding the application of principles of universal design for purposes of language access. This will include best practices in construction, design and signage.

Date of Last Update: 5/10/2016

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

Court Interpreters Advisory Panel Subcommittee

Subcommittee Lead Staff: Catharine Price

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

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

Progress Update: The CIAP is continuing its role regarding the development of quality standards including voting to implement the Farsi Grace Period.

Date of Last Update: 5/16/2016

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

Language Access Education and Standards Subcommittee

Subcommittee Lead Staff: Bob Lowney

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

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

Progress Update: Review of the course outline is to be undertaken in the near future.

Date of Last Update: 5/6/2016

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

Language Access Education and Standards Subcommittee

Subcommittee Lead Staff: Bob Lowney

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

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

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

Progress Update: The subcommittee is in the process of addressing this recommendation.

Date of Last Update: 5/6/2016

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

Language Access Education and Standards Subcommittee

Subcommittee Lead Staff: Bob Lowney

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

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

Progress Update: With respect to judicial training programs, as noted re: Recommendation 50, these training programs and revisions to existing judicial training programs will occur after the educational materials provided by the NCSC are approved by the LAP and the Judicial Council in June 2016.

Date of Last Update: 5/16/2016

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

Language Access Education and Standards Subcommittee

Subcommittee Lead Staff: Bob Lowney

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

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

Progress Update: The subcommittee will review the survey results provided by NCSC.

Date of Last Update: 5/16/2016

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

Language Access Education and Standards Subcommittee

Subcommittee Lead Staff: Bob Lowney

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

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

Progress Update: The subcommittee will review the survey results provided by NCSC.

Date of Last Update: 5/16/2016

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

Budget and LAP Monitoring Subcommittee

Subcommittee Lead Staff: Douglas Denton

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

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

Progress Update: The Judicial Council is currently developing a statewide recruitment initiative.

Date of Last Update: 4/25/2016

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

Language Access Education and Standards Subcommittee

Subcommittee Lead Staff: Bob Lowney

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

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

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

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

Progress Update: The subcommittee launched an educational video for bench officers in February 2016. We will disseminate the educational materials developed by the NCSC to the relevant CJER curriculum committees and faculty teams who develop and teach judicial education courses, once they are approved by the LAP committee and the Judicial Council in June 2016 so that they can incorporate those materials into their curricula and courses.

Date of Last Update: 5/16/2016

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

Translation, Signage and Tools for Courts Subcommittee

Subcommittee Lead Staff: Diana Glick

Recommendation: 51. Information on local and statewide language access resources, training and educational components identified throughout this plan, glossaries, signage, and other tools for providing language access should be readily available to all court staff through individual courts' intranets.

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

Progress Update: The subcommittee will commence work on this recommendation in 2017.

Date of Last Update: 5/16/2016

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

Language Access Education and Standards Subcommittee

Subcommittee Lead Staff: Bob Lowney

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

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

Progress Update: The subcommittee reviewed and provided comments on the bench card for the use of interpreters in the courtroom. The benchcard will be presented to the Task Force in May 2016, and to the Judicial Council in June 2016.

Date of Last Update: 5/16/2016

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

Budget and LAP Monitoring Subcommittee

Subcommittee Lead Staff: Douglas Denton

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

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

Progress Update: The subcommittee has convened a strategy group to help advance the FY 2016-17 BCP re LAP implementation and inform policymakers and stakeholders about its importance. Efforts are underway to develop the FY 2017-18 BCP. Future BCPs ongoing.

Date of Last Update: 4/25/2016

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

Budget and LAP Monitoring Subcommittee

Subcommittee Lead Staff: Douglas Denton

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

Status of Recommendation: Completed

Phase 1

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

Date of Last Update: 5/16/2016

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

Budget and LAP Monitoring Subcommittee

Subcommittee Lead Staff: Douglas Denton

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

Status of Recommendation: Partially implemented

Phase 1

Progress Update: The subcommittee has convened a strategy group to help advance BCPs and inform policymakers and stakeholders about their importance. Future BCPs ongoing.

Date of Last Update: 4/25/2016

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

Budget and LAP Monitoring Subcommittee

Subcommittee Lead Staff: Douglas Denton

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

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

Progress Update: The subcommittee has convened a strategy group to help advance the FY 2016-17 BCP re LAP implementation and inform policymakers and stakeholders about its importance. The subcommittee will consider whether to provide written guidance to courts about pursuit of other funding opportunities.

Date of Last Update: 10/16/2015

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

Budget and LAP Monitoring Subcommittee

Subcommittee Lead Staff: Douglas Denton

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

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

Progress Update: LAP Implementation Task Force was formed by the Chief Justice in March 2015. The NCSC, in consultation with the subcommittee, is developing a comprehensive LAP work plan, including a cost analysis, budget, and estimates re: full LAP implementation.

Date of Last Update: 5/16/2016

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

Budget and LAP Monitoring Subcommittee

Subcommittee Lead Staff: Douglas Denton

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

Status of Recommendation: Completed **Phase 1**

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

Date of Last Update: 5/16/2016

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

Budget and LAP Monitoring Subcommittee

Subcommittee Lead Staff: Douglas Denton

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

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

Progress Update: The NCSC is producing a single complaint form and complaint processes with the subcommittee.

Date of Last Update: 5/16/2016

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

Budget and LAP Monitoring Subcommittee

Subcommittee Lead Staff: Douglas Denton

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

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

Progress Update: A preliminary draft complaint form and draft process has been developed by NCSC and reviewed by the subcommittee. Revisions are being made for consideration by the subcommittee. The subcommittee will partner with the Professional Standards and Ethics Subcommittee of CIAP, as appropriate, to sync any complaint form and process with CIAP's review of interpreter competency as required by California Rules of Court, Rule 2.891.

Date of Last Update: 1/25/2016

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

Court Interpreters Advisory Panel Subcommittee

Subcommittee Lead Staff: Catharine Price

Recommendation: 64. The Judicial Council, together with stakeholders, will develop a process by which the quality and accuracy of an interpreter's skills and adherence to ethical requirements can be reviewed. This process will allow for appropriate remedial action, where required, to ensure certified and registered interpreters meet all qualification standards. Development of the process should include determination of whether California Rule of Court 2.891 (regarding periodic review of court interpreter skills and professional conduct) should be amended, repealed, or remain in place. Once the review process is created, information regarding how it can be initiated must be clearly communicated to court staff, judicial officers, attorneys, and in plain language to court users (e.g., LEP persons and justice partners).

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

Progress Update: The CIAP is working to address this recommendation.

Date of Last Update: 5/10/2016

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

Translation, Signage and Tools for Courts Subcommittee

Subcommittee Lead Staff: Diana Glick

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

Status of Recommendation: Completed **Phase 1**

Progress Update: The subcommittee is currently working on a budget proposal for the full build-out of the toolkit. The subcommittee continues to add and update resources to the employee pages of the toolkit as they become available. Finally, the subcommittee continues to add toolkit links and icons to other websites, such as the Judicial Resources Network and the Knowledge and Innovation Center, in order to increase visibility of the toolkit and enhance access for bench officers and court employees.

Date of Last Update: 5/16/2016

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

Budget and LAP Monitoring Subcommittee

Subcommittee Lead Staff: Douglas Denton

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

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

Progress Update: The subcommittee developed and sent a short survey to the Courts of Appeal and the Supreme Court. Survey responses will help determine which recommendations of the LAP may be appropriate (with modification) for adoption by the Courts of Appeal and the Supreme Court. The Working Group on Adapting the Language Access Plan for the Appellate Courts met on April 6, 2016, and discussed which LAP recommendations may be applicable for application by higher courts. The Working Group will draft a status report for the Task Force with their findings.

Date of Last Update: 5/16/2016

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

Budget and LAP Monitoring Subcommittee

Subcommittee Lead Staff: Douglas Denton

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

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

Progress Update: The subcommittee will be working with NCSC, as part of their current contract, to identify any additional statutes or rules that may require updating, or any new statutes or rules that may need to be developed.

Date of Last Update: 4/25/2016

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

Court Interpreters Advisory Panel Subcommittee

Subcommittee Lead Staff: Catharine Price

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

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

Progress Update: Judicial Council staff has provided interim guidance on good cause, but CIAP’s Language Access subcommittee has not begun its formal review of what “good cause” should be required for any differences between criminal/juvenile and civil matters.

Date of Last Update: 10/16/2015

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

Court Interpreters Advisory Panel Subcommittee

Subcommittee Lead Staff: Catharine Price

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

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

Progress Update: Preliminary work undertaken by CIAP’s Language Access subcommittee on technical changes needed to Rule 2.893. But substantive policy-level review must be undertaken and completed including, for example, whether the good cause required should be different between criminal/juvenile and civil matters.

Date of Last Update: 10/16/2015

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

Budget and LAP Monitoring Subcommittee

Subcommittee Lead Staff: Douglas Denton

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

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

Progress Update: The Task Force approved submission of proposed amendments to Government Code section 68560.5(a) to the Judicial Council's Policy, Coordination and Liaison Committee (PCLC). On April 14, 2016, PCLC approved the proposal to move forward for public comment. The proposal is out for public comment until June 14, 2016.

Date of Last Update: 4/25/2016

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

Budget and LAP Monitoring Subcommittee

Subcommittee Lead Staff: Douglas Denton

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

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

Progress Update: The Task Force approved submission of proposed amendments to Code of Civil Procedure section 116.550 to the Judicial Council's Policy, Coordination and Liaison Committee (PCLC). On April 14, 2016, PCLC approved the proposal to move forward for public comment. The proposal is out for public comment until June 14, 2016.

Date of Last Update: 4/25/2016

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

Court Interpreters Advisory Panel Subcommittee

Subcommittee Lead Staff: Catharine Price

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

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

Progress Update: The CIAP is working to address this recommendation.

Date of Last Update: 5/10/2016

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

Budget and LAP Monitoring Subcommittee

Subcommittee Lead Staff: Douglas Denton

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

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

Progress Update: The subcommittee will commence work on this recommendation in 2017.

Date of Last Update: 5/16/2016

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

Court Interpreters Advisory Panel Subcommittee

Subcommittee Lead Staff: Catharine Price

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

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

Progress Update: The CIAP plans to include this item as part of its next Annual Agenda (for 2016).

Date of Last Update: 5/10/2016

Executive Summary

I. Introduction

Following the adoption of the [Strategic Plan for Language Access in the California Courts](#) (LAP) on January 22, 2015, the California Judicial Council and the Language Access Plan Implementation Task Force contracted with the National Center for State Courts (NCSC) to assist with a number of implementation efforts for Phase One of the Language Access Plan’s recommendations. As part of the work conducted, the NCSC prepared a short survey for local California courts to assist in gathering information on current language services provided, trends in local court language needs, types of proceedings or court services with the most need for language services, and any innovative programs, practices, or strategies utilized to meet local language access needs.

Survey questions were designed in collaboration with the Judicial Council staff and with input from the subcommittees of the Implementation Task Force. The final online survey instrument (Attachment 1) was distributed to all 58 superior courts in January 2016, and included thirty-three individual questions grouped into eight different areas that address the goals of the LAP:

- I. Demographics, Funding, and Court Policy
- II. Specific Language Access Services Provided
- III. Interpreter Services and Information Regarding Interpreter Services/Requests
- IV. Language Access Services Provided Outside of Courtroom Proceedings
- V. Translation, Signage, and Other Tools
- VI. Complaint Procedures
- VII. Technology
- VIII. Language Access Education and Standards

A total of fifty of the fifty-eight California superior courts (86%) responded to the survey. Survey participation included small, small/medium, medium, and large courts¹ representing the various regions² of California, including metropolitan and rural areas.

¹ For the purposes of this survey, “court size” correlates to information provided by Judicial Council staff and pertains to the following classifications in accordance with court judgeships: small (2-5 judges); small/medium (6-15 judges); medium (16-47 judges); and large (48 or more judges).

² Regions refer to the four court interpreter collective bargaining regions (see Attachment 2).

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II. Findings and Recommendations

Section I. Demographics, Funding, and Court Policy Questions

Findings:

- ❖ Spanish continues to be the primary language for interpreter requests, with most courts in all regions of the state reporting that Spanish requests make up 75%–100% of all requests.
- ❖ In order to meet the needs of limited English proficient (LEP) court users, courts responded that continued recruitment efforts are needed for Spanish interpreters (thirty-six counties) as well as interpreters in other languages, such as Punjabi (thirteen counties); Tagalog (eleven counties); Hmong (ten counties); American Sign Language (eight counties); Arabic (seven counties); Lao (six counties); and Cantonese (four counties).
- ❖ Two-thirds of responding courts use general funds/trial court budget funds to supplement the Trial Court Trust Fund (TCTF) Program 0150037 Fund (formerly known as Program 45.45 Fund, the statewide fund which reimburses courts for court interpreter services) in order to pay for additional language access expenses.
- ❖ The actual estimates provided by respondents for additional annual funds that will be needed for the various aspects of full expansion varied greatly. Where provided, estimate ranges mapped somewhat to overall court size, with smaller courts indicating estimates that started in the lower ranges and larger courts generally indicating estimates starting in the higher ranges. For example, in response to additional annual funds needed for full expansion of interpreter services, smaller courts reported needing additional funding ranging from \$5,000 to slightly over \$170,000, while larger courts reported needing \$710,000 to 4.2 million, with one court approximating a need of 8.6 million.
- ❖ Several respondents answered “unknown” under the various question categories pertaining to funding, particularly regarding estimates for court-ordered, court-operated programs and full expansion.
- ❖ Courts currently have systems in place for handling language access issues, whether it is a centralized language access office or a dedicated person to serve the needs of LEP court

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users. At this time, duties primarily deal with interpreter requests and interpreter coordination.

Recommendations:

- ❖ Future statewide recruitment efforts for interpreters should focus on Spanish and other languages identified as most in need in the state.
- ❖ Additional statewide funds should be sought by the Judicial Council to support expanded language access services in the courts, including court administrative costs not covered by the TCTF Program 0150037 Fund.
- ❖ To assist courts in estimating costs for expanded language access services, the Judicial Council should provide additional clarifying information regarding the elements that constitute a court-ordered, court-operated program, as well as more detailed information regarding all the elements of full language access expansion under the LAP.
- ❖ Follow-up survey questions pertaining to cost estimates in the courts should be developed as close-ended, quantitative questions so that the Judicial Council can ensure that courts are responding in the same manner.
- ❖ The Judicial Council should identify and recommend a statewide title for the individual or office responsible for language access services in each court (e.g., Language Access Representative or Language Access Office). The title should be inclusive of all language access services (and not just interpreter services and coordination).

Section II. Specific Language Access Services Provided

Findings:

- ❖ Courts have some strategies in place to communicate services to LEP court users, but communication methods tend to be limited and, when available, primarily in Spanish only.
- ❖ Less than half of the respondents reported having multilingual content on their websites. Additional research conducted separately on this issue indicates that multilingual content may

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primarily point to the use of Google Translate and/or links to the current Judicial Council self-help site in Spanish.

- ❖ Over half of the respondents collect some form of data regarding language services provided.

Recommendations:

- ❖ The model notice of available services developed by the Implementation Task Force and approved by the Judicial Council in February 2016, which is being translated into ten languages, should be shared widely with courts when available.
- ❖ Courts should continue to grow the multilingual content on their websites, both in breadth of content, as well as the number of languages with which content is provided. Courts may need guidance regarding appropriate language access-related web content to assist LEP courts users, and to ensure statewide consistency.
- ❖ The Judicial Council should develop statewide efforts that will make data collection easier and more efficient, including the development of templates and/or models for various data pieces that will support language access planning.
- ❖ Data collected should be shared on a regular basis so as to inform statewide activities with regard to recruitment, testing initiatives, and decisions regarding translation and the creation of multilingual videos and content.

Section III. Interpreter Services and Information Regarding Interpreter Services/Requests

Findings:

- ❖ Almost half of the respondents reported providing interpreters in all civil case types. However, in some responses, courts stated that they covered all or many civil case types, but then qualified those statements with additional details indicating that this was only done when interpreters were available, if the cases were in Spanish, or if the judicial officer requested an interpreter.

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- ❖ Courts rely greatly on verbal communication to provide information about language access services to LEP court users, and they appear to focus on those court locations with high contact such as clerk’s offices, self-help centers, and courtrooms.
- ❖ Almost 60% of respondents do not have a local form to request an interpreter.

Recommendations:

- ❖ Follow-up surveys and/or standardized reporting templates should be designed with close-ended questions to help courts respond and indicate their current interpreter provision for specific case types and services, and to identify all languages for which services are provided.
- ❖ For verbal communication efforts, courts should ensure that bilingual individuals with the requisite skills are used in court locations with high contact with LEP court users.
- ❖ Communication efforts regarding a court’s available language access services should incorporate other mechanisms beyond reliability on verbal communication by select court staff. Other methods should include written information, signage, and multilingual videos.
- ❖ The recently-adopted Judicial Council model form, “Request for Interpreter (Civil)” (form INT-300, effective July 1, 2016) should be adopted by those courts that do not have an existing form or wish to replace their existing form.

Section IV. Language Access Services Provided Outside of Courtroom Proceedings

Findings:

- ❖ Responding courts indicated that language services are being provided in out-of-courtroom locations, primarily through bilingual staff, interpreters when available, and telephonic interpreting services.
- ❖ Some respondents indicated that language services in settings outside of the courtroom were largely provided in Spanish. Most respondents did not specify what languages were provided.

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- ❖ A large majority of courts reported American Sign Language (ASL) services in place for deaf or hard of hearing court users.
- ❖ Larger courts and courts in metropolitan areas reported providing more linguistically accessible resources when ordering or referring LEP court users to outside programs, while smaller courts and courts located in rural areas reported having fewer available resources in their courts' communities.

Recommendations:

- ❖ The Judicial Council and courts should continue to collect data regarding specific services provided outside the courtroom and the languages requested for these services to assist with decisions pertaining to the recruitment of bilingual staff and other language access providers.
- ❖ Courts should look to the consistent statewide use of the Americans with Disabilities Act (ADA) Coordinator as a contact person for requesting services for deaf or hard of hearing individuals (and other court users with disabilities) as a model to follow when instituting designated language access staff and/or offices.
- ❖ To ensure that LEP court users are referred to linguistically accessible programs, courts should collaborate with justice partners. The Judicial Council can encourage such collaboration by highlighting sample successful partnerships that ensure the provision of linguistically accessible resources and share these models with courts statewide.

Section V. Translations, Signage and Other Tools

Findings:

- ❖ Over half of all responding courts report having local forms translated, with most courts reporting that translations are available upon request and some courts reporting that translations are provided online.
- ❖ The translations offered appear to be primarily in Spanish.

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- ❖ In a few instances, translations available in languages other than Spanish (OTS) include languages that are not listed in the top ten languages statewide, such as Armenian, Lao, and Thai, which is likely representative of demographic needs at the local level.
- ❖ Courts do not report a wide use of multilingual DVDs, online videos, or other audio-visual tools, and for those that do, the language options are limited.
- ❖ Courts appear to be using multilingual signage primarily at the clerk's office, self-help centers, and courthouse entrances.

Recommendations:

- ❖ The Judicial Council should assist courts with the development of translated web content and translated information for statewide use.
- ❖ The Judicial Council should continue to add content to the Language Access Toolkit developed by the Implementation Task Force, and share all information with courts statewide.
- ❖ The Judicial Council should continue to research and develop other technological approaches to assist LEP court users, such as multilingual videos or other audio-visual tools, and document assembly programs.

Section VI. Complaint Procedures

Findings:

- ❖ Only 20% of respondents have a complaint process for language access-related issues.
- ❖ For those with complaint forms, very few have the forms translated into other languages.

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Recommendations:

- ❖ The Judicial Council should continue to move forward with the preparation of a single model complaint form and model complaint procedures to be provided to courts statewide for their adaptation and use at the local level. The model form to be created by the Implementation Task Force, and to be translated into ten languages, should greatly assist courts with monitoring their local provision of language access services.
-

Section VII. Technology Questions

Findings:

- ❖ The majority of courts use telephonic interpreting for courtroom and non-courtroom events, and some courts use telephonic interpreting for bilingual (non-interpreting) assistance at various points of contact.
- ❖ While courts have adopted the use of the telephone for remote interpreting for certain situations, the use of video remote interpreting (VRI) is largely non-existent outside of its use for ASL.
- ❖ Document assembly programs currently play a very minimal role in the provision of language access.

Recommendations:

- ❖ The Judicial Council and Implementation Task Force should use results from the future pilot of VRI to assist courts with making decisions regarding appropriate use of remote interpreting.
 - ❖ The Judicial Council should continue to develop English and translated document assembly programs for various case types and processes.
-

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VIII. Language Access Education and Standards

Findings:

- ❖ A small percentage of courts provide language access training to new staff or judicial officers, and an even fewer number report making such training mandatory for any staff.
- ❖ Few courts also report having training provided on a regular basis (at least yearly) and only a handful of courts offer convenient online tools for training.

Recommendations:

- ❖ The Judicial Council should develop statewide training resources that could be adapted to reflect local processes, policies and needs.
- ❖ All court staff and judicial officers should have access to basic language access training, with detailed trainings offered to court staff at critical points of contact with LEP court users. The Language Access Toolkit is likely the appropriate statewide repository for language access education resources.
- ❖ Judicial branch training should be available in a number of formats, including in-person and online.

III. Conclusion

California superior courts are providing a wide range of language access services, and they are making strides in fulfilling the seventy-five recommendations of the *Strategic Plan for Language Access in the California Courts*. Many courts are moving forward with efforts to expand court interpreters to cover all case types, with expansion occurring at varying rates. Continued statewide support through additional funding and statewide recruitment efforts of language services providers should greatly assist the courts in their efforts.

As with the expansion of interpreter services, courts would benefit from additional statewide tools and language-access related initiatives. The development and deployment at a statewide level of translated

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forms, translated web content, multilingual videos, and signage should increase language access assistance statewide. Additionally, information gathered from a statewide pilot of VRI will inform future decisions regarding video remote interpreting.

Finally, as expansion efforts continue to move forward and the Implementation Task Force and Judicial Council continue to fulfill the recommendations outlined in the LAP, education and training for court staff on policies, procedures and service delivery will be essential. The statewide development and delivery of standardized training that can be customized at the local level will support the courts in ensuring that court staff understand the various responsibilities of the LAP and that implementation at the local level is carried out in accordance with recommended policies. Together with robust complaint and monitoring mechanisms, these practices will advance effective language access expansion throughout the state.

Survey of California Superior Courts - Language Access Services

The National Center for State Courts (NCSC), in collaboration with the Judicial Council's Language Access Implementation Task Force (ITF), is conducting this survey to learn more about existing language access needs, as well as language access services currently provided in the California superior courts. We anticipate that your responses will also support efforts to seek additional funding for expanded language access services statewide.

The survey should take roughly 45 minutes to complete. A PDF version of all survey questions has also been included as an attachment.

Please complete this survey by February 15, 2016. Survey results will be transmitted directly to NCSC for analysis and a summary of findings and trends will be provided to the Judicial Council and the ITF. Your individual responses will be confidential. None of the summary findings reported will be directly attributable to any court.

Thank you in advance for your participation.

Survey of California Superior Courts - Language Access Services

I. Demographics, Funding, and Court Policy Questions

1. The languages below represent the ten most interpreted spoken languages statewide, as reported in the 2015 Language Need and Interpreter Use Study. Please mark the percentage of requests for interpreter services in each language in your court on an annual basis. If other languages are represented in the top ten languages in your court, please specify in the lines marked "other" below.

	More than 75%	50% - 75%	25% - 50%	Less than 25%
Spanish	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vietnamese	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Korean	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mandarin	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Farsi	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cantonese	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Russian	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tagalog	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Arabic	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Punjabi	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify below)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify below)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify below)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify):

2. Has your court experienced a change in language access requests (e.g. increase or decrease in interpreter requests; significant change in languages for which interpreters are requested; change in types of language services requested) over the last five years?

Yes

No

2a. If yes, please explain the nature of the change(s):

3. In what languages does your court have the greatest need for the recruitment of new certified and registered interpreters?

4. Does your court use funds in addition to Program 45.45 (court interpreter funds) to provide language access services (for example, funding for translations, interpreter or language service coordination, bilingual pay differential for staff, multilingual signage, or funds for language access-related equipment or technology)?

- Yes
- No
- Not Sure

4a. If yes, what is the source of those funds?

4b. If yes, approximately how much did your court spend in addition to 45.45 funds on language access services (including translations, interpreter or language service coordination, multilingual signage, or for language access – related equipment or technology) during the following timeframes:

FY 2013 – 2014 (prior to the enactment of AB 1657/Evidence Code § 756)

FY 2014 – 2015 (includes the 6 months following the enactment of AB 1657/Evidence Code § 756)

Survey of California Superior Courts - Language Access Services

5. Provide your best estimate of additional resources or funding your court will need on an annual (FY) basis for the following:

For full expansion of interpreter services in accordance with Evidence Code § 756:

For interpreters at all court-ordered, court-operated programs (other than courtroom proceedings):

For other language access expenses (including translations, interpreter or language service coordination, multilingual signage, or language access-related equipment or technology):

6. Please rank the areas in which your court will need additional funding for LEP services in FY2016-2017 and thereafter, on a scale of 1-11, with "1" indicating the greatest need for funding. [Rank as many areas as appropriate]:

<input type="text"/>	Early identification of LEP court users
<input type="text"/>	Data collection and cost reporting
<input type="text"/>	Coordination of language access services with justice partners
<input type="text"/>	Program 45.45 funding (civil expansion)
<input type="text"/>	Technological solutions (including remote technology equipment)
<input type="text"/>	Training
<input type="text"/>	Signage throughout the courthouse
<input type="text"/>	Translation of documents
<input type="text"/>	Web page resources
<input type="text"/>	Recruitment efforts: additional bilingual staff
<input type="text"/>	Recruitment efforts: additional court interpreters
<input type="text"/>	Other 1: (please describe below)
<input type="text"/>	Other 2: (please describe below)
<input type="text"/>	Other 3: (please describe below)

6a. If your court needs additional funding for LEP services not identified in the list above, please specify below:

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

7. Does your court have a dedicated or centralized office that oversees its language access services?

- Yes
- No
- Planned

7a. If yes, please provide the name of the office:

7b. If your court does not have a dedicated or centralized office that oversees its language access services, is there an employee who provides this service?

- Yes
- No

7c. If yes, please provide the official title of the employee:

7d. What percentage of this employee's time is dedicated to overseeing the court's language access services?

- 1%-25%
- 26%-50%
- 51%-75%
- 76%-100%
- Not sure

7e. What are the responsibilities of this office or person?: [Select all that apply]

- Handles interpreter requests
- Handles requests for other language assistance services (bilingual staff, interpreters outside courtroom, translation, etc.)
- Provides information on the court's language access services to the public
- Distributes translated materials
- Provides information on the court's language access policy to the public
- Provides information on the court's language access policy to court staff and judicial officers
- Posts relevant materials on the court's website
- Trains court staff on the court's language access policy
- Serves as the contact person for justice partners, attorneys, and other providers with regard to accessing the court's language access services
- Serves as an interpreter coordinator
- Other (please specify):

Survey of California Superior Courts - Language Access Services

II. Specific Language Access Services Provided

8. Does your court post notices of available language access services for court users (for example, on the court's website or as signs or other displays)?

- Yes
 No

8a. If yes, are the notices:

- Translated into other languages (if so, please indicate languages below)
 Available on the court's website
 Posted at the courthouse entrance
 Posted at all points of contact with the public (e.g. clerk's offices, self-help centers, courtrooms, ADR department, jury office, etc.)

Languages:

9. Does your court provide (as handouts) notices of available language access services for court users?

- Yes
 No

9a. If yes, are the notices:

- Translated into other languages (if so, please indicate languages below)
 Available on the court's website
 Available at the courthouse entrance
 Available at all points of contact with the public (e.g. clerk's offices, self-help centers, courtrooms, ADR department, jury office, etc.)
 Automatically provided by court clerks or other court staff upon the filing of pleadings or other requests for information

Languages:

9b. If you have a notice posted regarding your court's interpreter and/or other language access services or a handout provided to LEP users, please submit an electronic copy, if possible, to Jacquie Ring at jring@ncsc.org.

10. Do you provide multilingual information on your court's website?

Yes

No

10a. If yes, please provide URL(s):

11. Does your court collect data regarding the number of LEP individuals who seek language assistance?

Yes

No

Survey of California Superior Courts - Language Access Services

III. Interpreter Services and Information Regarding Interpreter Services/Requests

12. Please provide examples of non-criminal case types (e.g., unlawful detainer, civil harassment, actions to terminate parental rights, guardianship matters) in which you provide court interpreters to court users with Limited English Proficiency at no cost for in-courtroom proceedings:

13. Please identify the points of contact at which LEP court users are informed of the court's available interpreter services, and how they are informed, if applicable: [Select all that apply]

- Language Access Office or Designated Staff
- Clerk's Office through a multilingual sign
- Clerk's Office through an English sign
- Clerk's Office through a verbal statement by the clerk
- Clerk's Office through a multilingual handout
- Clerk's Office through an English handout
- Courtrooms through a multilingual sign
- Courtrooms through an English sign
- Courtrooms through a verbal statement by the clerk
- Courtrooms through a verbal statement by the judicial officer
- Courtrooms through a multilingual handout
- Courtrooms through an English handout
- Self-Help Center or Family Law Facilitator through a multilingual sign
- Self-Help Center or Family Law Facilitator through an English sign
- Self-Help Center or Family Law Facilitator through a verbal statement by staff
- Self-Help Center or Family Law Facilitator through a multilingual handout
- Self-Help Center or Family Law Facilitator through an English handout
- Court website (please specify URLs below)
- Other (please specify):

13a. If provided online, please specify URL(s):

14. Please identify the points of contact at which LEP court users are informed of the court's procedure for requesting an interpreter, and how they are informed, if applicable: [Select all that apply]

- Language Access Office or Designated Staff
- Clerk's Office through a multilingual sign
- Clerk's Office through an English sign
- Clerk's Office through a verbal statement by the clerk
- Clerk's Office through a multilingual handout
- Clerk's office through an English handout
- Courtrooms through a multilingual sign
- Courtrooms through an English sign
- Courtrooms through a verbal statement by the clerk
- Courtrooms through a verbal statement by the judicial officer
- Courtrooms through a multilingual handout
- Courtrooms through an English handout
- Self-Help Center or Family Law Facilitator through a multilingual sign
- Self-Help Center or Family Law Facilitator through an English sign
- Self-Help Center or Family Law Facilitator through a verbal statement by staff
- Self-Help Center or Family Law Facilitator through a multilingual handout
- Self-Help Center or Family Law Facilitator through an English handout
- Court website (please specify URLs below)
- Other (please specify):

14a. If provided online, please specify URL(s):

15. Does your court have a local form that court users can utilize when requesting an interpreter?

- Yes
- No

15a. If your court has a local form, is it translated?

Yes

No

15b. If yes, please list the languages into which the form is translated:

Survey of California Superior Courts - Language Access Services

IV. Language Access Services Provided Outside of Courtroom Proceedings

16. Please provide examples of out-of-courtroom court locations or programs (e.g., clerk's office, self-help center, family court services mediation, jury office) in which you provide interpreter or other language access services at no cost to court users with Limited English Proficiency.

17. Please indicate what American Sign Language (ASL) resources are available at your court: [Select all that apply]

- Staff who can communicate using ASL
- Ability to request ASL assistance at all points of contact
- ADA Coordinator available to all points of contact
- Notice of available ASL services
- Other (please specify):

18. Please indicate your court's ability to take into consideration the availability of linguistically accessible services and programs in issuing orders for LEP persons to participate in outside programs, such as parenting education, anger management, counseling, etc.: [Select all that apply]

- The court has a list of linguistically competent service providers to whom LEP parties are referred, which is made available to all relevant court staff and LEP users.
- The court only or primarily enters into contracts with providers with language access capabilities.
- The resources in the court's communities are limited in their ability to provide linguistically accessible services.
- Other (please specify):

Survey of California Superior Courts - Language Access Services

V. Translations, Signage and Other Tools

19. Does your court have translated informational materials available to the public, other than those provided by the Judicial Council?

Yes

No

19a. If yes, please indicate below how these materials are made available:

On the website

At all points of contact with the public

Upon request by an LEP court user

Other (please specify):

19b. If materials are online, please provide URL(s):

19c. If yes, what are the top languages into which materials are translated?

Spanish

Vietnamese

Korean

Mandarin

Farsi

Cantonese

Russian

Tagalog

Arabic

Punjabi

Other (please specify):

20. Does your court use DVDs, online videos, or other audio-visual tools in languages other than English to inform LEP users about court programs, services, or other relevant information?

Yes

No

20a. If yes, please specify the languages:

Spanish

Vietnamese

Korean

Mandarin

Farsi

Cantonese

Russian

Tagalog

Arabic

Punjabi

Other (please specify):

20b. If provided online, please specify URL(s):

21. Please provide examples of multilingual signage at your court (e.g., courthouse entrance, clerk's office, self-help centers, courtrooms, jury office):

22. Please indicate any other tools your court uses for the provision of language access services to LEP court users: [Select all that apply]

- I-speak cards at relevant points of contact in the court
- Glossaries of legal terms in various languages
- Translated web pages
- Machine translation programs, such as Google Translate or Microsoft Translator
- Online document assembly programs in other languages
- Other (please specify):

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VI. Complaint Procedures

23. Has your court developed a complaint procedure for filing complaints about interpreter services and/or other language access services?

Yes

No

23a. If yes, please indicate the areas covered in the complaint process: [Select all that apply]

Failure to provide an interpreter or other language access service

Quality of interpretation

Quality of assistance provided by bilingual staff person

Quality of court-provided translations

General language accessibility of court services

24. Does your court have a complaint form?

Yes

No

24a. If yes, please specify languages into which these forms have been translated:

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

24b. If it is available online, please provide URL:

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VII. Technology Questions

25. Please indicate whether your court is currently using any of the following technologies to provide language access: [Select all that apply]

- Video remote interpreting (VRI) for spoken language interpreted courtroom proceedings
- Video remote interpreting (VRI) for non-courtroom proceedings (e.g. mediation, general courtroom announcements, self-help center or other assistance at public points of contact)
- Video remote assistance by bilingual staff outside the courtroom
- Telephonic interpreting for courtroom proceedings
- Telephonic interpreting for non-courtroom proceedings
- Telephonic assistance from bilingual staff at other locations
- Electronic Document Assembly programs in other languages
- Other (please specify):

26. If your court is using video remote interpreting, for what 3 case types is it most often used?

1.

2.

3.

N/A, not using VRI

27. If your court is using video remote interpreting (VRI), for what languages is it most often used?

N/A - Not using VRI

Spanish

Vietnamese

Korean

Mandarin

Farsi

Cantonese

Russian

Tagalog

Arabic

Punjabi

Other (please specify):

Survey of California Superior Courts - Language Access Services

VIII. Language Access Education and Standards

28. Please check all that apply with regard to your court's language access training and education efforts.

FOR COURT STAFF

	Yes	No	Planned	Unsure
Language access training is provided to all new staff.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Language access training is mandatory for all existing staff.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Language access training is offered at least once a year.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Language access training is offered online or in a format that allows individuals to take it whenever needed or convenient.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Language access training includes the judicial branch's language access policies and procedures, such as the Strategic Plan for Language Access in the California Courts, relevant California Rules of Court, your court's local LEP Plan, etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Language access training includes information regarding the various types of language access services available.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Language access training includes information on how to best work with LEP court users.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Language access training includes information on how to work with an interpreter.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Language access training includes a review of strategies for managing a courtroom when LEP court users are participants.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Language access training includes cultural competence.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

29. FOR JUDICIAL OFFICERS

	Yes	No	Planned	Unsure
Language access training is provided to all new judicial officers.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Language access training is mandatory for all existing judicial officers.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Language access training is offered at least once a year.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Language access training is offered online or in a format that allows individuals to take it whenever needed or convenient.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Language access training includes the judicial branch's language access policies and procedures, such as the Strategic Plan for Language Access in the California Courts, relevant California Rules of Court, your court's local LEP Plan, etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Language access training includes information regarding the various types of language access services available.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Language access training includes information on how to best work with LEP court users.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Language access training includes information on how to work with an interpreter.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Language access training includes a review of strategies for managing a courtroom when LEP court users are participants.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Language access training includes cultural competence.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

30. Do you have a training curriculum or materials you could share with the Judicial Council?

- Yes
- No

31. What would be most helpful for your court to train court staff and judicial officers on language access policies, working with LEP users, language access services and cultural competence: [Select all that apply]

- Online courses developed in part or fully by the Judicial Council
- Online courses developed by your local court
- In-person courses with curriculum provided by the Judicial Council
- In-person courses with curriculum developed locally by the court
- Mandatory training for all staff and judicial officers
- Other (please specify):

32. Please fill out the following:

Date:

Name:

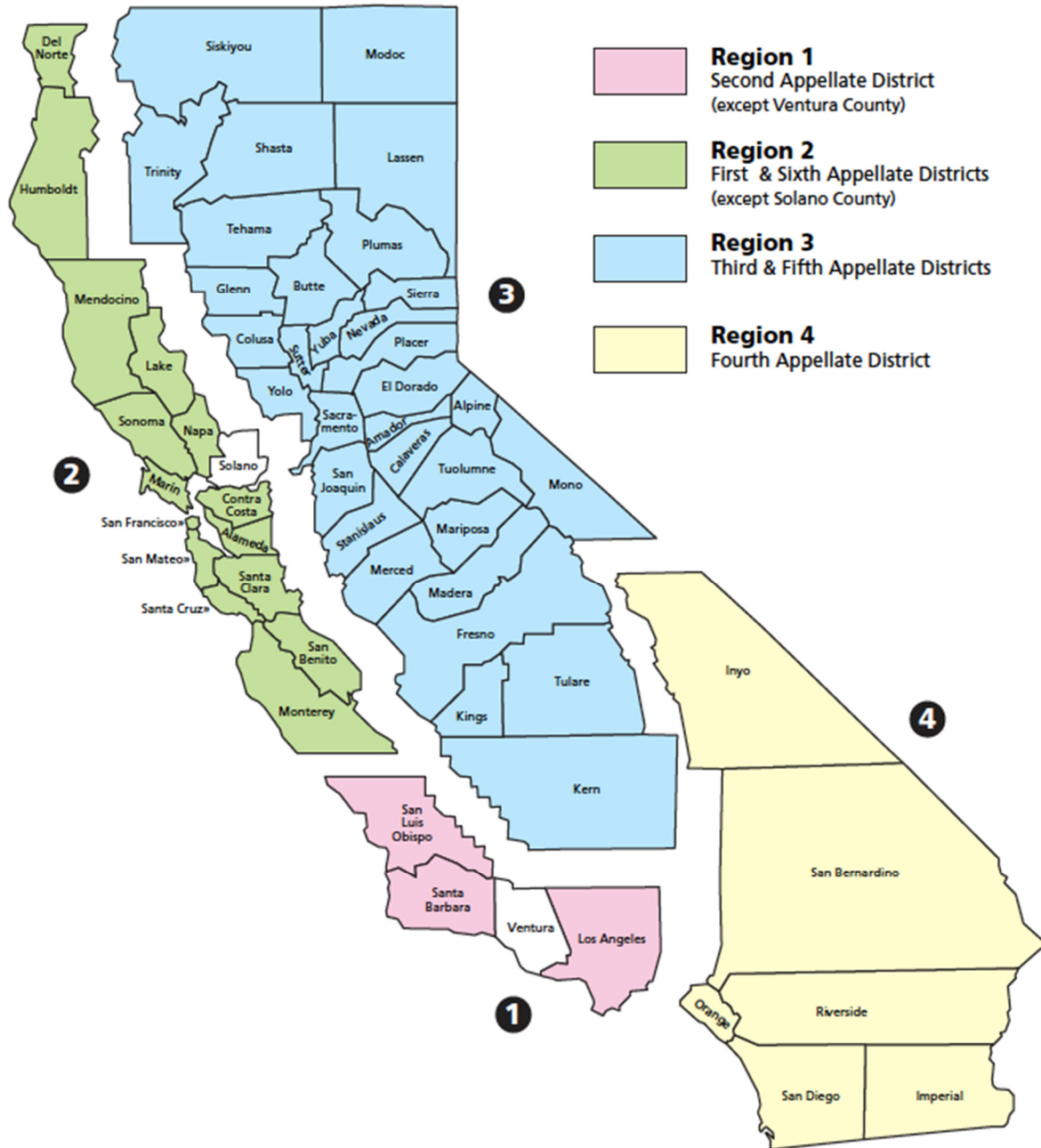
Title:

Courthouse:

Contact Information:

* 33. County / Region:

California Court Interpreter Collective Bargaining Regions
Attachment 2



TO PREPARE FOR A CAREER IN COURT INTERPRETING:

- Learn more about the courts and the judicial system.
 - Attend proceedings in the California trial courts to gain familiarity with them. Look for cases with interpreters.
 - Take community college courses on court-related topics like government, social justice and the law, the Constitution, and criminal law.
- Develop your language and interpreting skills.
 - Study legal vocabulary in English and your second language.
 - Learn the three modes of interpretation and the code of ethics.
 - Take classes in linguistics, communications, public speaking, and interpreting.
 - Look for volunteer interpreting opportunities to build your experience.

For up-to-date information on testing, resources for preparing for your career, and links to California court employment sites, visit www.courts.ca.gov/interpreters.



WHAT ARE THE STEPS TO BECOMING A COURT INTERPRETER?

1. Achieve native-like fluency in English and a second language.
2. Develop professional skills in consecutive, simultaneous, and sight translation—the three modes of interpretation.
3. Prepare for and pass the tests to become either a certified or registered interpreter.
4. Enroll with the Judicial Council of California.

HOW DO I FIND OUT MORE ABOUT BECOMING A COURT INTERPRETER?

Visit the Judicial Council's Court Interpreters Program website for links to educational institutions and to learn more about becoming a court interpreter.



Judicial Council of California
Court Interpreters Program

455 Golden Gate Avenue
San Francisco, California 94102-3688

Phone: 1-866-310-0689

www.courts.ca.gov/interpreters

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DISCOVER A CAREER
THAT PUTS
YOUR SECOND
LANGUAGE—FIRST

interpreter
通訳
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통역사
переводчик





California court interpreters have an important job in the courtroom: they interpret court proceedings for witnesses, defendants, and litigants with limited English skills.

WHAT ARE THE BENEFITS OF BEING A COURT INTERPRETER?

As a California court interpreter, you can help make justice more accessible for millions of people and enjoy:

- The chance to provide a valuable community service;
- A stable, professional career;
- A minimum, full-time starting salary of \$71,000; and
- A comprehensive benefits and retirement package.

“As a court interpreter, I offer help for people who otherwise would not have equal access to justice. I know that I am working for something bigger than me . . . something that I believe in: the U.S. Constitution.”

*Alejandra Sosa Siroka,
California Court Interpreter*

WHAT DOES IT TAKE TO BECOME A COURT INTERPRETER?

First, interpreters need to be fluent in English and a second language. They also must have an excellent memory and strong communication skills. Right now, court interpreters can be certified in American Sign Language and 14 spoken languages:

Arabic	Japanese	Punjabi
Armenian (Eastern)	Khmer	Russian
Armenian (Western)	Korean	Spanish
Cantonese	Mandarin	Tagalog
	Portuguese	Vietnamese

WHAT DO COURT INTERPRETERS DO?

- Interpret speech and text from English into a second language and back again in real time.
- Maintain accuracy in meaning while accounting for different types of speech and grammar—without any editing, summarizing, omissions, or changes.
- Establish good working relationships with judges, attorneys, other court personnel, supervisors, and coworkers.
- Adhere to a code of ethics to ensure fairness and access to justice.
- Develop a working knowledge of court procedures and practices, commonly used courtroom forms and reports, and legal terminology.

ARE COURT INTERPRETERS IN DEMAND?

Very much so. According to a recent study, more than 200 languages are spoken in California. Of the state’s 36 million people, about 20 percent speak English less than “very well.” That’s almost 7 million Californians who would need help from an interpreter if they found themselves in court. Additionally, in 2015 California began providing interpreters in more case types around the state. That means the demand for interpreters is on the rise.

“...beginning immediately where resources permit, qualified interpreters will be provided in the California courts to LEP court users in all courtroom proceedings and, by 2020, in all court-ordered, court-operated events.”

The Strategic Plan for Language Access in the California Courts, adopted January 2015

