



# JUDICIAL COUNCIL OF CALIFORNIA

## LANGUAGE ACCESS PLAN IMPLEMENTATION TASK FORCE

[www.courts.ca.gov/LAP.htm](http://www.courts.ca.gov/LAP.htm)  
[LAP@jud.ca.gov](mailto:LAP@jud.ca.gov)

### LANGUAGE ACCESS PLAN IMPLEMENTATION TASK FORCE

#### MINUTES OF OPEN MEETING

July 6, 2016

12:00 p.m. to 12:30 p.m.

Business Meeting, via Conference Call

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<b>Advisory Body Members Present:</b>	Hon. Mariano-Florentino Cuéllar, Chair; Hon. Manuel Covarrubias, Vice-Chair; Hon. Steven Austin; Hon. Terence Bruiniers; Hon. Jonathan Conklin; Hon. Michelle Williams Court; Hon. Dennis Hayashi; Ms. Janet Hudec; Ms. Joann Lee; Hon. Miguel Márquez; Hon. Jonathan Renner; Mr. Michael Roddy; Ms. Jeanine Tucker; Dr. Guadalupe Valdés; Mr. José Varela; and Hon. Laurie Zelon
<b>Advisory Body Members Absent:</b>	Ms. Naomi Adelson; Mr. Kevin Baker; Ms. Tracy Clark; Hon. Janet Gaard; Ms. Ana Maria Garcia; Ms. Susan Marie Gonzalez; Ms. Oleksandra Johnson; Ms. Ivette Peña; and Hon. Brian Walsh.
<b>Others Present:</b>	Ms. Karene Alvarado; Mr. Douglas Denton; Ms. Linda Foy; Mr. Scott Gardner; Ms. Diana Glick; Ms. Olivia Lawrence; Mr. Bob Lowney; Ms. Jenny Phu; Ms. Catharine Price; Mr. Victor Rodriguez; Ms. Kathy Sher; Ms. Sonia Sierra Wolf; and Ms. Elizabeth Tam-Helmuth.

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#### OPEN MEETING

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##### **Call to Order and Roll Call**

The Task Force Chair, Supreme Court Associate Justice Mariano-Florentino Cuéllar, called the meeting to order at 12:00 p.m. and welcomed everyone to the meeting of the Language Access Plan (LAP) Implementation Task Force (ITF or Task Force), including individuals from the public listening in. Roll was taken.

##### **Approval of Minutes**

The Task Force unanimously approved the May 20, 2016 meeting minutes.

##### **Brief LAPITF Update**

Justice Cuéllar reported that following the approval at the May 20 Task Force meeting, he presented the various translation and educational products for review and approval by the Judicial Council at its June 24 meeting. Justice Bruiniers also presented the Video Remote Interpreting (VRI) Pilot Project. The Council approved the translation tools and educational products, and also approved the VRI Pilot Project to go forward.

Justice Cuéllar also provided a quick update on the Budget Change Proposal Fiscal Year 2017-18. The Judicial Council Executive Office leadership is reviewing the eight draft budget items for language access. Once it goes through internal committee approvals, including the Trial Court Budget Advisory Committee and the Accountability and Efficiency Committee, the staff will inform the Task Force members on what will be contained in the language access BCP.

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**DRAFT MODEL COMPLAINT FORM AND PROCEDURES [POSSIBLE ACTION ITEM]**

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Judge Austin shared the Budget and LAP Monitoring Subcommittee partnered with the National Center for State Courts to develop a draft complaint form and court user instructions, per the LAP Recommendations 62 and 63. The subcommittee and staff worked with Judicial Council Legal to develop the following draft complaint materials, including:

- Model statewide complaint form: Approved steps for the courts;
- Draft recommended procedures: Language access services complaint form and general requirements for submitting and responding to complaints;
- Proposed model complaint form, along with model instructions for language access services complaint form;
- Proposed web complaint form for Judicial Council services; and
- Best practices for courts.

The Judicial Council staff also developed recommended procedures, including a long-term goal to develop a Rule of Court to make clear that all courts must develop a complaint form and process. (As part of the RUPRO rule process, the proposed new rule and related materials will go out for public comment.)

The Legal staff assured us that the model complaint form and instructions do not need to go through the Judicial Council's Rules and Projects Committee (RUPRO), because the form will be an administrative model form that the courts can adapt for local usage. The Executive Office leadership also agreed that the model form and instructions do not need to be submitted to RUPRO and the Judicial Council. Thus, once approved by the Task Force, the model complaint form, court user instructions, draft recommended procedures for handling complaints, and best practices would be posted on the California Courts website (*Language Access Toolkit*) and distributed to all 58 trial courts. The Judicial Council will also establish a section on the Language Access web page for Judicial Council complaints, and court users would be able to fill out predefined fields for complaints regarding Judicial Council services, translations or forms hosted on [www.courts.ca.gov](http://www.courts.ca.gov).

**Action Taken:** The Task Force (1) approved the model complaint form and procedures (complaint material packet) for distribution to all trial courts and posting on the *Language Access Toolkit*, and (2) proceeded with development of a related Rule of Court to make clear that all courts must develop a complaint form and process.

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**DRAFT COURT WEB CONTENT GUIDANCE MATERIALS [INFORMATIONAL ONLY]**

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Judge Austin shared the draft court web content guidance materials, which includes:

- Updating local language access and LEP plan web pages;
- Web site placement of language access information;
- Use of a universal language access icon;
- Sample updated LEP plan template; and
- Effective web practices in the California courts.

He noted the Task Force has heard, through written and spoken public comments, that court web sites are not accurate or up to date, and that language access information is often difficult to find, and/or lacking on web sites. The web content guidance materials will be useful and helpful for courts to update their web sites for consistency and uniformity throughout the state.

The web materials do not need the Task Force approval but the staff welcome input and suggestions from the members. The staff will finalize and share the web packet with the courts and include it in the *Toolkit*.

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**CLOSING AND ADJOURNMENT**

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Justice Cuéllar shared that the subcommittee chairs will meet via conference call in August. For the next in-person, business meeting with the Task Force, the staff will finalize a date in the fall and will let everyone know.

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

Approved by the advisory body on October 17, 2016.