



Judicial Council of California

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LANGUAGE ACCESS PLAN
IMPLEMENTATION TASK
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COMMUNITY OUTREACH MEETING

Tuesday, March 14, 2017
10 a.m. – 1 p.m.
Vineyard Training Center
9607 Business Center Drive, Building 13, Suite B
Rancho Cucamonga, California 91730

Judicial Council of California Language Access Implementation Developments and Initiatives

“Language access is access to justice” — Hon. Mariano-Florentino Cuéllar

AGENDA

I. Welcome and Opening Remarks (10:00 – 10:15 a.m.)

- Hon. Mariano-Florentino Cuéllar, Chair
 - Hon. Manuel J. Covarrubias, Vice-Chair
- Language Access Plan Implementation Task Force

II. Language Access Expansion: Measuring Statewide Progress (10:15 – 10:55 a.m.)

Language access metrics can help us understand the progress of California courts in expanding access for limited English proficient (LEP) court users. Since 2015, courts across the state have expanded access to interpreters in civil proceedings, and secured additional funding to help support the ongoing expansion.

After a staff presentation on available metrics, trial court judicial officers, court administrators, court interpreters, legal services providers and education stakeholders will join a dialogue regarding civil expansion efforts, initiatives planned or underway, and existing funding and operational challenges courts continue to face. Panelists will discuss local and statewide strategies for expansion, including (but not limited to) scheduling practices to increase efficiency, the use of interpreters across case types, and public education/outreach. The panel will also discuss how improvements in serving LEP customers positively impact the public’s trust and confidence in the courts.

**III. Recruitment and Retention: Qualified Interpreters and Bilingual Staff
(10:55 – 11:35 a.m.)**

Despite expansion efforts, the California courts continue to face challenges in ensuring a robust pool of qualified interpreters and bilingual staff. What recommendations and strategies may help the courts to retain and expand the pool of qualified interpreters and bilingual staff? Have courts or other organizations explored strategies for recruitment of bilingual staff and interpreters? What are some ideas being explored and where are they with regard to development and implementation? What is needed to support these strategies in terms of resources, including statewide support? Can we learn from other states?

Trial court judicial officers, court administrators, court interpreters, legal services providers and education stakeholders will join in a dialogue or discussion regarding recruitment and retention strategies, including those to help near passers of interpreting exams, use of bilingual individuals throughout the court, and protocols for hiring and testing bilingual individuals.

**IV. Technological Solutions and Accessible Courthouses
(11:35 a.m. – 12:15 p.m.)**

How can the effective use of remote interpreting and other innovative technology solutions help the courts expand and improve access for LEP court users? How can we ensure that our courts are easily navigated by all persons who come to court? What are some projects or programs in place that use technology to improve access to court services by LEP court users locally?

During this interactive session, participants will highlight innovative practices that enable courts to provide increased language access, such as partnerships for technology innovation, video-remote interpreting, the language access toolkit, and signage and wayfinding strategies to increase access. What can we learn from others (i.e., healthcare, other states, etc.) regarding technological efforts and innovation?

V. Public Comment (12:15 – 12:45 p.m.)

The Task Force welcomes input from members of the public.

VI. Next Steps and Closing Remarks (12:45 – 1:00 p.m.)

- Hon. Mariano-Florentino Cuéllar, Chair
- Hon. Manuel J. Covarrubias, Vice-Chair
Language Access Plan Implementation Task Force