



JUDICIAL COUNCIL OF CALIFORNIA

ADVISORY COMMITTEE ON PROVIDING
ACCESS AND FAIRNESS

Language Access Subcommittee

Open Meeting Materials Index

August 13, 2020, 12:15 p.m. – 1:15 p.m.

1. Language Access Subcommittee Meeting Notice and Agenda (August 13, 2020)
2. Draft Minutes from the June 11, 2020 Language Access Subcommittee Meeting
3. Draft Revised Language Access Survey Questions for 2020 Annual Language Access Survey (Covers FY 2019-20)
4. Project Plan Overview: Conduct A Public Outreach Campaign
5. Draft Strategy Document: Conduct A Public Outreach Campaign
6. Project Plan Overview: Assist with the Implementation of Rule 1.300
7. Draft Strategy Document: Assist with the Implementation of Rule 1.300
8. Draft Telephone Interview Questions for Rule 1.300

Resources and Links:

- [Court Language Access Survey Report \(May 2020\)](#): The information in the Court Language Access Survey Report was collected via an online survey administered to the courts in Summer 2019. The answers provided by court staff are in reference to interpreter or language access services provided in their respective courts, as of June 30, 2019. This report and the survey responses are a follow-up to similar annual language access surveys and corresponding reports issued in 2016-2018.
- [Public Outreach Materials](#): Multilingual public outreach materials and resources were developed to assist Limited English Proficient (LEP) court users to determine if they need a court interpreter and how to request a court interpreter for court.
- [California Rule of Court, Rule 1.300](#) (Provision of language services in court-ordered and court-provided programs and services, effective September 1, 2019)



JUDICIAL COUNCIL
OF CALIFORNIA

ADVISORY COMMITTEE ON PROVIDING
ACCESS AND FAIRNESS

www.courts.ca.gov/accessfairnesscomm.htm
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ADVISORY COMMITTEE ON PROVIDING ACCESS AND FAIRNESS

LANGUAGE ACCESS SUBCOMMITTEE

NOTICE AND AGENDA OF OPEN MEETING

Open to the Public (Cal. Rules of Court, rule 10.75(c) or (d) and (e)(1))

This meeting is being conducted by electronic means

This meeting is being recorded.

Date: August 13, 2020

Time: 12:15 p.m. – 1:15 p.m.

**Call-in
Information:** 1-877-820-7831; passcode 5656138 (Listen Only)

Meeting materials will be posted on the advisory body web page on the California Courts website at least three business days before the meeting.

Members of the public seeking to make an audio recording of the meeting must submit a written request at least two business days before the meeting. Request can be e-mailed to: lap@jud.ca.gov.

Agenda items are numbered for identification purposes only and will not necessarily be considered in the indicated order.

I. OPEN MEETING (CAL. RULES OF COURT, RULE 10.75 (c) (1))

Call to Order and Roll Call

Approval of Minutes

Approval of minutes from the June 11, 2020 Language Access Subcommittee open meeting.

II. PUBLIC COMMENT (CAL. RULES OF COURT, RULE 10.75 (k) (1))

This meeting will be conducted by electronic means with a listen only conference line available for the public. As such, the public may submit comments for this meeting only in writing. In accordance with California Rules of Court, rule 10.75(k)(1), written comments pertaining to any agenda item of a regularly noticed open meeting can be submitted up to one complete business day before the meeting. For this specific meeting, comments should be e-mailed to lap@jud.ca.gov, attention: Ms. Elizabeth Tam-Helmuth. Only written comments received by 12:15 p.m., August 12, 2020 will be provided to the

Language Access Subcommittee members prior to the start of the meeting.

III. INFORMATION ONLY ITEMS (NO ACTION REQUIRED)

Item 1

Update from Language Access Subcommittee Chair

Hon. Victor A. Rodriguez, Chair; Judge of the Superior Court, County of Alameda

Item 2

2020 Language Access Annual Survey

Staff will review the draft 2020 language access annual survey questions. The survey will cover Fiscal Year 2019-20.

Item 3

Presentation from National Center for State Courts

Our language access consultant, the National Center for State Courts, will present plans for the following language access projects: public outreach campaign for multilingual education materials and assistance for courts with implementation of California Rule of Court, Rule 1.300.

IV. ADJOURNMENT

Adjourn

Posted: August 6, 2020



**ADVISORY COMMITTEE ON PROVIDING ACCESS AND FAIRNESS
LANGUAGE ACCESS SUBCOMMITTEE**

MINUTES OF OPEN MEETING

**June 11, 2020
12:15 p.m. – 1:15 p.m.**

Subcommittee Members Present: Hon. Victor A. Rodriguez, Chair, Hon. Manuel J. Covarrubias, Ms. Janet Hudec, Mr. David Levin, Ms. Julie Paik, and Hon. Erica Yew

Others Present: Ms. Irene Balajadia, Ms. Lisa Chavez, Mr. Matthew Clark, Mr. Douglas Denton, Ms. Charlene Depner, Ms. Danielle McCurry, Ms. Catherine Ongiri, and Ms. Elizabeth Tam-Helmuth

OPEN MEETING

Call to Order and Roll Call

The Chair called the meeting to order at 12:30 p.m. and staff took roll call.

Mr. Douglas Denton introduced the new Supervising Analyst for the Language Access Implementation Unit, Ms. Lisa Chavez, who assumed her new role on May 1, 2020.

Staff did not receive any public written comment for this meeting.

INFORMATIONAL (ITEMS 1 – 3)

Item 1

Update from Language Access Subcommittee Chair

Chair Judge Victor Rodriguez shared the Governor's 2020-21 May Revision released on May 14, 2020 provides \$9.9 million General Fund in 2020–21, and \$9.5 million annually thereafter, for increased court interpreter costs and to purchase equipment for the newly-established Video Remote Interpreting Program (VRI). Of the \$9.9 million, \$900,000 is specifically for VRI (this includes \$316,000 one-time General Fund for the procurement of VRI equipment in up to 15 courts, and 3.0 ongoing Senior Analyst positions to work on a VRI program). However, these increases were offset by a proposed 5% baseline reduction of \$6.035 million to the Court Interpreter Fund. The budget will go through further revision following the May Revise.

Judge Rodriguez also shared that during the COVID-19 crisis, staff has been organizing monthly meetings with the Language Access Representatives (LARs) to stay connected with the courts. Both the April and May meetings had a strong turnout. During the meeting's open discussion, there were informative exchanges regarding the use of video conferencing technologies by courts, including for interpreter services: Blue Jeans; WebEx or telephonic; and Zoom. In addition, various guidance materials and resources have been shared with the court LARs, including: guidance for the court and the interpreter on staying safe; translated Covid-19 signage and language advisories for the courts; a list of low or no cost technology options for virtual participation and also, technology advisories and best practices for video conferencing.

Item 2

Language Access Projects on the 2020 Annual Agenda

Ms. Elizabeth Tam-Helmuth, Senior Analyst in the Language Access Implementation unit, shared a new language access contract was secured with the National Center for State Courts to work on five, new language access projects. She shared two of the five NCSC projects are on the 2020 Annual Agenda: public outreach campaign and support for implementation of Rule 1.300. The new contract commences June 15, 2020 and will conclude March 31, 2022. Ms. Tam-Helmuth provided an update on the language access projects on the 2020 Annual Agenda:

1. Support for Implementation of Rule 1.300: Staff plans to work with the NCSC, the Subcommittee and the courts to develop solutions and recommendations to assist courts and justice partners with implementation of the rule, including potential use of technologies and other means to expand Limited English Proficient court users' access to court-ordered services in different languages. The NCSC plans to conduct research on local, state and national efforts and also, conduct a survey and interview with the court LARs. The NCSC will provide staff and the Subcommittee with a report on findings and recommended implementation strategies to help the courts with implementation.
2. Language Access Signage and Technology Grant Program, Fiscal Year 2020-2021: Staff launched the Grant Program cycle for FY 20-21 on April 20, 2020. The deadline for trial courts to apply for funding is June 30, 2020. However, staff extended the deadline to July 15, in order to give the courts more time to apply. Upon approval from the advisory bodies, including PAF and the Information Technology Advisory Committee (ITAC), staff plans to submit proposed recommendations for Council approval by the end of this year.
3. Public Outreach Campaign: Staff plans to work with the NCSC and the Subcommittee on the next phase of the public outreach campaign, which is intended to distribute the multilingual educational materials developed last year for wider dissemination and build communication channels, including ethnic media outlets (paid announcements and media buys) and other stakeholders (justice partners and community organizations) to inform the public about the accessibility of these resources. We will organize a community engagement meeting in Spring 2021 to promote these materials and language access.
4. Annual Language Access Survey: As a follow-up to surveys conducted in 2016–2019, staff will send out a language access survey to all 58 trial courts in the state, using the SurveyMonkey online instrument, to determine courts' current provision of court interpreters in all civil matters and also, other language access services. Staff plans to launch the survey this summer/fall and anticipates completing the survey by the end of the year.
5. Guidelines for Machines Translations: Judicial Council Information Technology (JCIT) is moving forward with plans for a pilot to test real-time Voice-to-Text interpretation services at counters and Self-Help Centers (outside the courtroom) at several courts to determine readiness of technology to assist LEP court users. Staff anticipates data and findings from the pilot will potentially assist with development of guidelines for courts on the proper use of machine translation for web, computers or tablets to assist LEP court users with accurate information in their language.

Item 3

Court Language Access Survey Report

Mr. Matthew Clark, Analyst in Language Access Implementation unit, discussed the Court Language Access Survey Report (May 2020). The information in the report was collected through an online survey (SurveyMonkey) that was conducted last summer to determine the status of civil expansion and other language access services in the courts, as of June 30, 2019. Mr. Clark shared some survey highlights, including:

- As of June 2019, all courts indicated that they were able to provide interpreters under all eight civil priorities. The languages provided and the estimated interpreter coverage for each priority vary by court.
- A significant number of courts reported an increase in requests for interpreters and in the number of languages requested, although the number of courts is down from the prior year's survey.
- As in the year prior, Arabic, Punjabi and Tagalog are the languages most courts report having a shortage of interpreters for. However, the number of courts reporting shortages in these languages has increased slightly from the previous survey.
- The top three language access services requested by the courts from the Judicial Council are statewide recruitment efforts (additional court interpreters); remote interpreting technology or equipment; and centralized translation of documents.

There being no further open meeting business, the meeting was adjourned at 1:15 p.m.

Approved by the Subcommittee on X

The Judicial Council's Language Access Services Program is requesting information regarding the provision of a multitude of language access services and policies in the 58 superior courts, as of June 30, 2020.

No answers will be attributed to any individual court. Instead, this information will be reported in aggregate form to the Judicial Council and the public to show ongoing progress being made by the courts and to support additional funding requests. Information provided will also help the Judicial Council to target and provide technical assistance to courts. We will provide a summary report with data and analysis to all 58 courts.

This survey will take approximately 25-30 minutes to complete online. It may be helpful to review the PDF version of the survey to formulate answers prior to completing the online version. Questions that ask about services being provided by "Certified" or "Registered" interpreters are aimed at measuring the availability of certified and registered interpreters and not the overall level of coverage. If you have any questions regarding the survey, please contact Matthew Clark at matthew.clark@jud.ca.gov. Thank you for taking the time to complete the survey.

Court Information

* 1. Court Identifier (Please use the unique 3 letter, 3 digit identifier used to submit previous surveys. If your court has not submitted a survey previously or if you are unable to access the identifier previously used, please create a unique 3 letter, 3 digit identifier for this survey. For example, ABC123 [please do not use the example shown]):

* 2. What is the size of your court?

Small (2-5 judges)

Medium (16-47 judges)

Small - Medium (6-15 judges)

Large (48 judges or more)

* 3. Court region:

Region 1

Region 3

Region 2

Region 4

Non-mandated Cases Where an Interpreter Could not be Provided

* 4. During the last fiscal year (07/01/2019 - 06/30/2020) did you have any non-mandated cases you were unable* to provide an interpreter for after one had been requested?

*For the purposes of this survey we are defining "unable to provide an interpreter" as the case proceeding without an interpreter being provided after one had been requested by any party to the case. If the case was continued until an interpreter could be provided, or a non-certified or non-registered interpreter was used, or a provisionally qualified interpreter was used, do not count those instances.

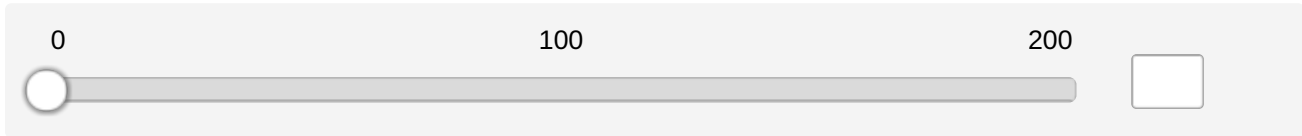
Yes

No

Non-mandated Cases Where an Interpreter Could not be Provided

5. Please provide the number of non-mandated cases you were unable to provide an interpreter for after one had been requested. If you do not know the exact number, your best estimate is fine.

0 100 200



* 6. Please select the case types that most closely correspond to the non-mandated cases you were unable to provide interpreter services for. Choose all that apply.

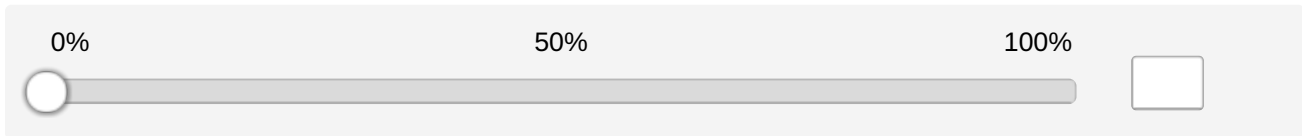
- | | |
|--|---|
| <input type="checkbox"/> Priority 1: Domestic violence | <input type="checkbox"/> Priority 5: Actions by a parent to obtain sole legal and physical custody of a child or visitation (fee waiver has preference) |
| <input type="checkbox"/> Priority 1: Elder/Dependent adult abuse with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

7. Please indicate the languages for which you were unable to provide an interpreter.

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

Overall Civil (Non-mandated) Coverage, Fee Waivers, Provisional Qualification

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



* 9. Is your court able to provide interpreters for civil matters in which a fee waiver has been granted?

Yes

No

* 10. Does your court follow the provisional qualification procedures and guidelines as outlined in Form INT-100-INFO to appoint non-certified or non-registered interpreters?

Yes

No

11. If no, please describe what process your court follows regarding provisional qualification:

* 12. Please indicate the challenges that prevent your court from providing free interpreter services for civil proceedings (check all that apply):

- | | |
|--|---|
| <input type="checkbox"/> Lack of certified and registered court interpreters in the languages requested | <input type="checkbox"/> Challenges associated with providing service safely (COVID-19 related) |
| <input type="checkbox"/> Lack of funding to support coverage of civil matters | <input type="checkbox"/> Lack of notice given by court users who needs an interpreter (ex: no interpreter requested prior to hearing) |
| <input type="checkbox"/> Challenges associated with coordinating/scheduling interpreters for coverage of civil matters | <input type="checkbox"/> None, we do not have any challenges that prevent us from providing free interpreter services for civil proceedings |
| <input type="checkbox"/> Other (please specify) | |

* 13. Has your court experienced a change in language access requests over the last **twelve months** (e.g., increase or decrease in interpreter requests; significant change in languages for which interpreters are requested; change in types of language services requested, such as more or fewer requests for translation, bilingual staffing help, telephone interpretation, etc.)?

- Yes
- No

14. If yes, please select all that apply:

- Increase in interpreter requests
- Decrease in interpreter requests
- Increase in the number of languages for which interpreters are requested
- Other (please specify)
- Decrease in the number of languages for which interpreters are requested
- Increase in the types of language services requested

Rule 1.300 and Court Technology

California Rules of Court, rule 1.300 went into effect on September 1, 2019. The purpose of the rule is to support the efforts of courts to ensure access for limited English proficient (LEP) litigants to court ordered programs or services and to avoid situations in which litigants are unable to comply with court orders because the services and programs are not offered in a language they understand.

The following questions will ask about your court's efforts to help LEP litigants participate in court-ordered programs and services.

* 15. Does your court have procedures to enable LEP litigants to access court-ordered programs or services (such as family law mediation and child custody recommending counseling) to the same extent as English proficient litigants?

- Yes, we have procedures for this in our court's LEP plan
- Yes, we have a separate set of procedures for this situation
- No

* 16. Does your court provide any court ordered programs or services in languages other than English?

- Yes, we provide programs and services in Spanish
- Yes, we provide programs and services in Spanish and additional languages
- No, we do not provide any programs or services in languages other than English

Rule 1.300 and Court Technology

17. You answered yes to the previous question regarding court ordered programs and services being offered in languages other than English. Please describe the types of services or programs provided.

Rule 1.300 and Court Technology

* 18. Does your court provide information to bench officers regarding the availability of private programs and services that are provided in a language other than English or with the use of interpretation and/or translation?

Yes

No

* 19. Does your court provide information to LEP litigants regarding private programs and services available in the community that are provided in a language other than English or with the use of interpretation and/or translation?

Yes

No

* 20. Does your court distribute the Notice of Available Language Assistance-Service Provider (form LA-350) to community providers, or otherwise have your own local process for tracking language accessible programs and services in the community?

Yes, we use the LA-350 to track language accessible programs

No, but we have our own local process for tracking language accessible programs

No, and we do not have our own local process for tracking language accessible programs

Rule 1.300 and Court Technology

21. In the previous question, you indicated your court has its own local process for tracking language accessible programs. Please describe this process for tracking language accessible programs.

Rule 1.300 and Court Technology

* 22. Does your court or community provider use or offer any of the following technology or tools to help connect LEP litigants with language accessible court ordered programs or services?

- | | |
|---|--|
| <input type="checkbox"/> Service pooling or sharing with another court, or a group of courts (for example, the Self-Help Assistance Referral Program) | <input type="checkbox"/> Recorded trainings, programs, or workshops provided in a language other than English for remote viewing at a later time by LEP litigants |
| <input type="checkbox"/> Video conferencing technology that enables LEP litigants to access services or programs offered remotely | <input type="checkbox"/> Telephonic interpretation services (Language Line, Language Select) that allow an LEP litigant to access a program or service that is not offered in their language |
| <input type="checkbox"/> A list, or other resource, that contains information on language accessible services and programs | <input type="checkbox"/> Translated forms or other materials |
| <input type="checkbox"/> Video remote interpreting to enable an LEP litigant to participate in services or programs offered in English | |

* 23. Does your court make available (in person or online) to LEP litigants the Service Not Available in My Language: Request to Change Court Order (form LA-400) or the Service Not Available in My Language: Order (form LA-450) forms? Or, does your court have another way of supporting LEP litigants who are ordered to participate in a program or service that is not offered in their language?

- Yes, we make these forms available on our local court website or in a printed version
- Yes, we make these forms available and we have a process to assist litigants who have been ordered to participate in a program that is not in their language
- We do not make these forms available to LEP litigants, but we have a process to assist litigants who have been ordered to participate in a program that is not in their language
- No, we do not make these forms available to LEP litigants and we do not have a process to assist litigants who have been ordered to participate in a program that is not in their language

Impacts of COVID-19 on Language Access and Court Operations

The COVID-19 pandemic has affected the normal operation of court systems around the globe. The following set of questions will ask how the pandemic has impacted the delivery of language services in your court and how your court is responding to the change.

* 24. How did the pandemic initially impact (March - May 2020) operations in your court?

- Full shutdown, no court operations for a period of time.
- Essential services only, mandated cases proceeded but non-mandated cases were delayed.
- Reduced services, operations slowed down but all case types continued to be heard.
- No impact, court operations proceeded as normal.
- Other (please specify)

* 25. How has the continued pandemic (June - August 2020) impacted court operations in your court?

- Full shutdown, COVID cases in our area required a second, full shutdown of court operations or we were never able to reopen.
- Essential services only, mandated cases proceeded but non-mandated cases were delayed.
- Reduced services, operations slowed down but all case types continued to be heard.
- No impact, court operations proceeded as normal.
- Other (please specify)

* 26. Has the pandemic created a backlog of cases requiring interpreter services in your court?

- Yes
- No

* 27. What are the ways in which your court has handled regular court business and proceedings while in the midst of the pandemic? Please select all that apply.

- In-person proceedings as we normally would (no pandemic-specific alterations)
- In-person proceedings with changes. (i.e. reduced courtroom capacity for social distancing, mask mandate in courtroom, VRI with interpreter on-site but not physically present in courtroom).
- Proceedings conducted with aid of video conferencing technology (Zoom, WebEx, BlueJeans) whether in part or in full.
- Proceedings conducted with aid of telephonic interpreting, whether in part or in full
- Increased use of agencies providing remote interpreter services (LanguageLine for example)
- Other (please specify)

Impacts of COVID-19 on Language Access and Court Operations

* 28. Which of the following video conferencing technologies have you used to provide interpreter services in court operations during the pandemic? Select all that apply.

- Zoom
- BlueJeans
- Skype
- Microsoft Teams
- Other (please specify)
- Google (Hangouts or Duo)
- WebEx (Cisco)
- None, we are not using video conferencing to provide interpreter services

* 29. What other challenges is your court facing during the pandemic that interfere with your ability to provide interpreter services?

- Lack of availability of certified or registered interpreters
- Lack of availability of all interpreters (regardless of employment classification)
- Difficulty using technology (VRI, video conferencing or telephonic) to provide interpreter services
- Interpreters not willing to work in-person assignments during pandemic
- Interpreters not willing to use technology (VRI, video conferencing, telephonic) to deliver interpreter services
- Other (please specify)

* 30. Many businesses and organizations have implemented emergency policies and guidelines due to the pandemic. Has your court created emergency policies and procedures to help protect court users while they are seeking court services?

- Yes
- No

Impacts of COVID-19 on Language Access and Court Operations

* 31. You answered "Yes" to the previous question regarding emergency policies and procedures. Has your court translated these emergency guidelines into languages other than English?

Yes

No

32. Please select all the languages your court has translated your emergency policies/guidelines/procedures into.

Spanish

Cantonese

Vietnamese

Russian

Mandarin

Tagalog

Korean

Punjabi

Farsi

Arabic

Other (please specify)

Services Provided and Additional Resources Needed

* 33. Is your court able to routinely provide certified or registered interpreters in your court's top five languages?

- Yes
- No

* 34. Please indicate the languages for which you have a **shortage** of certified or registered interpreters.

- | | |
|---|--------------------------------------|
| <input type="checkbox"/> All languages | <input type="checkbox"/> Cantonese |
| <input type="checkbox"/> Spanish | <input type="checkbox"/> Russian |
| <input type="checkbox"/> Vietnamese | <input type="checkbox"/> Punjabi |
| <input type="checkbox"/> Korean | <input type="checkbox"/> Arabic |
| <input type="checkbox"/> Mandarin | <input type="checkbox"/> Tagalog |
| <input type="checkbox"/> Farsi | <input type="checkbox"/> No shortage |
| <input type="checkbox"/> Other (please specify) | |

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

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

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

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

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

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

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

- | | |
|--|---|
| <input type="checkbox"/> We have a designated Language Access Representative. | <input type="checkbox"/> We provide bilingual staff (not court interpreters) to assist LEP court users in non-courtroom settings (e.g., the clerk's office). If marked, please specify in what languages bilingual staff are provided in the box below: |
| <input type="checkbox"/> We provide interpreters, bilingual staff, or other language services in non-courtroom proceedings (e.g., mandatory mediation, required orientation). If marked, please specify in what languages these identified services are provided in the box below: | |

Please specify what languages:

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

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

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

- | | |
|---|---|
| <input type="checkbox"/> We collect data on LEP communities and their potential need for court services in order to anticipate the numbers and languages of likely LEP court users. | <input type="checkbox"/> We keep track of the denial of language access services. |
| <input type="checkbox"/> We identify and document the language access needs for each LEP court user, including parties, witnesses, or other persons with a significant interest, at the earliest possible point of contact with the LEP person. | <input type="checkbox"/> In addition to court interpreter expenses, we also keep track of our other language access costs, such as translations, interpreter or language services coordination, bilingual pay differential for staff, and multilingual signage or technologies. |
| <input type="checkbox"/> We keep track of the provision of language access services. | |

41. Please select all the items or services your court provides with regard to **Language Access Complaint Processes, Training, and Other:**

- We have a complaint form and process for LEP court users to submit language access complaints.
- We provide training to court staff regarding our language access policies and procedures.
- We provide training to judicial officers regarding our language access policies and procedures.
- Other: Our court has made the following progress or implemented other language access services or support (e.g., signage, community outreach), as follows:

* 42. Effective January 1, 2018, California Rules of Court, Rule 2.851 requires each court to make available a language access services complaint form and establish a process to respond to complaints. Has your court received any language access complaints in the last **twelve months (07/01/2019 - 06/30/2020)**?

- Yes
- No

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

- Interpreter not provided
- Form/information not translated
- Quality of interpretation not satisfactory
- Quality of translation not satisfactory
- Other not listed above (please specify)



* 44. Please indicate the total number of complaints received for the following areas within the last twelve months (07-01-2019 through 06-30-2020). If no complaints have been received, please put "0."



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



* 45. For complaints received, please describe the status of the dispositions reported above (please answer all that apply):



Number of complaints reported above resolved within 30 days of receipt	<input type="text"/>
Number of complaints reported above resolved within 60 days of receipt	<input type="text"/>
Number of complaints reported above resolved within MORE than 60 days of receipt	<input type="text"/>
Number of Complaints reported above still pending	<input type="text"/>



46. Please rank, in order of importance and need, the areas in which your court would like additional tools, services, and/or programs developed and provided by the Judicial Council. (Please rank on a scale of 1-13, with "1" being most important.)



Tools for early identification of LEP court users



Tracking tools for data/cost reporting





Additional resources included in the Judicial Council Language Access Toolkit



Software or tools to assist with court interpreter calendaring/scheduling



Remote interpreting technology or equipment




Language access-related training



Multilingual signage to be used throughout the courthouse



Centralized translation of documents



Statewide recruitment efforts: additional bilingual staff



Statewide recruitment efforts: additional court interpreters



Other 1 (please specify below)



Other 2 (please specify below)



Other 3 (please specify below)

47. Please specify your "Other" options from the question above, if applicable:

Other 1

Other 2

Other 3

48. Please provide any additional comments or suggestions your court has with regard to language access services:

If you would like to share with the Judicial Council any recent language access initiatives or resource materials developed by your court, please separately send the information to Matthew Clark at matthew.clark@jud.ca.gov.

CONDUCT A PUBLIC OUTREACH CAMPAIGN

Deliverables 2, 7, 12



OVERVIEW

NCSC will conduct a public outreach campaign to disseminate multilingual video, audio, and online and hard-copy materials through ethnic and multiethnic media outlets. NCSC will also plan and conduct one virtual community engagement meeting to include identified stakeholders, justice partners, and members of community organizations serving linguistically diverse populations in California.

STAFF

NCSC staff; Ethnic Media Services; Judicial Council staff (Elizabeth Tam-Helmuth, Irene Balajadia); PAF Language Access Subcommittee

TASKS

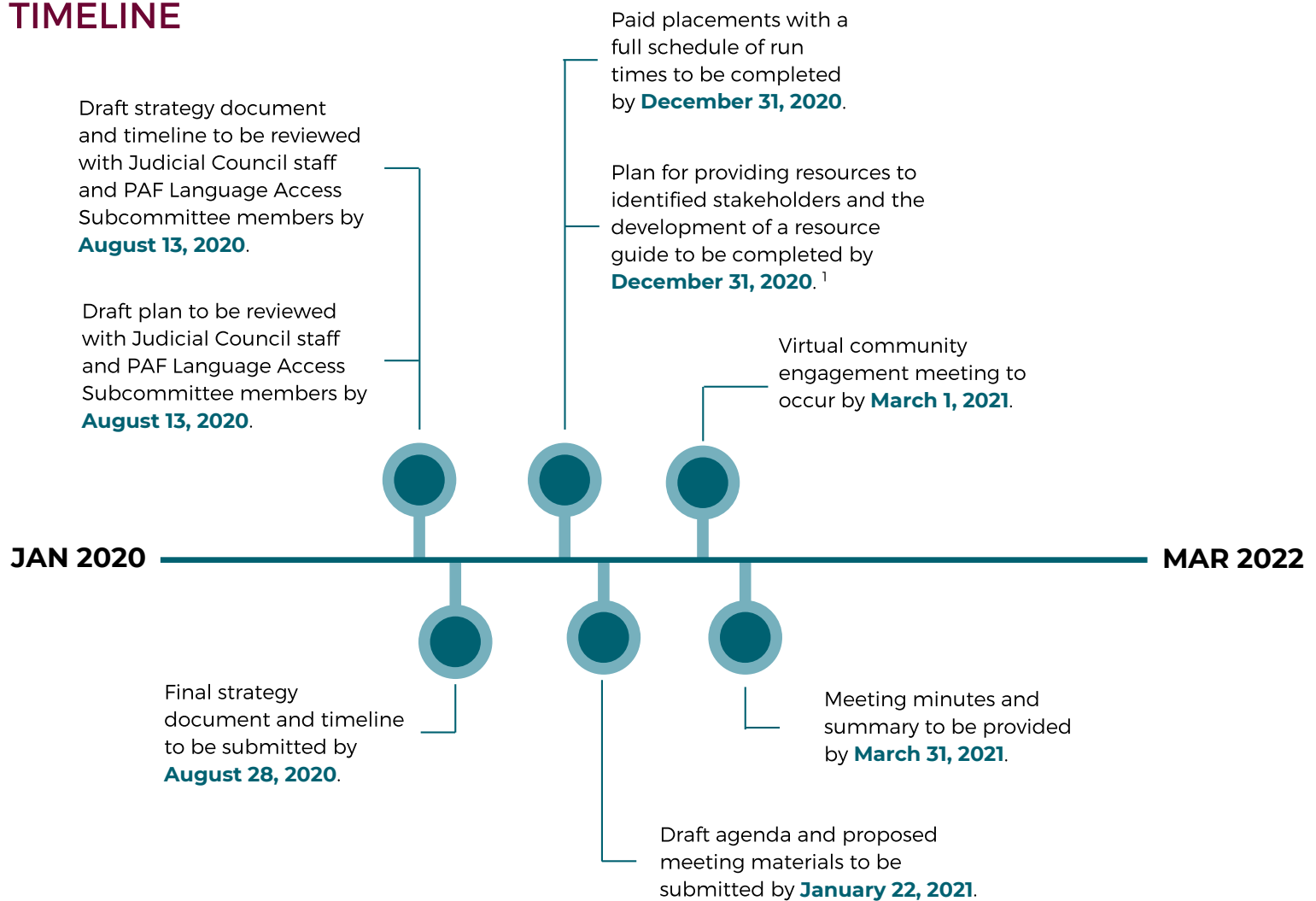
- 2.1** NCSC to develop a proposed strategy, timeline, and milestones for the statewide dissemination and wider outreach of multilingual public outreach campaign materials. Draft strategy document and timeline to be reviewed with Judicial Council staff and members of the PAF Language Access Subcommittee.
- 2.2** NCSC to develop a draft plan for one virtual community engagement meeting to be conducted for review and input by Judicial Council staff and the members of the PAF Language Access Subcommittee.
- 2.3** NCSC to submit final strategy document and timeline for the public outreach campaign and for the conduct of one virtual community engagement meeting.
- 7.1** NCSC to work with Ethnic Media Services to complete all paid placements and media buys for the dissemination of public outreach materials.
- 7.2** NCSC to work with Ethnic Media Services to disseminate multilingual resources to identified stakeholders, justice partners, and community organizations throughout the state. NCSC to develop and provide a resource guide as part of a public outreach kit to be provided to identified recipients.

Continued on next page...



- 12.1** NCSC to submit a draft agenda, draft meeting materials, and draft list of attendees for the virtual community engagement meeting to Judicial Council staff, the PAF Language Access Subcommittee Chair, and the Project Manager for review.
- 12.2** NCSC to coordinate the logistics for (including securing a virtual meeting platform, ensuring that meeting materials are translated into California’s top eight languages, and that ASL and spoken language interpreters are provided in all requested languages) and hold the virtual community engagement meeting.
- 12.3** NCSC to prepare meeting minutes and an assessment outlining key takeaways and summary information from the virtual community engagement meeting.

TIMELINE



¹ Actual placements may occur after December 31, 2020.



Public Outreach Campaign and Community Engagement Meeting Strategy Document and Timeline

Overview

Based on the approved proposal outlined in Deliverables 2, 7, and 12, NCSC will conduct a Public Outreach Campaign to disseminate multilingual materials, such as videos, audio public service announcements, and online and hard-copy graphics, that serve to educate court users about language access services in the courts and provide information on basic court processes. NCSC will also conduct one virtual community engagement meeting for the Judicial Council and other justice partners and community organizations to promote language access services and to share multilingual information and language access resources developed to serve linguistically diverse court users throughout California. All deliverable milestones will be reviewed with Judicial Council staff and the Advisory Committee on Providing Access and Fairness (PAF) Language Access Subcommittee Chair.

Contract Deliverables

Per the California Language Access Plan with tasks, deliverables, and a timeline submitted as Deliverable 1, Task 1.1, the following timeline shows the anticipated date of completion for each of the tasks associated with the Public Outreach Campaign as well as one virtual community engagement meeting.

Deliverable/Task	Description	Due Date
2 – Task 2.1	NCSC to develop a proposed strategy, timeline, and milestones for the statewide dissemination and wider outreach of multilingual Public Outreach Campaign materials. Draft strategy document and timeline to be reviewed with Judicial Council staff and members of the PAF Language Access Subcommittee.	Draft strategy document and timeline to be reviewed with Judicial Council staff and PAF Language Access Subcommittee members by July 31, 2020 .
2 – Task 2.2	NCSC to develop a draft plan for one virtual community engagement meeting to be conducted for review and input by Judicial Council staff and the members of the PAF Language Access Subcommittee.	Draft plan to be reviewed with Judicial Council staff and PAF Language Access Subcommittee members by July 31, 2020 .
2 – Task 2.3	Final strategy document and timeline for the public outreach campaign and for the conduct of one virtual community engagement meeting to be submitted.	Final strategy document and timeline to be submitted by August 28, 2020 .
7 – Task 7.1	NCSC to work with Ethnic Media Services to complete all paid placements	Paid placements with a full schedule of run

	and media buys for the dissemination of public outreach materials.	times to be completed by December 31, 2020. ¹
7 – Task 7.2	NCSC to work with Ethnic Media Services to disseminate multilingual resources to identified stakeholders, justice partners, and community organizations throughout the state. NCSC to develop and provide a resource guide as part of a public outreach kit to be provided to identified recipients.	Plan for providing resources to identified stakeholders and the development of a resource guide to be completed by December 31, 2020.
12 – Task 12.1	NCSC to submit a draft agenda, draft meeting materials, and draft list of attendees for the virtual community engagement meeting to Judicial Council staff, the PAF Language Access Subcommittee Chair, and the Project Manager for review.	Draft agenda and proposed meeting materials to be submitted by January 22, 2021.
12 – Task 12.2	NCSC to coordinate the logistics for (including securing a virtual meeting platform, ensuring that meeting materials are translated into California’s top eight languages, and that ASL and spoken language interpreters are provided in all requested languages) and hold the virtual community engagement meeting.	Virtual meeting to occur by March 1, 2021.
12 – Task 12.3	NCSC to prepare meeting minutes and an assessment outlining key takeaways and summary information from the virtual community engagement meeting.	Meeting minutes and summary to be provided by March 31, 2021.

Purpose Statement

In conducting the public outreach campaign, including the virtual community engagement meeting, it is important to define a clear goal for the purposes of performing related activities. NCSC has defined the purpose of these deliverables as follows:

¹ Actual placements may occur after December 31, 2020.

The purpose of the Public Outreach Campaign is to disseminate existing multilingual materials developed for limited English proficient (LEP) court users pertaining to services available through the California courts. Distribution will include targeted outreach to online, print, and radio media serving linguistically diverse communities throughout California, as well as to courts, justice partners, and community organizations.

The purpose of the community engagement meeting is to promote language access initiatives statewide. The meeting will also be used to share developed multilingual materials with stakeholders and community organizations serving linguistically diverse communities.

Public Outreach Campaign Considerations

In disseminating materials through a statewide public outreach campaign and conducting one community engagement meeting, NCSC will perform the following tasks:

- 1.) **Identify Public Outreach Materials for Distribution:** NCSC will work with the Judicial Council staff and the PAF Language Access Subcommittee Chair to identify the materials to be distributed as part of the Public Outreach Campaign. These include materials on the Judicial Council's [Language Access Toolkit – Public Outreach](#) tab, as well as any other multilingual materials previously developed by the council that may benefit from wider reach to court users as well as Language Access Representatives (LARs), justice partners, community organizations, and other stakeholders. Materials will also be selected based on appropriateness for planned distribution channels, such as radio, print, and online; language availability; and targeted messaging. This messaging includes, but is not limited to, the following:

Multilingual Print/Online Materials

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

Audio/Video Recordings

- Public Service Announcement (PSA): Basic Information on Serving Legal Papers
- PSA: Availability of Interpreters in Court; How to Request an Interpreter

- PSA: Overview of Fee Waivers
- Video: Preparing for Your Small Claims Trial
- Video: Basic Information on Serving Legal Papers
- Video: Overview of Language Access Toolkit Materials and Resources

Multilingual COVID-19 Information

- You and Your Court Interpreter: Staying Safe During COVID-19
- 2.) **Identify Target Languages for Distribution:** Public outreach efforts will primarily focus on targeting the language communities for which multilingual materials have already been developed by the Judicial Council, including speakers of Cantonese, Farsi, Korean, Mandarin, Russian, Spanish, Tagalog, and Vietnamese.² However, as materials are available, efforts may also be expanded to include the top ten most commonly interpreted languages in the California courts.
 - 3.) **Identify Distribution Strategies:** Distribution efforts will focus on ethnic and multiethnic media outlets with high volumes of estimated audience reach. To ensure that target messaging reaches the intended populations, NCSC will work with Ethnic Media Services³ to identify the optimal mechanisms for distribution of target messaging to best reach language-specific communities that may require the courts' services. This assessment will consider, to the extent possible, the manner in which messaging is received by different cultural and linguistic groups throughout California. A draft plan with distribution strategies and analysis of distribution methods by language group and by California regions will be shared with Judicial Council staff and the Chair of PAF Language Access Subcommittee for review.
 - 4.) **Identify Ethnic and Multiethnic Media Channels:** Following an assessment of distribution strategies for reaching various target-language groups, NCSC will work with Ethnic Media Services to identify specific ethnic and multiethnic media channels targeting immigrant and non-English speaking populations in the state for paid placements and media buys for the dissemination of multilingual video, audio, and online and hard-copy content. NCSC will also work with Ethnic Media Services to ensure that final selected media outlets are diverse in communication methods, to include traditional print mediums, such as in-language newspapers and weeklies, as well as radio station spots and placement in social media channels, while mapping to the identified ways in which the targeted audiences typically receive information. Additionally, NCSC will work with Ethnic Media Services to ensure all identified ethnic and multiethnic media outlets are able and willing to disseminate developed materials, have a wide

² Simplified Chinese and Traditional Chinese are included in written materials.

³ Ethnic Media Services is a California-based non-profit whose work aims to inform and engage diverse audiences on broader public issues. More information at: <https://ethnicmediaservices.org>.

distribution and/or audience in the various target languages, and also provide messaging that focuses on impact and advocacy for their readers and listeners. The final plan for scheduled paid placements and media buys will be reviewed with Judicial Council staff and identified PAF Language Access Subcommittee members prior to finalizing.

In carrying out public outreach efforts for the Judicial Council, NCSC will review the internal report prepared in June 2019 for Judicial Council staff, entitled “*Reaching Limited English Proficient Court Users Through Multilingual Materials: A Public Outreach Approach for the Judicial Council of California.*” This report will help guide efforts in operationalizing proposed strategies for sharing multilingual materials and the Language Access Toolkit with a broader audience of users, including employing communication strategies and templates for LARs, court staff, identified statewide and regional justice partners, community organizations, and other stakeholders, as well as media channels. Additionally, NCSC will leverage public outreach and engagement activities as a method of fulfilling recommendations in the report to use initial communication efforts to build longer-term relationships with various partners serving LEP individuals, which may also serve to provide information on the effectiveness of distributed materials, learn about future events in targeted language-specific communities for which in-language materials and resources may be provided, potentially provide channels for interpreter recruitment, and to build longer-term connections with community providers.

Community Engagement Meeting Considerations

- 1.) **Identify Potential Community Engagement Partners:** NCSC will identify and recommend justice partners and community organizations throughout the state to participate in a virtual community engagement meeting. Partners will include those that regularly interact with LEP populations and may be of assistance in directing LEP individuals to court services, and may include legal aid organizations, cultural organizations, culturally-specific non-profits, faith-based and other community organizations, colleges and universities, and social service providers serving various language communities and assisting individuals with court-related matters. As part of these efforts, NCSC will also work to identify potential speakers for the engagement meeting, for the purposes of sharing information and experiences relative to reaching target audiences, as well as for sharing additional resources that would complement the council’s Public Outreach Campaign efforts. NCSC will review all plans with Judicial Council staff and identified PAF Language Access Subcommittee members throughout.
- 2.) **Plan and Develop a Public Outreach Kit:** In preparation for the community engagement meeting, NCSC will plan and develop a digital public outreach kit to include campaign materials as well as other meeting resources (e.g., meeting agenda, speaker bios, etc.). The kit will identify the various materials provided in different formats (audio, video, and online/hard-copy text) on the Language

Access Toolkit and will provide guidance to stakeholders, justice partners, and community organizations on how to utilize and/or distribute materials to the communities they serve, such as through placement on websites, hard-copy distribution at in-person resource centers and offices, and placement on social media channels.

- 3.) **Facilitate Community Engagement Meeting:** Based on the review of all draft meeting materials, speakers, and invited participants, NCSC will facilitate one virtual community engagement meeting in accordance with Judicial Council staff recommendations. All meeting materials will be translated into California's top eight languages. NCSC will prepare all final presentation materials and will coordinate a multilingual resource site for online sharing of materials. Following the community engagement meeting, NCSC will provide summary notes and action items to Judicial Council staff and the PAF Language Access Subcommittee.

It should be noted that throughout the course of these deliverables, and as specified under individual steps above, NCSC intends to maintain regular communication with Judicial Council staff and the PAF Language Access Subcommittee Chair, as this collaboration will help ensure campaign and community engagement objectives are ultimately met. Included in these communications will be any updates on timelines, including items requiring the council's approval prior to implementation.

ASSIST WITH THE IMPLEMENTATION OF RULE 1.300



Deliverables 3, 8, 14

OVERVIEW

NCSC will review Rule 1.300 and related forms and informational materials developed by Judicial Council staff in Fall 2019, as well as conduct surveys, interviews, and research to identify strategies for providing linguistically accessible court-ordered and court-provided programs, services, and professionals through in-court personnel and external providers. NCSC will then provide a report on findings, to include recommendations and strategies to support the implementation of the Rule.

STAFF

NCSC staff; Judicial Council staff (Elizabeth Tam-Helmuth, Irene Balajadia, Diana Glick - as available); PAF Language Access Subcommittee

TASKS

- 3.1** NCSC to develop a strategy document and timeline outlining research work to be completed by NCSC, which will include a review of Rule 1.300, related forms and informational materials, and a comprehensive review of strategies utilized by other state and local courts.
- 3.2** NCSC to develop draft statewide survey questions to be used with all Language Access Representatives (LARs) as well as interview questions to be used with select LARs from various regions and court sizes throughout the state.¹ Draft survey and interview questions to be reviewed with Judicial Council staff and identified members of the Advisory Committee on Providing Access and Fairness (PAF) Language Access Subcommittee.
- 3.3** NCSC to modify the strategy document, associated timelines, and survey and interview questions based on feedback gathered.

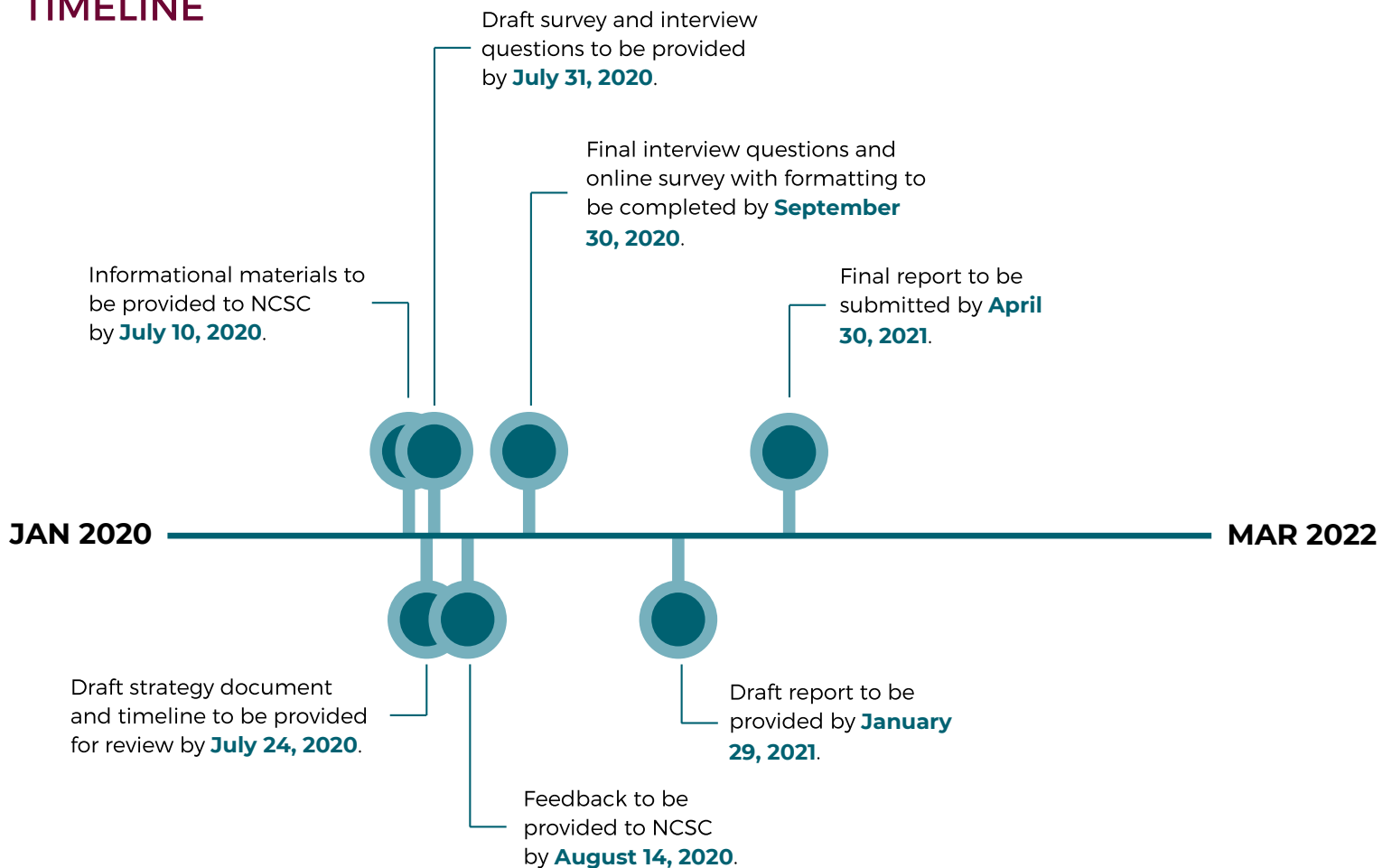
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8.1 NCSC to provide a draft report on survey findings, interviews, and research conducted. Report will include national models for possible solutions, as well as local or regional-based solutions that could be scaled for statewide use through the use of technology.

14.1 NCSC to submit a final report with recommendations and implementation strategies to support linguistically accessible court-ordered and court-provided programs, services, and professionals.

TIMELINE



¹ Online survey questions may also be included in a statewide language access survey conducted by the Judicial Council. NCSC will use available data for analysis pertaining to Rule 1.300.



Assistance with the Implementation of Rule 1.300 Strategy Document and Timeline

Overview

Based on the approved proposal outlined in Deliverables 3, 8, and 14, the National Center for State Courts (NCSC) will assist the Judicial Council of California (JCC) with the implementation of Rule 1.300. Work will include a review of Rule 1.300 and related forms and informational materials developed by Judicial Council staff in Fall 2019; research on strategies utilized by other state and local courts to provide linguistically accessible court-ordered and court-provided programs, services, and professionals through in-court personnel and external providers; and a survey and interviews with California court Language Access Representatives (LARs) to identify the various ways in which linguistically accessible court-ordered and court-provided programs, services, and professionals may be provided statewide. Work will culminate in a final report on possible strategies and technological solutions to help the courts' implementation of Rule 1.300. All deliverable milestones will be reviewed with Judicial Council staff and identified members of the Advisory Committee on Providing Access and Fairness (PAF) Language Access Subcommittee.

Contract Deliverables

Per the Judicial Council of California Language Access Project Plan with tasks, deliverables, and a timeline submitted as Deliverable 1, Task 1.1, the following timeline shows the anticipated date of completion for each of the tasks associated with assisting with the implementation of Rule 1.300.

Deliverable/Task	Description	Due Date
3 – Task 3.1	NCSC to develop a timeline and strategy document outlining research work to be completed by NCSC, which will include a review of Rule 1.300 and related forms and informational materials developed by Judicial Council staff in Fall 2019, as well as a comprehensive review of strategies utilized by other state and local courts.	Judicial Council staff to provide informational materials to NCSC by July 10, 2020 . ¹ NCSC to provide a strategy document and timeline for review by July 24, 2020 .
3 – Task 3.2	NCSC to develop draft statewide survey questions to be used with all LARs, as well as select telephonic interviews with up to 20 LARs from various regions and court sizes throughout the state, to identify current strategies for providing	NCSC to provide draft survey and interview questions by July 31, 2020 . NCSC to receive feedback by August 14, 2020 .

¹ Materials provided by Judicial Council staff to NCSC on July 8, 2020.

	linguistically accessible court-ordered and court-provided programs, services, and professionals.	
3 – Task 3.3	Based on the feedback gathered, NCSC will modify the strategy document, associated timelines, and survey and interview questions.	Final interview questions and online survey with formatting to be completed by September 30, 2020 .
8 – Task 8.1	NCSC to provide a draft report on survey findings, interviews, and research conducted. Report will include national models for possible solutions, as well as local or regional-based solutions that could be scaled for statewide use through the use of technology.	Draft report to be provided by January 29, 2021 .
14 – Task 14.1	NCSC to submit a final report with recommendations and implementation strategies to support linguistically accessible court-ordered and court-provided programs, services, and professionals.	Final report to be submitted by April 30, 2021 .

Purpose Statement

In assisting with the implementation of Rule 1.300, it is important to define a clear goal for the purposes of conducting related activities. NCSC has defined the purpose of these deliverables as follows:

The purpose of these deliverables is to identify, through research as well as quantitative and qualitative data, possible strategies for the successful statewide implementation of Rule 1.300, which states that “(a)s soon as feasible, each court must adopt procedures to enable limited English proficient court litigants to access court-ordered and court-provided programs, services, and professionals to the same extent as persons who are proficient in English.”²

² Rule of Court 1.300: https://www.courts.ca.gov/cms/rules/index.cfm?title=one&linkid=rule1_300.

Assistance with the Implementation of Rule 1.300 Considerations

In assisting with the implementation of Rule 1.300, NCSC will perform the following:

- 1.) **Review Materials Developed by JCC Staff:** NCSC will perform a review of Rule 1.300 as well as related forms and informational materials developed by Judicial Council staff in Fall 2019. These include materials on the Judicial Council's [Language Access Toolkit – Justice Partners and Community Providers](#) tab as well as related materials identified by Judicial Council staff, including but not limited to the following:
 - Materials for Courts
 - Language Access in Court-Ordered Services: Fact Sheet
 - Language Access in Court-Ordered Services: Policies, Procedures and Strategies for Courts
 - Judicial Council Form Guide: LA-350 Notice of Available Language Assistance – Service Provider
 - Judicial Council Form Guide: LA-400 Service Not Available in My Language: Request to Change Court Order
 - Judicial Council Form Guide: LA-450 Service Not Available in My Language: Order
 - Materials for Justice Partners and Community Providers
 - Language Access in Court-Ordered Services: Fact Sheet (Service Providers)
 - Notifying the court about available language assistance
 - For paper distribution
 - Customizable content for local court websites
 - Web content for California Courts (linked to Language Access Toolkit)
 - Language Access Toolkit—Justice Partners and Community Providers (web content only)
 - Materials for LEP Litigants
 - Language Access in Court-Ordered Services: Fact Sheet (LEP litigants)
 - If you do not speak English (customizable web content)
- 2.) **Review Local, State, and National Efforts:** In determining possible strategies for the implementation of Rule 1.300, NCSC will look to strategies utilized by other state and local courts to provide linguistically accessible court-ordered and court-provided programs, services, and professionals through in-court personnel and external providers that might inform approaches that may be utilized by California or scaled for statewide efforts. Research will include efforts such as the

use of bilingual providers and court interpreters and technological solutions that connect LEP end-users with bilingual service providers or remote interpreters and will build on the report created under the direction of the Language Access Plan Implementation Task Force, entitled “*Technological Options for Providing and Sharing Court Language Access Services Outside the Courtroom.*”³ Research will also include a national landscape review of innovative strategies and technological solutions that courts and community organizations have used during the 2020 public health crisis to ensure that court services and court-ordered programs continued to be offered while public offices have been physically closed. In addition, research will include, to the extent possible:

- Best practices for identifying/ensuring linguistic accessibility of vendor-provided court-ordered programs, services, and professionals;
- Strategies for statewide and regional sharing of master contracts to provide vendor-based solutions that provide language-specific services across counties;
- Technological solutions to share vendor-based solutions and/or bilingual providers and court interpreters across counties; and
- Pilot models to provide interpreter candidates who qualify at a lower-tiered level with supervised interpreting assignments for appropriate court-ordered and court-provided programs and services.

- 3.) **Conduct Statewide Survey of Language Access Representatives:** NCSC will conduct a quantitative, statewide survey of California court LARs via an online survey instrument.⁴ Online survey questions will be developed to identify (a) the top languages and service types for which court-ordered and court-provided programs, services, and professionals are needed and provided and (b) the current challenges that courts face in locating or securing linguistically accessible court-ordered and court-provided programs, services, and professionals. Survey questions will be reviewed with JCC staff and PAF Language Access Subcommittee members to ensure they align with state goals and support overall desired outcomes.
- 4.) **Conduct Telephone Interviews with Language Access Representatives:** In consideration of the needs and challenges reported in the online survey, NCSC will conduct follow-up, qualitative telephone interviews with up to 20 selected LARs to further explore strategies to provide linguistically accessible court-ordered and court-provided programs, services, and professionals, such as through the use of in-person and remote court interpreters and bilingual professionals, as well as to identify specific technological solutions used currently, or that could be used in the future, to expand services and programs statewide and regionally in

³ Report available at <https://www.courts.ca.gov/documents/lap-toolkit-technological-options-outside-the-courtroom.pdf>

⁴ Online survey questions may also be included in a statewide language access survey conducted by the Judicial Council. NCSC will use available data for analysis pertaining to Rule 1.300.

multiple languages. Interview questions will be reviewed with JCC staff and PAF Language Access Subcommittee members to ensure they align with state goals and support overall desired outcomes. NCSC will work with the LAS staff to identify LARs for follow-up interviews, to include LARs from various regions and court sizes throughout the state so as to ensure feedback from a representative sample.

- 5.) **Present Final Report and Recommendations:** Based on the review of local, state, and national efforts, as well as the information obtained from the statewide survey and telephone interview processes, NCSC will present a final report that will include a range of recommendations and implementation strategies that may be considered by both local courts and by the Judicial Council to support linguistically accessible court-ordered and court-provided programs, services, and professionals. Recommendations may include processes for identifying and sharing, regionally or statewide, vendor-provided services and programs in multiple languages; possible regional or statewide master contracts to secure linguistically accessible court-ordered and court-provided programs, services, and professionals; and technological solutions that would support sharing bilingual staff and/or court interpreters. Final recommendations may also include a model for utilizing court interpreter candidates qualified at a lower tier (i.e., near passers) to provide interpreting for services and programs outside of the courtroom.

It should be noted that throughout the course of these deliverables, and as specified under individual steps above, NCSC intends to maintain regular communication with Judicial Council staff and identified members of the PAF Language Access Subcommittee, as this collaboration will help ensure objectives are ultimately met. Included in these communications will be any updates on timelines, including items requiring approval prior to implementation.



The National Center for State Courts (NCSC) is assisting the Judicial Council of California with the implementation of [Rule 1.300](#) through the identification of various ways in which linguistically accessible court-ordered and court-provided programs, services, and professionals may be provided statewide.¹ As part of this project, NCSC will be conducting short telephone interviews with Language Access Representatives (LARs) from various courts throughout the state. Telephone interviews are anticipated to take approximately 30-45 minutes.

Telephone Interview Questions:

1. Please describe the types of court-ordered services and programs that your court currently provides in languages other than English.
 - a. In which non-English languages are these services and programs offered?
 - b. Which court-ordered services and programs are needed most in languages other than English?
2. How does your court learn about linguistically accessible options for court-ordered services and programs?
 - a. Do service providers provide notification through *LA-350 Notice of Available Language Assistance – Service Provider*?
 - b. Does your court solicit information from community providers regarding linguistically accessible services? (If so, please describe how this is done, e.g., by sending out the Judicial Council’s sample letter and LA-350, or in any other way.)
 - c. Does the court learn about linguistically accessible programs in other ways?
 - d. Who in the court receives or collects information regarding linguistically accessible programs (i.e., the LAR, court clerks, interpreter coordinator, etc.)? Do different court staff or departments collaborate to collect information?
3. How do your judicial officers and other relevant staff learn about the language accessibility of programs to which litigants with limited English proficiency (LEP) may be ordered?
4. Has your court used recommended language from the Judicial Council’s resource materials in any MOUs or other agreements with community partners with regard to their ability to meet the language access needs of LEP court users?

¹ For informational materials pertaining to Rule 1.300, please visit: <https://www.courts.ca.gov/documents/lap-Rule1300-InformationalMaterials.pdf>.

5. How does your court provide information to litigants about linguistically accessible programs?
 - a. Is the information available in other languages?
 - b. Is the information available in hard-copy format and online?
 - c. Are interpreters, staff, and judicial officers aware of this information for LEP litigants?
 - d. How does your court (LARs, judicial officers, and other staff) provide this information to LEP litigants?
6. In what ways does the court provide information to LEP litigants regarding the availability of the *LA-400 Service Not Available in My Language: Request to Change Court Order*?
 - a. Is the information available in other languages?
 - b. Is the information available in hard-copy format and online?
 - c. Are interpreters and staff aware of the *LA-400* forms and process for LEP litigants?
 - d. How are litigants directed to or provided this information?
 - e. Are community providers and other justice partners made aware of the *LA-400* process so they may inform their client populations?
7. What tools, resources, or information could the Judicial Council provide to help your court in sharing information regarding the *LA-400* process with LEP litigants?
8. Is your court currently partnering with any other courts or any community service providers to provide services in a linguistically accessible manner? (Please provide information on the partnership services and programs, as well as the languages in which these services and programs are offered.)
9. Is your court using any remote technologies for providing linguistically available programs, such as video conferencing or telephone? (Please provide information on the types of services and programs being offered through remote technologies, as well as the languages in which these services and programs are offered.)
10. Are there additional tools, communication strategies, or other resources that would help your court be more aware of linguistically accessible programs in your county, region, and statewide?
11. Do you have any other suggestions for ways in which linguistically accessible services and programs could be expanded statewide or regionally?