



JUDICIAL COUNCIL OF CALIFORNIA

ADVISORY COMMITTEE ON PROVIDING
ACCESS AND FAIRNESS

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

ADVISORY COMMITTEE ON PROVIDING ACCESS AND FAIRNESS

MINUTES OF OPEN MEETING WITH CLOSED SESSION

April 15, 2021

12:15-1:15 p.m.

By Conference Call

Advisory Body**Members Present:**

Hon. Luis Lavin, Hon. Kevin Brazile, Hon. Sue Alexander (Ret.), Kim Bartleson, Gina Cervantes, Hon. Manuel Covarrubias, Hon. Mark Cullers, Hon. Mary Greenwood, Janet Hudec, Hon. Victoria Kolakowski, David Levin, Hon. Elizabeth Macias, Hon. Lia Martin, Sasha Morgan, Hon. William Murray, Jr., Julie Paik, Hon. Mickie Reed, Hon. Sergio Tapia, Hon. Bobbi Tillmon, Hon. Terry Truong, Hon. Erica Yew.

Advisory Body**Members Absent:**

Gurinder Aujla, Ana Maria Garcia, Mary Hale, Michael Planet, Michael Powell, Hon. Victor Rodriguez, Janice Schmidt, Hon. Juan Ulloa, Twila White.

Others Present:

Irene Balajadia, Lisa Chavez, Charli Depner, Diana Glick, Bonnie Hough, Andi Liebenbaum, Linda McCulloch, Danielle McCurry, Amanda Morris, Catherine Ongiri, Hon. Michael Sachs, Elizabeth Tam, Greg Tanaka

OPEN MEETING

Call to Order and Roll Call

The chair called the meeting to order at 12:15 p.m. Quorum achieved.

Judge Kevin Brazile formally welcomed Hon. Michael Sachs to the committee as a liaison from the Trial Court Presiding Judges Advisory Committee.

Judge Brazile also congratulated Michael Planet on his upcoming retirement in May and thanks him for his service on the committee.

Approval of Minutes

The committee approved the meeting minutes from the February 18, 2021 meeting. Motion to approve by Kim Bartleson and seconded by Judge Bobbi Tillmon. Motion carries.

The committee approved the meeting minutes from the March 15, 2021 meeting with two amendments: the year is to be changed from 2020 to 2021 and Judge Sergio Tapia is to be marked present. Motion to approve by Judge Lia Martin and seconded by Judge Mark Cullers. Motion carries.

DISCUSSION AND POSSIBLE ACTION ITEMS (ITEMS 1-4)

Item 1

2021 PAF Annual Agenda

Presenter: Judge Kevin Brazile

The 2021 Advisory Committee on Providing Access and Fairness Annual Agenda was approved by the Judicial Council Executive and Planning Committee on March 11, 2021. Two new upcoming projects were highlighted: Model Translation Guidelines for the Courts and the Racial Justice Working Group. The Model Translation Guidelines will be led by the Language Access Subcommittee and consists of the development of model translation guidelines to assist the courts. Specific guidance will be provided on the translation of local forms, vital documents and web content (i.e., court websites) to ensure that content is accurately translated for Limited English Proficient (LEP) court users. The Ad Hoc Racial Justice working group is exploratory and will gather information on branch wide efforts on Racial Justice and will work with stakeholders in promoting those activities. The working group will also consider if recommendations should be made to this committee regarding additional branch wide efforts. The cochair solicited volunteers for the working group. Staff will request additional volunteers from the committee and confirm the members of the working group via email.

Item 2

2021 Advisory Committee Nominations

Presenter: Judge Kevin Brazile

The committee members were updated on the 2021 Advisory Committee nominations process. The open period closed on April 9, 2021. There are 9 vacancies on this committee.

Item 3

Language Access Services Update

Presenter: Elizabeth Tam-Helmuth

Staff shared following PAF's approval of the revised Video Remote Interpreting Guidelines on March 15, the guidelines were approved by the Information Technology Advisory Committee (ITAC) on March 24, and by the Technology Committee on April 12. The revised VRI guidelines will next go to the Judicial Council for review and approval at its May meeting. The Language Access Services team in collaboration with Information Technology staff will continue to develop resources and best practices to support the courts and court users regarding the appropriate use of VRI. Language Access Services has contracted with the National Center for State Courts to develop VRI online training modules for judges, court staff and court interpreters. Staff also plans to develop infographics and short videos for LEP court users regarding the use of VRI in the courts.

Staff also provided an update on the launch of the public outreach campaign. The first educational webinar session was held on March 17 via Zoom, and there were about 375 participants. The topic was language access services in the courts and recent innovations, especially during the COVID-19 pandemic. Judge Rodriguez served as moderator and panelists from this session were from Alameda Superior Court, Santa Barbara Superior Court, and the New

Mexico Administrative Office of the Courts. The second webinar session will take place on April 22nd and it will be a justice partner and community organization panel on language access.

The third and last webinar session will take place on May 13th. and this panel will discuss the multilingual educational materials located on the online Language Access Toolkit, which are designed to educate LEP court users about common court processes. After the webinars, staff plans to conduct direct outreach to stakeholders on how to access the multilingual materials. This summer, staff will conduct paid placement/media buys with ethnic media outlets to distribute the multilingual materials on the Toolkit.

For the FY 2020-21 Signage and Technology Grants, staff shared last month the Judicial Council approved the contingency funding awards and remaining funding from technology to support the Court Modernization grant funding for VRI court projects. Staff is developing the grant application for the FY 2021-2022 cycle and plans to launch the next cycle at the end of this month. A report will be developed this year that summarizes and highlights the FY 2019-20 Cycle 1 projects.

Item 4

Judicial Diversity Toolkit Update

Presenters: Judge Kevin Brazile and Catherine Ongiri

The Los Angeles County Superior Court Judicial Mentorship Program kicked off last month. Brown bag with LA county bar to talk about the program. Additional events are scheduled in Los Angeles to announce the program.

The Judicial Diversity Summit occurs every five years and the next summit will occur in September 2021. Leading up to the summit, the Judicial Council is co-sponsoring a number of activities including a *Pathways to the Bench* event May 11 focused on attorneys in the Inland empire. Opening remarks will be made by the Presiding Judges in San Bernardino and Riverside County Superior Court. The next *Pathways to the Bench* program will be in the Central Valley in July.

I. ADJOURNMENT

Adjourn to Closed Session

II. CLOSED SESSION

Approval of Minutes

The committee approved the closed portion of the February 18, 2021 meeting minutes. Motion to approve by Judge Bobbi Tillmon and seconded by Judge Elizabeth Macias. Motion carries.

Item 1

Legislative Update

Cal. Rules of Court, Rule 10.75 (D)(10)

Presenter: Andi Liebenbaum

III. ADJOURNMENT

There being no further business, the meeting was adjourned at 1:07 p.m.

Approved by the advisory body on **enter date**.

DRAFT



Multilingual Resources to Help Court Users

Digital Guide to Available Materials



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The Judicial Council of California has developed a suite of multilingual resources and materials to help court users **understand language access services** and **navigate basic court processes.**

Materials include short explainer videos, public service announcements, and infographic flyers and brochures in **English** and **8 other languages.**

¿NECESITO UN INTÉRPRETE EN LA CORTE?

Si tiene que ir a la corte y no habla ni entiende el inglés muy bien, es posible que necesite la ayuda de un intérprete en la corte.

¿POR QUÉ NECESITO UN INTÉRPRETE EN LA CORTE?

Incluso si habla inglés bien para situaciones de la vida diaria, el lenguaje legal utilizado en casos en la corte puede ser muy difícil de entender. Un intérprete de la corte le ayuda a comunicarse con la corte en el idioma que se sienta cómodo hablando.

¿QUIÉNES SON LOS INTÉRPRETES DE LA CORTE?

Los intérpretes de la corte están especialmente capacitados para ayudarle en la corte. Un intérprete de la corte:

- Habla inglés y su idioma extremadamente bien
- Conoce las palabras legales en ambos idiomas
- Entiende los procesos de la corte

¿QUÉ ES LO QUE HACE UN INTÉRPRETE DE LA CORTE?

Un intérprete de la corte va a interpretar todo lo que se dice en la corte. Va a interpretar en su idioma lo que el juez y el personal de la corte digan y van a interpretar en inglés todo lo que usted diga.

Un intérprete de la corte no le dará consejos legales. No puede responder a sus preguntas o explicarle lo que está ocurriendo en la corte. Solo puede interpretar sus preguntas de manera que el juez u otros puedan contestarlas.

¿DÓNDE PUEDO CONSEGUIR UN INTÉRPRETE DE LA CORTE?

Dígale al secretario, tan pronto como sea posible, que necesita un intérprete. En muchos casos, la corte podrá conseguirle un intérprete gratis. En algunos casos, es posible que tenga que traer su propio intérprete. Visite <https://www.courts.ca.gov/selfhelp-interpreter.htm> para más información sobre cómo buscar un intérprete capacitado y calificado.

¿PUEDO LLEVAR UN AMIGO O MIEMBRO DE LA FAMILIA PARA QUE ME INTERPRETE?

- Un amigo o miembro de la familia puede ayudarle fuera de la sala de audiencias.
- Dentro de la sala de audiencias, en muchos casos, el tribunal podrá conseguirle un intérprete gratis. En algunos casos, es posible que tenga que traer su propio intérprete. Si eso ocurre, busque a alguien que esté capacitado y calificado. No lleve a alguien menor de 18 años para que interprete para usted.

Visite <https://www.courts.ca.gov/selfhelp-interpreter.htm> para más consejos e información sobre los intérpretes de la corte.

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如何与法庭口译员合作

如果你必须出庭但不会说英语或者不太懂英语，那么会资格的法庭口译员可以帮助你用你平常说的语言与法庭沟通。以下是一些帮助你与法庭口译员合作的提示：

- 1 说话要慢**

以正常速度说话，甚至比平常更慢一点，这样口译员才能跟上你。如果口译员做手势让你说慢一点，要暂停或慢一点。不要停止说话。
- 2 只能用你的语言说话**

即使你懂一些英语，也只能用你的语言说话，以避免混淆。
- 3 只聆听口译员说话**

不要试图同时听英语，因为你可能会错过重要的信息。
- 4 说话要清楚而直接**

直接对着向你说话的人说话，例如法官或律师。而且说话一定要大声和清楚，让法官和口译员都能听到你的声音。
- 5 如果你听不到或不明白，要告诉法官**

如果你听不到或不明白，要马上告诉法官。除非你说出来，没有人会知道你听不懂。

有关与法庭口译员合作的更多提示和信息，请访问 www.courts.ca.gov/selfhelp-interpreter.htm。

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Topics Include:

- Working with Court Interpreters
- How to Serve Legal Papers
- Preparing for a Small Claims Case
- Information on Fee Waivers

Languages Include:

English | Cantonese | Farsi | Korean | Mandarin | Russian |
Spanish | Tagalog | Vietnamese



Tips for Use

- Post on your website
- Share on your social media channels
- Print and distribute hard-copy materials
- Include on local kiosks
- Share with other community organizations and justice partners



All materials are ready to download and use!

You can access the materials by going to the Judicial Council's [Language Access Toolkit](#) and clicking "View Resources" under the [Public Outreach](#) tab.

Watch [this video](#) for more information



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If you have any questions regarding the multilingual resources, contact
Ms. Elizabeth Tam-Helmuth of the California Judicial Council at
elizabeth.tam@jud.ca.gov.





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MEMORANDUM

Date

June 5, 2021

Agenda Item Type

Information Only

To

Trial Court Budget Advisory Committee
Committee on Providing Access and Fairness
Information Technology Advisory Committee

Deadline

N/A

From

Bonnie Rose Hough
Center for Families, Children & the Courts

Contact

Bonnie Rose Hough, 415-865-7668
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Subject

Allocations and Reimbursements to Trial
Courts: Model Self-Help Pilot Program
Reallocation for 2020-21

Executive Summary

The Model Self-Help Pilot Program has been operating in five California trial courts since 2002. The Superior Court of Contra Costa County ended its participation with its technology model project. The Judicial Council approved allowing all courts to apply for a one-time, one-year reallocation of the \$191,400 in 2020-21 funds to expand their use of technology in providing self-help assistance, and a separate application to establish a new on-going pilot project to be established for 2021-22 and beyond. The grant year for these programs started on October 1, 2020 and goes through September 30, 2021. This report describes the proposed results of the 2020-21 reallocation.

Relevant Previous Council Action

On March 12, 2021, the Judicial Council approved a recommendation to reallocate funding for 2021-22 of \$191,400 in Model Self-Help Pilot Projects by including a request for proposals in the Court Technology Modernization Funding Portal as a way to consolidate multiple application

processes for courts and minimize court staff time in managing multiple grant application processes, and to develop a separate process for FY 2021-22 and on-going.

Staff was further directed to submit an informational report on the outcome of award and allocation decisions to the Trial Court Budget Advisory Committee, the Committee on Providing Access and Fairness, and the Information Technology Advisory Committee. This is the report on allocations for 2020-21.

Analysis/Rationale

As previously described, the proposal initially approved by the Judicial Council was to have courts apply for funding to become a Model Self-Help Pilot Program by December 31, 2020. However, given the challenges for courts in developing a thoughtful program given the pressures of responding to the pandemic, and given that ITAC was going to be issuing similar grant applications within a matter of weeks, this seemed to pose an undue burden on courts and minimize the option for a well-considered model program.

On December 4, 2020, Judicial Council staff alerted self-help center staff that there would be an opportunity to apply for up to \$191,400 for one-time funding of a self-help technology project. Staff developed a short application for the consolidated grant application program. That Court Technology Modernization Funding Portal was opened up to all the courts on January 27, 2021. Submittals by the courts were due February 18, 2021.

Eight proposals were submitted ranging in requests for funding from \$5,000 to \$191,400, for a total of \$735,182.

Proposals were evaluated based on the criteria stated in the application including the ability to expand services, replicability by other courts, impact to the most courts, addressing both current pandemic and expected post-pandemic user needs, availability to access other funding, ability to complete within the funding period and the ability to assess impact of the project.

After discussion with the courts and review of potential options, Judicial Council staff recommends that the \$191,400 in technology model project funding be reallocated to four pilot technology-related projects to expand services for self-represented litigants.

Staff recommends funding the following projects:

- The Superior Court of San Mateo County at \$75,755.20 of its \$85,755.20 request. This project focuses on real time, remote document preparation of judgment orders with customers who may have limited access to technology. Outcomes include evaluation, coordination and implementation of real-time document review co-browsing software with audio and potentially video communication, as well as electronic signature. Document review will focus on requirements to prepare judgments. Metrics will compare judgment acceptance using the technology to overall judgment acceptance rates,

customer satisfaction surveys with the technology, and assessed staff time saved per document. This project appears to have broad replicability.

- The Superior Court of Santa Cruz County at its full request of \$4,908.12. This project, in conjunction with the Superior Court of San Benito County, funds technology hardware and Zoom licenses. Outcomes include development of Zoom user guides and bilingual Zoom user tips.
- The Superior Court of San Joaquin County at its full request of \$14,970.00. This project funds technology hardware to allow staff to redact and comment on in-person customers' documents submitted as responsive web forms, along with other technology hardware to be used in the post-pandemic computer assistance lab. Staff will adapt an existing process used for warrants to queue all work requests. Outcomes include improved the ability for online redaction and editing of documents and a workflow management process. Metrics will include usage reports, customer satisfaction surveys, timeliness of services and increased number of litigants served.
- The Superior Court of Sutter County at \$95,766.68 of its \$125,000 request. This project funds development of a computer lab with video-to-computer capability for remote, online and hybrid classes during the ongoing pandemic and post-pandemic. Outcomes include increased remote class setup for live and recorded sessions which could scaled for other courts. Metrics include customer satisfaction surveys, tracked customer and staff time saved.

Staff considered, but did not recommend the following requests:

- Fund two bilingual JusticeCorps Fellows, associated staff oversight time and associated technology hardware for the Superior Court of Santa Clara County. This proposal requested \$94,550. Because the AmeriCorps program funds JusticeCorps Fellows, this proposal did not receive top funding priority.
- Profile effectiveness outcomes of self-help programs by identifying which litigants would use the service versus those who would not. This proposal from the Superior Court of Orange County requested \$191,400. This program would expand upon a 2017 Innovations Grant project that developed a data warehouse. Because this project did not anticipate serving any additional litigants, this proposal did not receive top funding priority.
- Fund additional resources for the San Francisco Superior Court to expand remote self-help services including: 1) remote self-help workers to scan, photocopy and print materials for self-represented litigants, along with associated technology hardware; 2) an appointment and calendaring system; 3) development of business requirements for a case flow roadmap for customers; and 4) translated materials. This proposal requested \$96,214. The court received a similar allocation of funds for this project in 2019-20.

Because the ability to replicate such a two-year development and implementation project by other courts may be unattainably high, due to the volume of court-specific processes and cost of a two-year program, this proposal did not receive top funding priority. However, separate funds were identified and provided for the translation request.

- Fund staffing for development of technology processes for a document assistance program to populate “smart” court form packets and allow staff review and edit prior to submittal to the court for the Orange County Superior Court. This proposal requested \$122,293. Since the Judicial Council will be issuing an RFP for a forms project that will serve the entire state, this received low priority.

Fiscal and Operational Impacts

Four courts will receive reallocated funds to provide expanded self-help services through their technology project. Combined, their projects will be allocated the full \$191,400 for the current year as one-time funding.

Judicial Council and court staff costs associated with this reallocation will be mitigated by the expansion of services and the opportunity to share best practices and materials developed with courts throughout the state.

Attachments and Links

None.

Stronger Together

JUDICIAL DIVERSITY SUMMIT 2021

SAVE
THE
DATE

The Judicial Diversity Summit has been held every five years since 2006 to assess the efforts to increase judicial diversity in California, and to make recommendations for future activities and initiatives to diversify the judiciary. This year, the summit is titled **Stronger Together: Judicial Diversity Summit 2021**, and will be held remotely on three Tuesday evenings on September 14, 21 and 28.



Leading up to the Summit, we will be hosting a series of events in August & September. On **August 4th at 5 pm** join us for a kickoff fireside chat, "**Judicial Diversity Yesterday**", which will reflect on the progress made over the past 15 years. Additional weekly educational sessions, planned by affinity associations, will address different facets of the pathway to the bench.

Save these dates at noon: 8/11, 8/18, 8/25, 9/1 and 9/8.

Please email JDS@calawyers.org with any questions.

9/14: SUMMIT DAY 1

JUDICIAL DIVERSITY TODAY

Opening remarks by Hon. Tani G. Cantil-Sakauye,
Chief Justice of California

4:30 PM - 6:00 PM

9/21: SUMMIT DAY 2

SHARING WHAT IS WORKING - "SIDE BARS"

4:30 PM - 6:00 PM

9/28: SUMMIT DAY 3

JUDICIAL DIVERSITY TOMORROW

4:30 PM - 6:30 PM

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