



JUDICIAL COUNCIL OF CALIFORNIA

455 Golden Gate Avenue • San Francisco, California 94102-3688

www.courts.ca.gov

REPORT TO THE JUDICIAL COUNCIL

Item No. 22-039

For business meeting on: December 1–2, 2022

Title

Language Access Plan: Signage and
Technology Grant Program, Fiscal Year
2022–23: Requests and Proposed Allocations

Rules, Forms, Standards, or Statutes Affected

None

Recommended by

Advisory Committee on Providing Access
and Fairness

Hon. Kevin C. Brazile, Cochair

Hon. Luis A. Lavin, Cochair

Language Access Subcommittee

Hon. Victor A. Rodriguez, Chair

Information Technology Advisory
Committee

Hon. Sheila F. Hanson, Chair

Hon. Louis R. Mauro, Vice-Chair

Agenda Item Type

Action Required

Effective Date

December 2, 2022

Date of Report

September 19, 2022

Contact

Douglas G. Denton, Principal Manager

Language Access Services Program

415-865-7870

douglas.denton@jud.ca.gov

Irene Balajadia, Senior Analyst

Language Access Implementation Unit

415-865-8833

irene.balajadia@jud.ca.gov

Executive Summary

The Budget Act of 2018 (Stats. 2018, ch. 29) included \$2.55 million in ongoing funding for language access signage and technology infrastructure support and equipment needs for the trial courts and the Judicial Council. The council approved a grant program to disburse this funding to the trial courts on an annual basis. For Cycle 4 (fiscal year 2022–23), nineteen courts applied for signage and technology needs. All requested court projects can be funded, and remaining funding will also support seven additional courts that applied for grants under different but related grant opportunities. The Advisory Committee on Providing Access and

Fairness and the Information Technology Advisory Committee recommend approving the proposed grant award recommendations to expand language access for court users.

Recommendation

The Advisory Committee on Providing Access and Fairness and the Information Technology Advisory Committee recommend that the Judicial Council, effective December 2, 2022:

1. Approve the proposed allocations for the Language Access Signage and Technology Grant Program for fiscal year 2022–23;
2. Direct Language Access Services staff to work with Branch Accounting and Procurement to draft and execute intra-branch agreements with each awarded court; and
3. Approve the remaining \$393,134.57 in signage funding to go towards two court technology projects that requested funding under the Court Technology Modernization Fund grant program that will support language access through the use of technology.

The proposed allocations and summary of the requests for funding are included as Attachment A.

Relevant Previous Council Action

In January 2015, the Judicial Council adopted the *Strategic Plan for Language Access in the California Courts*. The plan provides recommendations, guidance, and a consistent statewide approach to ensure language access for all of California’s approximately 7 million limited-English-proficient (LEP) residents and potential court users.

On September 24, 2019, the Judicial Council adopted a process for Language Access Signage and Technology Grants and directed Language Access Services staff to solicit and review grant applications and develop recommendations for review and approval by the Advisory Committee on Providing Access and Fairness (PAF), the Information Technology Advisory Committee (ITAC), and the Judicial Council.¹ Grants are also approved by the Technology Committee.

This is the fourth year of the Language Access Signage and Technology Grant (Cycle 4). Most recently, in November 2021, for Cycle 3 (FY 2021-22), the council approved grants to all 22 trial courts that applied and set aside remaining funding as contingency funding to be used in case of

¹ See Judicial Council of Cal., Advisory Com. Rep., *Language Access Plan: Signage and Technology Grants* (Sept. 9, 2019), <https://jcc.legistar.com/View.ashx?M=F&ID=7675626&GUID=F2CCA714-356A-41B7-82B5-05C058CE0D6E>.

need by the awarded courts.² All funding from Cycle 3 under the \$2.35 million annual allocation, including contingency funding, was distributed to courts.

Analysis/Rationale

To support judicial branch language access expansion efforts, the Budget Act of 2018 included ongoing funding of \$1 million per year for language access signage and \$1.55 million per year for language access technology infrastructure support and equipment needs. Of the \$1.55 million for technology, \$200,000 is dedicated to the Judicial Council for upgrades to the online Language Access Toolkit and other council language access infrastructure support (such as translation costs for statewide forms, web content, and other multilingual resources for LEP court users). The amount available to trial courts for technology is, therefore, \$1.35 million each year. Trial courts may apply for the \$2.35 million available for grants each year.

Under the Language Access Signage and Technology Grant, courts can apply for up to \$200,000 for signage projects and up to \$270,000 for technology projects, unless total requests are under the annual allocation for each category (in which case, larger amounts may be recommended and approved by the council for grants to expend funding).

The goals of the Language Access Signage and Technology Grant follow:

- Support courts with the development of multilingual signage to help LEP court users to navigate the courthouse.
- Assist courts that may need equipment or software that will facilitate communication with LEP court users and the courts.
- Allocate funds to as many trial courts as possible within the given budget to support language access signage and technology initiatives.
- Fund enhancements that provide LEP court users with greater access to the courts and to information in their language.
- Encourage courts to establish for grant funding an ongoing plan that coordinates with other facilities planning and/or with planned or ongoing technology initiatives that support language access as a core service of the court.

On June 16, 2022, a memorandum was released by Judicial Council Information Technology to courts on how to request funding for various technology grant opportunities on a single platform. The deadline for courts to apply was July 15, 2022. On July 27, 2022, Language Access Services program staff extended the grant application for signage projects under the Language Access Signage and Technology Grant to August 5, 2022, because the total allowable requests for signage projects were under the \$1,000,000 allocation.

² See Judicial Council of Cal., Advisory Com. Rep., *Language Access Plan: Signage and Technology Grant Program, FY 2021–22: Requests and Proposed Allocations* (Sep. 30, 2021), <https://jcc.legistar.com/View.ashx?M=F&ID=9942092&GUID=5220FB28-A269-47DA-BAAD-4D8A89638903>

A total of nineteen (19) trial courts requested funding and submitted project request for a Language Access Signage and Technology Grant (see Attachment A, Signage and Technology Grant Program, FY 2022–23: Proposed Allocations). Of the 19 courts that applied for grant funding, five applied for Signage only, nine for Technology only, and five for both Signage and Technology (10 Signage projects total and 14 Technology projects total). There was representation from the northern, southern, and central regions of the state.

Judicial Council staff coordinated the review of Cycle 4 Language Access Signage and Technology (S&T) Grant requests with the other technology funding requests (Court Technology Modernization Funding Program [CTMF], Jury Management Grant [JMG], and Model Self-Help [MSH]) to ensure that no court would receive duplicate funding for the same project. For related projects, staff also confirmed with the courts that their projects would benefit LEP court users.

Signage requests. Ten (10) courts applied for S&T signage grants (see Attachment A). After extension of the deadline, grant requests for signage totaled \$274,311.89 and were under the \$1 million annual allocation. Fortunately, available S&T signage funding can support five related signage projects that requested CTMF or MSH funding and will benefit LEP court users:

- Two related CTMF projects from the Superior Court of San Benito (for digital signage, \$45,500) and the Superior Court of San Diego (for a digital calendar board, \$54,600) could be fully funded by S&T signage funding.
- Three related MSH projects from the Superior Court of Kings (for family court queue management system, \$6,953.54), Superior Court of Orange (for wayfinding court kiosks, \$186,000), and Superior Court of Yolo (for self-help queue management system, \$39,500) could also be fully funded by the signage funding.
- However, \$393,134.57 of signage remained unallocated. As discussed below, staff recommends that this funding be directed towards two related technology projects that were requested under the CTMF program that will support language access in the courts. These two projects fall under the S&T grant priorities for technology.

Technology requests. Fourteen (14) courts applied for S&T technology grants (see Attachment A). The Superior Courts of Lassen and Santa Cruz Counties requested \$288,500 and \$327,652.29, respectively, for technology projects which were over the maximum application amount for technology (\$270,000). The proposed awards for these courts were preliminarily reduced to \$270,000. With these preliminary reductions, there was an unallocated \$105,068.87 under S&T technology. The available S&T technology funding can support five related technology projects that requested CTMF or MSH funding and will benefit LEP court users:

- Four related CTMF projects could be fully funded by S&T technology funding: the Superior Court of Humboldt (for remote interpreting, \$18,420.02), Superior Court of Modoc (for courtroom upgrade for remote appearances, \$20,500), Superior Court of

Placer (for replacing public kiosk and monitors, \$25,000) and Superior Court of Yuba (for their courtroom Zoom audio project, \$7,469.25).

- One related MSH project from the Superior Court of Madera (for self-help kiosks, instructional videos, and upgraded public and staff communication equipment, \$15,823.92) could also be funded by the S&T technology grant.
- In addition, remaining technology funding of \$17,855.68 allowed the Superior Courts of Lassen and Santa Cruz (which had requested S&T technology amounts for projects over \$270,000) to each receive awards of \$278,927.84.
- Under this allocation, there is no remaining balance under S&T technology for contingency as all the 1.35 million funding will be allocated.

Remaining funding. Staff recommends that the remaining S&T signage funding of \$393,134.57 be used to fund two court technology projects that requested funding under the CTMF program and will support language access. The CTMF Workstream referred this proposal to the S&T program to ensure that related projects can be funded. The Superior Court of San Luis Obispo for its integrated courtroom audiovisual systems project (for \$232,827.65) and the Superior Court of Tehama for its court audiovisual remote appearance upgrade project (for \$160,306.92). These projects fall under the S&T grant priorities for technology, including improved audio and visual capabilities that will allow LEP court users to more effectively and efficiently participate in and understand court proceedings. Under this allocation, there is no remaining balance under S&T signage for contingency as all funding will be allocated.

The proposed allocation will provide grant funding to all 19 courts that applied for S&T grants in program's fourth year, as well as support seven additional courts with additional needed funding for related projects. For the table showing the detail by court, see Attachment A.

Policy implications

Under the grant program, courts are able to apply for funding for audio or video remote solutions, including video remote interpreting (VRI), if permitted by their memorandums of understanding and any other agreements between court administration and court employees or independent contractors. All courts, including courts that participate in the grant program and request funding for VRI equipment, will be asked to follow the council's updated VRI guidelines for spoken language–interpreted events.³

Comments

The proposed allocations are to be reviewed and approved by PAF by email the week of September 19, ITAC on September 28, and the Technology Committee on October 3, 2022.

³ See Judicial Council of Cal., *Recommended Guidelines and Minimum Specifications for Video Remote Interpreting (VRI) for Spoken Language–Interpreted Events* (May 21, 2021), www.courts.ca.gov/documents/vri-guidelines.pdf.

Alternatives considered

In prior cycles, remaining S&T funding was set aside as contingency funding for the awarded courts in each category. For Cycle 4, however, there was a significant amount of remaining funding for signage (\$393,134.57), even after available S&T signage funding was dedicated to support other signage grant requests submitted to other technology grant programs. Staff recommended and the advisory committees agreed (TBD) that remaining S&T signage funding for this cycle go to support two related technology projects that applied for CTMF grant funding and will support language access. Staff also confirmed with the courts that their projects would benefit LEP court users. A goal of the S&T grants is to allocate funds to as many trial courts as possible within the given budget to support language access signage and technology initiatives.

Fiscal and Operational Impacts

Funding assists courts with language access signage and technology initiatives. Attached to this report as Attachment B (Language Access Signage and Technology Grants: Summary of Cycles 1 and 2 (FY 2019–20, FY 2020–21)) is a summary of the grant program’s first two years, including photographs of successful court projects. The grants have increased language access in the courts and achieved a number of successful outcomes, including uninterrupted and safe interpreting services to LEP court users during the COVID-19 pandemic, assistance in navigating the courthouse, and access to live chat services in other languages on court websites.

Because funding is ongoing for the trial courts, individual courts are encouraged to establish an ongoing plan for grant funding that coordinates with other facilities or technology initiatives planned or underway in their court to support language access.

Judicial Council staff has clarified with Branch Accounting and Procurement and Facilities staff that courts may use grant funding for facilities modification costs that directly relate to the purpose of the grant, for signage or technology, as long as the anticipated facility modification costs are built into the total grant amount.

All courts that submitted S&T requests for FY 2022–23 will be notified as to whether they will receive funding. Intra-branch agreements for the signage and technology grant requests that are funded are expected to be delivered to the court executive officers for signatory approval and returned to the Judicial Council in December 2022. If the reimbursement request and invoices to support the requested reimbursement amount are not received by June 28, 2024, grant funding for the cost of the project will be unavailable for reimbursement to the court.

Attachments and Links

1. Attachment A: Signage and Technology Grant Program, FY 2022–23: Proposed Allocations
2. Attachment B: Language Access Signage and Technology Grants: Summary of Cycles 1 and 2 (FY 2019–20, FY 2020–21)

**Attachment A: Signage and Technology Grant Program, FY 2022–23: Proposed Allocations
(Signage)**

#	Trial Court Name	SIGNAGE Project Description(s):	TOTAL SIGNAGE Requested	TOTAL SIGNAGE Request Amount	Proposed SIGNAGE Awards
1	Alameda	Website Translation to Tagalog - Signage Priority 2: Court Websites Wayfinding Translations	21,676.37	21,676.37	21,676.37
2	Madera	Language Access - Document Translation Services - Signage Priority 5: Multilingual Non-electronic Signage	2,187.52	2,187.52	2,187.52
3	Orange	Multilingual Electronic Wayfinding Displays - Signage Priority 3: Multilingual Wayfinding Strategies	13,000.00	13,000.00	13,000.00
4	Sacramento	Sacramento - Project 14 - Self Help Signage - Signage Priority 1: Translation of Signage	3,950.00	3,950.00	3,950.00
5	San Diego	Digital Signage and Wayfinding - Signage Priority 3: Multilingual Wayfinding Strategies	50,000.00	50,000.00	50,000.00
6	San Luis Obispo	Signage & Technology to assist LEP's navigate the court - Signage Priority 3: Multilingual Wayfinding Strategies	100,000.00	100,000.00	100,000.00
7	San Mateo	Multilingual Online Wayfinding - Signage Priority 2: Court Websites Wayfinding Translations	5,000.00	5,000.00	5,000.00
8	Santa Barbara	Digital Signage: Court Rebrand and Design Upgrade - Signage Priority 1: Translation of Signage	30,000.00	30,000.00	30,000.00
9	Solano	Digital Signage - Signage Priority 3: Multilingual Wayfinding Strategies	23,498.00	23,498.00	23,498.00
10	Ventura	Multilingual Wayfinding/Signage Study - Signage Priority 3: Multilingual Wayfinding Strategies	25,000.00	25,000.00	25,000.00
			\$ 274,311.89	\$ 274,311.89	\$ 274,311.89

Remaining Funding from the Original Request **\$ 725,688.11**

Courts that applied for CTMF or MHS that can be funded by S&T Grants

#	Trial Court Name	SIGNAGE Project Description(s):	TOTAL SIGNAGE Requested	TOTAL SIGNAGE Request Amount	Proposed SIGNAGE Awards
1	Kings**	Self Help and Family Court Services Qmatic Queuing - Signage Priority 4: Automated Queue-Management System	6,953.54	6,953.54	6,953.54

**Attachment A: Signage and Technology Grant Program, FY 2022–23: Proposed Allocations
(Signage)**

2	Orange**	Court Kiosks - Signage Priority 3: Multilingual Wayfinding Strategies	186,000.00	186,000.00	186,000.00
3	San Benito*	San Benito Digital Signage - Signage Priority 3: Multilingual Wayfinding Strategies	45,500.00	45,500.00	45,500.00
4	San Diego*	Digital Calendar Board for Courthouse Lobby - Signage Priority 3: Multilingual Wayfinding Strategies	54,600.00	54,600.00	54,600.00
5	Yolo**	Self Help Queue Management System - Signage Priority 4: Automated Queue-Management System	39,500.00	39,500.00	39,500.00
Total CTMF and MSH projects that can be funded by S&T grants			\$ 332,553.54	\$ 332,553.54	\$ 332,553.54

Remained unallocated (see 3rd tab) **\$ 393,134.57**

* Court applied for CTMF grant but S&T can fund

** Court applied for MSH grant but S&T can fund

Signage and Technology Grant Program, FY 2022–23: Proposed Allocations (Technology)

#	Trial Court Name	TECHNOLOGY Project Description(s):	TECHNOLOGY Project Amount(s)	TOTAL TECHNOLOGY Request Amount	Proposed TECHNOLOGY Awards
1	Amador	Language Access Signage and Technology Grant - Technology Priority 2: Interpreter Equipment	8,790.87	8,790.87	8,790.87
2	Butte	Video Remote Interpreting - Technology Priority 1: Telephonic/Video Remote Solutions	27,039.36	27,039.36	27,039.36
3	Lassen	Remote Appearance Technology Upgrade - Technology Priority 1: Telephonic/Video Remote Solutions	288,500.00	288,500.00	278,927.84
4	Mendocino	Additional Interpreter Equipment - Technology Priority 2: Interpreter Equipment	2,148.05	2,148.05	2,148.05
5	Monterey	Civil Courtroom Remote Appearance A/V - Technology Priority 5: Audiovisual Systems Upgrades	174,669.36	176,169.36	176,169.36
		Check-In Kiosk Deployment - Technology Priority 6: Multilingual Kiosks	1,500.00		
6	Orange	Multilingual Videos - Technology Priority 4: Multilingual Videos	39,000.00	39,000.00	39,000.00
7	Sacramento	Portable Computers - Technology Priority 2: Interpreter Equipment	52,991.00	65,184.00	65,184.00
		Receivers, Transmitters, and Headphones - Technology Priority 2: Interpreter Equipment	12,193.00		
8	San Diego	Interpreter Equipment - Technology Priority 2: Interpreter Equipment	73,000.00	73,000.00	73,000.00
9	San Francisco	Strategic planning consultant - Technology Priority 4: Multilingual Videos	150,000.00	150,000.00	150,000.00
10	San Mateo	Multilingual Divorce Instructional/Orientation Videos - Technology Priority 4: Multilingual Videos	30,558.00	30,558.00	30,558.00
11	Santa Cruz	Remote Appearance - Courthouse A/V - Technology Priority 5: Audiovisual Systems Upgrades	327,652.29	327,652.29	278,927.84
12	Sutter	Family Law Classroom Language Access - Technology Priority 5: Audiovisual Systems Upgrades	8,385.09	88,385.09	88,385.09
		Outdoor Multifunction Kiosk - Technology Priority 6: Multilingual Kiosks	80,000.00		
13	Ventura	Remote Solutions for Hybrid Courtrooms - Technology Priority 1: Telephonic/Video Remote Solutions	12,424.83	33,156.40	33,156.40
		Language Access in the Courtroom for Everyone! - Technology Priority 2: Interpreter Equipment	19,696.57		

Signage and Technology Grant Program, FY 2022–23: Proposed Allocations (Technology)

		Terminology Management for Interpreters - Technology Priority 3: Scheduling or Other Software	1,035.00		
14	Yolo	Courthouse Digital PSA Update - Technology Priority 5: Audiovisual Systems Upgrades	11,500.00	11,500.00	11,500.00
Remaining Funding from the Original Request			\$ 1,321,083.42	\$ 1,321,083.42	\$ 1,262,786.81

Courts that applied for CTMF or MSH that can be funded by S&T Grants

#	Trial Court Name	TECHNOLOGY Project Description(s):	TECHNOLOGY Project Amount(s)	TOTAL TECHNOLOGY Request Amount	Proposed TECHNOLOGY Awards
1	Humboldt*	Virtual Remote Interpreting - Technology Priority 1: Telephonic/Video Remote Solutions	18,420.02	18,420.02	18,420.02
2	Madera**	Self Help - Kiosks & Instructional Videos and Upgraded Public & Staff Devices - Technology Priority 6: Multilingual Kiosks	15,823.92	15,823.92	15,823.92
3	Modoc*	Courtroom Upgrade for Remote Appearances - Technology Priority 1: Telephonic/Video Remote Solutions	20,500.00	20,500.00	20,500.00
4	Placer*	Replace Public Kiosk and Monitors - Technology Priority 6: Multilingual Kiosks	25,000.00	25,000.00	25,000.00
5	Yuba*	Courtroom Zoom UPS Project - Technology Priority 5: Audiovisual Systems Upgrades	7,469.25	7,469.25	7,469.25
			\$ 87,213.19	\$ 87,213.19	\$ 87,213.19

* Court applied for CTMF grant but S&T can fund

** Court applied for MSH grant but S&T can fund

All Tech Funding Allocated **\$ 1,350,000.00**

**Signage and Technology Grant Program, FY 2022–23: Proposed Allocations
(Additional Projects to Fund)**

#	Trial Court Name	TECHNOLOGY Project Description(s):	TECHNOLOGY Project Amount(s)	TOTAL TECHNOLOGY Request Amount	Proposed Additional Awards
1	San Luis Obispo*	Court Technology Modernization, Integrated Courtroom Audiovisual Systems - Technology Priority 1: Telephonic/Video Remote Solutions	300,000.00	\$300,000.00	\$232,827.65
2	Tehama*	Court Audiovisual Remote Appearance Upgrade - Technology Priority 5: Audiovisual Systems Upgrades	160,306.92	160,306.92	160,306.92
			\$ 460,306.92	\$ 460,306.92	\$ 393,134.57

* Court applied for CTMF grant, but S&T can fund

Signage and Technology Grant Program, FY 2022–23: Proposed Allocations (Summary)

#	Trial Court Name	Funded in FY 2019-2020	Funded in FY 2020-2021	Funded in FY 2021-2022	Funded in FY 2022-2023	TOTAL SIGNAGE REQUEST	TOTAL TECHNOLOGY REQUEST	PROPOSED ADDITIONAL AWARDS
1	Alameda	Yes	Yes	Yes	Yes	21,676.37		
2	Amador	Yes	No	No	Yes		8,790.87	
3	Butte	Yes	No	No	Yes		27,039.36	
4	Kings	Yes	Yes	No	Yes	6,953.54		
5	Lassen	Yes	No	Yes	Yes		278,927.84	
6	Humboldt	No	No	No	Yes		18,420.02	
7	Madera	Yes	Yes	Yes	Yes	2,187.52	15,823.92	
8	Mendocino	No	Yes	Yes	Yes		2,148.05	
9	Modoc	No	No	Yes	Yes		20,500.00	
10	Monterey	No	No	Yes	Yes		176,169.36	
11	Orange	Yes	No	Yes	Yes	199,000.00	39,000.00	
12	Placer	No	No	Yes	Yes		25,000.00	
13	Sacramento	Yes	Yes	Yes	Yes	3,950.00	65,184.00	
14	San Benito	No	No	No	Yes	45,500.00		
15	San Diego	No	Yes	No	Yes	104,600.00	73,000.00	
16	San Francisco	Yes	No	No	Yes		150,000.00	
17	San Luis Obispo	No	No	No	Yes	100,000.00		232,827.65
18	San Mateo	No	Yes	Yes	Yes	5,000.00	30,558.00	
19	Santa Barbara	Yes	Yes	No	Yes	30,000.00		
20	Santa Cruz	Yes	Yes	Yes	Yes		278,927.84	
21	Solano	Yes	Yes	No	Yes	23,498.00		
22	Sutter	No	Yes	Yes	Yes		88,385.09	
23	Tehama	No	No	No	Yes			160,306.92
24	Ventura	No	Yes	No	Yes	25,000.00	33,156.40	
25	Yolo	No	Yes	Yes	Yes	39,500.00	11,500.00	
26	Yuba	Yes	No	No	Yes		7,469.25	
						\$ 606,865.43	\$ 1,350,000.00	\$ 393,134.57
						Remaining Funding	\$ 393,134.57	
All S&T Grant Funding Allocated						\$ 1,000,000.00	\$ 1,350,000.00	

Attachment B

Language Access Signage and Technology Grants: Summary of Cycles 1 and 2 (FY 2019–20, FY 2020–21)

Overview

The Language Access Signage and Technology (S&T) Grants launched in September 2019. The first two years of the grants, covering Cycles 1 and 2 (FY 2019–20, FY 2020–21), have been a success, despite the challenges faced by some awarded courts as a result of the COVID-19 pandemic (which began in March 2020). Over \$4.5 million was allocated to courts as grants and the majority of the awarded courts were able to utilize most, if not all, of their awarded grant funding. Priority projects were successfully completed that improved access and service delivery for California’s limited English proficient (LEP) court users.

Language Access Plan

In January 2015, the Judicial Council adopted the [Strategic Plan for Language Access in the California Courts](#) (Language Access Plan) that provides recommendations, guidance, and a consistent statewide approach to ensure language access for all of California’s approximately seven million LEP residents and potential court users.

Grants Overview

To support judicial branch language access expansion efforts, the 2018 Budget Act included \$2.55 million in ongoing funding each year for language access signage and technology infrastructure support and equipment needs for the trial courts and the Judicial Council. In September 2019, the Judicial Council approved a grant program to disburse this funding to the 58 trial courts on an annual basis (up to \$1 million per year for language access signage and up to \$1.35 million per year for language access technology) and directed Language Access Services staff to review grant applications and develop recommendations for review and approval by the Advisory Committee on Providing Access and Fairness (PAF), Information Technology Advisory Committee (ITAC), Technology Committee (TC), and the Judicial Council.¹ Because funding is ongoing, courts are encouraged to apply for this grant on an annual basis.

Objectives of the S&T Grants

- Support courts with the development of multilingual signage to help LEP court users to navigate the courthouse.
- Assist courts that may need equipment or software that will facilitate communication with LEP court users and the courts.
- Allocate funds to as many trial courts as possible within the given budget to support language access signage and technology initiatives.

¹ Of the \$2.55 million per year, \$200,000 is allocated for the translation of Judicial Council forms and web content including updates to the Language Access Toolkit.

- Fund enhancements that provide LEP court users with greater access to the courts and to information in their language.
- Encourage courts to establish for grant funding an ongoing plan that coordinates with other facilities planning and/or with planned or ongoing technology initiatives that support language access as a core service of the court.

Funding Methodology

In Cycles 1 and 2, all available funding for signage (\$1 million) and technology (\$1.35 million) was awarded, including contingency funding. For Cycles 1 and 2, no more than \$100,000 was allocated to any one court for signage, and no more than \$135,000 was allocated to any one court for technology, unless total requests were lower than the total annual allocation. See Attachment A, Cycles 1 and 2 Grant Summary. For both cycles, all regions of the state were represented from the northern, southern, and central regions. In addition, courts of all sizes applied and received grant funding (see Attachment B, Map of Awarded Courts).

Court Size*	Courts Applied		Courts Applied for Signage only		Courts Applied for Technology only		Courts Applied for both Signage and Technology	
	Cycle 1	Cycle 2	Cycle 1	Cycle 2	Cycle 1	Cycle 2	Cycle 1	Cycle 2
Small	6	2	3	0	1	2	2	0
Small / Medium	9	7	0	3	3	2	6	2
Medium	8	8	2	0	2	4	4	4
Large	6	6	0	0	0	2	6	4
Total	29	23	5	3	6	10	18	10

*Court size based on small (2–5 judges), small/medium (6–15 judges), medium (16–47 judges), large (48 judges or more).

Grant Priority Projects

The tables below summarize the number of project requests by grant prioritization category (courts are able to apply for as many projects as needed).

Table 1 – Signage Category

Grant Priority Projects	Cycle 1	Cycle 2
#1 Translation of Signage	9	4
#2 Multilingual Wayfinding Strategies	14	11
#3 Non-electronic Signage	6	2
#4 Automated Queue-Management System	1	1
Total	30	18

Table 2 – Technology Category

Grant Priority Projects	Cycle 1	Cycle 2
#1 Interpreter Equipment	18	11

#2 Telephonic/Video Remote Solution	8	22
#3 Scheduling Software	6	3
#4 Multilingual Videos	1	5
#5 Infrastructure Enhancements	1	4
#6 Multilingual Kiosks	4	0
Total	38	45

Signage Projects

In both Cycle 1 and 2, the development of multilingual wayfinding strategies including electronic signage (Grant Priority 2) was the top priority among the awarded courts. Twenty-five (25) courts in total completed multilingual wayfinding strategies projects. Pictures of court projects funded by the grants are included in Attachment C, Signage Court Highlights.

As a result of the signage grant, the following goals have been achieved:

- The installation of multilingual wayfinding signs (static and electronic) and kiosks helped LEP users as they navigate the court system and identify areas of assistance provided in their language.
- The hiring of consultants to determine signage needs and wayfinding strategies helped courts to develop and implement plans to provide multilingual tools for LEP court users to navigate the courthouse and locate court resources.
- The translation of notices, live chat scripts, flyers, and an online court visitor satisfaction survey in several languages provided LEP court users with important information in multiple text-based formats and allowed them to participate in court surveys.
- Translation of court signage, web materials, and text for electronic displays or kiosks.

Technology Projects

In Cycle 1, acquiring new interpreter equipment (Grant Priority 1) was the top priority among the awarded courts. Eighteen (18) courts purchased interpreter equipment. In Cycle 2, acquiring telephonic/video remote solutions equipment for LEP assistance (Grant Priority 2) was the top priority. Twenty-two (22) courts purchased telephonic/video remote solution equipment in Cycle 2. Pictures of court projects funded by the grants are included in Attachment C, Technology Court Highlights.

As a result of the technology grant, the following goals have been achieved:

- Purchase of video remote solutions equipment (including speakerphones, tablets, computer equipment, monitors and other communication devices) allowed interpreters to provide interpreting services remotely, increase availability and reduce delays.
- Integration of cloud-based interpreter scheduling software improved the ability of the court to efficiently assign interpreter resources.
- Purchase of interpreter equipment (including headsets, listening devices, charging stations, and wireless communication equipment) improved accessibility, ensured the

safety of interpreters and court customers, and allowed interpreters to serve more LEP court users.

- Upgrades to interpreters' workstations and cabling upgrades have improved the interpreters' working conditions, allowing them to be more efficient and comfortable.
- Development of a multilingual video on how to file documents, in several languages, was made available on the court's website and provided both English-speaking and LEP litigants with easy-to-follow instructions on how to file documents in court.
- Use of computer-assisted translation and glossary management software helped speed up the translation of important administrative orders for jury trials, mask mandates, and courthouse access, enhancing access and increasing court efficiency.
- LEP customers are now able to access live chat services in other languages on court websites, including intelligent chat and live communication to facilitate access and public understanding of court processes.

Lessons Learned

- To mitigate the request for extensions, the contract term for Cycle 3 and future cycles was extended from 12 to 18 months to give courts more time to finish their projects, submit invoices for reimbursements, and submit one report for each completed project.
- To encourage courts to apply for higher amounts and mitigate the future need for allocating contingency funding, the maximum application amount for Cycle 3 and future cycles was increased to no more than \$200,000 for signage and \$270,000 for technology.
- Grant priorities were updated for Cycle 3 and future cycles to expand eligible projects for courts, including upgrades to their websites.
- The Language Access Services (LAS) program staff plans to develop a database to store all Signage and Technology grant applications and year-end reports in one central location for easy access.
- LAS staff will also continue to work with courts to share vendor and project information, so that successful projects can be replicated.

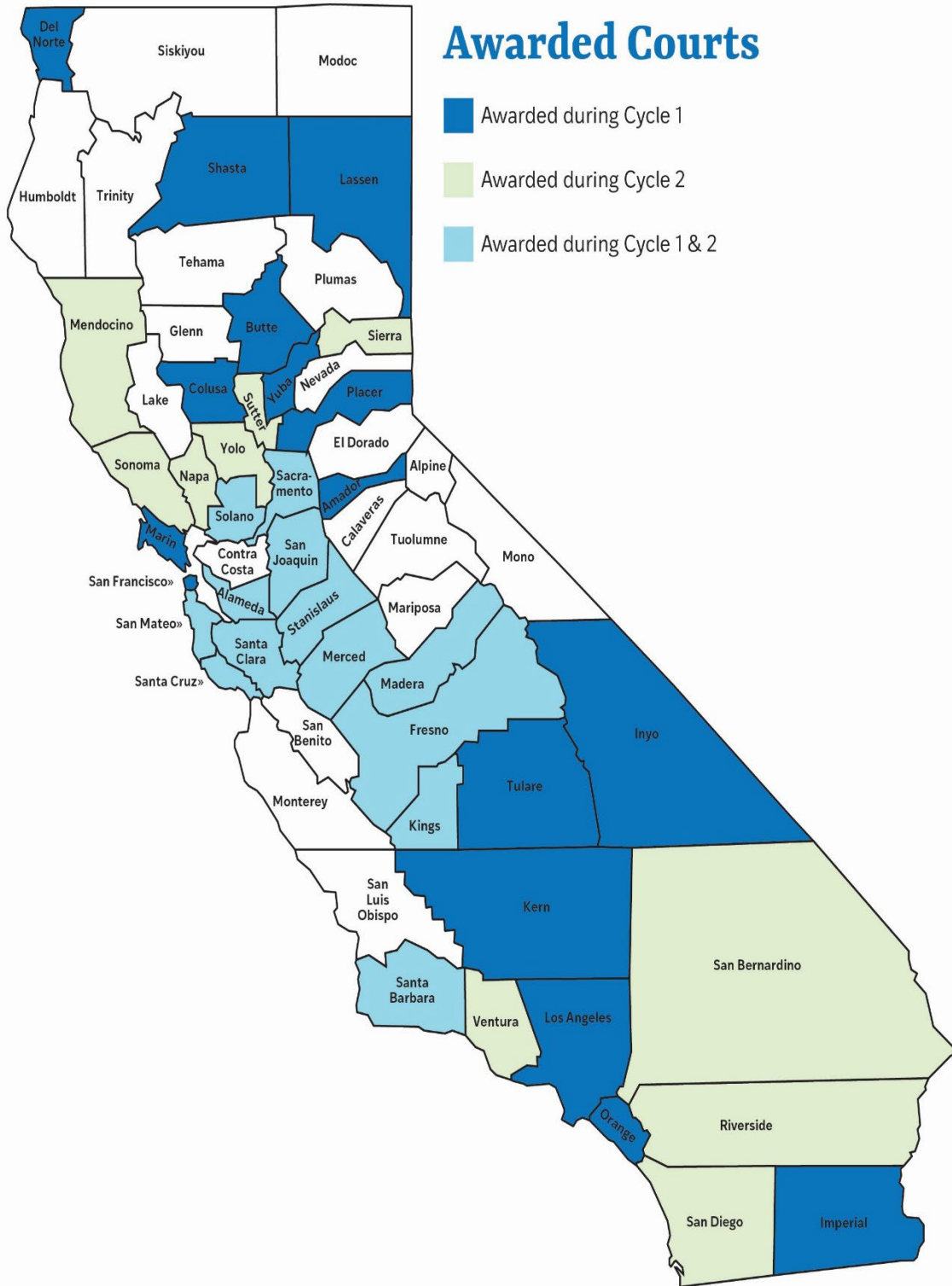
Attachment A – Cycles 1 and 2 Grant Summary

Court	Cycle 1* 29 awarded courts		Cycle 2** 23 awarded courts		Cycles 1 and 2 Total Amount Awarded
	Signage	Technology	Signage	Technology	
Alameda	90,000.00	80,548.00	181,058.68	40,000.00	391,606.68
Amador	20,000.00	29,094.00			49,094.00
Butte	57,023.47	10,000.00			67,023.47
Colusa		2,300.00			2,300.00
Del Norte	2,000.00				2,000.00
Fresno	44,622.44		3,250.00	55,898.63	103,771.07
Imperial	4,100.00	5,500.00			9,600.00
Inyo	10,000.00				10,000.00
Kern	1,973.09	30,704.24			32,677.33
Kings	52,863.00	14,837.42	48,471.00		116,171.42
Lassen	1,000.00	6,000.00			7,000.00
Los Angeles	85,000.00	135,000.00		141,042.27	361,042.27
Madera	43,833.49	18,044.07	29,919.67		91,797.23
Marin		23,080.00			23,080.00
Mendocino			10,500.00	5,700.00	16,200.00
Merced	75,000.00	135,000.00		79,189.07	289,189.07
Napa			41,605.00	6,800.00	48,405.00
Orange	89,430.00	135,000.00			224,430.00
Placer		36,340.00			36,340.00
Riverside				50,800.00	50,800.00
Sacramento	13,700.00	78,492.68	85,520.00	132,342.00	310,054.68
San Bernardino				118,435.81	118,435.81
San Diego			28,247.00	123,769.70	152,016.70
San Francisco	85,000.00	120,000.00			205,000.00
San Joaquin	57,357.00			44,947.17	102,304.17
San Mateo		81,250.00	21,718.00	127,532.32	230,500.32
Santa Barbara	90,000.00	135,000.00	181,058.68	21,020.68	427,079.36
Santa Clara	90,000.00	117,776.98	181,058.68	134,989.22	523,824.88
Santa Cruz	57,023.47	45,746.00	107,414.28		210,183.75
Shasta		34,256.61			34,256.61
Sierra				2,491.00	2,491.00
Solano	19,817.93	15,000.00		89,052.17	123,870.10
Sonoma			80,179.00	54,821.00	135,000.00
Stanislaus	6,184.00	7,395.00		43,030.26	56,609.26
Sutter				22,080.00	22,080.00
Tulare		53,635.00			53,635.00
Ventura				48,711.77	48,711.77
Yolo				7,346.93	7,346.93
Yuba	4,072.11				4,072.11
	1,000,000	1,350,000	1,000,000	1,350,000	4,700,000

*In May 2020, Los Angeles Superior Court notified council staff that it would not be able to use its FY 2019-20 grant award due to the COVID-19 emergency.

**In March 2021, because there was remaining funding for Cycle 2, the council approved the remaining \$141,042.27 in the Cycle 2 technology contingency funding to be distributed to courts including Los Angeles with the court technology modernization funding as part of the Branchwide Remote Appearance Technology Program, including for video remote interpretation.

Attachment B – Map of Awarded Courts



Signage and Technology Court Highlights

Attachment C

Signage

County of Alameda



County of Butte



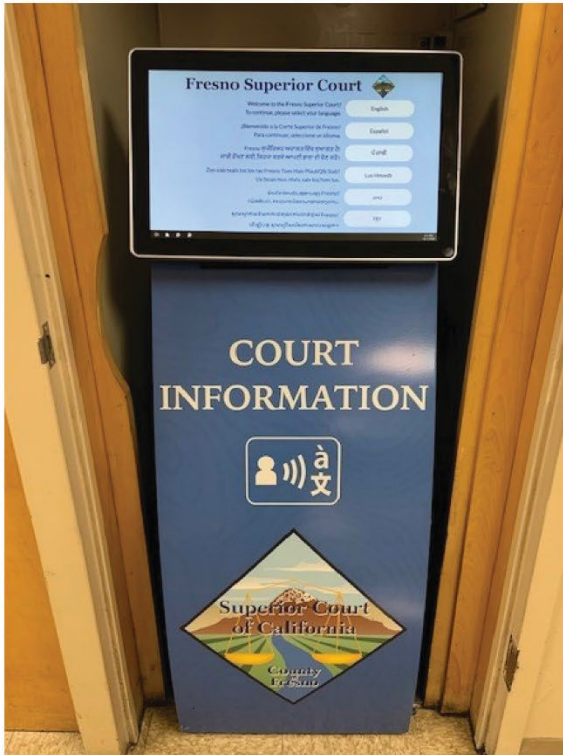
County of Del Norte



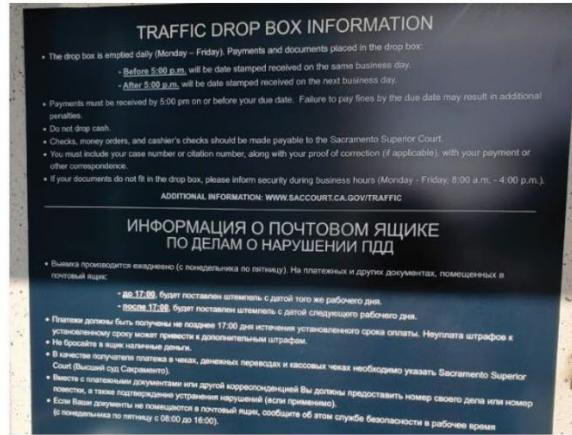
County of Merced



County of Fresno

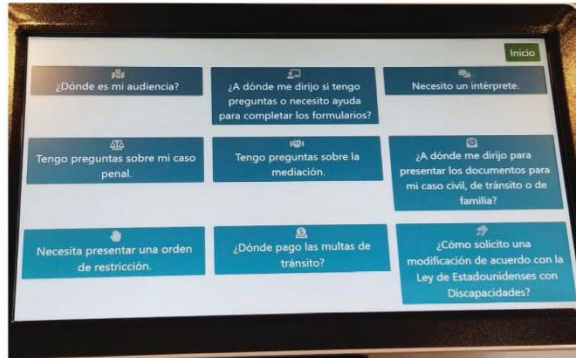
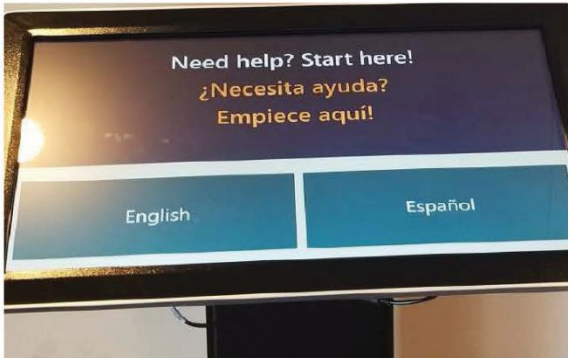


County of Sacramento



Technology

County of Butte



County of King, Digi Wave Interpreter Translation System

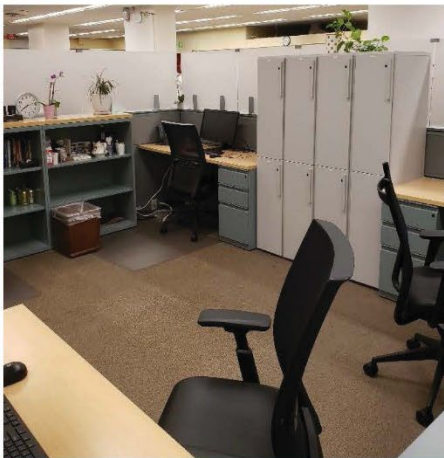


Side-by-Side, Pre-Covid



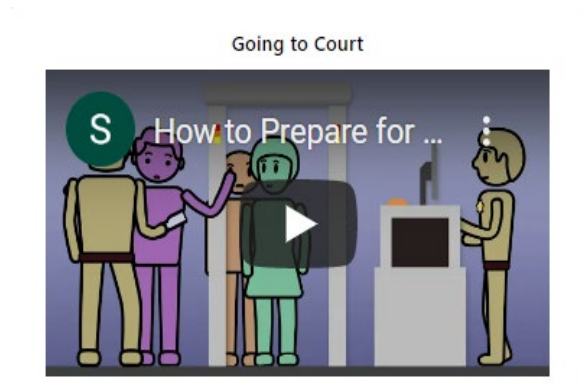
Socially Distanced

County of San Francisco



Equipment and designated area with locking cabinets.

San Mateo Superior Court – Translated web content and explainer video in plain language so court users can easily navigate information they need and understand (https://www.sanmateocourt.org/self_help/)



Solano Superior Court – Video Remote Interpreting screen shot for a Department of Child Support Services (DCSS) calendar

