



# Judicial Council of California

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Advisory Committee on Providing  
Access & Fairness

## **Language Access Subcommittee**

### **Open Meeting Materials Index**

**April 25, 2023, 12:15 – 1:15 p.m.**

1. Notice and Agenda for April 25, 2023, Subcommittee Meeting
2. Draft Minutes from the October 6, 2022, Subcommittee Meeting
3. 2023 PAF Annual Agenda (approved on April 12, 2023)
4. Language Access Signage and Technology Grants PowerPoint Slides
5. Draft Workplan: Public Outreach for Self-Help Guide
6. Self-Help Guide Rack Card and Poster



## Judicial Council of California

Advisory Committee on Providing  
Access & Fairness

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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)(1) and (e)(1))

THIS MEETING IS BEING CONDUCTED BY ELECTRONIC MEANS

THIS MEETING IS BEING RECORDED

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**Date:** April 25, 2023  
**Time:** 12:15 p.m. – 1:15 p.m.  
**Public Log-In:** [Click this link to join](#); Meeting ID: 161 006 5630, Passcode: 387368

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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. Requests can be e-mailed to [lap@juca.ca.gov](mailto:lap@juca.ca.gov).

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

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

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##### Call to Order and Roll Call

##### Approval of Minutes

Approve minutes of the date(s), Advisory Body meeting(s).

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

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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](mailto:lap@jud.ca.gov), attention: Elizabeth Tam-Helmuth. Only written comments received by 12:15 p.m., April 24, 2023, will be provided to advisory body members prior to the start of the meeting.

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**III. DISCUSSION AND POSSIBLE ACTION ITEMS**

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**None.**

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**IV. INFORMATION ONLY ITEMS (NO ACTION REQUIRED)**

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**Info 1**

**Update from Language Access Subcommittee Chair**

Presenter: Hon. Victor A. Rodriguez, Chair; Associate Justice of the Court of Appeal, First Appellate District, Division Three

**Info 2**

**Review Approved 2023 Language Access Projects**

The subcommittee will review approved language access projects on the 2023 Annual Agenda for the Advisory Committee on Providing Access and Fairness.

Presenters: Ms. Irene Balajadia, Senior Analyst, Language Access Services  
Ms. Elizabeth Tam-Helmuth, Senior Analyst, Language Access Services

**Info 3**

**Self-Help Guide**

Judicial Council staff will provide a presentation on the California Courts Online Self-Help Guide, including the newly dedicated language webpages.

Presenters: Ms. Kelley Stieler, Attorney II, Center for Families, Children & the Courts  
Ms. Elizabeth Tam-Helmuth, Senior Analyst, Language Access Services

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**V. ADJOURNMENT**

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**Adjourn**



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[lap@jud.ca.gov](mailto:lap@jud.ca.gov)

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

### MINUTES OF OPEN MEETING WITH CLOSED SESSION

October 6, 2022

12:15 p.m. – 1:15 p.m.

**Advisory Body Members Present:** Hon. Victor A. Rodriguez, Chair, Hon. Manuel J. Covarrubias, Ms. Janet Hudec, Hon. Richard Y. Lee, Ms. Shirley Luo, Hon. Louis R. Mauro, Ms. Julie Paik, and Ms. Fariba Soroosh

**Advisory Body Members Absent:** None

**Others Present:** Ms. Irene Balajadia, Ms. Lisa Chavez, Mr. Douglas Denton, Ms. Diana Glick, Ms. Tatjana Gruner, Ms. Eunice Lee, Ms. Jannie Scott, Ms. Elizabeth Tam-Helmuth, Mr. Gregory Tanaka, and Ms. Esther Vang

#### OPEN MEETING

##### Call to Order and Roll Call

The chair called the meeting to order at 12:15 p.m., and staff took roll call.

##### Approval of Minutes

The Subcommittee reviewed and approved the minutes of the April 5, 2022, meeting.

#### INFORMATIONAL ITEMS (ITEMS 1-3)

##### Info 1: Update from Language Access Subcommittee Chair

Chair Justice Victor Rodriguez shared effective September 15, 2022, along with Judge Brazile, he will serve as Co-Chair of PAF and will continue to serve as Chair of the Language Access Subcommittee. Justice Rodriguez introduced new staff to the language access team, Administrative Coordinator Tatjana Gruner. PAF staff conducted the PAF New Member Orientation to welcome and onboard new PAF members on September 27, 2022. Justice Rodriguez acknowledged new PAF member Shirley Luo, Program Manager with the Asian Pacific Institute on Gender Based Violence, who agreed to join the subcommittee. He acknowledged outgoing PAF member David Levin for his service and contribution to PAF and the subcommittee.

##### Info 2: Data Analytics Tool

Senior Analyst Jannie Scott presented on the language access data analytics tool, designed to capture a smaller set of data to complement data that is capture from other data sources, included

the Court Interpreter Data Collection System (CIDCS). Ms. Scott walked the subcommittee through the data tool in Qualtrics.

**Info 3: Review 2022 and Potential 2023 Language Access Projects**

Senior Analyst Elizabeth Tam-Helmuth provided an update on the subcommittee’s current language access projects on the 2022 PAF Annual Agenda and referenced the document in the meeting materials, “2022 PAF Language Access Subcommittee Annual Agenda Accomplishments.” She summarized the completion of 2022 languages access projects.

Ms. Tam-Helmuth discussed two potential projects for the 2023 PAF Annual Agenda, adhering to the direction of the co-chairs of the Council’s Executive and Planning Committee, to focus on the highest priority items: 1. Language Access Signage and Technology (S&T) Grants - launch of the S&T Cycle 5 Grants, Fiscal Year 2023-2024, in Spring 2023; and a potential new project to work with staff to gather ideas and strategies to support public outreach and help ensure that multilingual resources on the California Courts Online Self-Help Guide are reaching LEP communities.

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**A D J O U R N M E N T**

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There being no further open meeting business, the meeting was adjourned at 12:45 p.m.

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**C L O S E D S E S S I O N**

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**Item 1**

Update Bench Card on Working with Court Interpreters (Action)  
Cal. Rules of Court, Rule 10.75 (d)(10)

Presenter: Diana Glick, Attorney II, Center for Families, Children, and the Courts

**Item 2**

Development of Web-Based Translation Guide and Demonstration (No Action Required)

Presenter: Lisa Chavez, Supervising Analyst, Language Access Services

Adjourned closed session at 1:15 p.m.

Approved by the advisory body on enter date.

# Advisory Committee on Providing Access and Fairness

## Annual Agenda<sup>1</sup>— 2023

Approved by the Executive and Planning Committee: April 12, 2023

### I. COMMITTEE INFORMATION

<b>Chair:</b>	Hon. Victor A. Rodriguez, Co-chair, Associate Justice of the Court of Appeal, First Appellate District, Division Three Hon. Kevin C. Brazile, Co-chair, Judge of the Superior Court of California, County of Los Angeles
<b>Lead Staff:</b>	Ms. Cristina Resendiz-Johnson, Attorney, Center for Families, Children & the Courts
<b>Committee's Charge/Membership:</b> <a href="#">Rule 10.55</a> of the California Rules of Court states the charge of the Advisory Committee on Providing Access and Fairness (PAF), which is to make recommendations for improving access to the judicial system, fairness in the state courts, diversity in the judicial branch, and court services for self-represented parties. The committee also makes recommendations to the Center for Judicial Education and Research (CJER) Advisory Committee, proposals for the education and training of judicial officers and court staff.  <a href="#">Rule 10.55(c)</a> sets forth the membership position of the committee. PAF has 30 members. The current committee <a href="#">roster</a> is available on the committee's web page.	
<b>Subcommittees/Working Groups<sup>2</sup>:</b>  <ol style="list-style-type: none"><li>1. Judicial Diversity Toolkit Working Group: Review and consider ideas and recommendations in collaboration with members of the State Bar's Council on Access and Fairness (COAF) for future updates to design and content to the newly created Pathways to Judicial Diversity website; lead efforts on disseminating information statewide through collaboration with justice partners.</li><li>2. Standing Language Access Subcommittee: Advise and present recommendations to PAF regarding the Language Access Plan (LAP) and its overarching goal of ensuring access to justice for all court users, especially court users with limited English proficiency; as appropriate, make recommendations to PAF in the areas of technology, education, and translation; as well as recommendations on legislative and rule of court proposals to enhance language access services throughout the judicial branch.</li></ol>	

<sup>1</sup> The annual agenda outlines the work a committee will focus on in the coming year and identifies areas of collaboration with other advisory bodies and the Judicial Council staff resources.

<sup>2</sup> California Rules of Court, rule 10.30 (c) allows an advisory body to form subgroups, composed entirely of current members of the advisory body, to carry out the body's duties, subject to available resources, with the approval of its oversight committee.

3. Ad Hoc Legislation Working Group: Review and receive updates on legislation from the Judicial Council Governmental Affairs in the areas of access and fairness affecting the judicial branch.
4. Ad Hoc Racial Justice Working Group: The working group will gather information on branch wide efforts in Racial Justice and bias, work with stakeholders in promoting those activities, and to consider recommendations on Racial Justice within the branch to the committee.

**Meetings Planned for 2023<sup>3</sup> (Advisory body and all subcommittees and working groups)**

Date/Time/Location or Teleconference:

Regular bi-monthly teleconference meetings on third Thursdays, 12:15–1:15 p.m., beginning February 2023.

Check here if exception to policy is granted by Executive Office or rule of court.

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<sup>3</sup> Refer to [Operating Standards for Judicial Council Advisory Bodies](#) for governance on in-person meetings.

## II. COMMITTEE PROJECTS

#	New or One-Time Projects <sup>4</sup>	
1.	<b>Project Title:</b> Public Outreach for the Online California Courts Self-Help Guide ( <i>New Implementation Project</i> )	<b>Priority<sup>5</sup></b> <b>Strategic Plan Goal<sup>6</sup></b> I
<p><b>Project Summary<sup>7</sup>:</b> The PAF Language Access Subcommittee will do the following:</p> <p>The Language Access Subcommittee will work with Judicial Council staff to gather ideas and strategies and will conduct public outreach to help ensure that multilingual resources, including new remote materials, on the <a href="#">Self-Help Guide</a> are reaching Limited English Proficient (LEP) communities.</p> <p>These materials include assistance for self-represented litigants, including infographics, flyers, brochures, videos, and public service announcements. They will provide information to help LEP court users understand if they need an interpreter, how to request an interpreter for court, and basic information about court processes (e.g., preparing for small claims trial, serving legal papers, and understanding fee waivers).</p> <p>The online California Courts Self-Help Guide will have multilingual materials through the new language drop-down menu. The languages will include: Arabic, Chinese (Simplified and Traditional), Farsi, Korean, Punjabi, Russian, Spanish, Tagalog, and Vietnamese.</p> <p><b>Status/Timeline:</b> By December 30, 2023.</p> <p><b>Fiscal Impact/Resources:</b> Center for Families, Children &amp; Courts (CFCC), Public Affairs, and Information Technology (Webcontent) staff.</p> <p><input type="checkbox"/> <i>This project may result in an allocation or distribution of funds to the courts. We will coordinate with Budget Services to ensure their review of relevant materials.</i></p>		

<sup>4</sup> All proposed projects for the year must be included on the Annual Agenda. If a project implements policy or is a program, identify it as *implementation* or a *program* in the project description and attach the Judicial Council authorization/assignment or prior approved Annual Agenda to this Annual Agenda.

<sup>5</sup> For non-rules and forms projects, select priority level 1 (must be done) or 2 (should be done). For rules and forms proposals, select one of the following priority levels: 1(a) Urgently needed to conform to the law; 1(b) Urgently needed to respond to a recent change in the law; 1(c) Adoption or amendment of rules or forms by a specified date required by statute or council decision; 1(d) Provides significant cost savings and efficiencies, generates significant revenue, or avoids a significant loss of revenue; 1(e) Urgently needed to remedy a problem that is causing significant cost or inconvenience to the courts or the public; 1(f) Otherwise urgent and necessary, such as a proposal that would mitigate exposure to immediate or severe financial or legal risk; 2(a) Useful, but not necessary, to implement statutory changes; 2(b) Helpful in otherwise advancing Judicial Council goals and objectives.

<sup>6</sup> Indicate which goal number of The Strategic Plan for California’s Judicial Branch the project most closely aligns.

<sup>7</sup> A key objective is a strategic aim, purpose, or “end of action” to be achieved for the coming year.



#	New or One-Time Projects <sup>4</sup>
	<p data-bbox="176 191 1461 224"><i>Internal/External Stakeholders:</i> Trial courts, public including LEP court users, and justice partners.</p> <p data-bbox="176 269 919 302"><i>AC Collaboration:</i> PAF Language Access Subcommittee.</p>

#	Ongoing Projects and Activities <sup>4</sup>	
1.	<b>Project Title: Diversity in The Branch (Implementation Project)</b>	<b>Priority 1</b>
<p data-bbox="170 302 772 342"><b>Project Summary:</b> PAF will do the following:</p> <ul style="list-style-type: none"> <li data-bbox="226 383 1965 488">a) Continue to update the newly revised toolkit, <a href="#">Pathways to Judicial Diversity</a> based on feedback received from users. Conduct presentations and continue the rollout of the toolkit statewide in collaboration with justice partners, provided sufficient resources are available.</li> <li data-bbox="226 496 1906 570">b) Continue to serve as a subject matter resource with justice partners and stakeholders on initiatives for increasing diversity in the judicial branch.</li> <li data-bbox="226 578 1833 651">c) Continue to collaborate with CJER staff on improving and expanding educational resources in areas under PAF’s purview and expertise related to diversity, inclusion, and fairness.</li> <li data-bbox="226 667 1854 1049">d) Work on any implementation of the recommendations from the 2021 Judicial Diversity Summit that were approved by the Judicial Council on December 2, 2022, and referred for further consideration to the Executive and Planning Committee and Legislation Committee. On March 3, 2023, the Executive and Planning Committee referred the following recommendations to PAF and its Judicial Council staff for consideration: <ul style="list-style-type: none"> <li data-bbox="317 829 1812 870">a. Summit recommendation 1, <i>Increase Education and Resources on Judicial Appointments and Elections Process</i>;</li> <li data-bbox="317 878 1854 959">b. Summit recommendation 3, <i>Strengthen Efforts to Mentor Judicial Officers on the Bench as a Crucial Component of Their Continued Professional Development and Advancement</i>; and</li> <li data-bbox="317 967 1755 1049">c. Summit recommendation 4, <i>Strengthen and Coordinate Judicial Outreach to Connect with Diverse Younger Generations</i>.</li> </ul> </li> </ul> <p data-bbox="170 1081 1560 1122">This task was included on the committee’s prior Annual Agenda. Item <i>d</i> was updated to include new details.</p> <p data-bbox="170 1154 527 1195"><b>Status/Timeline:</b> Ongoing.</p> <p data-bbox="170 1227 814 1268"><b>Fiscal Impact/Resources:</b> CFCC and CJER staff.</p> <p data-bbox="170 1276 1906 1349"><input type="checkbox"/> <i>This project may result in an allocation or distribution of funds to the courts. We will coordinate with Budget Services to ensure their review of relevant materials.</i></p> <p data-bbox="170 1382 1833 1422"><b>Internal/External Stakeholders:</b> California Judges Association, California Lawyers Association, and California ChangeLawyers.</p>		

#	<b>Ongoing Projects and Activities<sup>4</sup></b>	
	<i>AC Collaboration:</i> Judicial Diversity Toolkit Working Group, Executive and Planning Committee, Legislation Committee, CJER Advisory Committee, and Trial Court Presiding Judges Advisory Committee.	
#	<b>Ongoing Projects and Activities<sup>4</sup></b>	
2.	<b>Project Title: Ad Hoc Racial Justice Working Group (Implementation Project)</b>	<b>Priority 1</b>
	<b>Strategic Plan Goal I</b>	
	<p><b>Project Summary:</b> PAF will do the following:</p> <ul style="list-style-type: none"> <li>a) Continue to review and provide updates regarding the branch’s efforts to address racial bias and fairness. The working group will gather information on branch wide efforts in racial justice and bias, work with stakeholders in promoting those activities, and consider recommendations on racial justice within the branch to the committee.</li> <li>b) Continue to develop an online Racial Justice Toolkit that would provide educational and training resources to assist local courts with increasing access and fairness in the area of racial justice.</li> </ul> <p>This task was included on the committee’s prior Annual Agenda. Item <i>b</i> was updated to include new details.</p> <p><b>Status/Timeline:</b> Ongoing.</p> <p><b>Fiscal Impact/Resources:</b> CFCC and Information Technology (IT) staff.</p> <p><input type="checkbox"/> <i>The project includes allocations or distributions of funds to the courts, which have been reviewed and approved by Budget Service.</i></p> <p><b>Internal/External Stakeholders:</b> CJER, IT, and Criminal Justice Services (CJS) staff.</p> <p><b>AC Collaboration:</b> This item may include collaboration with various Judicial Council advisory bodies, including, but not limited to: Family and Juvenile Law Advisory Committee, Trial Court Presiding Judges Advisory Committee (TCPJAC), Court Executives Advisory Committee (CEAC), Collaborative Justice Courts Advisory Committee (CJCAC), Traffic Advisory Committee (TAC), (Criminal Law Advisory Committee (CLAC), Civil and Small Claims Advisory Committee (C&amp;SCAC), Information Technology Advisory Committee (ITAC); and Judicial Branch Ethics, and Fairness Curriculum Committee.</p>	

# Ongoing Projects and Activities <sup>4</sup>		
3.	<b><i>Project Title: Language Access Signage and Technology Grants, Cycle 5 (Implementation Project)</i></b>	<b><i>Priority 1</i></b>
		<b><i>Strategic Plan Goal I</i></b>
<p><b><i>Project Summary</i></b><sup>7</sup>: The PAF Language Access Subcommittee will do the following:</p> <ul style="list-style-type: none"> <li>a) In coordination with the Judicial Council Executive Office, PAF Language Access Subcommittee, Information Technology Advisory Committee, and Technology Committee, the Center for Families, Children &amp; the Courts Language Access Services Program will disburse ongoing monies (\$2.35 million each year) from the 2018 Budget Act as grants to trial courts for language access signage and technology initiatives on an annual basis. The grant program commenced in September 2019, following council approval.</li> <li>b) For fiscal year 2023–24, the grant cycle (Cycle 5) will commence in spring/summer 2023. Council staff will continue to develop annual reports on the grant program.</li> </ul> <p>This grant project does result in recommendations to the Judicial Council and was approved on the committee’s 2020 annual agenda. Item <i>b</i> was updated to include new details.</p> <p><b><i>Status/Timeline:</i></b> Ongoing.</p> <p><b><i>Fiscal Impact/Resources:</i></b> CFCC, Branch Accounting and Procurement, and IT staff, ongoing monies from 2018 Budget Act.</p> <p><input checked="" type="checkbox"/> <i>This project may result in an allocation or distribution of funds to the courts. We will coordinate with Budget Services to ensure their review of relevant materials.</i></p> <p><b><i>Internal/External Stakeholders:</i></b> Information Technology; trial courts and public, including LEP court users.</p> <p><b><i>AC Collaboration:</i></b> PAF Language Access Subcommittee, ITAC, and Technology Committee.</p>		
4.	<b><i>Project Title: Collaborate and Provide Subject Matter Expertise (Implementation Project)</i></b>	<b><i>Priority 1</i></b>
		<b><i>Strategic Plan Goal I</i></b>
<p><b><i>Project Summary:</i></b> PAF will do the following:</p> <p>Serve as lead/subject matter resource for issues under the committee’s charge to avoid duplication of efforts and contribute to development of recommendations for council action.</p>		

**# Ongoing Projects and Activities<sup>4</sup>**

Serve as subject matter resource for other stakeholders on subjects under the committee’s charge to increase efficiency and avoid duplication of services within the branch.

Provide education and technical assistance to the court self-help centers; make recommendations to the Judicial Council, as needed, regarding reports to the legislature on self-help services, requests for funding for self-help and updates to the [Guidelines for the Operation of Self-Help Centers in California Trial Courts](#) as provided by [California Rules of Court, rule 10.960\(e\)](#).

Continue collaborations with the TAC, CLAC, and other relevant Judicial Council advisory bodies and staff on recommendations to improve access and fairness in traffic court. These collaborations started in 2017 when the Rules Committee Chair directed PAF to collaborate with TAC and CLAC on recommendations to improve access and fairness in traffic court. This resulted in liaison relationships between the three committees as well as successful collaborations on several rules and forms, including the “Ability to Pay” rules and forms which went into effect in April 2018. PAF will continue to collaborate with and provide subject-matter expertise to CLAC and TAC as appropriate.

Per a request from CLAC, provide subject matter expertise as CLAC undertakes a project to perform a user-centered design review of the Judicial Council’s criminal law forms. This may include recommendations regarding plain language translation, usability testing, use of informational sheets, and other factors affecting the user-friendliness of forms that CLAC seeks to review.

Provide technical assistance to JusticeCorps program on evaluation of members’ career paths and promote program’s efforts to increase diversity in the legal system and enhance civics education.

*Post Pandemic Initiative-* Outreach on Remote Services including the SRL portal.

*Post Pandemic Initiative-* Explore partnerships with community-based organizations to assist with remote proceedings.

This task was included on the committee’s prior Annual Agenda.

**Status/Timeline:** Ongoing.

**Fiscal Impact/Resources:** CFCC, Governmental Affairs, and CJS staff.

*This project may result in an allocation or distribution of funds to the courts. We will coordinate with Budget Services to ensure their review of relevant materials.*

**Internal/External Stakeholders:** None.

#	<b>Ongoing Projects and Activities<sup>4</sup></b>	
	<i>AC Collaboration:</i> This item may include collaboration with various Judicial Council advisory bodies, including, but not limited to: Family and Juvenile Law Advisory Committee, TCPJAC, CEAC, CJCAC, TAC, CLAC, C&SCAC, ITAC; and Judicial Branch Ethics, and Fairness Curriculum Committee.	
5.	<b><i>Project Title: Improving Access and Fairness through Technology (Implementation Project)</i></b>	<b><i>Priority 1</i></b>
	<p data-bbox="174 475 751 508"><b><i>Project Summary:</i></b> PAF will do the following:</p> <ul style="list-style-type: none"> <li data-bbox="174 548 1892 618">a) Continue coordinating with the Judicial Council’s ITAC on the development of the online California Courts Self-Help Guide. (See <a href="#">The Critical Role of the State Judiciary in Increasing Access for Self-Represented Litigants: Self-Help Access 360</a>);</li> <li data-bbox="174 621 1843 691">b) Coordinate with the Judicial Council’s ITAC on development of a new reporting portal to assist courts in complying with Civil Code section 54.8 regarding assisted listening devices;</li> <li data-bbox="174 695 1461 727">c) Discuss and explore with ITAC other intersections between access, fairness, and technology; and</li> <li data-bbox="174 730 1881 800">d) Explore how to encourage the use of technologies that benefit court users with disabilities. This project does not result in recommendations to the Judicial Council and was approved on the committee’s 2016 annual agenda.</li> </ul> <p data-bbox="174 846 527 878"><b><i>Status/Timeline:</i></b> Ongoing.</p> <p data-bbox="174 919 768 951"><b><i>Fiscal Impact/Resources:</i></b> CFCC and IT staff.</p> <p data-bbox="174 959 1902 1029"><input type="checkbox"/> <i>This project may result in an allocation or distribution of funds to the courts. We will coordinate with Budget Services to ensure their review of relevant materials.</i></p> <p data-bbox="174 1073 684 1105"><b><i>Internal/External Stakeholders:</i></b> None.</p> <p data-bbox="174 1146 512 1179"><b><i>AC Collaboration:</i></b> ITAC.</p>	

### III. LIST OF 2022 PROJECT ACCOMPLISHMENTS

#	Project Highlights and Achievements
1.	<p><b>Diversity in the Branch:</b> PAF collaborated with the California Lawyers Association and California Judges Association in 2021 to present a three-day Judicial Diversity Summit with six pre-sessions by videoconference. Over 500 people attended the various events for the Judicial Diversity Summit. On December 2, 2022, the Judicial Council received the 2021 Judicial Diversity Summit Report and Recommendations and referred for further consideration and referral to appropriate advisory bodies, four recommendations to the Executive and Planning Committee, and one recommendation to the Legislation Committee.</p> <p>Status: Presentations of toolkit and judicial diversity data will be ongoing.</p>
2.	<p><b>Collaborate and Provide Subject Matter Expertise:</b> Staff continued to provide weekly statewide training to Self-Help Center staff on a wide variety of subject matters such as family law updates, forms changes, and customer service in remote proceedings.</p> <p>Status: Ongoing.</p>
3.	<p><b>Evaluate Strategies to Support Courts with Implementation of California Rules of Court, Rule 1.300 (Language Access in Court Ordered Services):</b> PAF’s Language Access Subcommittee consulted with the National Center for State Courts (NCSC) to develop strategies to support courts with California Rules of Court, rule 1.300 implementation. In August 2022, PAF approved a workplan developed by staff to work with the NCSC to develop specific work products to support rule 1.300 implementation.</p> <p>Status: Completed.</p>
4.	<p><b>Language Access Signage and Technology Grants: Language Access Signage and Technology Grants:</b> In coordination with the Judicial Council Executive Office, PAF Language Access Subcommittee, ITAC, and Technology Committee, CFCC Language Access Services Program disbursed ongoing monies (\$2.35 million each year) for language access signage and technology grants, which are supported by the 2018 Budget Act. In December 2022, for Cycle 4 of the grant program (FY 2022–23), the council approved grants for 26 courts.</p> <p>Status: Ongoing.</p>
5.	<p><b>Update Bench Card: Working with Court Interpreters:</b> PAF’s Language Access Subcommittee revised the Bench Card: Working with Court Interpreters (which was developed in January 2017, under the Language Access Plan Implementation Task Force). Revisions to the bench card include guidance for judges on appointment of interpreters, waiver by the LEP of an interpreter, and appropriate use of technology when having remote hearings that require language assistance.</p> <p>Status: Completed.</p>
6.	<p><b>Create Multilingual Instructional Materials for LEP Court Users on How to Participate Remotely:</b> Language Access Services staff worked with the NCSC and Information Technology to create new instructional infographics and short videos to educate LEP court users on how to participate remotely in hearings for civil and family law matters, including actions involving an interpreter, using the Zoom platform. The final materials were translated into the top eight languages and posted on the online Self-Help Guide and shared with the Language Access Representatives.</p> <p>Status: Completed.</p>
7.	<p><b>Align Language Access Data Analytics with Branch-wide Data Analytics Framework:</b> PAF’s Language Access Subcommittee and staff developed a shorter and more focused data analytics tool to replace the annual language access survey. The Qualtrics tool identifies a narrow set of language access metrics to complement existing data sources. Staff launched the data analytics tool in December 2022.</p>

#	Project Highlights and Achievements
	Data from the tool will be used for internal planning and to supplement the annual Language Access Metrics Report. Status: Completed.
8.	<b>Improving Access and Fairness through Technology:</b> PAF, in collaboration with the Judicial Council’s ITAC, continued developing and launched an updated online California Courts Self-Help Guide in English and Spanish. Status: Ongoing.





# Language Access Signage and Technology Grant Program

PAF Language Access  
Subcommittee Open Meeting

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April 25, 2023



# Signage and Technology Grant Overview



2018 Budget Act provided ongoing funding of \$2.55M



\$1M for Signage and \$1.35M for Technology projects. \$200K is set aside for JCC translation



Courts may apply for each category and for multiple projects



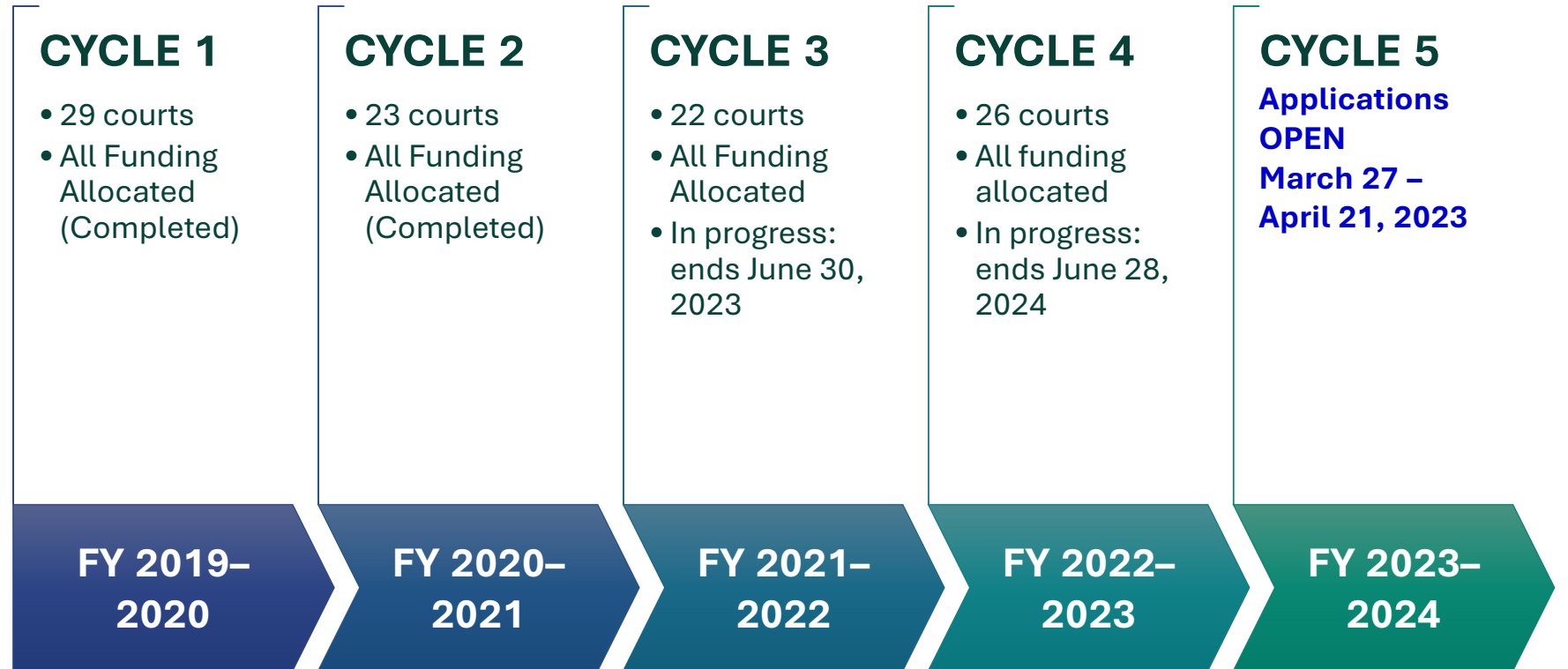
Max application \$200K for Signage and \$270K for Technology

# S&T Grant Program Goals

Support courts in expanding language access as a core service of the court, through signage and technology initiatives



# Grant Cycles to Date



# Grant Categories

## Signage

- Translation of signage not in glossary
- Plain language review and translation costs for court websites

- Electronic digital displays, and/or signage consultant

- Automated queue management systems

- Multilingual static signage

## Technology

- Telephonic/video remote solutions
- Interpreter equipment

- Scheduling or other software

- Multilingual videos

- Audiovisual systems upgrades

- Multilingual kiosks

## Funding Parameters

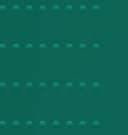
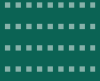
One-time funding

Courts may apply each year for multi-year projects

Projects must be completed, and items purchased, by June 30, 2025

Grant requests may include facilities modification costs

Reimbursable grant



# Courts Highlights

Cycles 1, 2, and 3 Completed Projects





COURTROOM 5

CLERK'S OFFICE

SELF HELP  
CENTER

FAMILY LAW  
FACILITATOR

FAMILY COURT  
SERVICES

*Sala de audiencia 5*

*Oficina del secretario*

*Centro de autoayuda*

*Facilitador de derecho  
de familia*

*Servicios del tribunal  
de familia*



← JURY SERVICES  
*Servicios del jurado*

↗ COURTROOMS 1-4  
*Salas de audiencia 1-4*

↗ COURT  
ADMINISTRATION  
*Administración judicial*

SELF HELP CENTER  
FAMILY LAW  
FACILITATOR  
FAMILY COURT  
SERVICES

*Centro de autoayuda  
Facilitador de derecho de familia  
Servicios del tribunal de familia*

Need help? Start here!

¿Necesita ayuda?

Empiece aquí!

English

Español

**“The expected project outcome and desired benefits included improved services for LEP court users. Through enhanced signage, users can more easily navigate through the courthouse and identify areas of assistance provided in their language.”**

**Butte Superior Court**





**“With this grant, our courtrooms are equipped with technology needed for Video Remote Interpreting and secured the technology to create remote interpreter stations around the court.”**

**San Bernardino Superior Court**



“This project has included a full overhaul of all the digital signage in the courthouse that includes updated more easily readable screen layouts and new displays to better assist our court users.”

Sutter Superior Court

# Application Timing & Process



**APPLICATIONS OPEN**  
MARCH 27 - APRIL 21,  
2023



**REVIEW AND  
APPROVAL BY THREE  
ADVISORY  
COMMITTEES**



**FINAL REVIEW AND  
APPROVAL BY  
JUDICIAL COUNCIL**



**NOTICE OF AWARDS  
TO COURTS**



**CONTRACTS TO  
AWARDED COURTS  
FOR REVIEW AND  
SIGNATURE**



**20-MONTH  
CONTRACT  
(NOVEMBER 1, 2023 -  
JUNE 30, 2025)**

# S&T Grant Program

Contact:

Irene Balajadia, Senior Analyst  
[irene.balajadia@jud.ca.gov](mailto:irene.balajadia@jud.ca.gov)



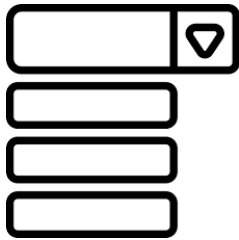


## Workplan: Public Outreach for Self-Help Guide (2023 PAF Annual Agenda Project)

The PAF Language Access Subcommittee will work with Judicial Council staff to gather ideas and strategies to support public outreach and help ensure that multilingual resources, including new remote materials, on the [Self-Help Guide](#) are reaching Limited English proficient (LEP) communities.

These materials include assistance for self-represented litigants, including infographics, flyers, brochures, videos, and public service announcements. They will provide information to help LEP court users understand if they need an interpreter, how to request an interpreter for court, and basic information about court processes (e.g., preparing for small claims trial, serving legal papers, and understanding fee waivers).

The Self-Help Guide will have multilingual materials through the new language drop down menu, in the following languages\*:



- Arabic
- Chinese (Simplified and Traditional)
- Farsi
- Korean
- Punjabi
- Russian
- Tagalog
- Vietnamese

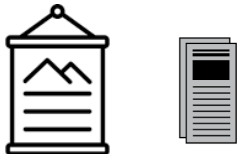
\*The Self-Help Guide site has been translated into Spanish.

### Steps to Take with PAF Language Access Subcommittee

1. Review English and multilingual materials on Self-Help Guide
2. Discuss possible strategies to promote Self-Help Guide

### Possible strategies

1. **Poster and Rack Card:** Promote overall Self-Help Guide site with promotional materials developed in form of poster and rack card (two-sided, English and Spanish):



- Dissemination of poster/rack card to superior courts - self-help centers, family court services offices, and clerk's offices
- Dissemination of poster/rack card to law libraries in the state
- Dissemination of poster/rack card to county and ethnic bar associations.

2. **Direct Email Outreach:** Target language communities (justice partners and community organizations), through direct e-mail outreach, for which multilingual educational materials have been developed. Use email marketing platform with metrics to gauge effectiveness.
3. **Conduct Webinars:** Conduct webinars in 2023 (Spring – Summer; TBD). Host webinars with, for example, Court Language Access Representatives, Self-Help Center staff, Family Court Services staff and other court stakeholders to promote the Self-Help Guide.
4. **Partner with Libraries:** Partner with interested CA libraries to promote materials.
5. **Partner with Local and Ethnic Bar Groups:** Partner with CA bar groups to promote materials to members.
6. **Partner with Legal Services Organizations:** Partner with Legal Services Organizations to promote materials to clients.
7. **Partner with Self-Help Staff:** Partner with Self-Help staff to promote materials to clients.
8. **Communications:** Work with Judicial Council Public Affairs to promote Self-Help Guide and new language drop down menu, through social media, Newsroom and Courts News Update.
9. **Develop metrics:** Work with Webcontent to develop metrics on SHG web hits, including web user feedback.

Attachments: Self-Help Guide Poster  
Self-Help Guide Rack Card

*Have questions about going to court?*

## The Self-Help Guide to the California Courts has answers



### Get help with

- Starting and finishing a court case
- Finding the right court forms
- Understanding your options if you've been sued
- Preparing for your day in court
- Finding free and low-cost legal help

Divorce | Child Custody  
Eviction | Restraining Orders  
Small Claims | Guardianship  
Debt Collection

Disponible en español e inglés

Find out more at  
[selfhelp.courts.ca.gov](https://selfhelp.courts.ca.gov)



JUDICIAL COUNCIL  
OF CALIFORNIA

*¿Tiene preguntas sobre la corte?*

**La Guía de ayuda de las Cortes de California tiene respuestas**



### **Obtenga ayuda para**

- Iniciar y terminar un caso de la corte
- Encontrar los formularios correctos de la corte
- Comprender sus opciones si lo han demandado
- Prepararse para su audiencia en la corte
- Encontrar ayuda legal gratis y de bajo costo

**Divorcio | Custodia de los hijos  
Desalojo | Órdenes de restricción  
Reclamos menores | Tutela de menores  
Cobranza de deudas**

**Disponible en español e inglés**

Puede obtener más información en [sucorte.ca.gov](http://sucorte.ca.gov)



JUDICIAL COUNCIL  
OF CALIFORNIA



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JUDICIAL COUNCIL  
OF CALIFORNIA