COURT LANGUAGE ACCESS SURVEY REPORT

MAY 2020

Language Access Services Program
Center for Families, Children & the Courts

JUDICIAL COUNCIL OF CALIFORNIA
OPERATIONS AND PROGRAMS DIVISION
CENTER FOR FAMILIES, CHILDREN & THE COURTS

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Appendix to *Court Language Access Survey Report*

Introduction

On behalf of the Language Access Subcommittee of the Advisory Committee on Providing Access and Fairness, this *Court Language Access Survey Report* was prepared by the Judicial Council's Language Access Implementation (LAI) unit. The information within this report was collected via an online survey administered to the courts in the summer of 2019. The answers provided by court staff are in reference to interpreter or language access services provided in their respective courts as of June 30, 2019. This current report, and the survey responses it is based upon, are a follow-up to similar annual language access surveys and corresponding reports issued for 2016, 2017, and 2018.

Beginning in 2019, the annual survey moved from the calendar year cycle to the fiscal year cycle; hence, this report covers July 2018 through June 2019. While some questions in the survey have changed over time, they aim to gauge the level of expansion of interpreter services into civil matters that has been a core focus of language access policy within California for the last five years. The survey, however, includes many other questions relating to language access services such as (1) the interpreter complaint process, (2) estimates of additional funding necessary to reach full civil expansion or to address other court needs, (3) adherence to provisional qualification procedures, and (4) documenting the languages for which courts routinely experience a shortage of interpreters. The survey data, along with court interpreter expenditures and interpreter usage reporting, assist the Judicial Council and the Language Access Subcommittee in assessing the extent to which language access services are being provided in the courts and to identify areas that may need improvement.

Along with the 2015 adoption of the *Strategic Plan for Language Access in the California Courts* (the Language Access Plan, or LAP), a hierarchy of civil case types was created with the passage of AB 1657 and Evidence Code section 756. This hierarchy established eight different priority levels for civil case types should a court not have enough resources to cover all interpreter requests in civil matters. This year marks the first since the adoption of the Language Access Plan that all 58 superior courts throughout California have expanded into all eight of those civil case type priority levels. This does not necessarily mean that every court has the resources to cover 100% of interpreter requests in all eight priority levels. Instead, it implies that every court strives to cover every request for language access regardless of the case type. Additionally, the level of interpreter coverage for all civil case types throughout the state, per the survey responses, was estimated to be 93%.

These figures represent an extraordinary amount of progress in providing language assistance to California's court users in civil case types since 2015. The report will go on to detail the estimated level of coverage for each of the civil case types in the differing priority levels, almost all of which have risen since the 2018 survey report.

Methodology

The Survey

The survey was designed to take no more than 30 minutes to complete to minimize inconvenience to court staff. Because the survey questions could require input from more than

one court employee, LAI staff provided the courts with a PDF version of the questions to enable respondents to review them in advance and identify appropriate court staff to respond. The LAI staff was also available throughout the administration of the survey to answer any questions from the courts. The deadline for courts to complete the survey was extended twice, to allow all 58 trial courts to complete the survey online. Ultimately, all 58 courts submitted a response to the survey. This marks the second year that the survey has achieved 100% participation from the courts. The survey consisted of 43 questions. The first three questions were classifiers, documenting the respondent, court size, and regional location. Questions 4–19 deal specifically with estimates of civil expansion across the different case types and priority levels. The remaining questions ask the courts about a myriad of language access policies and issues such as provisional qualification guidelines, challenges in providing free interpreters, and documenting additional types of language services offered by courts. A copy of the survey is attached to the appendix of this report as a PDF document for reference. However, all 58 courts submitted their responses to the survey electronically via Survey Monkey.

Data Collection

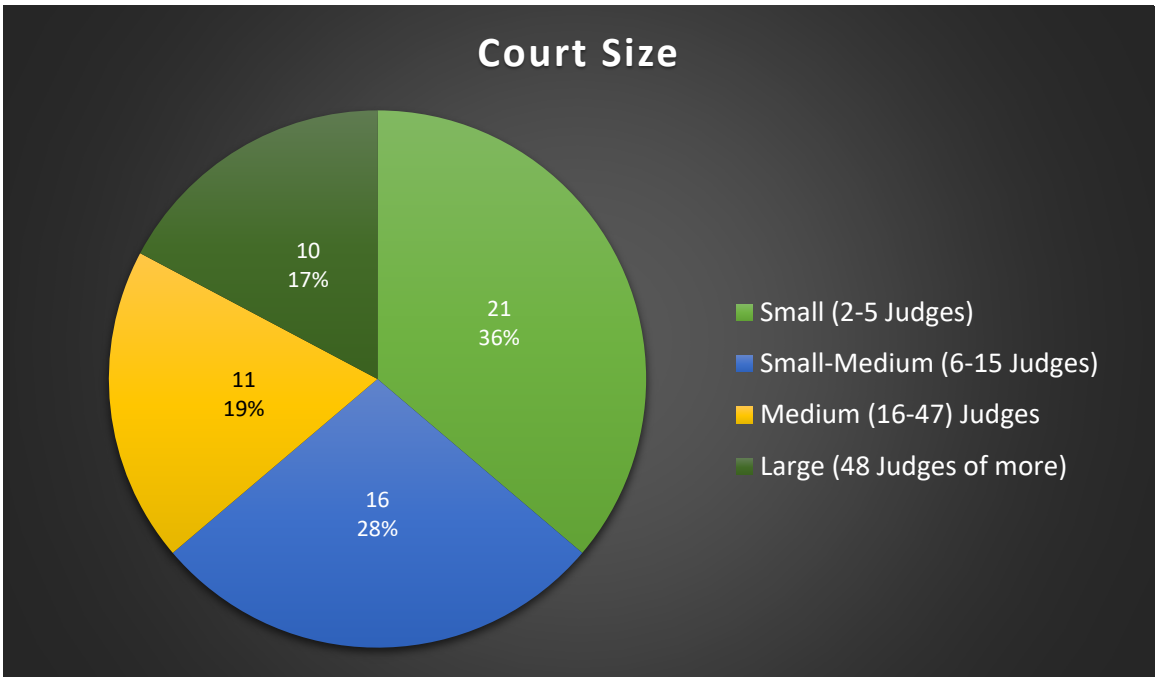
The survey data reflects self-reported evaluations from the trial courts. Therefore, responses depict only partial achievement of the branch's language access goals for the availability of interpreters in civil proceedings, as well as provision of other language access services, and may reflect distinctions in how trial courts assess their level of compliance with particular language access goals. The information collected in the surveys is used holistically with other data on interpreter usage and expenditures to obtain a comprehensive understanding of the level of services provided for in each court. This enables the branch and policymakers to better understand the challenges each court faces in its attempt to provide meaningful access to justice for all of its court users. Data collected through the survey was mostly qualitative and categorical data derived from closed-ended questions. However, the questions regarding civil expansion levels asked survey respondents to estimate their ability to cover requests for interpreters in civil matters using a 0% to 100% sliding scale. All survey data will be presented in aggregate form, and no individual answers from any one court will be showcased in the report. The only exception to this is the inclusion of some open-ended "Other" field responses that LAI staff found noteworthy. However, no individual court is identified in this report.

Survey Responses

Classifying Questions (Q1–Q3)

The first few questions of the survey are merely classifiers, including identification of court size and court region. California has four separate court interpreter regions (See Figure 1 below, Map of Court Interpreter Regions). The responses to these questions regarding court size and court region are summarized in the charts below. These figures are relatively stable, but since the size of a court is determined by the number of judges, some minor fluctuation does occur when a court loses or gains new judgeships.

Q2: What is the size of your court?



Q3: What is your court region?

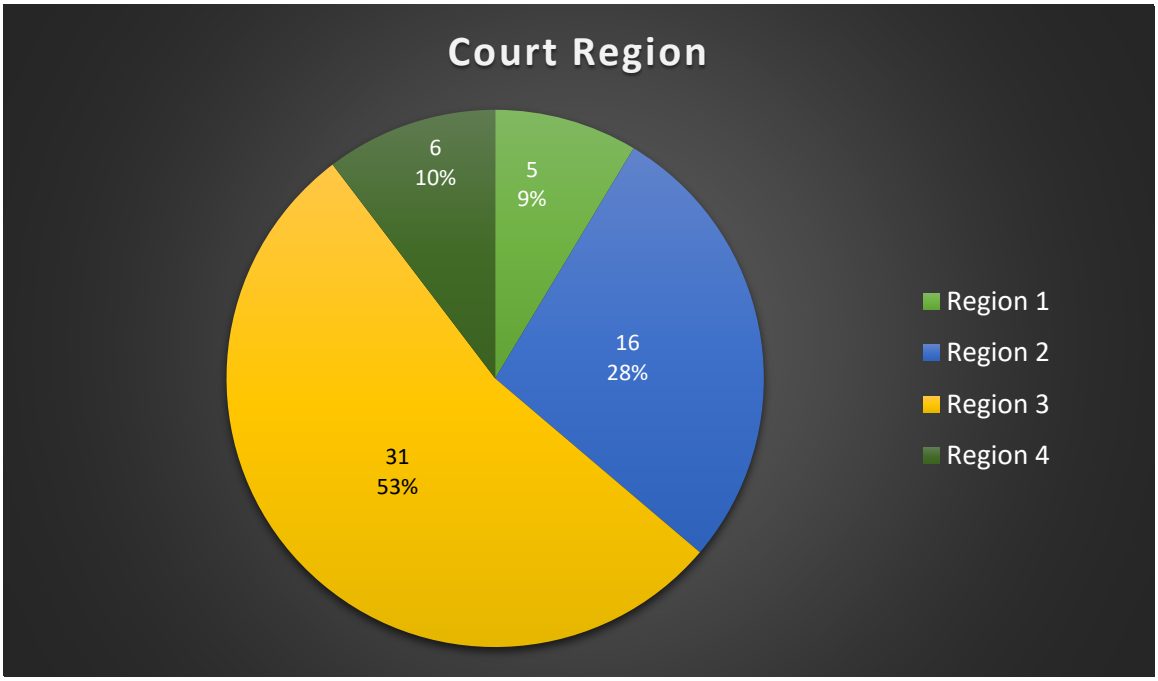


Figure 1: Map of Court Interpreter Regions

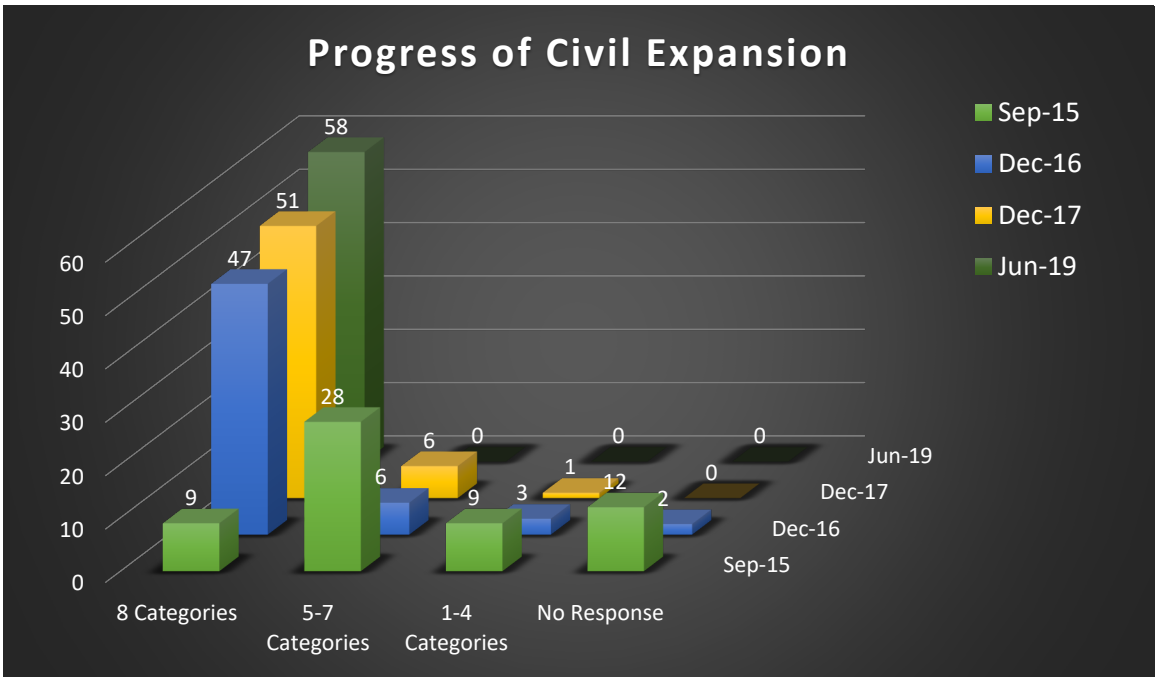
Civil Expansion (Q4–Q19)

Effective January 1, 2015, Evidence Code section 756 expanded the provision of interpreters to previously nonmandated case types. Prior to this policy shift, interpreters were only routinely provided in criminal, juvenile, domestic violence, and certain mental health cases. Section 756 also included a hierarchy of case type priority, should a court have insufficient resources to provide interpreters in all civil case types. Priority levels are as follows:

Priority 1	**Domestic violence, civil harassment where fees are waived (Code Civ. Proc., § 527.6(y)), elder abuse (physical abuse or neglect)**
Priority 2	**Unlawful detainer**
Priority 3	**Termination of parental rights**
Priority 4	**Conservatorship, guardianship**
Priority 5	**Sole legal or physical custody, visitation**
Priority 6	**Other elder abuse, other civil harassment**
Priority 7	**Other family law**
Priority 8	**Other civil actions or proceedings**

Q4: Please indicate the civil case types for which your court provides free interpreter services using certified and registered court interpreters (check all that apply).

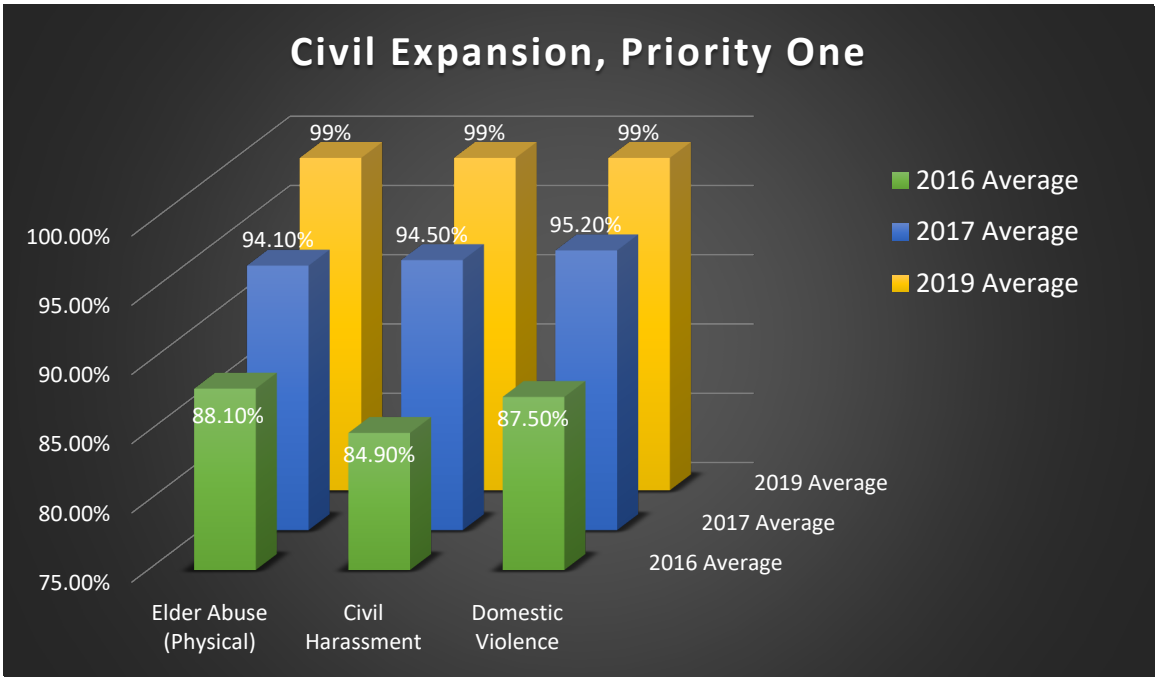
The courts have made significant progress in expanding interpreter services in civil cases as depicted in the charts below. Our most recent data indicates that all courts have been able to provide interpreters in all eight civil case type priority levels. The languages for which interpreter services were provided, and the interpreter coverage/availability for each priority, vary by court. This represents a huge increase from roughly four years prior when only 9 of 58 courts were providing interpreters in all priority levels.



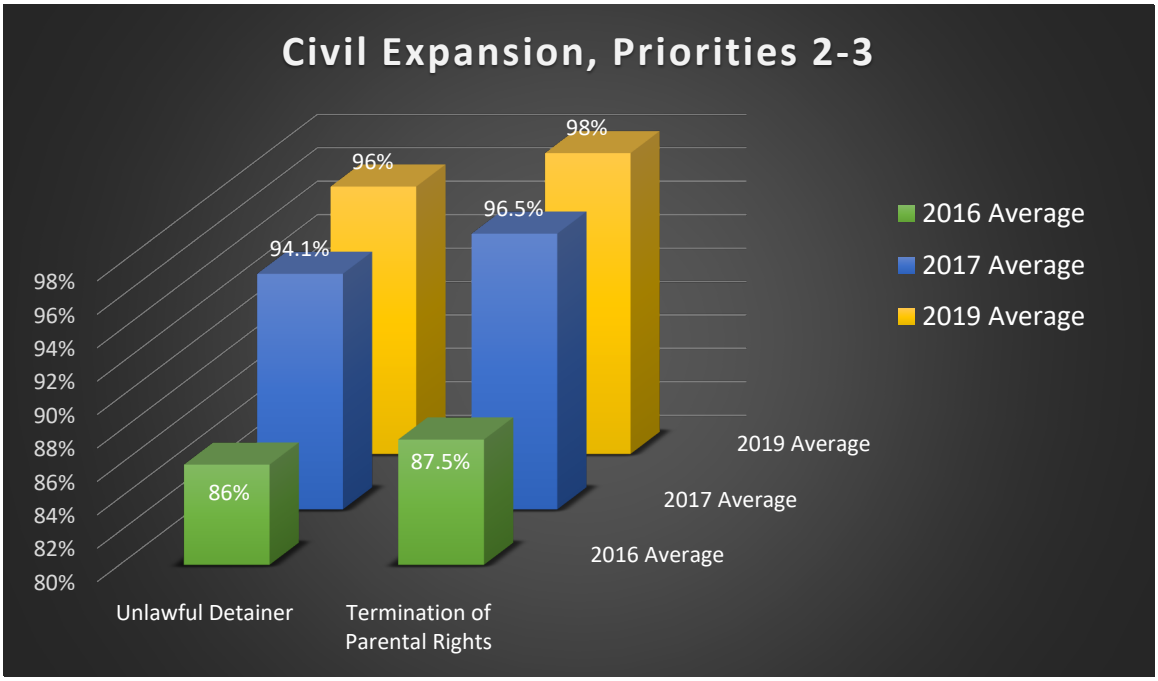
Q5–Q19: Please estimate the percentage of interpreter coverage for each civil case type that your court provides interpreters for.

Questions 5 through 19 then asked survey respondents to estimate their court's level of interpreter coverage for each individual case type included in the eight priority levels. Respondents were given a sliding scale ranging from 0% to 100% within which they could provide their answer. In total, there are 14 separate case types within the differing priority levels. The series of three-dimensional bar charts below document the responses collected from the last three language access surveys. As described above, previous surveys covered the prior calendar year. The most recent survey, however, was held until June 2019 to align the annual survey with the branch fiscal year cycle. Therefore, there is not a 2018 average for the charts shown below. The case types are grouped together by priority level for demonstration purposes only. Each case type received its own, separate question within the online survey.

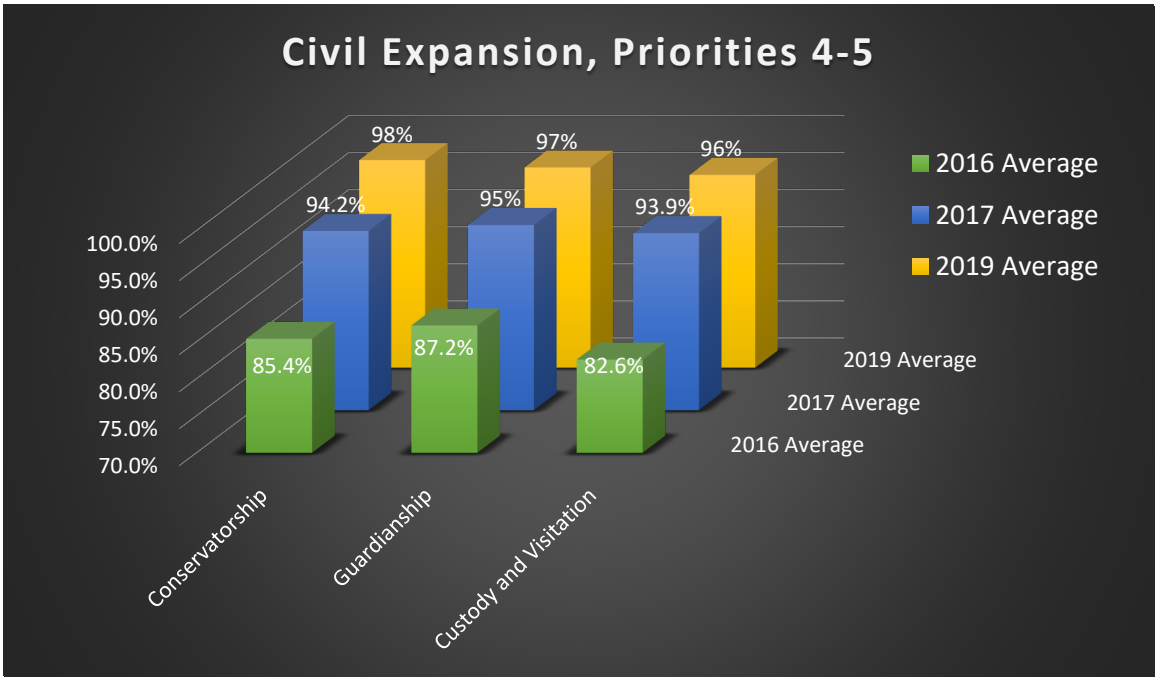
Civil Priority One: Domestic Violence (Q5); Elder/Dependent Adult Abuse (Q6); Civil Harassment Under Code of Civil Procedure section 527.6(y) (Q7)



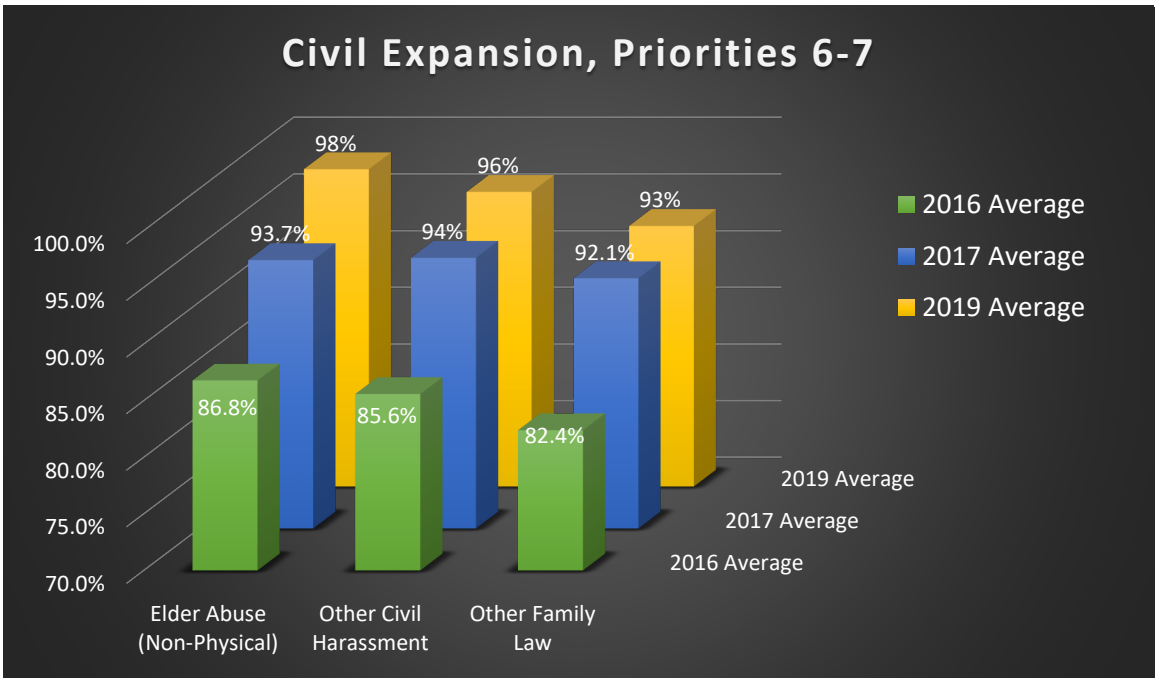
Civil Priorities 2 to 3: Unlawful Detainer (Q8); Termination of Parental Rights (Q9)



Civil Priorities 4 to 5: Guardianship (Q10); Conservatorship (Q11); Child Custody or Visitation (Q12)



Civil Priorities 6 to 7: Elder Abuse (not physical) (Q13); Other Civil Harassment (Q14); Other Family Law (Q15)



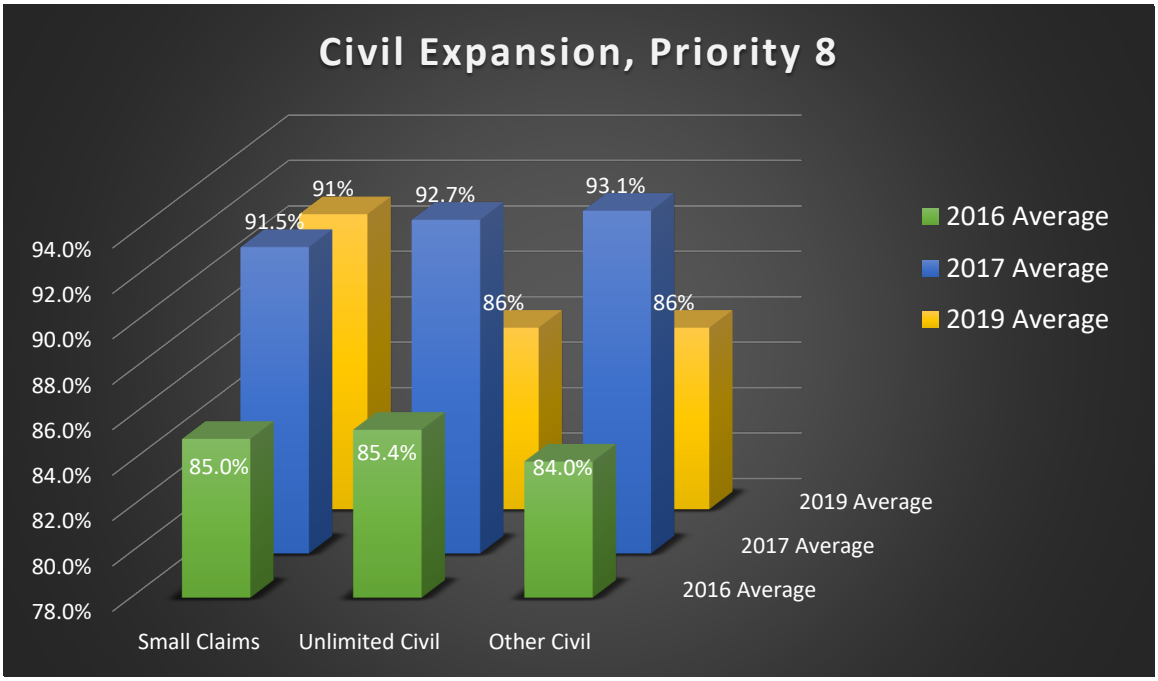
The estimated ability of courts to provide interpreters in civil cases free of charge has increased in almost all priority levels and case types for the last three consecutive surveys. The one exception to this would be “Unlimited Civil” and “Other Civil” in priority level 8, the responses

to which are displayed in the chart below. Court staff estimated that their ability to provide interpreter coverage for these case types had decreased as of June 2019. As stated previously, this data represents self-reported evaluations by court staff and is not based on any hard reporting. LAI staff analyzed interpreter data for the last five years in search of additional evidence to help assess whether services in these case types had indeed contracted. "Unlimited Civil" cases are not tracked separately in the reporting of interpreter data but are instead grouped into the "Other Civil" category. The total[1] number of "Other Civil" cases interpreted in FY 2018–19 was 11,675. The previous four-year average for this same case type was 8,245. This is an increase of 3,430 cases, or 42%. This increase would suggest that services for these case types had not contracted. However, without additional metrics, such as the number of requests for interpreters that were denied, a firm conclusion as to whether services within these two case types has decreased cannot be reached.

The LAI unit has discussed with courts moving away from these estimates for civil coverage and instead having courts indicate through the annual survey the actual numbers and kinds of rare instances (including in what languages) when an in-person interpreter could not be located by the court after the court conducted a diligent search for an interpreter, and no telephonic or remote interpreter could be located or provided. This more specific information would assist the council with more focused efforts for interpreter recruitment and with technological solutions that will improve court user access to more qualified interpreters in more languages.

[1] Interpreter data for the Superior Court of Los Angeles County is, in part, based on linear regression analysis that estimates the number of interpretations based upon the number of filings for each case type. This analysis has not yet been completed for FY 2018–19 because official filing numbers for this year have not yet been finalized. Therefore, the numbers used to analyze whether services had contracted in unlimited civil and other civil cases did not include any of the Los Angeles court's data whatsoever.

Civil Priority 8: Small Claims (Q16); Unlimited Civil (Q17); Other Civil (Q18)



LAI staff will continue to monitor the number of unlimited and other civil cases for which language services are rendered in the event that these numbers start to decrease. Interpreter data will also be evaluated in the context of unlimited and other civil filings for FY 2018–19 once case filings data has been finalized later this year. If filings for these case types have decreased or remained steady for FY 2018–19, an increase in the number of interpreted cases would suggest no contraction in services. However, if new case filings have increased far beyond the proportional increase of 42% seen in the interpreter data, it would lend credence to the idea that services for these case types had indeed been cut back.

The volume of a particular case type can vary greatly from one court to another, making it difficult to assess each court's overall level of interpreter coverage of the previously nonmandated case types. For this reason, Question 19, the last question regarding civil expansion, asked respondents to estimate their court's level of interpreter coverage across all civil case types. Per the responses, the average level of interpreter coverage across all courts for all previously nonmandated cases is 93%. A summary of the coverage estimates by priority level is shown below.

Civil Priority	Estimated Coverage (as of June 2019)
Priority 1: Domestic violence	99%
Priority 1: Civil harassment where fees are waived (Code Civ. Proc., § 527.6(y))	99%
Priority 1: Elder abuse (physical abuse or neglect)	99%
Priority 2: Unlawful detainer	96%
Priority 3: Termination of parental rights	98%
Priority 4: Conservatorship	98%
Priority 4: Guardianship	97%
Priority 5: Sole legal or physical custody, visitation	96%
Priority 6: Other elder abuse	98%
Priority 6: Other civil harassment	95%
Priority 7: Other family law	93%
Priority 8: Small claims	91%
Priority 8: Unlimited civil	86%
Priority 8: Other civil actions or proceedings	86%

Languages in Which Interpreters Are Routinely Provided in Civil Cases (Q20)

Q20: Please indicate the languages in which certified and registered interpreters are routinely provided in civil cases.

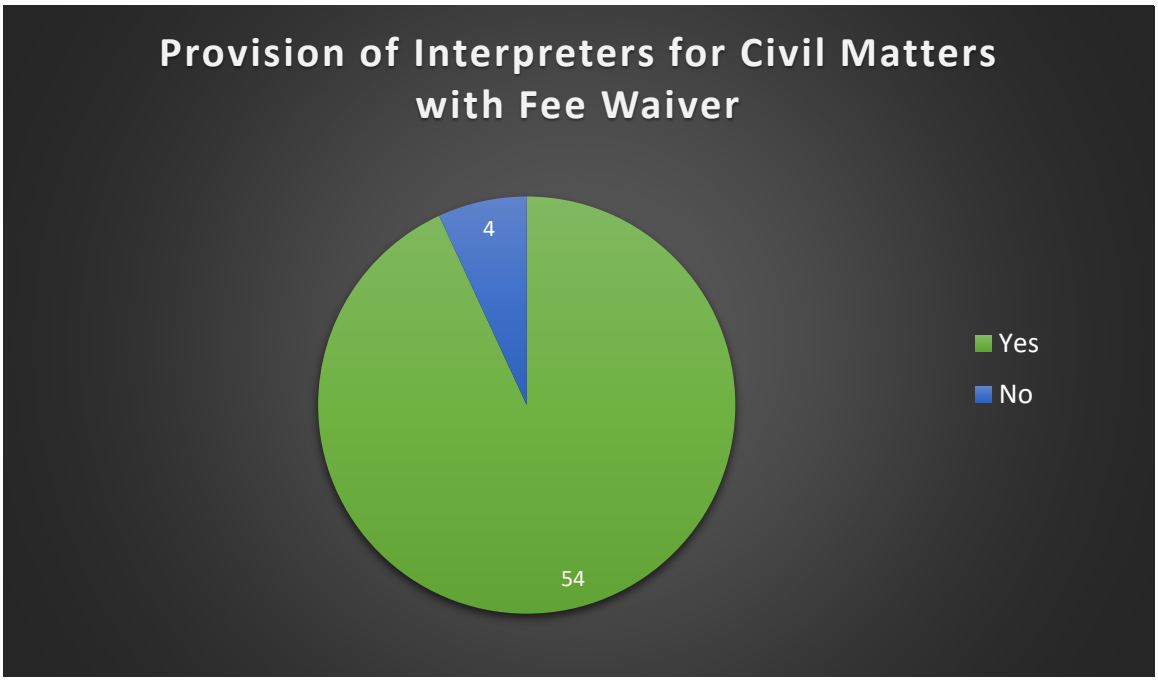
Per the data reported by the courts via the Court Interpreter Data Collection System, the top 10 most interpreted languages for FY 2018–19 were Spanish, Vietnamese, Mandarin, American Sign Language, Cantonese, Arabic, Punjabi, Russian, Tagalog, and Korean.

Civil Matters with Fee Waivers (Q21–Q22)

Evidence Code section 756 not only expanded interpreter services and provided a hierarchy of cases, it also detailed some specific policies aimed at ensuring language access services for indigent parties. The code section clearly states that for civil priority levels 3 through 8, cases in which a fee waiver has been granted should be given priority should resources be constrained.

Q21: Is your court able to provide interpreters for civil matters in which a fee waiver has been granted?

Questions 21 and 22 asked respondents if they adhere to this portion of the civil expansion policy and for which languages they routinely provide interpreters if a fee waiver has been granted. As shown below, 54 of 58 courts (93%) confirmed that they are able to provide interpreters in civil matters with fee waivers in accordance with the policy. This number varies only slightly from the results of the previous survey where 56 of 58 courts confirmed that they are able to provide interpreters in civil cases where a fee waiver has been granted.



Question 22 asked respondents about which languages are routinely interpreted in civil matters with a fee waiver. The languages listed did not vary from the group of most commonly interpreted languages across all case types shown above for Question 20. The next section of the report discusses the composition of languages that are most often requested in California courtrooms.

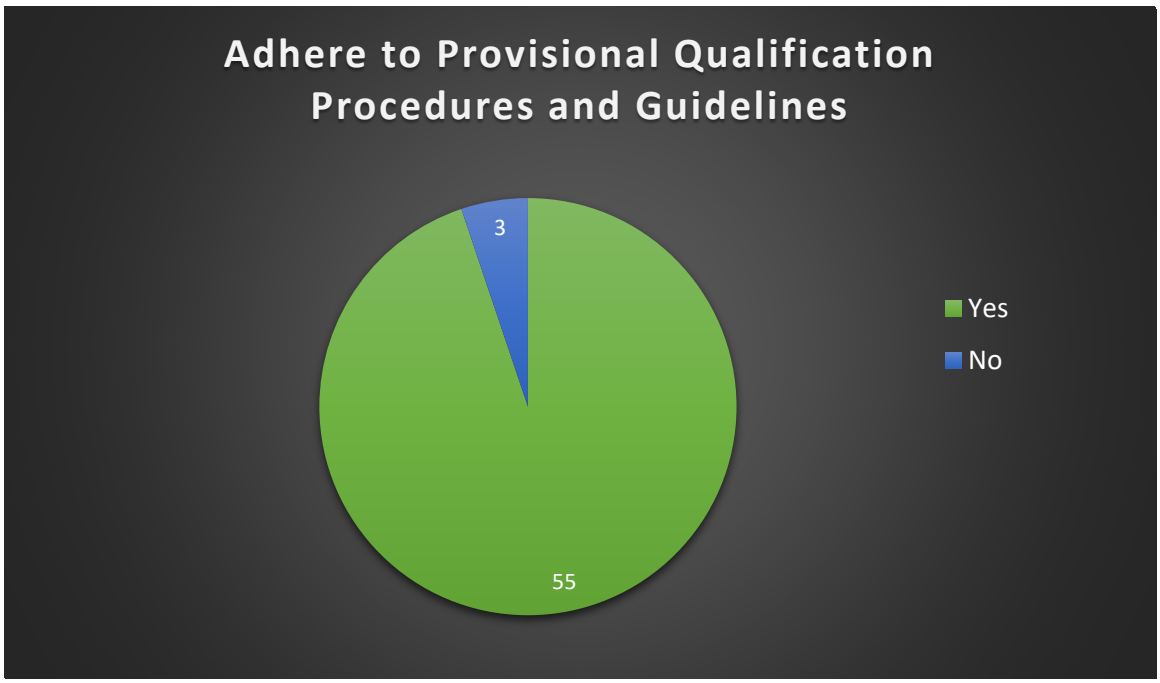
Challenges, Changes, and Interpreter Needs (Q23–Q29)

The remainder of the questions in the annual survey deal with a wide range of issues from provisional qualification procedures to which languages courts commonly have a shortage of court interpreters. Responses to these types of questions help guide the direction of policy efforts within the Judicial Council, including interpreter recruitment efforts, to ensure the greatest access to language and interpreter services possible.

A common theme emerges among the responses to this next group of questions. That theme is a shortage of certified or registered interpreters in the languages requested by court users who are limited English proficient (LEP). This has been perhaps the biggest obstacle to the expansion of interpreter services since the adoption of the Language Access Plan. Rule 2.893 of the California Rules of Court attempts to alleviate this shortage by detailing the procedures for provisional qualification of noncertified or nonregistered interpreters. The rule also provides for the use of temporary interpreters, but both temporary and provisionally qualified interpreters are only used if a certified or registered interpreter cannot be obtained.

Q23: Does your court follow the provisional qualification procedures and guidelines as outlined in form INT-100-INFO to appoint noncertified or nonregistered interpreters?

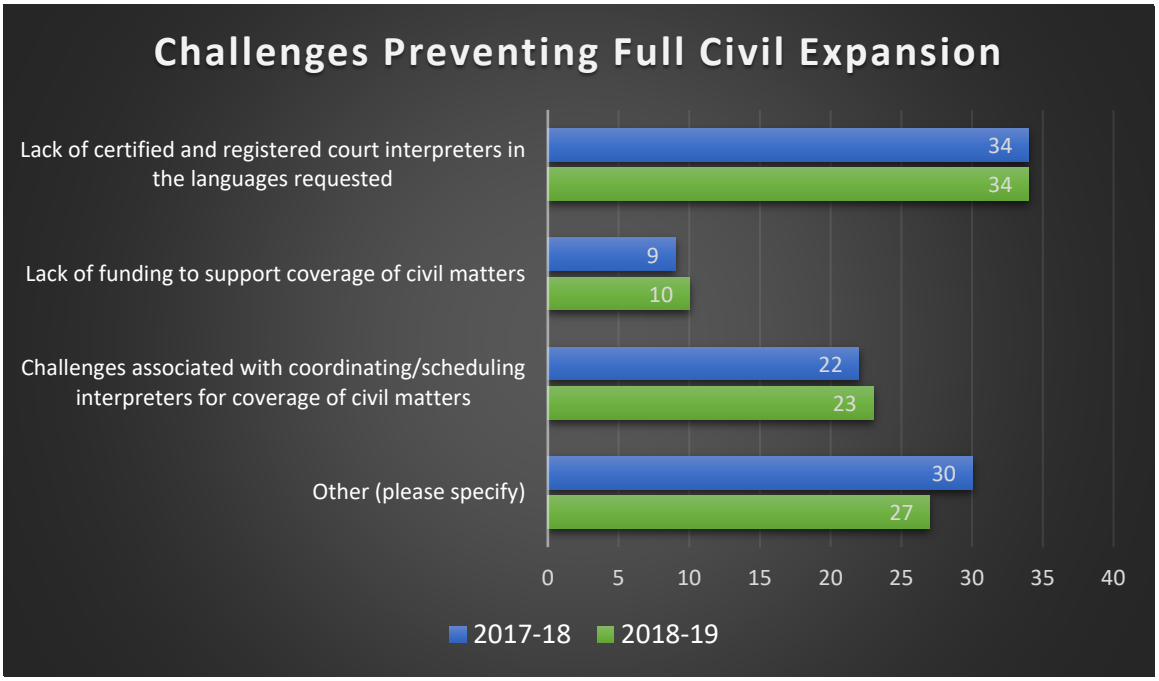
Fifty-five of 58 responding courts (95%) indicated that they do indeed adhere to the provisional qualification guidelines. This is comparable to the number of courts complying with provisional qualification procedures from the previous survey, which was 56 of 58 courts. If a court indicated that they do not abide by these procedures, Question 24 inquired as to what procedures they do use and offered an open-ended text response field so respondents could elaborate. None of the responses provided suggested a provisional qualification procedure that deviates from rule 2.893 in any significant way. Therefore, there is no response necessary for Question 24 to publish in this report.



Q25: Please indicate the challenges that prevent your court from providing free interpreter services for civil proceedings (check all that apply).

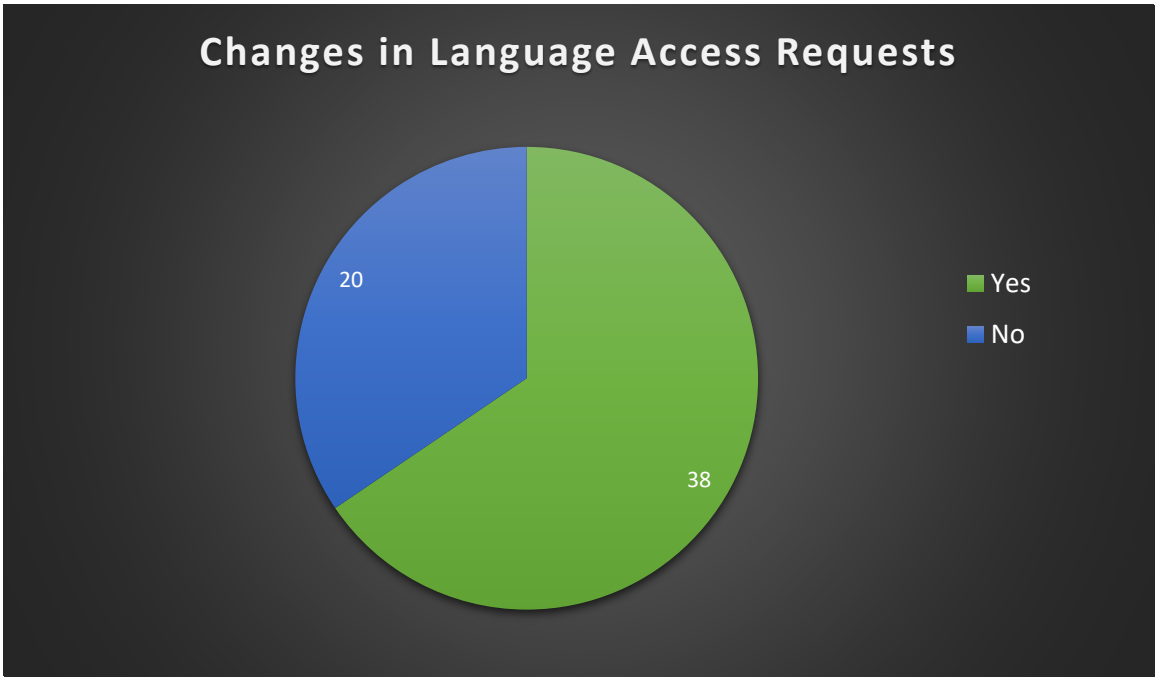
Question 25 inquired as to the challenges that prevented full civil expansion. As mentioned previously, a lack of certified or registered interpreters is the greatest obstacle courts face in providing free interpreters to all LEP court users who walk through their doors. Answers to question 25 are displayed in the horizontal bar chart below alongside the results from the same question from the previous survey. These answers confirm that a shortage of certified/registered interpreters continues to be the most pressing challenge to achieving full civil expansion.

The respondents who chose “Other” were provided an open-ended text field with which to elaborate. Most of the text responses described challenges that were tangential to the issues of scheduling complexities and a shortage of qualified interpreters. These responses touched upon things such as difficulty in finding an interpreter for a particular dialect, not being able to provide interpreters on short notice, and difficulty finding interpreters willing to travel long distances to rural counties.



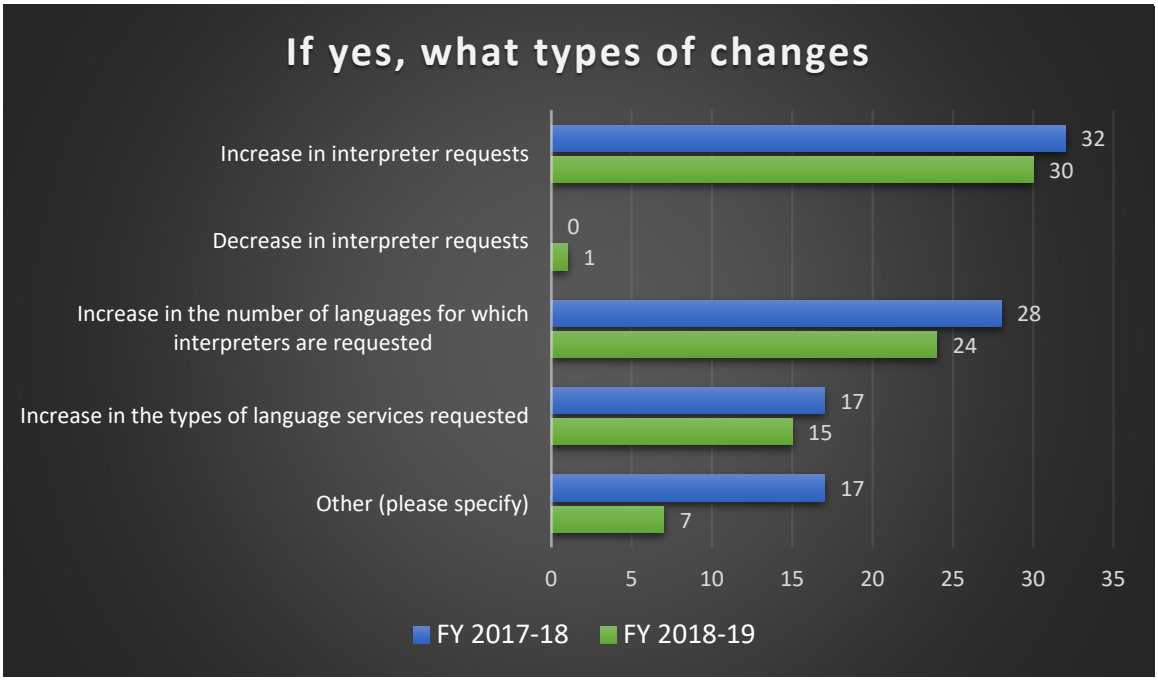
Q26: Has your court experienced a change in language access requests over the last 12 months?

Almost two-thirds of respondents (38 courts) affirmed that their court had experienced a change in language access requests over the last 12 months.



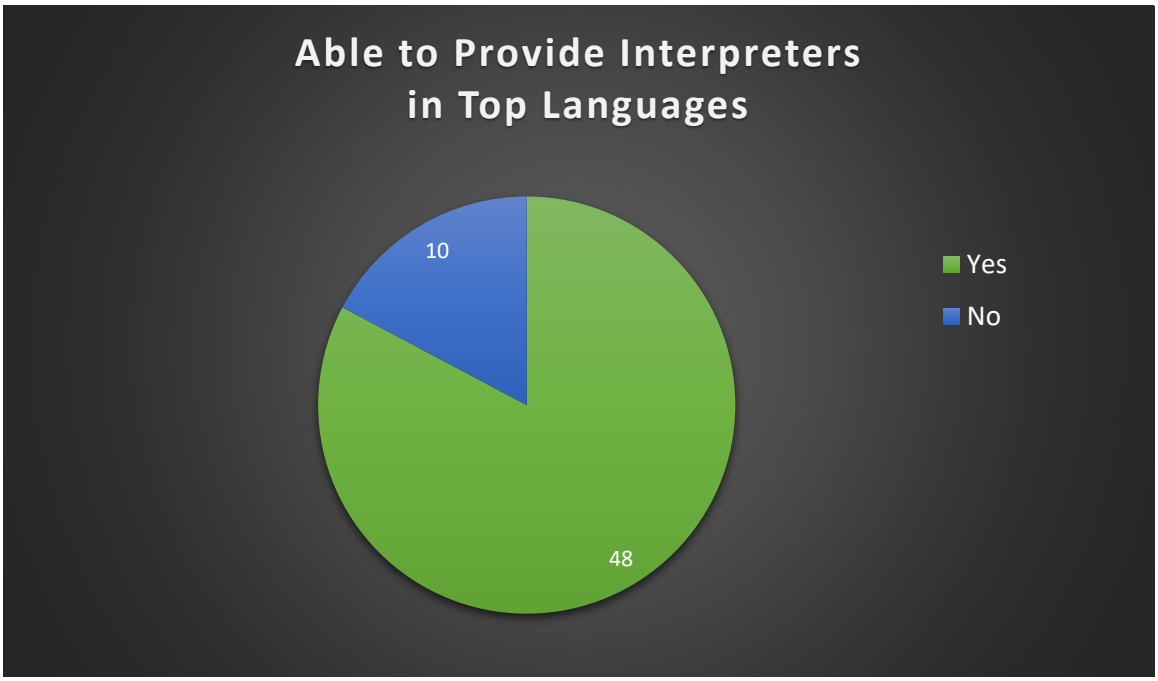
Q27: If yes, please indicate what type of changes.

Of those 38 courts, 30 indicated that their court had experienced an increase in the number of interpreter requests, and 24 indicated an increase in the number of languages requested (see chart below). Responses to this same question had a similar distribution last year with 32 respondents choosing "Increase in interpreter requests," 28 choosing "Increase in the number of languages for which interpreters are requested," 17 choosing "Increase in the types of language services requested," and 17 choosing the "Other" category.



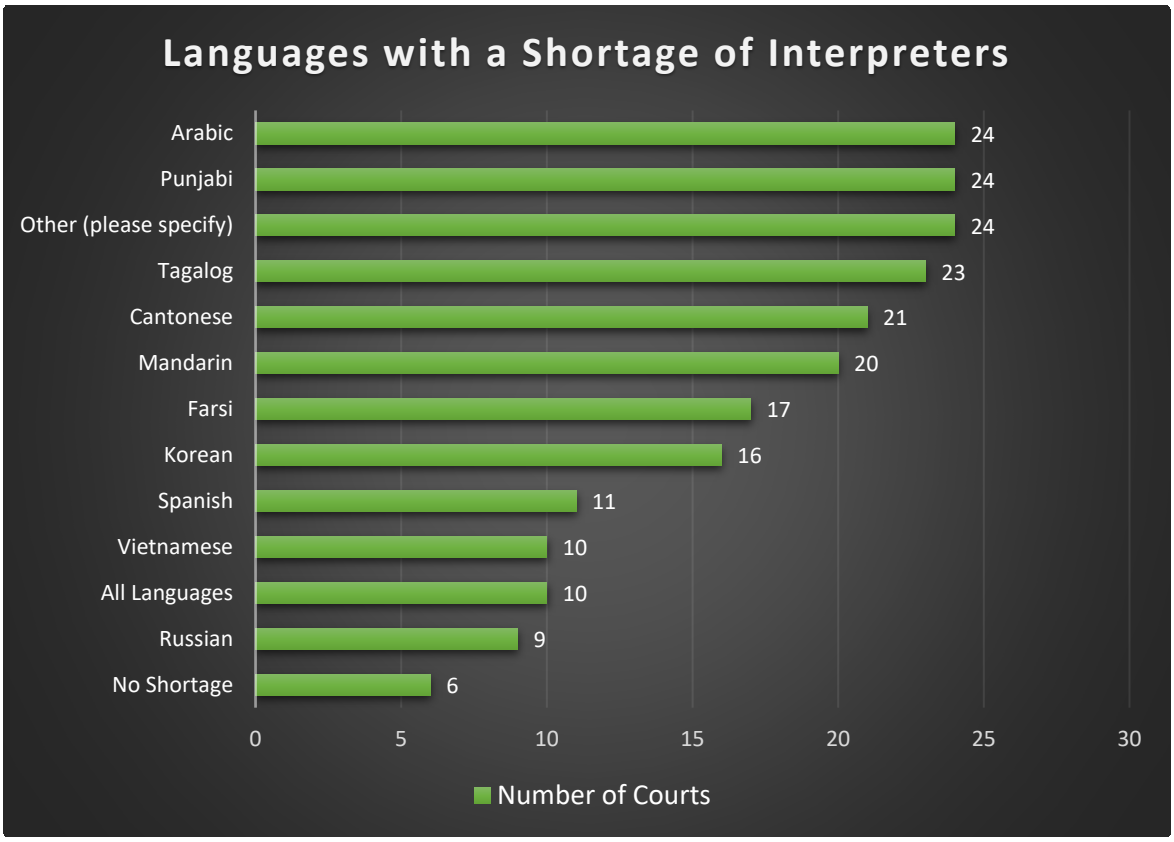
Q28: Is your court able to routinely provide certified or registered interpreters in your court's top five languages?

Forty-eight respondents affirmed that their court was able to routinely provide interpreters in their top five languages, up slightly from 46 the year before. Additionally, respondents were asked to identify the languages for which their court has a shortage of qualified interpreters.



Q29: Please Indicate the languages for which you have a shortage of certified or registered interpreters.

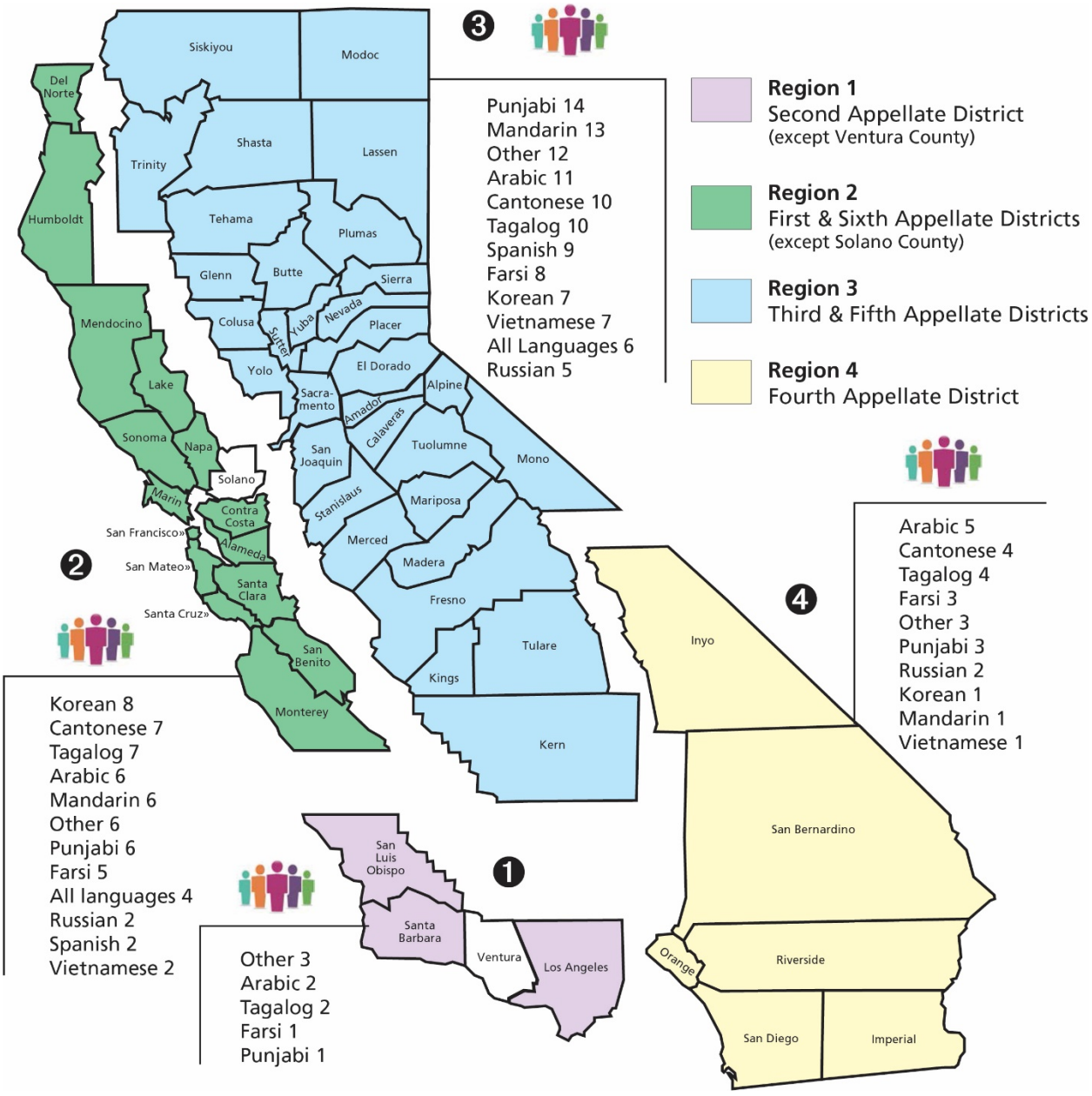
As detailed in the bar chart below, Arabic and Punjabi were the two languages courts most regularly experienced a shortage of interpreters for, with each being identified by 24 courts. Close behind was Tagalog with 23 courts identifying this language, with Cantonese and Mandarin following behind with 21 and 20 courts respectively. These responses bear similarity to those of last year, when Punjabi, Arabic, and Tagalog were the top three languages for which courts experienced a shortage of interpreters.



The survey identified the top languages for which recruitment of new certified or registered interpreters is needed from the four court interpreter bargaining regions (see Figure 2 below).

Efforts are underway for the Judicial Council to develop a more robust statewide recruitment initiative to increase the pool of qualified interpreters and bilingual staff, and to assist near-passers of the bilingual interpreting exam.

Figure 2: Court Interpreter Bargaining Regions



Note: The graphic shows the number of courts, by region, that indicated they need more interpreters in the languages shown.

Funding Needs, Additional Services, and Data Collection (Q30–Q35)

Each year, respondents are asked to estimate the amount of additional funding their court would need to achieve full expansion of interpreter services or other language access services in their court.

Full expansion would mean providing services such as:

- Interpreters in all courtroom proceedings in accordance with Evidence Code section 756;
- Interpreters in court-ordered, court-operated programs (mediation, mandatory settlement conference, etc.); and
- Provision of other miscellaneous language services such as translation, multilingual signage, or equipment specific to courtroom interpretation.

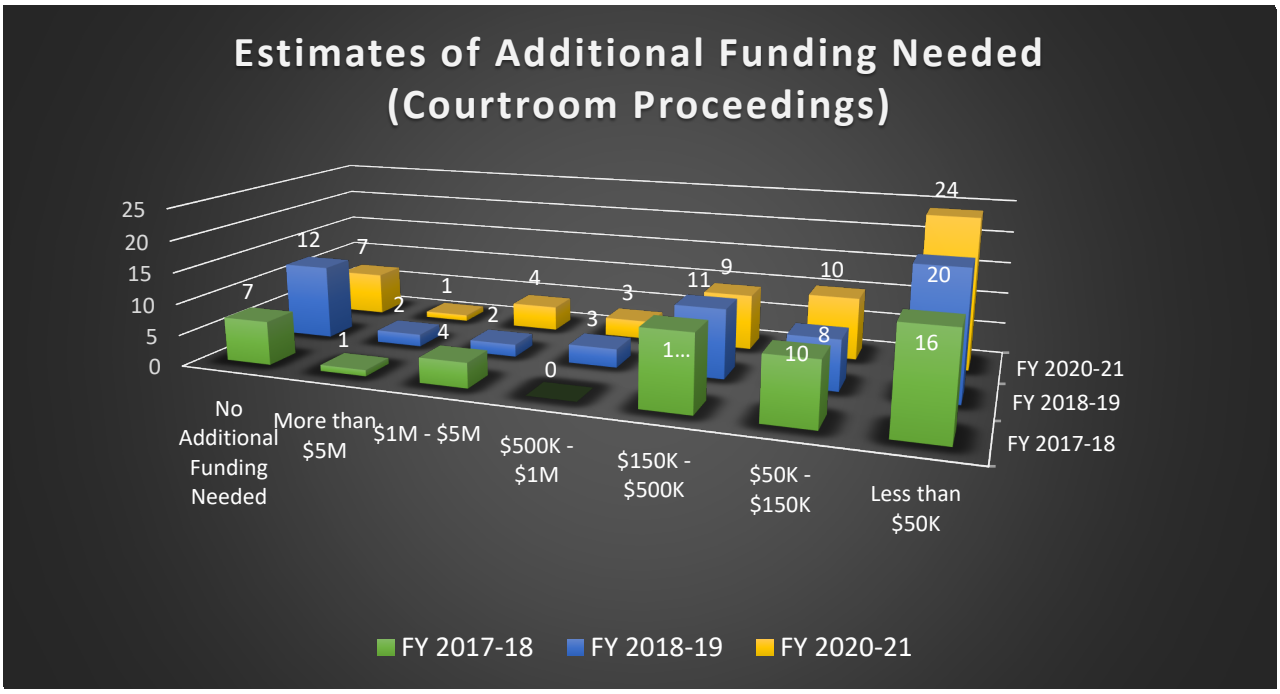
To better understand the different financial challenges to full expansion or other language access services in each court, questions regarding estimates of additional funding were separated to address each of these three specific areas. These questions have been included on the last three consecutive surveys to track the perceived financial needs of each court as they pertain to language access. The three-dimensional bar charts below document the responses to these questions from the last three surveys, which asked respondents to project their language access financial needs for the following fiscal year (FY 2020–21). Because the most recent survey was held until June 2019 to align the annual survey with the branch fiscal year cycle, the charts below do not reflect information for FY 2019–20.

Q30: Please provide your best estimate of additional resources or funding your court will need for FY 2020–21 for the full expansion of interpreter services for courtroom proceedings in accordance with Evidence Code section 756.

Discernable trends for courtroom interpreter funding needs are apparent from the chart below. For example, relatively the same number of courts have indicated over the past few surveys that they need additional amounts of funding for full expansion of interpreter services in the same ranges provided (from no funding needed to more than $5 million). The most apparent difference highlighted in the chart below is that more courts have indicated they need less than $50,000 for full expansion. (The number of courts in this category has jumped from 16 to 24.) However, observations of the Court Interpreter Fund in recent years provide hard evidence of the increasing cost of providing interpreters in California courts.

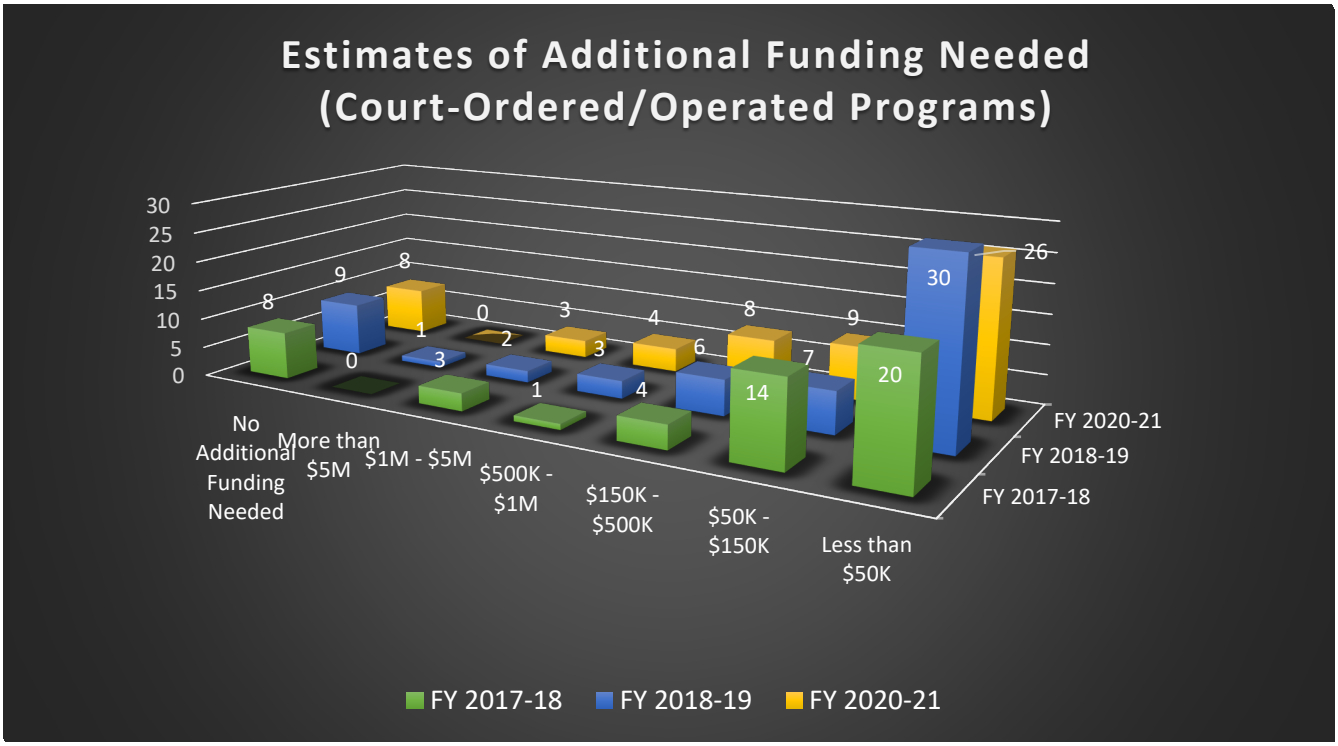
Through the Budget Change Proposal process, the annual appropriation for the Court Interpreter Fund, which reimburses courts for court interpreter expenditures, has increased from $96M in FY 2015–16 to $120.7M in FY 2019–20, an average annual increase of almost $5M. Despite Judicial Council efforts to augment the interpreter fund, in recent years, the state appropriation has fallen short in providing the courts with enough funding for full reimbursement of their reported, allowable court interpreter expenditures. The expansion of

interpreter services for civil matters and increased costs in mandated cases have led to shortfalls that require ongoing resources.



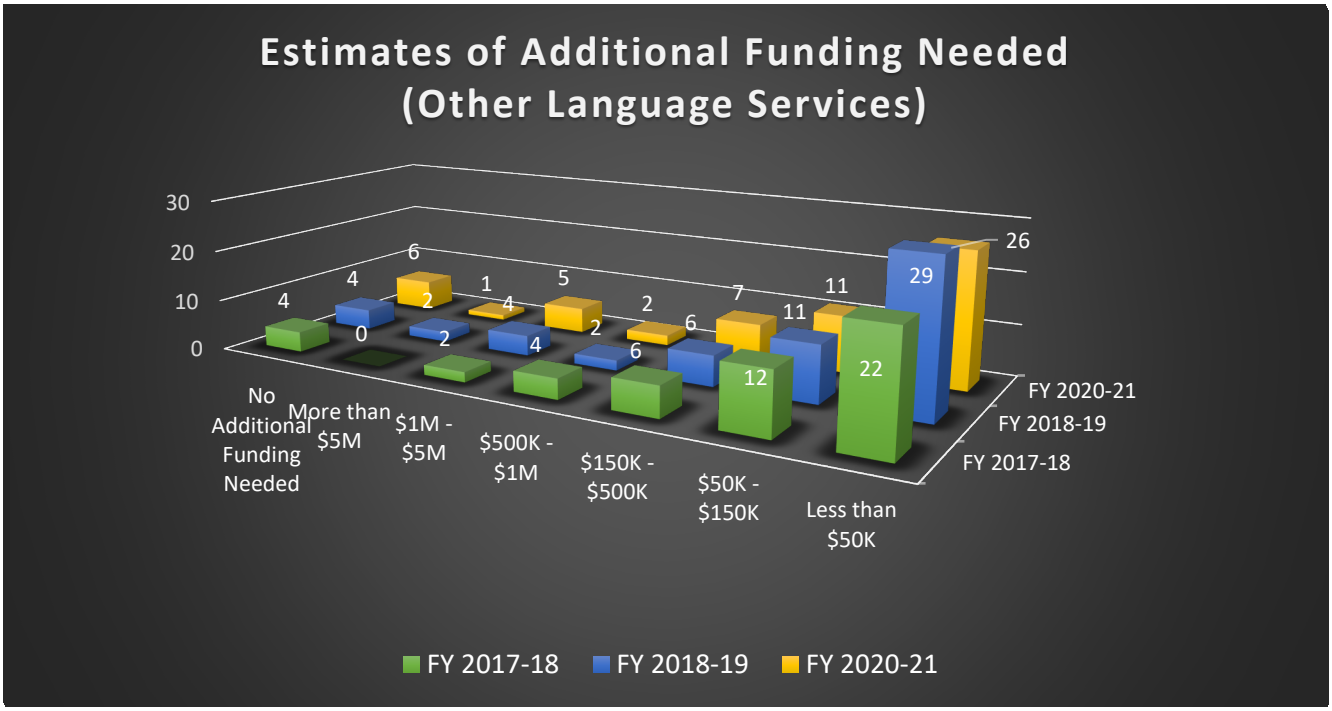
Q31: Please provide your best estimate of additional resources or funding your court will need for FY 2020–21 for interpreters in all court-ordered, court-operated programs (mediation, mandatory settlement conferences, etc.).

For court-ordered, court-operated programs (court services provided outside the courtroom), funding needs have remained relatively static, as shown in the chart below. However, more courts have indicated that they need funding in the $500K to $1M range (an increase from 1 to 4 courts); the $150K to $500K range (an increase from 4 to 8 courts); and less than $50,000 (an increase from 20 to 26 courts). The range that had a decrease was the $50K to $150K range (which went from 14 courts to 9 courts), most likely because more courts have indicated that they need less than $50,000 for this category.



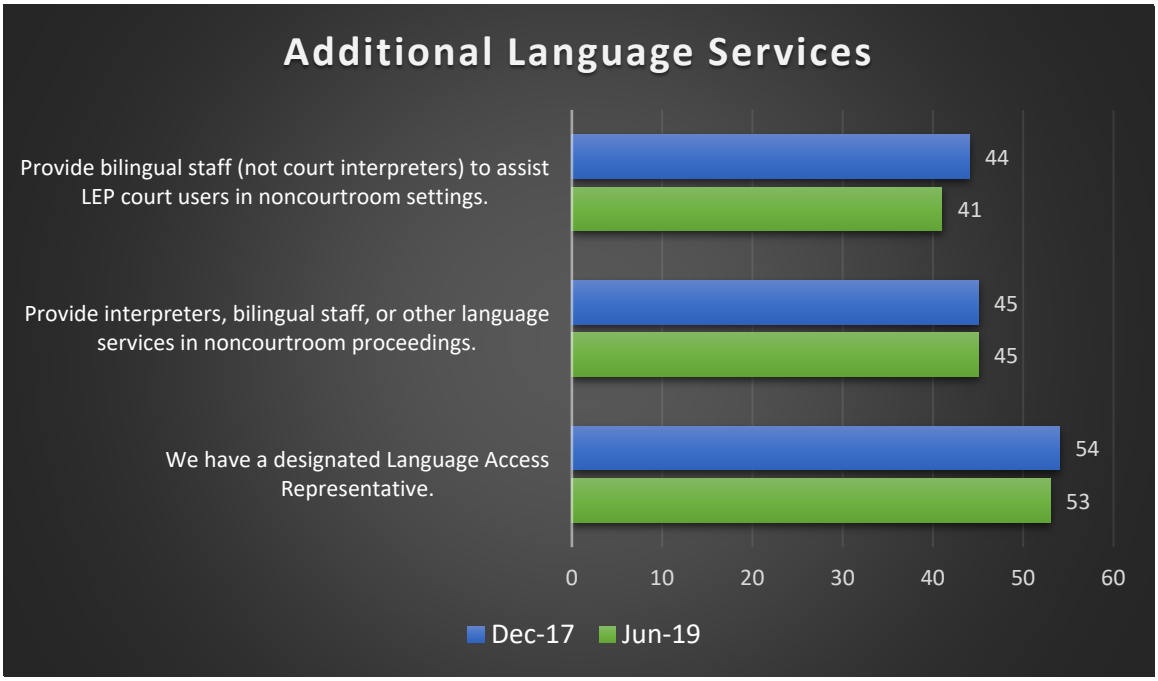
Q32: Please provide your best estimate of additional resources or funding your court will need for FY 2020–21 for other language services (including translations, interpreter or language service coordination, multilingual signage, or language access–related equipment).

Once again, we can see that the court's responses to this third question regarding additional funding have changed only slightly from year to year. The most notable fluctuation in these responses is that more courts are of the opinion they need less than $50,000 of additional funding for "Other Language Services," going from 22 courts in FY 2017–18 to 26 courts in FY 2020–21. The rest of the responses remained relatively steady except that more courts feel they need $1M–$5M (an increase from 2 to 5), and less courts feel they need additional funding in the range of $500k–$1M (a decrease from 4 to 2).



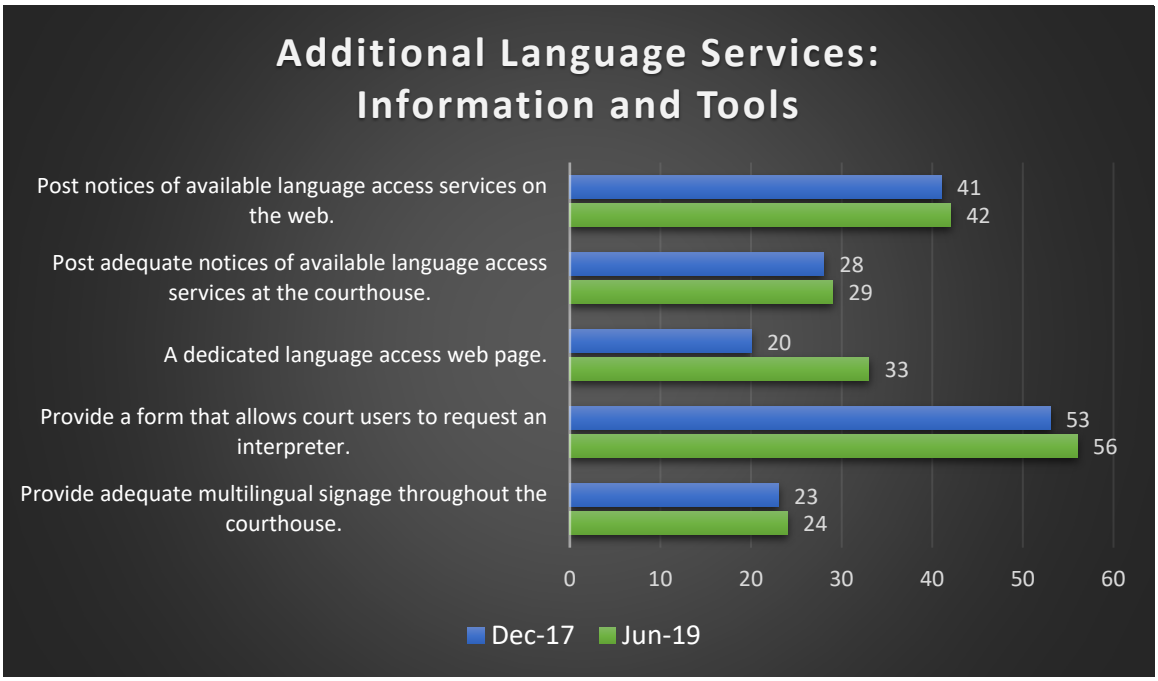
Q33: Please select all the items or services your court provides for Language Access Services.

Questions 33 through 35 document the other miscellaneous language access services provided by the courts. While the core service of language access is the provision of qualified interpreters in courtroom proceedings, LEP court users have a myriad of other language assistance needs. Services such as translation of documents and webpages, providing interpreters in noncourtroom environments (such as the self-help center), and even items as simple as multilingual signage, all play a role in providing meaningful access to justice for those Californians who do not speak English well. The horizontal bar charts below document the number of courts that provide each of the listed items. Question 34 asks about information services specifically, while question 35 focuses on each court's efforts towards data collection and tracking. Each of the charts contains the responses from the previous annual survey for comparison purposes.



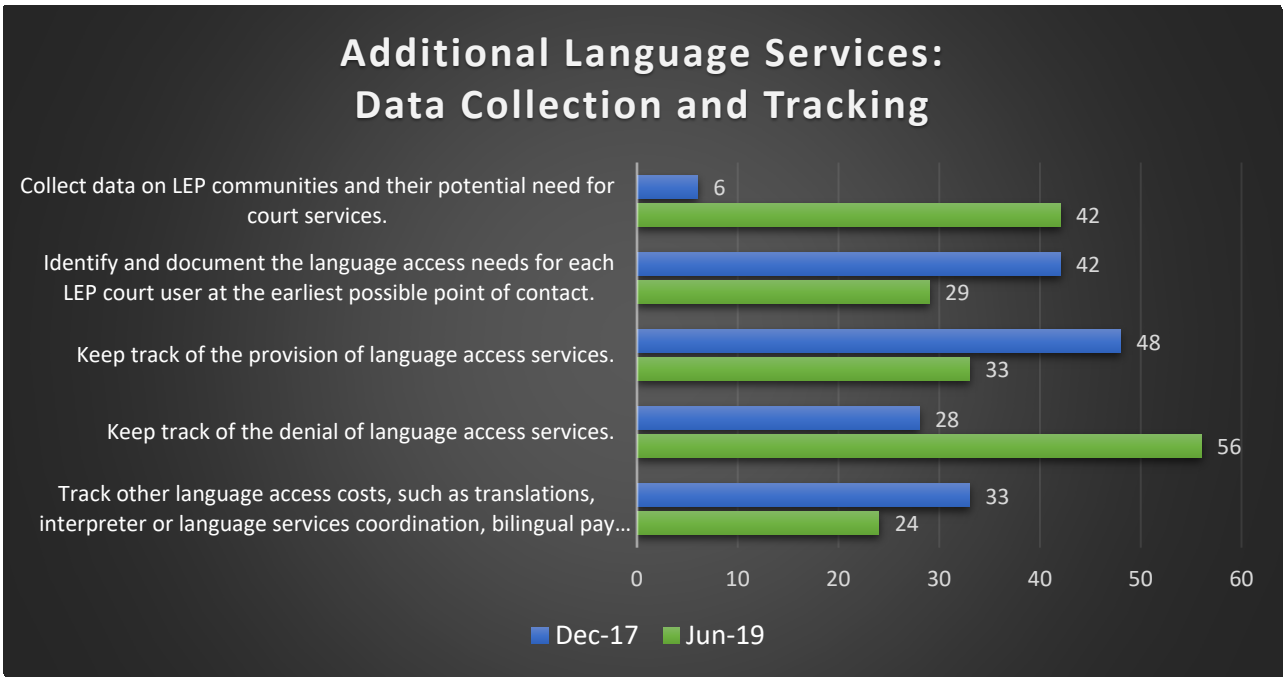
Q34: Please select all the items or services your court provides with regard to Language Access Information and Tools.

In comparing the responses from this most recent survey to those from the prior survey, it appears that more courts are offering the types of services oriented towards providing important information to those court users who may need language services. The number of courts providing the types of items listed in question 34 has increased, even if only incrementally.



Q35: Please select all the items or services your court provides with regard to Language Access Data Collection and Tracking.

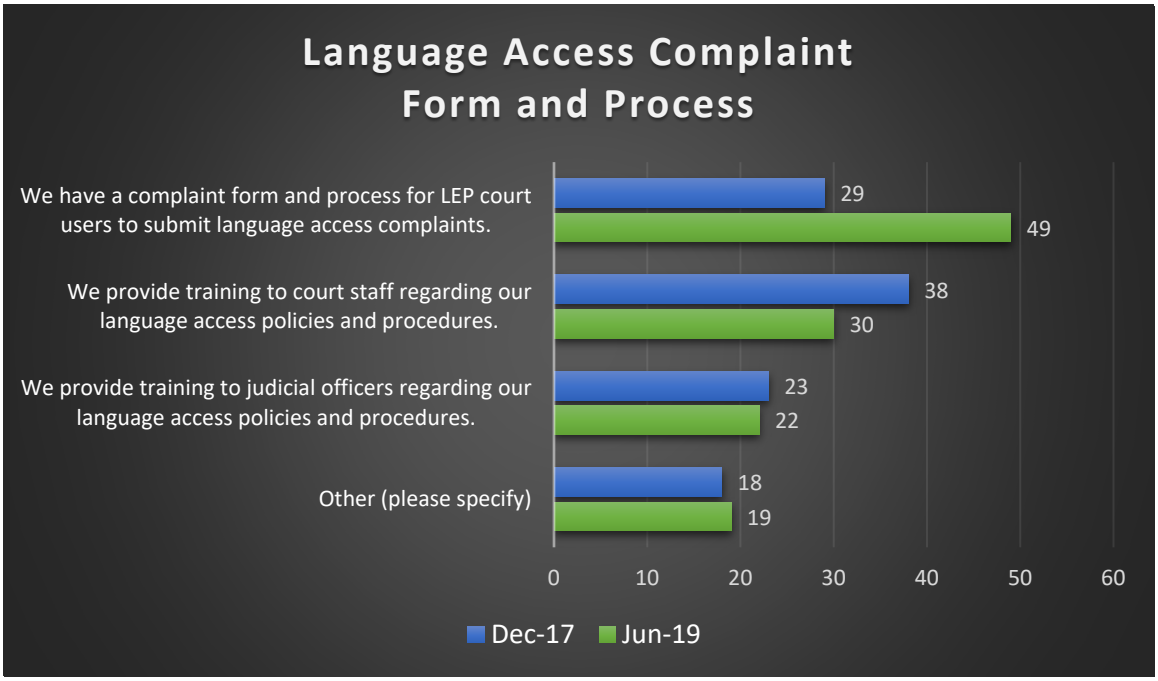
Unfortunately, responses indicated that some courts have pulled back in the area of data collection and tracking. As of June 2019, fewer courts are identifying the needs of LEP court users early on, recording other miscellaneous language access costs, and keeping track of the language services they provide. These responses are somewhat in conflict with other data reporting of court interpreter services. For example, 57 of 58 courts have consistently reported data associated with completed interpreter assignments via CIDCS (or other means) for at least the last few years, calling into question some of the responses to items in question 35. As stated previously, the responses from this survey represent self-reported evaluations of the level of service in each court, and respondents may have interpreted the question differently than the prior year. However, ongoing data collection and tracking of requests are important tools to help improve language access efforts, and Judicial Council staff will work closely with the Language Access Representatives to ensure that these data functions are still active in courts.



Complaint Process (Q36–Q40)

In 2018, rule 2.851 of the California Rules of Court established the requirement that each court make available a language access complaint form. The complaint process offers LEP court users or their advocates recourse if they are dissatisfied with the interpreter or other language access services they receive (or don't receive) from the court. Questions 37 through 40 document the ways in which the interpreter complaint process has been implemented in the courts, as well as the number and type of complaints that have been filed. Court staff last reported the number and type of complaints for their respective courts as of December 2017. Therefore, this most recent survey asks courts to report the number and type of complaints for the period of the last 18 months (January 2018 through June 2019). As indicated by the responses below, the courts have made significant progress in this area since the rule went into effect. As of June 2019, 49 courts have made a complaint form available and adopted a procedure for responding to complaints once they are filed.

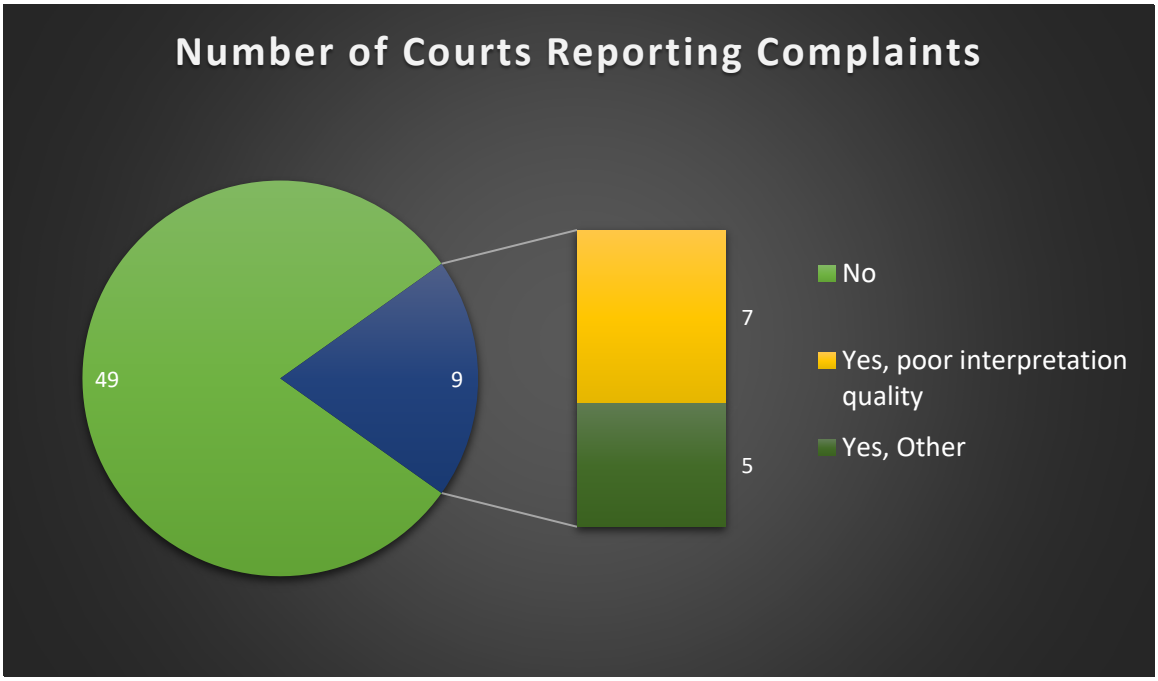
Q36: Please select all the items or services your court provides with regard to Language Access Complaint Processes.



Q37: Has your court received any language access complaints in the last 18 months (January 1, 2018–June 30, 2019)?

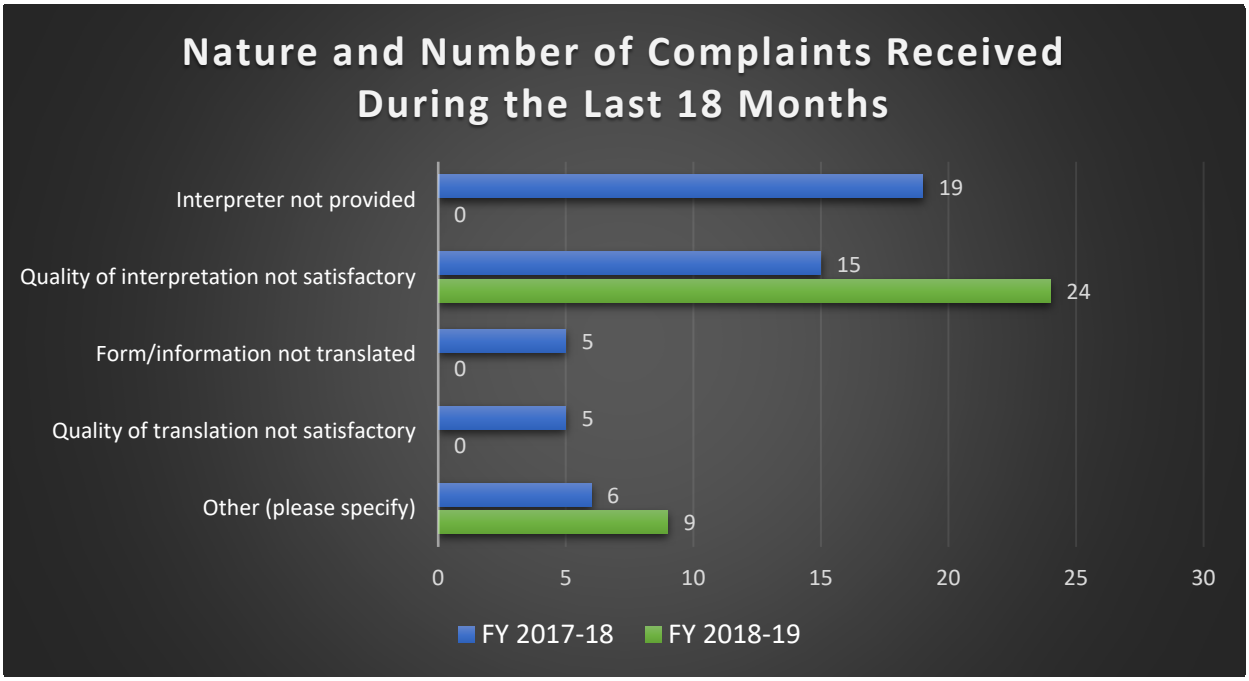
Q38: If yes, please identify the reasons for the complaints. (Select all that apply.)

The charts below display the responses to questions 37 and 38. Forty-nine (49) of 58 courts indicated that they did not receive a complaint. Nine (9) of 58 courts reported that they had received at least one complaint within the previous 18-month period. Of those nine courts, seven had received a complaint regarding the quality of interpretation and five received complaints categorized as "Other." Those respondents who indicated complaints in the "Other" category were provided with an open-ended text field to specify the nature of those complaints. These text responses indicated that courts dealt with issues such as suspicions of interpreter bias, a lack of professional behavior, or suspicions that the interpreter was not interpreting everything being said in the proceedings.



Q39: Please indicate the total number of complaints received for the following areas within the last 18 months.

While question 38 recorded the number of courts that had received a complaint of one nature or another, question 39 asked those courts to provide the exact number and nature of those complaints. Courts indicated that there was a total of 33 complaints for the 18-month period covered by the survey, 24 of which dealt with the quality of the interpretation being unsatisfactory.



The last question (Q40) regarding language access complaints inquired as to the status of those complaints referenced in the previous questions. Responses to this question indicated that all but one of the complaints mentioned above were resolved within 60 days of receipt.

Ranking of Items to Be Developed by Judicial Council (Q41–Q42)

Finally, respondents were asked to rank various tools, services, or programs in order of importance that they would like to see further developed by the Judicial Council. The table below contains each of the items included in the question, ranked in order of the most important to the least. Not surprisingly, statewide recruitment efforts of interpreters was the number one ranked item, followed by "remote interpreting technology or equipment" and "centralized translation of documents." The ranking of items from this year's survey is almost exactly the same as it was the last time the language access survey was administered to the courts. This further confirms that the most significant obstacle the courts face in providing language services is a lack of available interpreters, the need for remote solutions, and the need for a centralized repository of translation resources.

Q41: Please rank, in order of importance and need, the areas in which your court would like additional tools, services, and/or programs developed and provided by the Judicial Council. (Please rank on a scale of 1–13, with "1" being most important.)

Ranking	Additional Tools, Services and/or Programs You Would Like Developed by the Judicial Council	Number of Courts
1	Statewide recruitment efforts: additional court interpreters	56
2	Remote interpreting technology or equipment	55
3	Centralized translation of documents	55
4	Multilingual signage to be used throughout the courthouse	54
5	Software or tools to assist with court interpreter calendaring/scheduling	53
6	Tools for early identification of LEP court users	53
7	Language access–related training	52
8	Tracking tools for data collection and cost reporting	52
9	Additional resources included in the toolkit	53
10	Other 1 (please specify)	11
11	Statewide recruitment efforts: bilingual staff	52
12	Other 2 (please specify)	11
13	Other 3 (please specify)	9
	Answered question	57 courts
	Skipped question	1 courts

As with many other questions in the survey, there was an "Other" option that provided an open-ended text field for response. Some of the "Other" responses referenced things such as programs aimed at increasing the passage rate of the bilingual interpreting exams for interpreter certification in the state's top non-English languages, additional funding specifically for more interpreter coordinators, funding for bilingual pay, and tools to promote better coordination with justice partners to identify language needs in advance.

The final question in the survey gave respondents an opportunity to express any additional comments or suggestions related to language access services. These responses will be included in the appendix of this report along with all the "Other" open-ended text responses from other questions in the survey.

Conclusion

Courts have made tremendous progress in the area of providing interpreters in previously nonmandated case types. This is evidenced not only by the responses to this year's annual survey, but also by analyzing those responses in the context of how far courts have come over the last five years. Court estimates of interpreter coverage in the civil case types, as well as in nonmandated cases generally, are higher than they have ever been since the adoption of the Language Access Plan. More courts have established a language access complaint process, provide a language services–specific page on their websites, and track the denial of any requests for language services than ever have before. Nonetheless, language access in the California courts can improve, most notably, in the recruitment of new court interpreters to the profession.

As stated in the report, the most common impediment to a court's ability to provide an interpreter is the lack of qualified and available interpreters. The Judicial Council and the Court Interpreters Program are implementing new online recruitment strategies to help bolster the ranks of California court interpreters and offer specialized education assistance to interpreters attempting to become certified or registered California court interpreters. Only by encouraging and empowering would-be court interpreters can the state judicial branch alleviate the shortage of qualified interpreters that the courts experience so often.

LEP court users will continue to need a wide array of language services to have meaningful participation in the justice system. The ways in which courts provide outreach and support to those in their community who are in need of language services remain dynamic and ever changing. Providing qualified interpreters in courtroom proceedings at no charge to the litigant will always be the core service of language access. However, as highlighted in the report, many courts would like the Judicial Council to develop other tools for assisting in the delivery of language services such as remote interpreting capability and a central repository for translated documents. Nonetheless, courts continue to expand services in other areas where court users greatly need assistance such as with form translation, interpreter services in self-help centers, and court forms and information translated into an ever-increasing number of languages.

Providing comprehensive language access services remains a high priority for the California court system. California Chief Justice Tani G. Cantil-Sakauye has provided a framework of Access 3D to provide for full and meaningful access to justice for all Californians, including LEP court users, by meeting all three components of access to our courts: physical, remote, and equal access. Language access touches all three components of Access 3D. By continually documenting the level and types of services provided within the courts, the annual language access survey enables the Judicial Council to better understand where the branch language access services apparatus is strong, and where it needs improvement, to best serve California's approximately 7 million LEP residents and potential court users.

Contact

This report was prepared by Matthew Clark, Analyst, Language Access Implementation Unit, Language Access Services Program, Center for Families, Children & the Courts, Judicial Council of California.

Language Access: www.courts.ca.gov/languageaccess.htm.

Please contact LAP@jud.ca.gov for any questions or suggestions.

Appendix to *Court Language Access Survey Report*

1. Funding for translation of forms and documents, including Letters Rogatory, is on our court's wish list. Per the staff interpreter's MOU, we are not permitted to ask them to assist with written translations, so we've had to hire outside, nonlocal interpreters to assist with this function.

2. Obtaining certified or registered interpreters has become increasingly difficult. If all the courts across the state of California were required to pay the same full-day rate and same half-day rate, securing interpreter services would be far more doable. We have found that other counties are willing to pay the federal rate and even higher in order to obtain interpreter(s) in their court. An additional resource we use is Language Select. This option is used in the clerk's office, and at times in the courtroom when there is not an interpreter available to contract with. Litigants, regardless if they have a fee waiver, will be provided the INT-300 form in order to have an interpreter for their next court appearance(s).

3. Ability to use quality, provisionally qualified interpreters who are locally compliant in their training in lieu of hiring outside of 100-mile radius of location of the court for judicial economy.

4. In order to help regulate interpreter cost, Daily Rates and Payment Policies for Contractors should be updated.

5. Central tracking of INT-110s would be helpful.

6. It would be helpful to establish standard rates for other-than-Spanish (OTS) languages. It makes it difficult to keep costs down when rates vary depending on the language. Certified interpreters charge higher rates and many times refuse to work for the court for anything less than federal rates and travel, mileage, and parking reimbursement. We are experiencing a gap in cross-assignment procedures. Often, the courts do not receive requests for cross-assignments timely. We also do not receive notice that interpreters are released to work cross-assignments. To meet the needs of the court, we must hire independent contract interpreters.

7. To clarify Family Law access, family law cases that require an interpreter are scheduled on specific afternoons of the week when interpreters are more readily available. Interpreters (all languages) are provided on those specific afternoons.

8. The JCC should be auditing expenses and costs associated with Independent Contractors and cross-assignments. There should be a cap on fees and expenses.

9. Our court struggles with finding indigenous languages. It would be nice to have a centralized repository of these interpreters that could benefit courts statewide and recruitment efforts for these unique languages.

10. It is critical that we address the costs associated with OTS independent contractors. Due to our size and volume of requests and the nature of the cases, the court needs additional funding for this area. The increase in rates statewide for IC needs to be addressed. Additionally, something needs to be done about the shortage/availability of ASL interpreters. With the low pass rates for language tests, and time between testing and certification, the state should look to expand resources to assist with gaining certified/registered interpreters.

11. Inclusion on the Master List of Certified and Registered Interpreters should include a background screening; centralization of provisional qualification records would be helpful.

12. Time needed for the coordination of language access services is growing more than I had anticipated. Civil courts, especially family courts, are seeing a much wider range of language requests than before

civil expansion, when the party was given the burden of bringing an interpreter. In addition, international families are bringing languages into court which may have never been seen in criminal courts. Case management systems, in general, are woefully poor at electronically information Interpreting Services of interpreting needs, changes and cancelations of requests, etc. Interpreter Coordinators are often still not invited to meetings when courts move to newer CMSs, or their needs are considered not worth the extra cost necessary to build into a CMS. The result is a court which is handling more cases digitally being served by an outdated Interpreting Services system. Family court services, with its wide range of language needs, must grow hand in hand with language access in mind. And the final phase of the LAP, that of making court-ordered programs all accessible, requires a great deal of time to build, usually case by case. Coordinators could benefit from training specific to their needs, solutions different courts are finding, and stronger ways to share resources and approaches they have found with one another.

13. As mentioned above, the biggest issues are resources and what they charge. Since we are a small court and contract for all interpreter services, we often have to pay hotel and high travel costs and mileage costs in order to procure an interpreter, even in common languages such as Spanish, given the limited resources. We are unable to hire an employee, because our need is sporadic. For small courts, it would be great to have a regional VRI process that could be used when needed. This would save the state significant dollars, while utilizing efficiently the limited resources that are available.

14. Our county doesn't have a shortage of interpreters, willing to accept work; however, we are challenged to meet needs by the competing courts who pay higher federal rates. We currently pay the rate established by the Judicial Council over 10 years ago. This rate should be considered for an increase due to the increase in minimum wage and other cost of living factors.

15. Early identification is crucial; 95% of the time we are unaware of the need for an interpreter until the parties appear in court, regardless of the case type. OTS cases are continued for a day or two until an interpreter can be engaged. In an arraignment situation, video interpreting would help immeasurably.

16. We have not had interpreter requests in all of the civil case types but would be able to provide interpreters if requested.

17. Being a rural small court, if the rules were not so strict, we could easily confirm interpreters for future hearings right in the courtroom. Right now, we have to always go through the regional coordinator before finding coverage where we risk losing the interpreter because it takes too long to hear back from our regional coordinator.

18. Resources and solutions that courts have in common should be centralized on a statewide level.

19. A statewide database modeled after San Bernardino's.

20. We are a small rural county with a population under 1,200 people. Requests for language interpreters are infrequent; therefore, it is difficult to complete this survey to accurately reflect this court’s compliance with requirements. There are no certified court interpreters on staff and none living in this county.

21. Being in the northwestern-most county in California, we are more remote than many interpreters are willing to travel. Remote interpreting technology would be a phenomenal addition to our court.

The Judicial Council's Language Access Services Unit is requesting information that will determine the current service level regarding the provision of court interpreters in all civil matters and other language access services in the 58 superior courts, as of June 30, 2019.

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

This survey will take approximately 20-30 minutes to complete online. It may be helpful to review the PDF attachment of the questions to formulate answers prior to completing the online version of this survey. Questions that ask about services being provided by "Certified" or "Registered" interpreters are aimed at measuring the availability of certified and registered interpreters and not the overall level of coverage. If you have any questions regarding the survey, please contact Matthew Clark at matthew.clark@jud.ca.gov. Thank you for taking the time to complete the survey.

Court Information

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

* 2. What is the size of your court?

- ◯ Small (2-5 judges)
- ◯ Medium (16-47 judges)
- ◯ Small - Medium (6-15 judges)
- ◯ Large (48 judges or more)

* 3. Court region:

- ◯ Region 1
- ◯ Region 3
- ◯ Region 2
- ◯ Region 4

Civil Expansion

* 4. Please indicate the civil case types for which your court provides free interpreter services using certified and registered court interpreters (check all that apply):

Note: On the next screen, you will be asked to estimate percentage of interpreter coverage for each civil case type that your court provides interpreters for.

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

Civil Expansion, Priority 1

* 5. **Priority 1: Domestic Violence**

Please estimate your courts level of interpreter coverage in this case type. If your court was able to provide interpretation services in all domestic violence cases where they were requested, then your level of coverage would be 100%. If your court has not yet expanded into this case type, your level of coverage would be 0%.

0% 50% 100%

* 6. **Priority 1: Elder/Dependent Adult Abuse (Physical Abuse)**

Please estimate your courts level of interpreter coverage in this case type. If your court was able to provide interpretation services in all elder/dependent adult abuse cases where they were requested, then your level of coverage would be 100%. If your court has not yet expanded into this case type, your level of coverage would be 0%.

0% 50% 100%

* 7. **Priority 1: Civil Harassment Under CCP 527.6(y)**

Please estimate your courts level of interpreter coverage in this case type. If your court was able to provide interpretation services in all civil harassment cases under CCP 527.6(y), where they were requested, then your level of coverage would be 100%. If your court has not yet expanded into this case type, your level of coverage would be 0%.

0% 50% 100%

Civil Expansion. Priority 2-4

* 8. **Priority 2: Unlawful Detainers**

Please estimate your courts level of interpreter coverage in this case type. If your court was able to provide interpretation services in all unlawful detainer cases where they were requested, then your level of coverage would be 100%. If your court has not yet expanded into this case type, your level of coverage would be 0%.

0% 50% 100%

* 9. **Priority 3: Termination of Parental Rights**

Please estimate your courts level of interpreter coverage into this case type. If your court was able to provide interpretation services in all cases regarding termination of parental rights where they were requested, then your level of coverage would be 100%. If your court has not yet expanded into this case type, your level of coverage would be 0%.

0% 50% 100%

* 10. **Priority 4: Guardianship**

Please estimate your courts level of interpreter coverage into this case type. If your court was able to provide interpretation services in all guardianship cases where they were requested, then your level of coverage would be 100%. If your court has not yet expanded into this case type, your level of coverage would be 0%.

0% 50% 100%

* 11. **Priority 4: Conservatorship**

Please estimate your courts level of interpreter coverage in this case type. If your court was able to provide interpretation services in all conservatorship cases where they were requested, then your level of coverage would be 100%. If your court has not yet expanded into this case type, your level of coverage would be 0%.

0% 50% 100%

Civil Expansion, Priority 5-7

* 12. **Priority 5: Cases involving actions by a parent to obtain sole legal and physical custody of a child or visitation rights**

Please estimate your courts level of interpreter coverage in this case type. If your court was able to provide interpretation services in all cases involving actions by a parent to obtain sole legal and physical custody of a child or visitation rights where they were requested, then your level of coverage would be 100%. If your court has not yet expanded into this case type, your level of coverage would be 0%.

0% 50% 100%

* 13. **Priority 6: Elder/Dependent Adult Abuse (NOT involving physical abuse)**

Please estimate your courts level of interpreter coverage in this case type. If your court was able to provide interpretation services in all cases involving elder/dependent adult abuse (not involving physical abuse) where they were requested, then your level of coverage would be 100%. If your court has not yet expanded into this case type, your level of coverage would be 0%.

0% 50% 100%

* 14. **Priority 6: Other Civil Harassment Under CCP 527.6**

Please estimate your courts level of interpreter coverage in this case type. If your court was able to provide interpretation services in all other civil harassment cases (as defined under CCP527.6) where they were requested, then your level of coverage would be 100%. If your court has not yet expanded into this case type, your level of coverage would be 0%.

0% 50% 100%

* 15. **Priority 7: All Other Family Law Cases (NOT Involving Domestic Violence)**

Please estimate your courts level of coverage in this case type. If your court was able to provide interpretation services in all other family law cases (not involving domestic violence) where they were requested, then your level of coverage would be 100%. If your court has not yet expanded into this case type, your level of coverage would be 0%.

0% 50% 100%

Civil Expansion, Priority 8

* 16. **Priority 8: Small Claims**

Please estimate your courts level of interpreter coverage in this case type. If your court was able to provide interpretation services in all small claims cases where they were requested, then your level of coverage would be 100%. If your court has not yet expanded into this case type, your level of coverage would be 0%.

0% 50% 100%

* 17. **Priority 8: Unlimited Civil**

Please estimate your courts level of interpreter coverage in this case type. If your court was able to provide interpretation services in all unlimited civil cases where they were requested, then your level of coverage would be 100%. If your court has not yet expanded into this case type, your level of coverage would be 0%.

0% 50% 100%

* 18. **Priority 8: Other Civil**

Please estimate your courts level of interpreter coverage in this case type. If your court was able to provide interpretation services in all other civil cases where they were requested, then your level of coverage would be 100%. If your court has not yet expanded into this case type, your level of coverage would be 0%.

0% 50% 100%

Overall Civil Coverage

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

0% 50% 100%

* 20. Please indicate the languages in which certified and registered interpreters are routinely provided in civil cases.

- [ ] All languages
- [ ] Spanish
- [ ] Vietnamese
- [ ] Korean
- [ ] Mandarin
- [ ] Farsi
- [ ] Other (please specify)
- [ ] Cantonese
- [ ] Russian
- [ ] Tagalog
- [ ] Arabic
- [ ] Punjabi

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

- Yes
- No

* 22. If yes, please select the languages in which certified and registered interpreters are routinely provided if a fee waiver has been granted:

- [ ] All languages
- [ ] Spanish
- [ ] Vietnamese
- [ ] Korean
- [ ] Mandarin
- [ ] Farsi
- [ ] Other (please specify)
- [ ] Cantonese
- [ ] Russian
- [ ] Tagalog
- [ ] Arabic
- [ ] Punjabi

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

- ◯ Yes
- ◯ No

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

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

- [ ] Lack of certified and registered court interpreters in the languages requested
- [ ] Challenges associated with coordinating/scheduling interpreters for coverage of civil matters
- [ ] Lack of funding to support coverage of civil matters
- [ ] Other (please specify)

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

- ○ Yes
- ○ No

* 27. If yes, please select all that apply:

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

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

- ◯ Yes
- ◯ No

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

- ☐ All languages
- ☐ Spanish
- ☐ Vietnamese
- ☐ Korean
- ☐ Mandarin
- ☐ Farsi
- ☐ Other (please specify)
- ☐ Cantonese
- ☐ Russian
- ☐ Punjabi
- ☐ Arabic
- ☐ Tagalog
- ☐ No shortage

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

- ◯ Less than $50,000
- ◯ $50,000–$150,000
- ◯ $150,000–$500,000
- ◯ $500,000–$1 million
- ◯ $1 million–$5 million
- ◯ More than $5 million
- ◯ Do not need more funding or resources

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

- ◯ Less than $50,000
- ◯ $50,000–$150,000
- ◯ $150,000–$500,000
- ◯ $500,000–$1 million
- ◯ $1 million–$5 million
- ◯ More than $5 million
- ◯ Do not need more funding or resources

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

- ◯ Less than $50,000
- ◯ $50,000–$150,000
- ◯ $150,000–$500,000
- ◯ $500,000–$1 million
- ◯ $1 million–$5 million
- ◯ More than $5 million
- ◯ Do not need more funding or resources

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

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

Please specify what languages:

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

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

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

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

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

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

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

- ( ) Yes
- ( ) No

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

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

* 39. Please indicate the total number of complaints received for the following areas within the last eighteen months. If no complaints have been received, please put “0.”

Interpreter not provided	
Quality of interpretation not satisfactory	
Form/information not translated	
Quality of translation not satisfactory	
Other	

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

Number of complaints reported above resolved within 30 days of receipt	
Number of complaints reported above resolved within 60 days of receipt	
Number of complaints reported above resolved within MORE than 60 days of receipt	
Number of Complaints reported above still pending	

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

Tools for early identification of LEP court users

Tracking tools for data/cost reporting

Additional resources included in the Judicial Council Language Access Toolkit

Software or tools to assist with court interpreter calendaring/scheduling

Remote interpreting technology or equipment

Language access-related training

Multilingual signage to be used throughout the courthouse

Centralized translation of documents

Statewide recruitment efforts: additional bilingual staff

Statewide recruitment efforts: additional court interpreters

Other 1 (please specify below)

Other 2 (please specify below)

Other 3 (please specify below)

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

Other 1	
Other 2	
Other 3	

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

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