

Local LEP Plan Template

Superior Court of California, County of Limited English Proficiency (LEP) Plan

The Superior Court of _____ County provides language access services to LEP court users consistent with the [Strategic Plan for Language Access in the California Courts](#) (California Language Access Plan or LAP). This Limited English Proficiency (LEP) Plan addresses language access services and policies that affect LEP court users and language access procedures at our court.

1. Identification of LEP Persons

The top _____ non-English languages spoken in this county, in descending order of frequency, are:

- 1.
- 2.
- 3.
- 4.
- 5.

This information is based on data collected from the ☐ U.S. Census Bureau and/or ☐ the Court Interpreter Data Collection System (CIDCS). In addition, the court collects data from _____. The data is collected yearly/quarterly/other. *[Choose whichever applicable or modify accordingly]*

2. Services Provided

Interpreters: The court strives to provide free interpreters to all LEP court users for all court hearings and trials and court-ordered/court-operated events. Interpreters are provided at no cost for all criminal, traffic, and juvenile law cases. While we continue efforts toward providing interpreters in all civil matters, we are currently limiting interpreter provision as described below.

The court currently provides free interpreter services in civil matters, within the priorities established in Evidence Code § 756, as follows: *[Include all that apply or modify as appropriate]*

- Priority 1: Domestic violence, civil harassment cases where there is no fee to file, elder abuse cases where there is physical abuse or neglect
- Priority 2: Unlawful detainers (evictions)
- Priority 3: Termination of parental rights
- Priority 4: Guardianship and conservatorship
- Priority 5: Cases where one person is asking for sole custody or visitation
- Priority 6: Other civil harassment and elder abuse cases
- Priority 7: Other family law cases
- Priority 8: Other civil cases

In addition, the court provides free interpreters to all LEP persons for the following court events or programs: *[Include all that apply and modify as appropriate]*

- Family Court Services Mediation or Child Custody Recommending Counseling
- Mandatory settlement conferences in all civil and family law cases
- Other:

Bilingual Staff: The court has bilingual staff to help LEP users in their language in person, or by telephone/video through use of a multilingual employee listing. The languages currently spoken by the court's staff, in addition to English, include:

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
- 10.

When bilingual staff are not available, qualified interpreters are provided either in person or remotely at the various points of contact with the court (such as court entrances, clerk's offices, self-help centers, etc.). Staff court interpreters are preferred, whenever available, for in person or remote interpretation. If not available, the court uses _____ [example: Accent, Focus, Language Line] to provide for limited telephonic or remote interpreter services to assist in communications between staff and LEP persons.

Translated Written Information: The court provides multilingual information in the following ways: *[Include all that apply or modify as appropriate]*

- ☒ On the court's website in the following languages: _____, _____, _____, _____.
- ☒ Written educational and informational handouts and brochures in the following languages: _____, _____, _____, _____.
- ☒ By providing links to the [California Courts Self-Help Guide](#) (English) and the [Guía de Ayuda de las Cortes de California](#) (Spanish).
- ☒ Available multilingual information is available at: _____.
- ☒ Language Access Office, Room _____.
- ☒ Court's website at: www._____.gov
- ☒ Court's self-help center/family law facilitator's offices.
- ☒ Other: _____.

3. Notification of Language Access Services

The court notifies court users of available language access services and how to access them in the following ways: *[Include all that apply or modify as appropriate]*

- ☒ Multilingual notice posted at the ☐ courthouse entrance, ☐ clerk's office, ☐ jury room, ☐ self-help center/family law facilitator's office, ☐ courtrooms, ☐ other: _____.
- ☒ Through consistent use, in relevant points of contact and written notices, of this language access icon in Figure 1:



Figure 1: Language Access Icon

- ☒ Language Access Office, Room _____.
- ☒ Court's website at: www._____.gov
- ☒ Court written informational and educational materials aimed at the public.

- ☒ Bilingual staff are identified by wearing a button with the language access icon.
- ☒ Display and availability of [I-Speak Cards](#) at all points of contact with the court.
- ☒ Outreach to the court's justice partners, community-based organizations, legal services providers and others, and through court collaborations as follows: _____.
[List any outreach and education efforts and/or court collaborations/partnerships]

4. Education of Court Staff and Judicial Officers

As recommended in the California LAP, the Superior Court of California, County of _____, provides education for court staff and judicial officers on: (1) language access laws, policies, and procedures at the state and local level, (2) working with language access service providers, (3) working with LEP court users, (4) tools and technologies for providing language access, and (5) cultural competence. In addition, additional language access-related training is provided in the following areas: _____, _____, _____. *[Include any that may apply]*

Training requirements are as follows: *[Include all that apply or modify accordingly]*

- ☒ Mandatory education for all new court staff.
- ☒ Mandatory education for all new judicial officers.
- ☒ Mandatory yearly education for all court staff.
- ☒ Mandatory yearly education for all judicial officers.
- ☒ Other

In addition to court-wide training, all court staff have access to resources for serving LEP court users on the [Resources for Assisting Court Users page](#), [I-Speak Cards](#), ☐ multilingual employee listings, ☐ services contracts with telephonic and remote interpreter services vendors (e.g., Accent, Focus, Language Line), ☐ video-remote equipment, ☐ other: _____.

5. Monitoring and Updating Local Language Access Services Policies

The court regularly monitors its language access services, policies, and procedures, and all items included in this LEP Plan to assess whether any changes are needed. In addition, the court performs an annual evaluation of its policies and updates this document as appropriate. Updates to the webpage(s) at _____ are similarly performed yearly, or more often if necessary to provide up-to-date information to all court users.

The court has developed a language access complaint form and process, available at _____, or by contacting the Language Access Office at the locations specified below to address the failure to provide language access services or issues with the provision of services, including interpreter services, qualified multilingual assistance at all points of contact with the court, and translations of local court forms or other materials.

All complaints regarding the local provision, or failure to provide, language access services are handled by the court. All complaints are also reported to the Judicial Council to assist in the ongoing monitoring of the overall implementation and success of the California Language Access Plan, consistent with Recommendation No. 63 of the California LAP.

6. Language Access Office

Any concerns and requests for information regarding this LEP Plan, its content, implementation, or the language access services provided by the Superior Court of California, County of _____, should be directed to:

Language Access Office

Name of Language Access Representative (LAR):

Tel:

Email:

Date of most recent update: _____