

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

The Superior Court of California, County of Contra Costa 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 5 non-English languages spoken in this county, in descending order of frequency, are:

1. Spanish
2. Mandarin
3. Portuguese
4. Punjabi
5. Arabic

This information is based on data collected from the U.S. Census Bureau and the Judicial Council of California, Court Interpreter's Data Collection System (CIDCS). In addition, the court collects data from the Contra Costa Superior Court's internal interpreter database.

### 2. Language Access Resources

**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. In 2015, the state expanded no cost interpreter services, subject to availability, to all case types, including probate, mental health, limited and unlimited civil proceedings. Contra Costa Superior Court is committed to providing language access to all case types. However, interpreters for all civil case types other than those listed above will be subject to resource availability.

Where demand for interpreter services exceeds availability on a given day, the Court follows the priorities established in Evidence Code § 756, as follows:

- 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 strives to offer language services to all LEP persons for the following court services, events or programs:

- Family Court Services Mediation or Child Custody Recommending Counseling
- Small Claims Mediation
- Mandatory Settlement Conferences in all case types
- Court Investigator Office interviews

**Bilingual Staff:** The court has bilingual staff to help LEP users in their language in person or by telephone.

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 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 the United Language Group to provide telephonic interpretation to assist in communications between staff and LEP persons.

**Translated Written Information and Media:** The court provides multilingual information in the following ways:

- By providing information in Spanish on the court's website at: [www.cc-courts.org](http://www.cc-courts.org), including a link to the [Centro de Ayuda de las Cortes de California](#)
- Written educational and informational handouts and brochures in Spanish
- Access to translated Judicial Council forms in a variety of languages
- Family Court Services orientation video available in Spanish on the court's website
- Multilingual holiday signs/notices of court closures
- Various local forms, pamphlets, instructional sheets, and court signs are available in Spanish
- Language Access Complaint form available on the court's website in Spanish

### 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:

- Interpreter information and instructions on how to request an interpreter on display and listed on various court notices.
- Display and availability of language identification, or "I-Speak" Cards at various points of contact with the court
- Multilingual notices posted at the clerk's office, and other relevant points of contact.

### 4. Education of Court Staff and Judicial Officers

As recommended in the California LAP, the Superior Court of California, County of Contra Costa 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.

Training resources and materials are provided as follows:

- Orientation bench guides and education for all new judicial officers.
- All court staff have access on the court's internal "Language Access" intranet site to tools for serving LEP court users, such as the Language Access Toolkit, I-Speak cards, and United Language Group
- Court wide training at meetings for the purpose of keeping judicial officers and court staff educated regarding new developments associated with the Language Access Plan.

## **5. Monitoring and Updating Local Language Access Services Policies**

The Contra Costa Superior 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.

The court has developed a language access comment form, available in Spanish at [https://cc-courts.org/general/interpreter\\_sp.aspx](https://cc-courts.org/general/interpreter_sp.aspx) or by contacting the Language Access Office at the location specified below, to provide comments regarding language access services, or issues with the provision of services, including interpreter services and translations of local court forms or other materials.

## **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 Contra Costa should be directed to: Manager of Interpreter Services (Language Access Representative). 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.

Language Access Office  
Interpreter Services Division  
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