



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

The Superior Court of Riverside 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 5 Non-English languages spoken in this county are:

1. Spanish
2. Mandarin
3. Arabic
4. Vietnamese
5. Q'anjob'al

This information is based on data collected from the Court Interpreter's Data Collection System (CIDCS). In addition, the court collects data from the Riverside Superior Court's interpreter internal database.

### 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.

The court currently provides free interpreter services in civil matters, within 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

The Riverside 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.

In addition, the court offers 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
- Public service areas via an internal Spanish Interpreter Hotline
- Joint workshops between Self-Help Center staff and community service providers serving LEP populations (such as Family Preservation)
- Family Law Workshops for Self-Help litigants

To facilitate communication with LEP court users, the court also provides:

- A Traffic Avatar that delivers traffic related information and options in Arabic, Cantonese, Mandarin, Spanish and Vietnamese
- An Intelligent Self-Help Kiosk that offers general information on available court services in Arabic, Korean, Mandarin, Spanish and Vietnamese
- A Spanish option on the Court's phone system and Lobby Check-In Kiosk
- Spanish video recordings for Advisement of Rights, Domestic Violence and Parent Orientation
- A series of translated signs, forms/notices and information

**Bilingual Staff:** The Court has Spanish bilingual staff to help LEP users in their language in person, or by telephone/video through use of a multilingual employee listing.

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


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

- By providing links on the court website to the Centro de Ayuda de las Cortes de California (Spanish)
- Court's website at: [www.riverside.courts.ca.gov](http://www.riverside.courts.ca.gov)
- Traffic Avatar translated in Spanish, Vietnamese, Mandarin, Cantonese and Arabic
- Written educational and informational handouts and brochures in Spanish
- Available multilingual information at relevant points of contact
- Access to translated forms and information at the Court's Self-Help Center/Family Law Facilitator's offices
- Self-Help Kiosk in the following languages: Spanish, Vietnamese, Korean, Mandarin and Arabic
- Lobby Kiosks are translated in Spanish
- Holiday signs in the top five languages
- Various local forms, pamphlets and court signs are available in Spanish
- Mail Payment Information cards are translated in Spanish
- Information and instruction sheets are made available in Spanish
- Spanish e-minders for divorce cases

- ☑ Language Access Complaint form available on the court's website in Spanish
- ☑ Written translations of new forms and information are created in Spanish on an ongoing basis

### **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:

- ☑ Multilingual notice posted at the courthouse entrance, clerk's office, jury room, self-help center/family law facilitator's office and courtrooms.
- ☑ Through consistent use, in relevant points of contact and written notices, of this language access icon: 
- ☑ Court's website at: <https://www.riverside.courts.ca.gov/Divisions/InterpreterInfo/interpreter-info.php>. Many court written informational and educational materials aimed at the public.
- ☑ Display and availability of I-Speak Cards at all points of contact with the Court.
- ☑ Interpreter information and instructions on how to request an interpreter listed on various court notices
- ☑ Outreach to the court's justice partners, community-based organizations, legal services providers and others, and through court collaborations that include the Inland Counties Association of Paralegals, American Bar Association and participation in career fairs at local universities, colleges and community organizations.

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

As recommended in the California LAP, the Superior Court of California, County of Riverside 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 to tools for serving LEP court users, such as the Language Access Toolkit, I-Speak cards, multi-lingual employee listings, video-remote equipment and United Language Group.
- ☑ Court wide training at meetings for the purpose of keeping the judicial officers and court staff educated regarding the new developments associated with the Language Access Plan.

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

The Riverside 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. Updates to the webpage at <https://www.riverside.courts.ca.gov/Divisions/InterpreterInfo/interpreter-info.php> are similarly performed yearly, or more often if necessary to provide current up-to-date information to all court users.

The court has developed a language access complaint form and process, available at <https://www.riverside.courts.ca.gov/Divisions/InterpreterInfo/interpreter-info.php> 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.

#### **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 Riverside should be directed to: Vanessa Lopez, 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.

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