

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

The Superior Court of Contra Costa 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. Tagalog
3. Mandarin
4. Vietnamese
5. Punjabi

This information is based on data collected from the U.S. Census Bureau and the Court Interpreter's Data Collection System (CIDCS). Of these languages, Spanish is the language of choice for more than 90% of LEP's in our court.

## 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 case types including, but not limited to, criminal, traffic, civil, probate, small claims, unlawful detainers, family and juvenile law cases.

In addition, the court provides free interpreters to all LEP persons for Family Court Services Mediation or Child Custody Recommending Counseling.

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

When bilingual staff are not available, all staff can provide telephone interpretation through Language Select in a wide variety of languages after using “I Speak” cards to determine which language is needed.

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

- ☑ On the court’s website in Spanish.
- ☑ Written educational and informational handouts and brochures are translated into Spanish.
- ☑ By providing links to the [California Court’s Online Self-Help Center](#) (English) and the [Centro de Ayuda de las Cortes de California](#) (Spanish).
- ☑ Basic information about the court is presented in Spanish on the Qmatic ticket screens at all court locations. Informational flyers for self-represented litigants are available in Spanish at the Spinetta Family Law Center in Martinez, the Arnason Justice Center in Pittsburg, and the George P. Carroll Courthouse in Richmond.
- ☑ Whenever possible, signs are translated into Spanish. The court has embarked on a project to make all signs available in Spanish and mobile friendly in an additional six different languages by the end of 2019.
- ☑ The Language Access Office is located in the Spinetta Family Law Center, 751 Pine Street in Martinez. Court users can check in at the Reception Desk in the lobby and ask for The Language Access Representative or Interpreter Services.
- ☑ The court’s family law facilitator offices provide translations of many Judicial Council forms. They also conduct workshops on how to Start your Divorce and how to finalize your judgment in Spanish. Drop-in assistance in family law matters is available from bilingual Spanish staff at all facilitator locations.

### **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:

- ☑ Spanish notices are projected on Qmatic screens in all courthouse lobbies and clerks’ offices providing basic court information and advising parties of their right to a free interpreter.

- ☑ The home page of the Court's website has a direct link in English and Spanish to the Interpreter Services page. The Interpreter Services page itself is available in English and Spanish. This page explains the availability of interpreters, has a link to a fillable form in English and Spanish to request an interpreter and provides information on how to contact the Language Access Representative. The court's Language Access Representative is a bilingual Spanish speaker.
- ☑ Most written informational and educational materials aimed at the public are translated into Spanish.
- ☑ [I-Speak Cards](#) are available at all points of contact with the court.
- ☑ The court regularly interacts with justice partners, community based organizations, legal services providers and others to ensure that language access needs are being met. The court is also collaborating with these entities to design a multilingual wayfinding and signage system by July of 2019.

#### **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. Additional language access related training is provided to new judicial officers in their orientation binder. Courtroom staff are trained on best practices for working with interpreters on an ongoing basis.

In addition to court-wide training, all court staff have access to tools for serving LEP court users, such as I-Speak cards and telephone interpretation services.

#### **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. Updates to the webpage at [www.cc-courts.org](http://www.cc-courts.org) are performed on an ongoing basis in order to ensure that all court users are receiving up-to-date information.

The court has developed a language access complaint form and process, available on the court's website at [www.cc-courts.org](http://www.cc-courts.org) or directly by e-mailing the Language Access Representative at [mlope1@contracosta.courts.ca.gov](mailto:mlope1@contracosta.courts.ca.gov) 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 Contra Costa, should be directed to the court's Language Access Representative, who is also a bilingual Spanish speaker:

Magda Lopez  
Language Access Representative  
751 Pine Street  
Martinez, California 94553

Tel: (925) 608-2021

Email: [mlope1@contracosta.courts.ca.gov](mailto:mlope1@contracosta.courts.ca.gov)

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