

**Superior Court of California**  
**County of Orange**



**Limited English**  
**Proficiency Plan**

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EQUAL ACCESS PROJECT

MAY 2018

# **Superior Court of California, County of Orange**

## **Limited English Proficiency (LEP) Plan**

The Superior Court of California, County of Orange provides language access services to LEP court users consistent with the [Strategic Plan for Language Access in the California Courts](#) (California Access Plan or LAP).

This LEP Plan addresses language access services, policies, and procedures that affect LEP court users. This document serves as the plan for the Superior Court of California, County of Orange to provide LEP persons with services that are in compliance with Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d et seq.; 45 C.F.R. §80.1 et seq.; and 28 C.F.R. § 42.101-42.112). The purpose of this plan is to provide a framework for the provision of timely and reasonable language assistance to LEP persons who come in contact with Superior Court of California, County of Orange.

Although court interpreters are provided for persons who are deaf or hard of hearing, access services for them are covered under Americans with Disabilities Act (ADA) rather than Title VI of the Civil Rights Act, and therefore will not be addressed in this plan.

### **I. Identification of LEP Persons**

The top five (5) non-English Languages spoken in Orange County are:  
*(In descending order of frequency)*

1. Spanish
2. Vietnamese
3. Korean
4. Mandarin
5. Arabic

This information is based on data collected from the Superior Court of California, County of Orange, Reporter and Interpreter Tracking System (RITS). This data is collected continuously and reported quarterly to the Judicial Council of California.

### **II. Services Provided**

#### **Court 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, juvenile law cases, mental competency hearings with appointed counsel, and other mandated civil. 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:

- 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\*

\*Parties with a fee waiver have preference. The preference for “[p]arties proceeding in forma pauperis, pursuant to Section 68631 of the Government Code” is outlined in Evidence Code section 756 (c)(1).

### **Bilingual Staff**

The court has bilingual staff to help LEP users in their language in person or by telephone. The languages spoken by the court’s staff, in addition to English, include:

- Spanish
- Vietnamese

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 Language Select to provide telephonic interpretation to assist in communications between staff and LEP persons.


### **Translated Written Information**

The court provides multilingual information in the following ways:

- Written educational and informational handouts and brochures in the following languages: Spanish and Vietnamese
- By providing links to the California Court’s Online Self-Help Center (English) and the Centro de Ayuda de las Cortes de California (Spanish).
- Court’s website at [http://www.occourts.org/directory/language\\_access](http://www.occourts.org/directory/language_access).
- Court’s self-help center offices.

## **III. 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 clerk’s office, self-help center, and courtrooms.
- Through consistent use, in relevant points of contact and written notices, of this language access icon: 

- ☒ Court's website at [http://www.occourts.org/directory/language\\_access](http://www.occourts.org/directory/language_access).
- ☒ 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.

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

As recommended in the LAP, the Superior Court of California, County of Orange 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 to court-wide training, 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, ☒ Language Select.

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

The Superior Court of California, County of Orange regularly monitors its language access services, policies and procedures, and all items included in the 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 [http://www.occourts.org/directory/language\\_access](http://www.occourts.org/directory/language_access) are similarly performed yearly, or more often if necessary to provide current up-to-date information to all court users.

The Superior Court of California, County of Orange has developed a language access complaint form and process, available at [http://www.occourts.org/directory/language\\_access](http://www.occourts.org/directory/language_access) 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 point of contact with the court, and translation 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.

#### **VI. 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 Orange, should be directed to:

***Language Access Office:***

Court Interpreter Services

Ana Parrack, Deputy Court Manager

Phone Number ☎: (657) 622-7327 / Email ☒: [LanguageAccessServices@occourts.org](mailto:LanguageAccessServices@occourts.org)

**LEP Plan Effective:** February 21, 2013

**Revised:** May 17, 2018