

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

The Superior Court of Lassen County provides language access services to LEP court users consistent with the [Strategic Plan for Language Access in 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 3 non-English languages spoken in this county are:

1. Spanish
2. Chuukese
3. American Sign Language

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 criminal, traffic, and juvenile law cases. While we continue efforts towards 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 and to the extent funding is provided:

- 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 or 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 Family Court Services Mediation or Child Custody Recommending Counseling to the extent that funding is provided.

**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, all staff can provide telephone interpretation through Language Select or by way of electronic translation using CA Courts Translator in a wide variety of languages to assist in communications between staff and LEP persons.

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

- On the court's website in multiple languages.
- Written educational and informational handouts and brochures in 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).
- Available multilingual information is available in the Access to Justice Center in the Hall of Justice and on the court's website: [www.LassenCourt.ca.gov](http://www.LassenCourt.ca.gov).

### 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 the court's digital signage throughout the courthouse lobby and outside of courtrooms providing basic court information and advising parties of their rights to a free interpreter.
- The Interpreter Services page of the court's website explains the availability of interpreters, has a link to a fillable form in multiple languages to request an interpreter and provides information on how to contact the Language Access Representative.
- Many written informational and educational materials aimed at the public are available in Spanish.
- [I-Speak Cards](#) are available at all points of contact with the court.

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

As recommended in the California LAP, the Superior Court of California, County of Lassen 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 services providers, (3) working with LEP court users, (4) tools and technologies for providing language access, and (5) cultural competence. 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 the [Language Access Toolkit](#), I-Speak cards, telephone interpretation services, and electronic translation using CA Courts Translator.

#### **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 at [www.LassenCourt.ca.gov](http://www.LassenCourt.ca.gov) 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 on the court's website at [www.LassenCourt.ca.gov](http://www.LassenCourt.ca.gov) or by contacting the Language Access Representative at the location 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 and other materials.

All complaints regarding 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 Representative**

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 Lassen, should be directed to:

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