



Superior Court of California
County of San Diego

Limited English Proficiency (LEP) Plan

The Superior Court of California, County of San Diego, provides language access services to limited English proficiency (LEP) court users consistent with the Strategic Plan for Language Access in the California Court (California Access Plan or LAP).

This LEP Plan addresses language access services, and policies and procedures that affect LEP court users. This document serves as the plan for the Superior Court of California, County of San Diego 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 the Superior Court of California, County of San Diego.

Although court interpreters are provided for persons with a hearing loss, access to services for them are covered under the Americans with Disabilities Act 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 six non-English languages spoken in San Diego County are:
(In descending order of frequency)

- | | |
|---------------|-------------|
| 1. Spanish | 4. Chaldean |
| 2. Vietnamese | 5. Tagalog |
| 3. Arabic | 6. Mandarin |

This information is based on data collected from the Court Interpreter’s Data Collection System (CIDCS). The data is collected continuously and reported to the Judicial Council of California.

II. Services Provided

Interpreters:

The court's policy, is given available resources and in accordance with applicable law, to provide an interpreter, at no cost, to parties, witnesses, and persons with significant interest in a case; for all courtroom proceedings and all court-ordered, court-operated programs. Court-ordered, court-operated programs include any program, service, or event that is both ordered by the court and operated or managed by the court.

Bilingual Staff:

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

- Spanish
- Tagalog

Telephonic Interpreting:

Staff court interpreters, independent contractor interpreters, and bilingual staff are preferred for in-person or remote interpretations whenever available. If not available, the court uses a telephonic interpreting service to provide telephonic interpretation to assist in communication 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.sdcourt.ca.gov/portal/page?_pageid=55,1893005&_dad=portal&_schema=PORTAL
- 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:

- Court's website at:
http://www.sdcourt.ca.gov/portal/page?_pageid=55,1893005&_dad=portal&_schema=PORTAL
- Display and availability of I-Speak Cards at 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 San Diego 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.
- Telephonic interpreting services.

V. Monitoring and Updating Local Language Access Services Policies

The Superior Court of California, County of San Diego regularly monitors its language access services, policies and procedures, and all items included in the LEP Plan to assess if 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.sdcourt.ca.gov/portal/page?_pageid=55,1893005&_dad=portal&_schema=PORTAL 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 San Diego has developed a language access

complaint form and process, available at http://www.sdcourt.ca.gov/portal/page?_pageid=55,1893005&_dad=portal&_schema=PORTAL 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. This includes 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 request for information regarding this LEP Plan, its content, implementation, or the language access services provided by the Superior Court of California, County of San Diego, should be directed to:

Language Access Office:
Court Interpreter Services
Language Access Coordinator
Phone Number: (619) 844-2362 / Email: LanguageAccess@SDCourt.CA.Gov

LEP Plan Effective: November 1, 2008

Updated: March 2, 2020