

Superior Court of California Santa Barbara County



Limited English Proficiency Plan

A Language Access Project
April 2018

Limited English Proficiency (LEP) Plan

The Superior Court of Santa Barbara 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. Mixteco Alto/Bajo from Oaxaca and Guerrero
3. ASL
4. Mandarin
5. Japanese

This information is based on data collected from the Court Interpreter's Data Collection System (CIDCS). This data is collected yearly.

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 the following case types:

- Criminal;
- Traffic;
- Juvenile (Delinquency and Dependency);
- Mental health (psych evaluations and mental competency hearings);
- Family law;
- Civil harassment;
- Unlawful detainer (eviction);
- Small claims; and
- Other limited civil cases.

In addition, the court makes every effort to provide free interpreters to all LEP persons for the following court events or programs:

- Family Court Services Mediation;
- Mandatory settlement conferences in all civil and family law cases.

Bilingual Staff: The court has bilingual staff to help LEP users in their language in person. The languages currently spoken by the court's staff, in addition to English, include Spanish and Vietnamese.

When bilingual staff is not available, the court uses *Language Line* and *Language Select* 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:

- Court's website <http://www.sbcourts.org/>;
- By providing links to the [California Court's Online Self-Help Center](#) (English) and the [Centro de Ayuda de las Cortes de California](#) (Spanish);
- Forms, educational and instructional materials translated into commonly used languages at www.courtinfo.ca.gov/selfhelp/languages/;
- Written educational and informational handouts and brochures in Spanish.

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 notices posted at the clerk's office and other relevant points of contact;
- Through consistent use, in relevant points of contact and written notices, of this language access icon: 
- Court's website <http://www.sbcourts.org/>;
- Court written informational and educational materials aimed at the public;
- Availability of Language Identification Cards 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

Santa Barbara 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](#), Language Identification Cards, Bilingual employee listings, and *Language Line*.

5. Monitoring and Updating Local Language Access Services Policies

The Superior Court of California, County of Santa Barbara 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 <http://www.sbcourts.org/gi/court-interpreters.shtm> 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 Santa Barbara has developed a language access complaint form and process, available at <http://www.sbcourts.org/gi/court-interpreters.shtm> or by contacting the Language Access Office 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 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. Interpreter Services Office

Any concerns or requests for information regarding this LEP Plan, its content, implementation, or the language access services provided by the Superior Court of California, County of Santa Barbara, should be directed to:

Trial Court LAP Coordinators
Angela Braun/Stephanie Robbins
Language Access Coordinator
Santa Barbara County Superior Court
118 East Figueroa Street
Santa Barbara, CA 93101
(805) 882-4632, ctadmin@sbcourts.org

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