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

The Superior Court of Mendocino 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 four non-English languages spoken in this county are:

1. Spanish
2. Tagalog
3. Cambodian/Khmer
4. Cantonese

This information is based on data collected from the Court Interpreter's Data Collection System (CIDCS) and the Language Access Planning Implementation Task Force Report, August 2017.

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 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

In addition, the court provides 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, or by telephone/video through use of a multilingual employee listing. The languages currently spoken by the court's staff, in addition to English, include:

- Spanish

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 for 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 several languages;
☑ 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 at:
- ☑ Language Access Office, Room 303, Ukiah Courthouse.
- ☑ Court's Self-Help Legal Assistance Office/Family Law Facilitator's Office.

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 notice posted at the ☑ courthouse entrances, ☑ clerk's office, ☑ jury assembly room ☑ Self-Help Legal Services Office/Family Law Facilitator's Office;
☑ Through consistent use, in relevant points of contact and written notices, of this language access icon:
☑ Language Access Office, Room 303, Ukiah Courthouse.
☑ Court's website at: www.mendocino.courts.ca.gov
☑ Many court written informational and educational materials aimed at the public.

4. Education of Court Staff and Judicial Officers

As recommended in the California LAP, the Superior Court of California, County of Mendocino 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.

Training requirements are as follows:

- ☑ Mandatory education for all new court staff.
- ☑ Mandatory education for all new judicial officers.
- ☑ Mandatory yearly education for all court staff.
- ☑ Mandatory yearly education for all judicial officers.

In addition to court-wide training, court staff have access to tools for serving LEP court users, such as the Language Access Toolkit, ☑multi-lingual employee listings, ☑Language Select.

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.mendocino.courts.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 (see Attachment A) and process, available at www.mendocino.courts.ca.gov 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. 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 Mendocino, should be directed to:

Language Access Office
100 N. State Street, Room 303, Ukiah, CA 95482
Tel: (707) 463-4664
Email: languageaccess@mendocino.courts.ca.gov

Date revised: March 21, 2018

Mendocino County Superior Court
100 N. State Street, Room 303
Ukiah, CA 95482
Email: languageaccess@mendocino.courts.ca.gov

LANGUAGE ACCESS COMPLAINT FORM

The Mendocino County Superior Court is committed to providing language access for individuals who are unable to speak or understand English well. If you believe you have not been provided with reasonable or satisfactory language access, please complete this form and submit it in person, via email or by mail.

Person making the complaint (Optional) (Please print):

NAME: _____

ADDRESS: _____

CITY: _____ STATE: _____ ZIP: _____

CONTACT PHONE NO.: DAY ( ) _____EVENING ( ) _____

PRIMARY LANGUAGE YOU SPEAK: _____PRIMARY LANGUAGE YOU WRITE: _____

FAX: ( ) _____EMAIL: _____

PLEASE DETAIL YOUR COMPLAINT BELOW: (Please specify what occurred, the date, who was involved, the identity of any witnesses and their contact information and the existence of supporting documents. Please include copies of any relevant documents.)

Case No: _____Location/Courtroom: _____Rm/Dept. _____

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To fully investigate your complaint, Language Access Services (LAS) may need to contact you for additional information. Please note that if your complaint does not fall within (LAS) jurisdiction, it will be forwarded to the appropriate department/agency for investigation. All complaints must be mailed to the above address or may be emailed to languageaccess@mendocino.courts.ca.gov. The court shall acknowledge receipt within 10 days and notice of final action within 90 days of receipt of complaint. (If your complaint is anonymous you will not receive acknowledgement of receipt or a notice of final action).

Signature: _____Date:_____

ATTACHMENT A

Mendocino County Superior Court
100 N. State Street, Room 303
Ukiah, CA 95482
Email: languageaccess@mendocino.courts.ca.gov

FORMULARIO PARA QUEJAS SOBRE ACCESO A SERVICIOS LINGÜÍSTICOS

FAVOR DE ESCRIBIR CON LETRA DE MOLDE:

PERSONA PRESENTANDO LA QUEJA (OPCIONAL)

NOMBRE: _____

DIRECCIÓN: _____

* Nº DE TELÉFONO: (___) _____ *Nº DE CELULAR: (___) _____

CIUDAD: _____ ESTADO: _____ CÓDIGO POSTAL: _____

FAX: (___) _____ DIRECCIÓN ELECTRÓNICA: _____

IDIOMA PRINCIPAL QUE HABLA; _____IDIOMA PRINCIPAL QUE ESCRIBE: _____

FAVOR DE DESCRIBIR DETALLADAMENTE SU QUEJA ENSEGUIDA (Sírvase especificar qué ocurrió, cuándo, quién estuvo implicado, la identidad de cualquier testigo y su información de contacto y la existencia de documentos justificativos. Incluya copias de todos los documentos relevantes.)

Nº DE CASO: _____ UBICACIÓN (TRIBUNAL): _____ Nº DE OFICINA/DEPTO.: _____

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A fin de poder investigar cabalmente su queja, es posible que el Departamento de Servicios de Acceso Lingüístico tenga que ponerse en contacto con usted para obtener información adicional. Tome nota que si su queja no figura dentro de la jurisdicción de ese departamento, su queja se enviará al departamento apropiado para que se investigue. Todas las quejas se deberán mandar por correo electrónico o entregar en la dirección arriba mencionada. El Tribunal confirmará el recibo de su queja dentro de diez días y la decisión final dentro de 90 días. Si su queja es anónima no recibirá respuesta.

Firma: _____ Fecha: _____

ATTACHMENT A