

Superior Court of California  
County of San Bernardino



# Limited English Proficiency Plan

A Language Access Project  
2023

**Superior Court of California, County of San Bernardino**  
**Limited English Proficiency (LEP) Plan**

The Superior Court of California, County of San Bernardino 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 five (5) non-English Languages spoken in this county, in descending order of frequency, are:

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

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

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

Free interpreter services in civil matters are provided 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 strives to provide free interpreters to all LEP persons for the following court events or programs:

- Family Court Services Child Custody Recommending Orientation and Counseling
- Settlement Conferences in family law cases
- Court Investigator Office interviews

**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
- Mandarin


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 court entrances, 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 Line to provide for telephonic interpretation to assist in communications between staff and LEP persons.

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

- ☒ Written educational and informational handouts and brochures in Spanish.
- ☒ A link on the Court's website to the [Centro de Ayuda de las Cortes de California](#) (Spanish).
- ☒ Spanish translations of select materials on the Court's website at <http://www.sb-court.org/>
- ☒ Access to translated Judicial Council forms, in a variety of languages.
- ☒ Multilingual continuance forms, available on the Court's intranet for use by court staff.
- ☒ A series of Family Court Services orientation videos in Spanish, on the Court's website.
- ☒ A Spanish option on the Court's public telephone automated system.

### 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 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 at <http://www.sb-court.org/GeneralInfo/CourtInterpreters.aspx>.
- ☒ Court written informational and educational materials aimed at the public.
- ☒ Availability of Language Identification Cards at all points of contact with the court.
- ☒ Outreach to the court's justice partners, community based organizations, legal services providers and others, through court collaborations such as the Court-Clergy Community Meeting, the Inland Counties Association of Paralegals and participation in career fairs at local universities, colleges and community organizations.

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

As recommended in the California LAP, the Superior Court of California, County of San Bernardino 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 San Bernardino 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.sb-court.org/GeneralInfo/CourtInterpreters.aspx> 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 Bernardino has developed a language access complaint form and procedures, available at <http://www.sb-court.org/GeneralInfo/CourtInterpreters.aspx> or by contacting any court district or the Interpreter Services Office. The procedure may be used to raise concerns about 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 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.

#### **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 San Bernardino, should be directed to:

***Interpreter Services Office***

Jennifer De La Cruz, Interpreter Services Manager

Phone Number ☎: (909) 708-8816

Email ✉: [JDeLaCruz@sb-court.org](mailto:JDeLaCruz@sb-court.org)

***Date of most recent update: June 5, 2023***