

Superior Court of California
COUNTY OF ALAMEDA



Wynne S. Carvill, Presiding Judge
Chad Finke, Executive Officer

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FOR IMMEDIATE RELEASE

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OAKLAND, CALIFORNIA: The Superior Court of Alameda County announces

As part of an ongoing initiative to enhance access to judicial services and proceedings for all Court users, the Superior Court of Alameda County recently implemented several new projects this month designed to significantly expand language access services provided by the Court.

First, non- and limited-English speaking persons will now be able to find information about court proceedings and services in more than 100 languages on the Court's website, using Google Translate. With this service, users can instantly translate any section of the Court's website (www.alameda.courts.ca.gov) into their native language. Google Translate is being successfully used by several other superior courts in California.

Additionally, the Court is producing translated versions of educational brochures regarding its Self-Help Center and general introduction to Court services in the five non-English languages most common among its users: Spanish, Vietnamese, Cantonese, Mandarin, and Punjabi. These materials will be available for distribution shortly. Further, signage informing Court users of the different language access resources that are available is slated to be displayed at all public points of contact, and the Court is developing a Language Access Complaint/Comment form in order to receive feedback from users of these services.

Another resource that is available to serve the language access needs of the public is a telephonic interpreting service available at some public points of contact. As of Monday, August 13, 2018, the Court is now utilizing a vendor called Voiance, which is providing the Court with new dual-handset phones to be installed at locations where the Court already uses telephonic interpreting equipment. In the coming months, the Court plans to expand the number of public points of contact where telephonic interpreting service will be available.

Finally, the Court is planning to create a multi-lingual version of its "telephone tree," which will ensure that its telephonic information is accessible in five languages other than English: Spanish, Mandarin, Cantonese, Vietnamese, and Punjabi. The Court's plan is to complete this work before July 1, 2019.

“One goal of our system of justice is to make sure that anyone participating in it has a basic understanding of how to navigate the system and what their rights are”, said Wynne Carvill, Presiding Judge of the Superior Court. “Part of the Court’s core mission is to ensure fairness, which can only be accomplished by making service accessible for everyone who speaks little or no English.”