

## Los Angeles Superior Court – Public Information Office

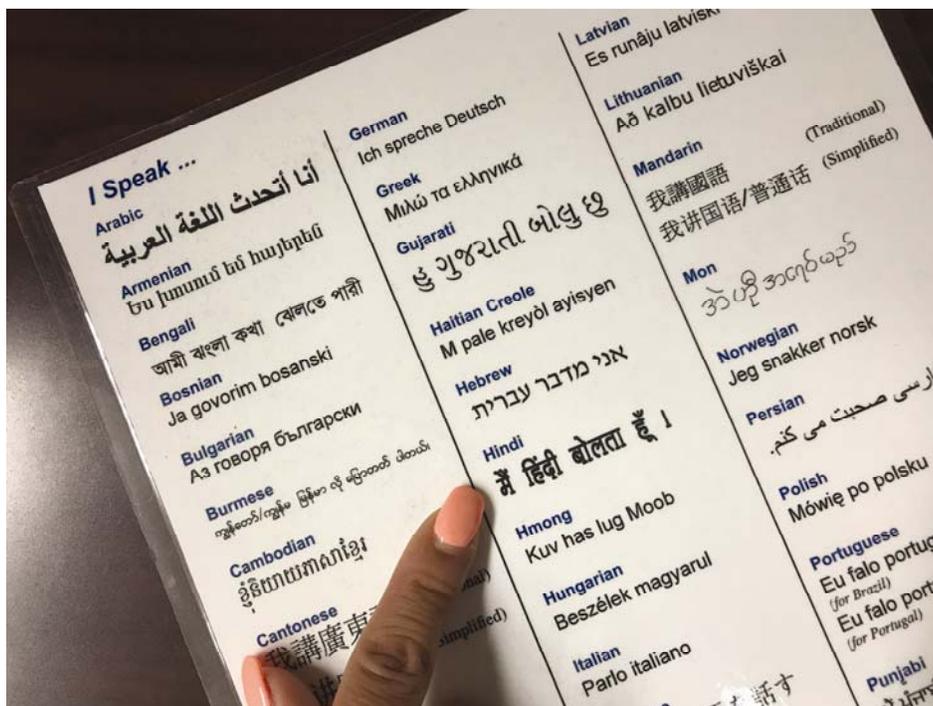
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# NEWS



(article previously published as part of the Los Angeles Superior Court's 2016/2017 Annual Report)

## LANGUAGE ACCESSS



*ARI helps customers receive service instantly in the language of their choice using an “I Speak” card.*

### Language Assistance Services Expand

In May 2016, LASC launched a new web portal that allows parties in need of language assistance in small claims cases to request an interpreter, free of charge. Via the Interpreter Request Portal, any party with a small claims matter needing assistance in a language other than Spanish may request an interpreter at any time prior to their hearing by submitting an online form, which is made available in English, Armenian, Chinese, Korean, and Vietnamese. Spanish language interpreters are permanently assigned to courtrooms hearing small claims matters.

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*In June 2016, the Court received a [National Association of Counties \(NACo\) Achievement Award](#) for a similar web portal for unlawful detainer (eviction) hearings launched in 2015.*

In FY 2016/2017, 47,966 unlawful detainer cases were filed. These cases are heard at nine courthouses in Los Angeles County.

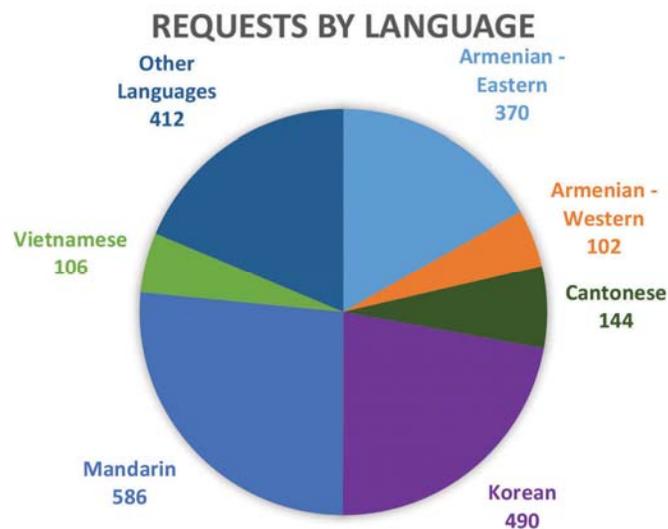
Since the launch of the Interpreter Request Portals, the Court has received more than 800 requests for language assistance in small claims hearings and over 270 requests for unlawful detainer hearings.

*Another language services program honored with a [2016 NACo award](#) was the Court's [Audio Remote Interpreting \(ARI\) Assistance at Public Counters](#), which was a Best of Category winner.*

ARI enables court clients who lack English language proficiency to receive service instantly in the language of their choice. When one of these customers visits a public counter and bilingual service is not available, a staff member will hand the customer an "I Speak" card. Once the person identifies the language he or she speaks, staff call the ARI language vendor and in less than a minute, an ARI interpreter is on the line. ARI ensures equitable access to the judicial system starting at the Clerk's window, regardless of English language proficiency. Between September 2015 and June 2017, the Court received more than 1,500 ARI requests. Approximately 11,000 events are interpreted in court each week.

### Audio Remote Interpreting Calls (September 2015-June 2017)

1,512 total requests during period



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### Providing Multilingual Interpretation

Los Angeles County has the largest population of any county in the nation and exceeded by only eight states. With more than 140 cultures and as many as 224 languages, Los Angeles County is one of the most diverse areas in the world. It is estimated that 56.8 percent of the county population speaks a language other than English at home.

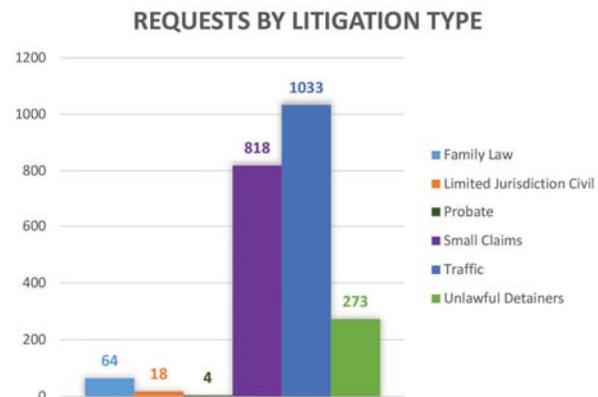
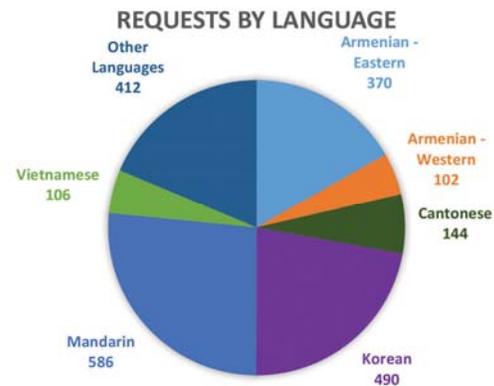
The Court provides non-English speaking litigants with language assistance in over 89 languages with the assistance of more than 380 certified or registered interpreters and 200 independently contracted interpreters.

In LASC, language assistance is most frequently requested in Armenian, Korean, Mandarin, Spanish, and Vietnamese.

Qualified court interpreters are assigned to court proceedings at no cost in the following areas: criminal, juvenile delinquency, juvenile dependency, probate, mental health, family law, civil harassment, unlawful detainer (eviction), traffic, small claims, and other limited civil cases.

The Court spends more than \$35 million on the services of certified interpreters annually, and also provides bonuses to seven percent of the Court's workforce to provide language assistance to the public outside of the courtroom. The Court also provides language assistance through its JusticeCorps volunteers, who speak 15 different languages.

### Web Portal for Interpreter Requests (July 2016-June 2017) 2,210 total requests during period



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*For more information or to obtain copies of the images included with this story, contact LASC's Public Information Office at (213) 830-0815 or [publicinfo@lacourt.org](mailto:publicinfo@lacourt.org).*