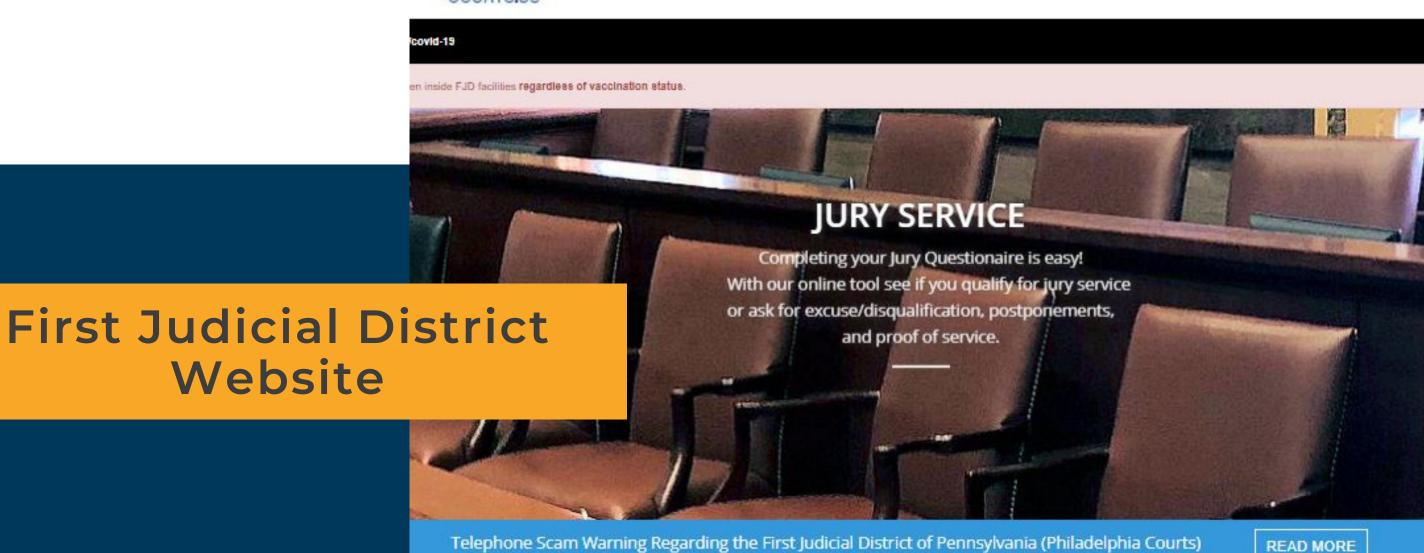


TABLE OF CONTENTS

- Intro
- 2 Methodology
- 3 Shorter-term Recommendations
- 4 Longer-term Recommendations
- **5** Moving Forward



E-Services

Website



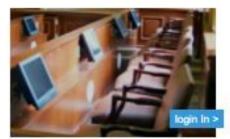
ePay Traffic Citations

Pay your Philadelphia Traffic Citation online. For Parking tickets please visit www.philapark.org



e-Filing

The eFiling system allows case documents, such as pleadings, motions, and petitions, to be filed with the court using a computer and Internet connection.



eluror

With our online system see if you qualify for jury service, ask for postponements, excuse/disqualification, and proof of



PAePay

Pay fines, costs, and restitution to the Commonwealth of Pennsylvania's Common Pleas and Magisterial District

METHODOLOGY



Identified six common legal issues faced by Philadelphians and attempted to address them using the FJD and DC sites:

- Landlord/Tenant
- Protective Orders
- Debt Collection
- Custody Dispute
- Wage Garnishment
- Eviction

INTERVIEWS

- Suzan Chao (Elder Justice & Civil Resource Center)
- Kristen Cherry (PLA)

INVESTIGATING COURT SITES

Explored how the FJD site addresses literacy, disability, and language barriers while searching for better alternatives on other court sites, which include:

- DC
- CA
- San Antonio



DISABILITY

Ensuring that the website is designed to accommodate the needs of user with a visual disability and is compatible with any assistive technologies she may use.



LITERACY

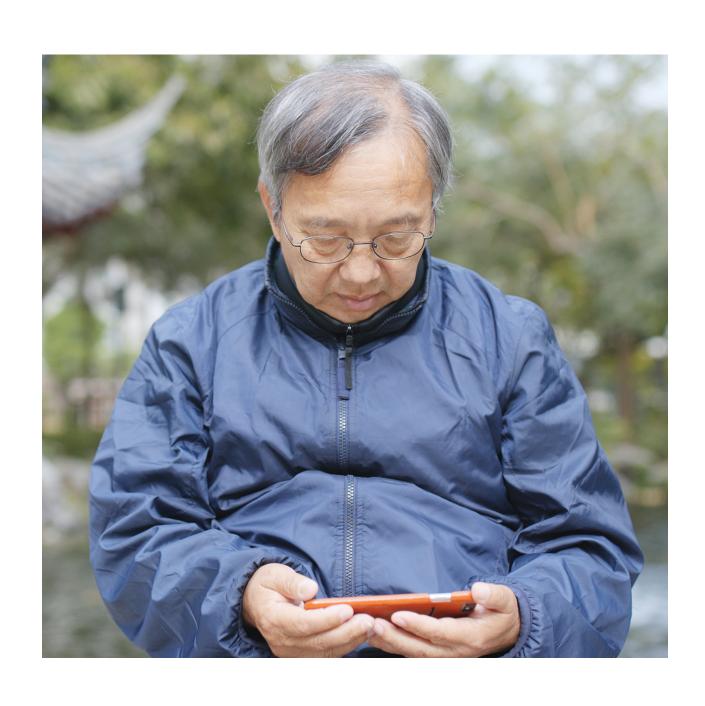
Ensuring information is comprehensible to all users to promote equitable outcomes.



LANGUAGE

Ensuring that LEP populations can also access the legal information and tools available on the FJD Site.

SELF-HELP COURT USERS: COMMON ISSUES



TECHNOLOGICAL LITERACY

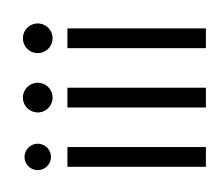
SRLs tend to be low- or very low-income. Consequently, many do not own or have access to laptops. At best, these individuals can use a smartphone to access the Internet, but many have a basic phone with limited Internet features. Moreover, even if SRLs had phones or computers that could access the Internet, the high cost of data plans may further prevent them from searching the web or, specifically, searching every corner of the FJD website for the information they need.

TECHNOLOGICAL ACCESS

Because of the lack of access to technology, many SRLs have not had the same amount of experience using computers or smartphones. Furthermore, they may not know the nuances of conducting an Internet search, an insite search, or even how to navigate a website, generally.

SHORTER-TERM RECOMMENDATION: SELF-HELP PAGE









A compilation of all legal aid organizations, separated by practice area. This information is currently found under the "Legal Assistance" page of the website. Along with the name of the organization, the page would also provide a contact number, business hours, a contact email address, and a link to the website.

FORMS

A compilation of all court forms, separated by legal issue, e.g., housing, family, employment. This information is currently found under the "Forms" page of the website. The SRL page, however, would only contain those forms relevant to SRLs, excluding forms such as those for Pro Hac Vice, Election Forms, and Expert Witness Payment.

RESOURCES

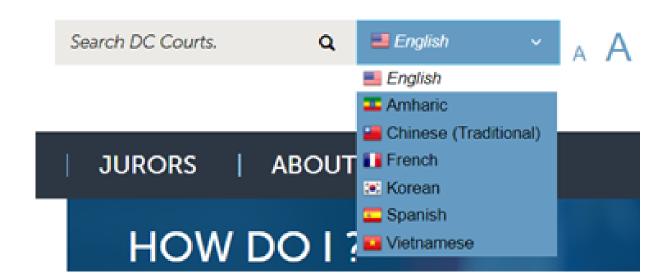
A compilation of all FJD materials, including brochures and informational videos, separated by legal issue, e.g., domestic relations, housing. This information is currently found under the "Brochures and Manuals" page of the website. The SRL page would only contain informational literature related to civil legal issues, excluding information on topics like passport services and mitigation protocols.

SHORTER-TERM RECOMMENDATIONS



The landlord gives the tenant a written Notice to do something by a deadline

For example, a Notice might say to fix a problem or move out by a certain date. The deadlines can be very short, like 3 days, or months.



DISABILITY

Add option to increase font size

LITERACY

- Ensure all language on the self-help page is at, or below, a 7th grade reading level.
- Define all legalistic terms when a complete substitution is not possible.

LANGUAGE

- Add a Google Translate option
- Provide all basic Court contact info in multiple languages without having to use Google Translate



Resources and information to help you navigate your court case, including step-by-step guides for following procedures and help with understanding your options.

What would you like to do?

Get help with papers I was served

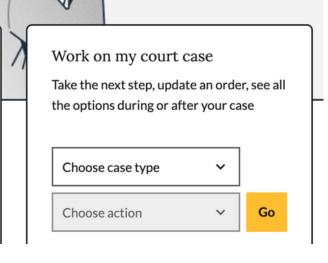
Look up by form number to understand your options. (Find the form number in the upper right or upper left corner of your papers.)

Choose form

Start a court case
Find your case type to get started

Choose case type

Go



Get information about a legal topic

Get general information and learn about your options

Choose topic
Go

Look up a court case or citation

Find a traffic ticket or court case using the county court's website

Choose County

Go



CALIFORNIA COURT SYSTEM

selfhelp.courts.ca.gov

More Information

Find a free or low-cost lawyer

Find a court form

Find out about jury duty or serving as a witness Find other information about the California Courts

SAMPLE SELF-HELP PAGE

THE ISSUE: DISABILITY ACCESSIBILITY



WHO

- Elderly individuals facing landlord-tenant issues, debt collection problems, or trying to get guardianship of their grandchildren
- Philadelphians with visual disabilities dealing with any civil legal issue

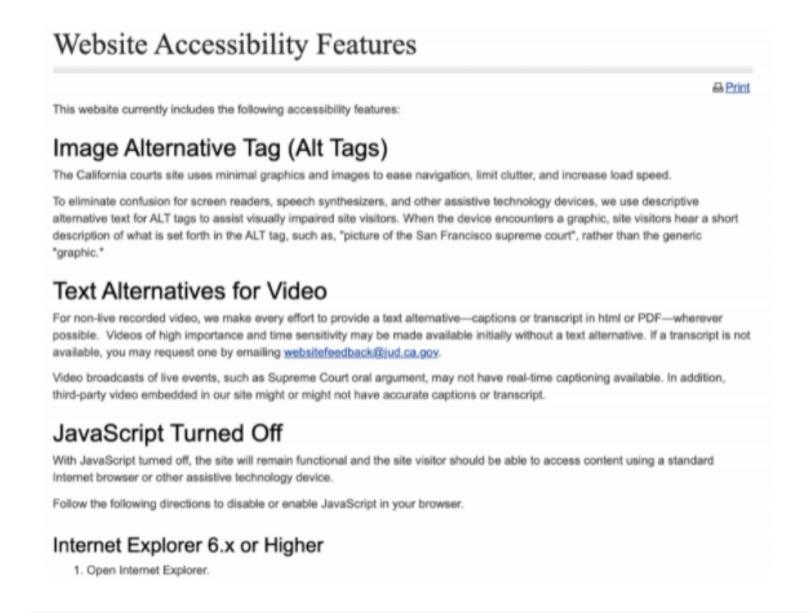
WHY

- 16% of Philadelphians had a physical, emotional, or cognitive disability in 2016
- 22% of Philadelphians living in poverty were disabled.
- Elderly individuals comprised 14% of Philadelphia's nearly 1.6 million residents in 2019.
- In 2017, 23% of Philadelphians ages 60 and older lived in poverty

HOW

- Americans with Disabilities Act
- Web Content Accessibility Guidelines (World Wide Web Consortium)
- Other court websites

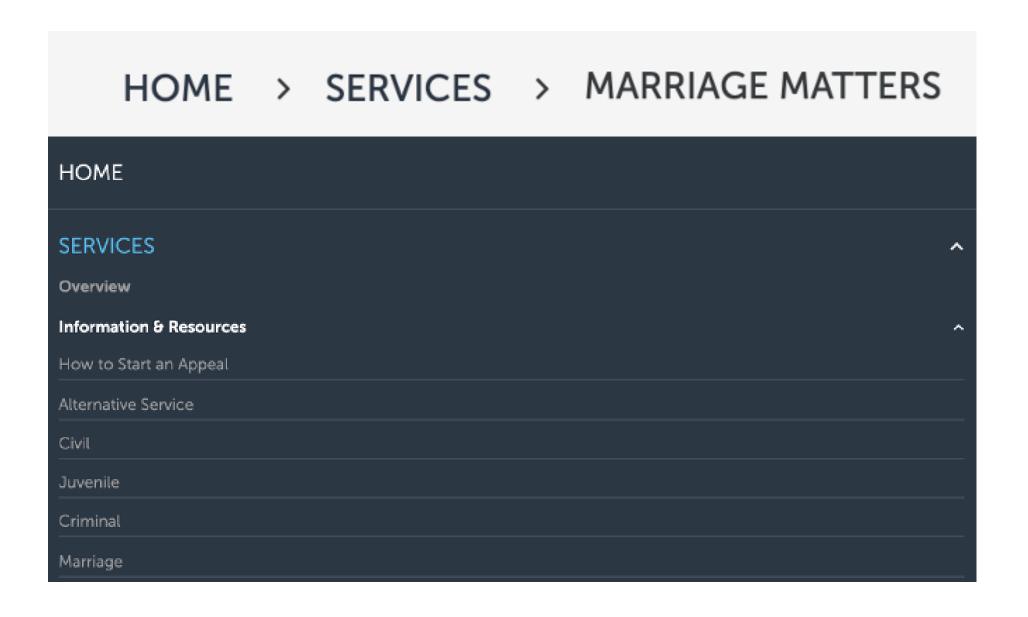
LONGER-TERM RECOMMENDATIONS: DISABILITY ACCESSIBILITY



ALLOW USERS TO CHOOSE THEIR OWN SETTINGS

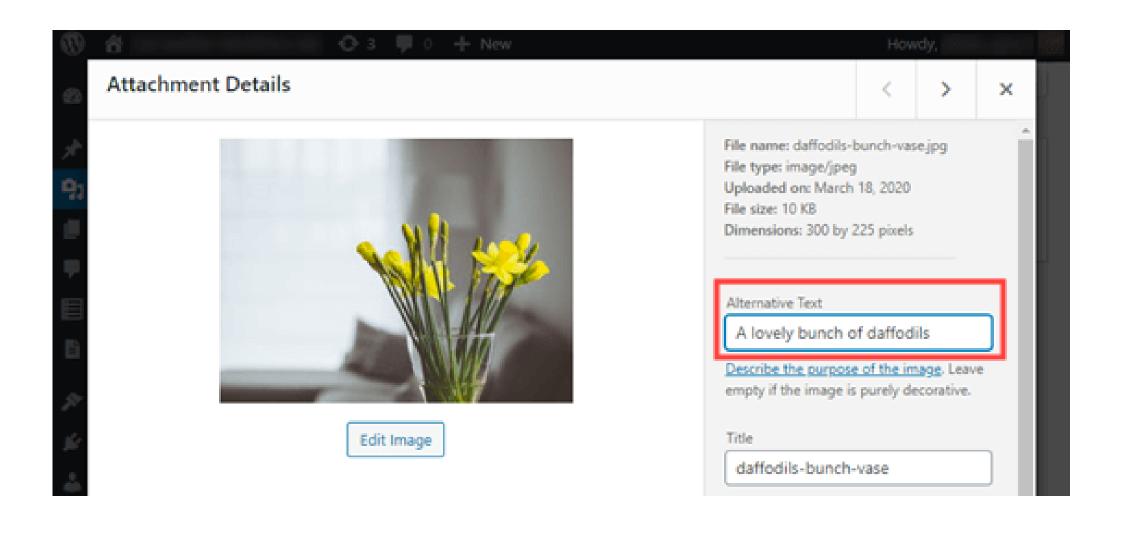
- Font size and color
- JavaScript

LONGER-TERM RECOMMENDATIONS: DISABILITY ACCESSIBILITY





LONGER-TERM RECOMMENDATIONS: DISABILITY ACCESSIBILITY



PROVIDE ALTERNATIVE OPTIONS FOR CONSUMING MEDIA

- Alt tags and text alternatives for video and images.
- HTML or RTF documents.

THE ISSUE: LITERACY **ACCESSIBILITY**

CITY LIFE

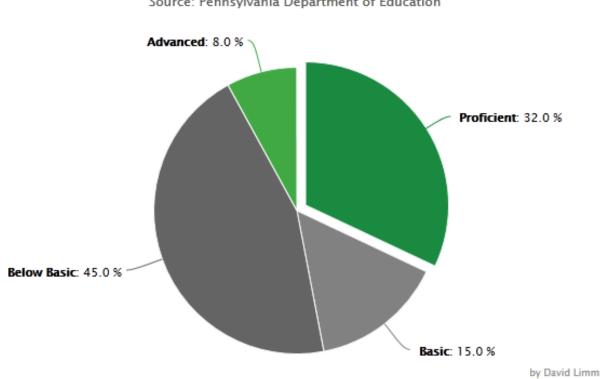
More Than Half of Adult Philadelphians Are Functionally **Illiterate**

If you can read this, you have plenty to be thankful for.

by LIZ SPIKOL • 11/20/2012, 8:52 a.m.

PSSA reading proficiency, District 3rd graders

Source: Pennsylvania Department of Education



WHO

• Low literacy Philadelphians facing any sort of legal issue.

WHY

- 5th grade reading level
 - National average: 7th grade
- "Philadelphia faces a literacy crisis." Jim Kenney
- Functionally illiterate majority.
- 22% of adults lack basic literacy skills

HOW

- No directly applicable law.
- Plain Language Consumer Contracts Act (PA)
- Plain Writing Act of 2010 (Fed.)

ADDRESSING LITERACY: FJD SAMPLE

Municipal Court - Criminal Division

The Philadelphia Municipal Court was established through a 1968 amendment to the Constitution of the Commonwealth of Pennsylvania. Municipal Court is a court of limited jurisdiction with 27 law-trained, full-commissioned judges. The Philadelphia Municipal Court is responsible for conducting preliminary arraignments, preliminary hearings and most trials for adults arrested and charged with a criminal offense which carries a sentence of five years or less. Preliminary arraignments are conducted 24 hours daily, 365 days per year. Misdemeanor cases within the jurisdiction of the Philadelphia Municipal Court are scheduled from the preliminary arraignment arraignment. Upon the adesignated diversion program. In accordance with Pennsylvania F

Procedure, felony cases are scheduled for preliminary hearing before a Municipal Court Judge with from the bail arraignment. Upon hearing evidence presented by the District Attorney's Office, Municipal Court of trial charges or dismiss the case.

Domestic Re

Juvenile C

Page Title	Reading Level
Family Division	13.6
Domestic Relations	13.8
Juvenile Court	12.4
Municipal Court	14
<u>Civil Division</u>	11.1
<u>Criminal Division</u>	15.7

ADDRESSING LITERACY: DC SAMPLE

- Show up to any court hearings on time. Remember that there are lines to get into the courthouse, so arrive early.
- If you cannot come to court on the day you have been ordered to appear, you can ask for a continuance. Remember you have to come to court unless the court date is changed by the Court.
- If you believe the allegations made about you are not true, bring witnesses and evidence.
 You may present your evidence, documents, and testimony to the Page Title decide the case.
- Sit in the opposite side of the courtroom from where the person v against you is sitting.

e	Page Title	Reading Level
v	<u>Civil Matters</u>	8.7
	Domestic Violence	10
	Protection Order	9
	Orders Against Me	8.4
	Family Court	13.4
	<u>Landlord/Tenant</u>	12

ADDRESSING LITERACY: CA SAMPLE

How the eviction process works

This is a summary of the eviction process. A landlord must meet many legal requirements before they can ask for a court order that says their tenant must move out. There are step-by-step instructions at the bottom of this page with more details.



The landlord gives the tenant a written Notice to do something by a deadline

For example, a Notice might say to fix a problem or move out by a certain date. The deadlines can be very short, like 3 days, or months.



The Landlord starts an eviction case in court

If the tenant doesn't do what the Notice says by the deadline, the landlord can file an eviction case (called an unlawful detainer). The landlord must have a copy of the court papers delivered (served) to the tenant.



The tenant has a few days to file a response in court

If the tenant doesn't respond by the deadline, the landlord can file papers asking a judge to decide the case without their input. If the tenant does respond, either side can ask for a trial where a judge or jury will decide.

Page Title	Reading Level
Domestic Violence	10.7
Eviction	7
Landlord Eviction Guide	5.7
Tenant Eviction Guide	5.7
Juvenile Court	5.7
<u>Criminal Law</u>	6.9

LONGER-TERM RECOMMENDATIONS: LITERACY ACCESSIBILITY

IMPLEMENT PLAIN LANGUAGE INITIATIVES

- Shorter sentences
- Use of active voice
- Address readers directly
- Reduce reading level
- Format intentionally
- Emphasize procedural knowledge

USE OPTICAL CHARACTER RECOGNITION (OCR) ON ALL GUIDES

- Helpful information exists (See: What is a Custody Order example to the right), but it is indexed poorly
- PERFORM A CONTENT AUDIT
 - Flesch-Kinkaid metrics

WHAT IS A CUSTODY ORDER?

A custody order is a written order signed by a judge. It defines the amount of time each party will spend with the child (physical custody) and how major decisions are made about the child (legal custody).

Note: People who file for custody and people they file against are called "parties." Each is a "party."

Physical custody –There are five types:

- **Shared** More than one party is allowed to take physical custody of the child, and each of them has significant periods of time with the child.
- **Primary** A party spends the majority (more than half) of the time with the child. The other

Court notice will be sent after answer is filed.

File your answer.
After you file your answer, the court will send you a notice of your court date.

THE ISSUE: LANGUAGE ACCESSIBILITY



Limited English Proficient (LEP)
People in the US in 2019



LEP Populations in Philadelphia in 2019: Spanish, Chinese, Russian, Vietnamese, and Khmer (Cambodian)



LEP People in Philadelphia in 2019



Languages for which interpreters were requested in FJD in 2018: Spanish, Mandarin, Russian, Portuguese, Vietnamese



Philadelphians who are LEP



People in Philadelphia in 2019: who speak Spanish and speak English less than "very well"

LONGER-TERM RECOMMENDATIONS: LANGUAGE ACCESS



FURTHER INCORPORATE WEBSITE INTO LANGUAGE ACCESS PLAN (LAP)

Currently the FJD LAP only includes plans to translate the notice of interpreter services page into multiple languages.

CREATE LANGUAGE ACCESS RESOURCE PAGE

As DC does, dedicate a page on the website to explaining and listing all information related to language access rights and resources, including interpreter request and complaint forms, and links to information available in other languages.

TRANSLATE KEY RESOURCES: SELF-HELP FLYERS & FORMS

Identify all key resources that should be available in multiple languages. For self-help flyers, work with advocates who created them to get them translated.

Varied Approaches to Incorporating Other Languages

Bilingual Forms / Formularios Bilingües

→ ITALIANO (ITALIAN)

→ РУССКИЙ (RUSSIAN)

→ नेपाली (NEPALI)

Forms by Language

→ (ARABIC) العربية
→ 中)

UNIFIED JUDICIAL SYSTEM

This method of putting info in

makes it easier for LEP speakers

to find forms in their language.

the translated language first

OF PENNSYLVANIA

- → KREYÖL AYISYEN (HAITIAN CREOLE)
- → 한국어 (KOREAN)
- → PORTUGUÊS (PORTUGUESE)
- → TIÉNG VIỆT (VIETNAMESE)

- → 中文 (CHINESE-SIMPLIFIED) → FRANÇAIS (FRENCH)
 - → ខ្លែរ (KHMER)
 - → POLSKI (POLISH)
 - → ESPAÑOL (SPANISH)

Landlord/Tenant

One copy of the landlord-tenant complaint with original signature is required for the magisterial district judge. You will be charged filing costs and service costs when the complaint is filed at the district court. No changes may be made to this form either in content or format.

Desahucio

- Instrucciones complementarias para obtener el aplazamiento del desahucio (Supplemental Instructions for Obtaining a Stay of Eviction)
- Declaración jurada de violencia familiar (Domestic Violence Affidavit)
- Solicitud de declaración de abandono de inmueble (Request for Determination of Abandonment)

- Autorización de representante (Authorization of Representative)
- Demanda de desahucio (Landlord and Tenant Complaint)
- Declaración jurada prevista en la ley de asistencia civil a personal militar (Servicemembers Civil Relief Act Affidavit)

Varied Approaches to Incorporating Other Languages

ENGLISH

ESPAÑOL



COURT APPEARANCES

IN-PERSON

The Frank Wing Municipal Court Building, 401 S. Frio St. is open to direct physical public access for limited in-person appearances between 8am and 4pm, Monday through Friday.

- Bringing additional family members or friends is discouraged at this time and they may be asked to wait outside.
- A face covering/mask is required to be worn at all times in the building.

CONTACT FREE SERVICES FOR RESOLUTION OF CASES AND CITATIONS

All individuals are encouraged to call or email the Court in lieu of making personal appearances to take care of their court business.

- Virtual contested non-jury trials and hearings as scheduled by the court.
- Call the court at 210.207.8970 (Monday Friday, 8:00 am to 4:30 pm)
- Email the court at <u>sacourt@sanantonio.gov</u>.
- Online to request defensive driving, probation or make a payment

ENGLISH

ESPAÑOL



COMPARECENCIAS DE CORTE

EN PERSONA

El edificio de la Corte Municipal Frank Wing, 401 S. Frio St. está abierto con acceso directo público para comparecencias limitadas en persona entre 8am y 4pm de lunes a viernes.

- Se desalients traer a miembros de la familia o amigos en estos momentos pues se les podría pedir esperar afuera.
- Se requiere traer tapabocas/máscara en todo momento adentro del edificio.

SERVICIOS SIN CONTACTO PARA RESOLUCIÓN DE CASOS E INFRACCIONES

A todas las personas se les incentiva llamar o mandar un correo electrónico a la Courte en vez de hacer una comparecencia en persona para hacerse cargo de sus asuntos de corte.

- Juicios sin jurado virtuales y audiencias son programados por la Corte.
- Llame a la Corte al 210-207-8970 (lunes viernes, 8:00 am to 4:30 pm)
- Envíe un correo electrónico a la Corte a sacourt@sanantonio.gov.
- En linea para solicitar un curso de manejo a la defensiva, periódo de prueba o para hacer un pago.



SAN ANTONIO MUNICIPAL COURT

This tab method is effective for sharing key court info such as contact info and hours in multiple languages, without taking up too much room on the page.

Sample Language Access Resource Page

HOME > SERVICES > INFORMATION AND RESOURCES > INTERPRETING SERVICES







Request an Interpreter

Language Access Feedback/Complaint



Information in Other Languages

OCIS Interpreter Login

Become an Interpreter

Request an Interpreter

If You Are A Court User, Party Or Attorney In A Case Appearing In The DC Superior Court:

Please contact OCIS as far in advance as possible, preferably two weeks before the hearing that you wish to have the interpreter attend. It is important that OCIS receive advance notice as the number of available interpreters is limited.

Click to request an interpreter

Your request should include as much pertinent information as possible. This should include the language, the case number, the case name, the number of parties involved, and your best estimate as to the length of the proceeding. Requests are submitted through email.

If You Are A Private Attorney, CJA/CCAN Attorney Or A Private Party Seeking A Courtesy Interpreter Referral:

Please see below the courtesy roster of Spanish interpreters and translators in the Washington DC metropolitan area. Please contact the interpreter directly to inquire about availability, rates and qualifications.

CJA/CCAN attorneys – as a further courtesy, the roster also identifies interpreters that are already on the CJA web voucher expert list.



DC COURT

Putting all language access resources in a dedicated space helps clarify what support is available.

BRINGING IT ALL TOGETHER



ACCESSIBILITY UPDATES WORK IN HARMONY

This is the current FJD page on interpreter services. To maximize its accessibility to SRLs, updates of every access type are needed.

Court Reporter and Interpreter Services



Departments of the First Judicial District / Home

Court Reporter and Interpreter Services

Language Access & Interpreter Services

For obtaining information for assistance in your language: English | Spanish

For the hearing impaired: Closed caption Video

Administrative Office of Pennslyvania Courts: Language Access & Interpreter Program

The office of Court Reporter and Interpreter Services comprises five service centers, each of which provides myriad services to the public, legal community, and internal customers within the court system.

The five service centers are: 1) Court Reporting Services; 2) Interpreter Services; 3) Record Reproduction Center; 4) the CRS system and 5) the Digital Recording Program.

Office Information

Interpreter Services

Equal access to justice for all those who come before the Court in Philadelphia is provided by two departments within The First Judicial District of Pennsylvania. Interpreters are provided to those needing language assistance at **NO COST** to the litigant.

The Court maintains an office for Spanish staff interpreters that provide interpreting services to all court locations

Please use the following phone numbers when in need of Spanish interpreters in the various courthouse locations:

Common Pleas Criminal Division: (215) 683-7093

Municipal Court Criminal Division: (215) 683-7272

Family Court, Juvenile and Domestic Relations Divisions: (215) 686-3513

Should you require more information pertaining to court interpreters in the First Judicial District of Pennsylvania, please feel free to contact Danielle O'Connor, Deputy Court Administrator, Danielle.OConnor@courts.phila.gov or Elizabeth McCarrick, Interpreter Coordinator, elizabeth.mccarrick@courts.phila.gov and we will be happy to assist you.

- The First Judicial District Language Access Plan
- A First Judicial District Language Access Plan Complaint Procedure
- A Interpreter Complaint Form

Frequently Asked Questions

Forms and Brochures



For general Court information, contact (215) 686-7000.

Contact



Court Reporter and Interpreter Services First Judicial District of Pennsylvania

- ★ 100 South Broad Street 2nd Floor, Land
 Title Building Philadelphia, PA 19110
- ✓ interpreters@courts.phila.gov
- **L** 215 683-8000
- 215 683-8005

Business Hours

Monday-Friday: 8am to 5pm

IDEAS FOR FURTHER STUDY



Partnering with community groups and help centers to do user testing can help with both identifying current pain points and testing out proposed solutions.

DATA-GATHERING

To gain a better understanding of the issues SRLs face and the language they would use to describe them, data on search terms could be helpful.



COURT-SPECIFIC CONTENT AUDITS

Assist individual courts in evaluating their webpages and provide more specific recommendations for increasing accessibility.

ADVOCATE INTERVIEWING

Advocates are uniquely positioned to speak to the needs of SRLs and can provide insight on how to best address those needs.

