

# Multilingual Access Solution Expands Access to Justice in Stanislaus County, CA

## THE CHALLENGE:

### A Fragmented Public Experience

Navigating the court system isn't always simple. At the Superior Court of California, Stanislaus County, language barriers and complex processes made access difficult for many residents.

- 8% of residents have limited English proficiency
- High reliance on staff for routine questions
- Long lines and inconsistent experiences

**The result: longer lines, overwhelmed staff, and an inconsistent citizen experience.**

## THE SOLUTION:

### Guided, Multilingual Self-Service Solution

ARS Connect's public access solution introduced a modern, user-friendly entry point to court services.

- **Step-by-step guidance** in multiple languages
- **Instant access** to information and next steps.
- **Reduced need to wait** in lines or ask staff for help

**Transforms the court experience from confusing and manual → intuitive and self-directed.**

## IMPACT THAT MATTERS



### 5 Supported Languages

Communicates in English, Spanish, Mandarin, Punjabi, and Assyrian.



### 12,000+ Interactions

Clear, guided interactions reduce stress and confusion.



### 24/7 Access to Information

Easy to use and accessible touch points increase access.



### Operational Efficiency

Fewer routine questions. Less staff intervention.

## MODERN SOLUTIONS FOR MODERN COURTS



Deployed on 4 accessible self-service kiosks



Download and print forms



Wayfinding and hearing information



Answers frequently asked questions (FAQ)



Ability to pay fines and other questions



## An ARS Connect Solution

The Modern Public Access Ecosystem for Courts and Local Government