

A.I.-Powered Multilingual Kiosks Drive Access to Justice in Stanislaus County, CA

The Challenge: Breaking Language Barriers in Legal Access

The Superior Court of California, Stanislaus County, faced a critical challenge: ensuring equal access to justice for its diverse population. With approximately 8% of households having limited English proficiency, the court needed an innovative solution to assist Spanish, Mandarin, Punjabi, and Assyrian speakers in navigating the legal system.

The Solution: Multilingual A.I.-Powered Kiosks

To address this challenge, the Superior Court partnered with Advanced Robot Solutions (ARS) to implement ARS Connect conversational A.I. kiosks. These cutting-edge A.I. kiosks allow users to interact in their preferred language through speech or text, providing easy access to vital legal information.

Empowering Non-English Speakers

The ARS Connect Kiosks have been strategically placed throughout the courthouse, including the Family Law Center. This deployment ensures that non-English speaking community members can readily access the resources and information they need to effectively engage with the legal system. By breaking down language barriers, these kiosks are fostering a more inclusive and accessible justice system for all Stanislaus County residents.

Future Expansion Possibilities

- 1 Expanding A.I. kiosk locations to include libraries, retail, etc.
- 2 Adding our A.I. chatbot (SANDI) to the court's website
- 3 Enhancing current systems by including features like jury check-in

At A Glance

The Superior Court of California, Stanislaus County, deployed ARS Connect in its mission to deliver equal access to justice. To do so, multilingual A.I.-powered kiosks provide:

- 1 Access to legal information
- 2 Downloadable and printable forms
- 3 Telepresence with county staff
- 4 Answers frequently asked questions (FAQ)
- 5 Wayfinding and hearing information
- 6 Information on legal proceedings
- 7 Ability to pay fines and other payments



BENEFITS AND OUTCOMES

► Greater Access to Justice

From January to September 2024, the system saw nearly 9,000 sessions with non-English sessions including: Spanish, Mandarin, Punjabi, and Assyrian.

► Streamlined Service with Voice-Powered Assistance

The ARS Connect kiosks revolutionize courthouse operations by handling routine inquiries and form distribution through intuitive voice interactions. This A.I.-powered solution significantly reduces the workload on county personnel, allowing them to dedicate their expertise to more complex and high-value tasks.

► Natural Language Processing (NLP) for Quick Access

ARS Connect kiosks empower citizens to effortlessly request key legal information by speaking naturally to the 2-D avatar. Common inquiries include: Orders of Protection, Traffic Violations, Probate, Small Claims, and Divorce/Dissolution of Marriage. With NLP technology, users receive accurate answers in real-time, making legal assistance more accessible than ever.

Advanced Robot Solutions

Pioneering A.I. Self-Service

- ➔ A.I. Self-Service Kiosks
- ➔ A.I. Web Chatbots (SANDI)
- ➔ Each Solution is Custom to Serve Your Community

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