

1 **Glendale City Court**

2
3 **Language Access Plan (LAP)**

4
5
6 **I. Legal Basis and Purpose**

7
8 This document serves as the plan for Glendale City Court to provide to persons with limited
9 English proficiency (LEP) services that are in compliance with Title VI of the Civil Rights Act
10 of 1964 (42 U.S.C. 2000d et seq.; 45 C.F.R. § 80.1 et seq.; and 28 C.F.R. § 42.101–42.112). The
11 purpose of this plan is to provide a framework for the provision of timely and reasonable
12 language assistance to LEP persons who come in contact with Glendale City Court.
13

14 This language access plan (LAP) was developed to ensure meaningful access to court services
15 for persons with limited English proficiency. Although court interpreters are provided for
16 persons with a hearing loss, access services for them are covered under the Americans with
17 Disabilities Act rather than Title VI of the Civil Rights Act, and therefore will not be addressed
18 in this plan.
19

20 **II. Needs Assessment**

21 **A. Statewide**

22 The State of Arizona provides court services to a wide range of people, including those who
23 speak limited or no English. From a statewide perspective, the following languages were listed
24 with the greatest number of speakers who spoke English less than “Very Well” in Arizona
25 (according to the American Community Survey estimate report from the U.S. Census Bureau
26 dated April 2012):
27

- 28 1. Spanish
- 29 2. Navajo
- 30 3. Chinese
- 31 4. Vietnamese

32
33 **B. Glendale City Court**

34
35 Glendale City Court will make every effort to provide services to all LEP persons. However, the
36 following list shows the foreign languages that are most frequently used in this court’s
37 geographic area.
38

- 39 1. Spanish
- 40 2. Arabic
- 41 3. Vietnamese
- 42 4. Dinka

43
44 This information is based on data collected from the court’s two Spanish Court Interpreters. The

45 Court's interpreters keep monthly statistical data on all requests for language services for those
46 who speak a language other than English or Spanish.

47

48 **III. Language Assistance Resources**

49 **A. Interpreters Used in the Courtroom**

50 **1. Providing Interpreters in the Courtroom**

51

52 In Glendale City Court, interpreters are provided at no cost to all LEP court customers (including
53 witnesses, litigants, victims and parents or guardians) who need such assistance in all civil and
54 criminal courtroom proceedings.

55

56 It is the responsibility of the private attorney or the Glendale City Prosecutor's Office to provide
57 qualified interpretation and translation services for witness interviews, pre-trial transcriptions
58 and translations and attorney/client communications during proceedings.

59

60 **2. Determining the Need for an Interpreter in the Courtroom**

61

62 Glendale City Court may determine whether an LEP court customer needs an interpreter for a
63 court hearing in various ways.

64

65 The need for a court interpreter may be identified prior to a court proceeding by the LEP person
66 or on the LEP person's behalf by the defendant or other litigant, court staff, attorneys, or outside
67 justice partners such as Correctional Healthcare Companies (CHC), Magellan Behavioral Health
68 Services, Maricopa County Adult Probation or police.

69

70 Signage posted in the public lobby of the court building indicates interpreter services are
71 available. This signage, translated in four different languages, also helps to identify LEP
72 individuals. Glendale City Court prominently displays this signage at the front counter cashier
73 windows which have the highest volume of customers on any given day.

74

75 The need for an interpreter also may be made known in the courtroom at the time of the
76 proceeding. In a case where the court is mandated to provide an interpreter, the following
77 resources are utilized:

78

- 79 • Two bilingual Spanish-speaking interpreters employed by Glendale City Court
- 80 • Contract interpreters for lesser-used languages
- 81 • Interpreting agencies for lesser-used languages
- 82 • A Language-Line telephone service to provide telephonic interpretation services in any
83 language
- 84 • Bilingual Spanish-speaking employees when the Court's Spanish-speaking interpreters
85 are unavailable

86
87 In the extremely rare event that an interpreter is not available at the time of the proceeding, even
88 after the court has made all reasonable efforts to locate one, the case may be postponed and
89 continued on a date when an interpreter can be provided.

91 3. AOC Interpretation Resources

92
93 Court Interpreter Registry and Listserv:

94 The AOC maintains a statewide roster of individuals who indicate they have interpreting
95 experience and have expressed interest in working in the courts. The court will determine the
96 competence of the persons listed. This roster is available to court staff on the Internet at
97 <http://www.interpreters.courts.az.gov>.

98
99 Additionally, AOC created a statewide listserv to allow courts to communicate via email on
100 court interpreter-related matters. The listserv is an excellent resource to locate referrals for
101 specific language needs. If the court needs access codes or instructions to join the listserv, Carol
102 Mitchell is available at 602.452.3965.

103
104 Video Remote Interpreting:

105 The AOC has installed video conferencing equipment at the State Courts building that will allow
106 courts with compatible technology to remotely conference an interpreter from the Phoenix metro
107 area out to their court to improve resource allocation and reduce time and costs associated with
108 interpreter travel.

109 B. Language Services Outside the Courtroom

110
111 Glendale City Court is also responsible for taking reasonable steps to ensure that LEP individuals
112 have meaningful access to services provided by the court outside the courtroom, including
113 routine contact with court personnel and in situations where LEP litigants are ordered to attend
114 mediation, or a treatment or educational program provided by a court employee or by a private
115 vendor under contract with the court. Pursuant to its screening and treatment services contract
116 with Community Support Services, Incorporated, Glendale City Court mandates that the agency
117 shall provide services to non-English speaking defendants at no additional cost to the defendant.
118 The agency is contractually obligated to set fees at a level to absorb the overhead costs of
119 providing services to indigent and non-English speaking defendants at no cost or a reduced cost.

120
121
122 The court uses the following resources to facilitate communication with LEP individuals and
123 court staff or providers of court-ordered services:

- 124
- 125 • Staff court interpreters or independent interpreter contractors;
- 126 • Bilingual employees;
- 127 • Bilingual volunteers;
- 128 • "I Speak" cards, to identify the individual's primary language;
- 129 • Public signage written information in English and Spanish on how to access and navigate

- 130 the court;
- 131 • Public multilingual signage in English, Spanish, Vietnamese and Arabic indicating the
 - 132 availability of interpretation services;
 - 133 • Telephonic interpreter services from *Language line* Language Interpreter Services;
 - 134 • A court public phone line with key instructions provided in Spanish to request court
 - 135 services;
 - 136 • A bilingual fulltime court-based victim advocate from the non-profit agency *A New Leaf,*
 - 137 *Incorporated;*
 - 138 • Written informational and educational materials and instructions in Spanish, including
 - 139 victim notification information posted in all courtrooms;
 - 140 • Court forms available in English and Spanish on the Court's website;
 - 141 • Sufficient Defensive Driving Schools available that offer translated services.
- 142

143 To provide linguistically accessible services for LEP individuals, Glendale City Court also
144 provides among its fulltime contracted public defenders for indigent criminal defendants one
145 fluent Spanish speaking attorney. For cases in which an LEP individual is represented by
146 another court-appointed attorney, Glendale City Court provides interpreter services when
147 necessary for any attorney-defendant meetings or interviews conducted on- or off-site.
148 Alternatively, if a court-appointed attorney hires an interpreter for off-site activities, Glendale
149 City Court shall pay the costs directly to the attorney.

150

151 C. Translated Forms and Documents

152

153 The Arizona courts understand the importance of translating forms and documents so that LEP
154 individuals have greater access to the courts' services. Glendale City Court currently uses forms
155 and instructional materials translated into Spanish.

156

- 157 • The court has translated various documents into Spanish:
158 Insurance Information Sheet, Arraignment Notice, Financial Affidavit, Home Detention
159 Pre-Enrollment Form, Medical Release, Treatment Court Overview, Motion to Continue,
160 Blank Motion, Motion to Set Aside Judgment and Application Worksheet, various
161 Protective Order forms including Injunctions Against Harassment.
- 162

163 These documents are located at Glendale City Court, 5711 W. Glendale Avenue;
164 Glendale, Arizona 85301 and are also available on the Court's website at
165 <http://www.glendaleaz.com/court/>.

166

167 Additional translated forms are available on the Arizona Supreme Court's Spanish-
168 translated webpage at:
169 <http://www.azcourts.gov/elcentrodeautoservicio/FormulariosdeAutoservicio.aspx>.

170

171 Interpreters at court hearings are expected to provide sight translations of court documents and
172 correspondence associated with the case. Document translations are also available to court
173 customers and other litigants in any capacity.

174
175
176
177
178
179
180
181
182
183
184
185
186
187
188
189
190
191
192
193
194
195
196
197
198
199
200
201
202
203
204
205
206
207
208
209
210
211
212
213
214

IV. Court Staff and Volunteer Recruitment

A. Recruitment of Bilingual Staff for Language Access

Glendale City Court is an equal opportunity employer and recruits and hires bilingual staff to serve its LEP constituents. Primary examples include but are not limited to:

- Two Spanish court interpreters to serve as permanent employees of the court who are available five days per week for any and all court proceedings;
- Bilingual staff to serve at public counters and throughout the court; and
- Bilingual staff and contracted agencies available on call to assist with contacts from LEP individuals, as needed.
- Email distribution lists for minority employment agencies and minority bar organizations to advertise recruitment opportunities.

V. Judicial and Staff Training:

Glendale City Court is committed to providing language access training opportunities for all judicial officers and staff members. Training and learning opportunities currently offered will be expanded or continued as needed. Those opportunities include:

- Spanish Translation training and testing as offered by the AOC or locally administered training;
- Diversity Training;
- LAP Training;
- Judicial officer orientation on the use of court interpreters and language competency;
- Testing of bilingual staff by Human Resources to allow compensation for providing bilingual assistance.
- AOC's Language Access in the Courtroom Training DVD

VI. Public Outreach and Education

To communicate with the court's LEP constituents on various legal issues of importance to the community and to make them aware of services available to all language speakers, Glendale City Court provides community outreach and education and seeks input from its LEP constituency to further improve services. Outreach and education efforts include:

- Public service announcements in Spanish, provided periodically through local media on issues related to domestic violence and other court programs;
- Comment cards in Spanish provided to LEP Spanish-speakers during periodic CourTools Access and Fairness surveys

VII. Formal Complaint Process

If an LEP court customer believes meaningful access to the courts was not provided to them,

215 they may choose to file a complaint with Glendale City Court's Language Access Plan
216 Coordinator. English and Spanish versions of the complaint form are attached to this LAP and
217 are available to all court staff and judges.

218

219 **VIII. Public Notification and Evaluation of LAP**

220

221 **A. LAP Approval and Notification**

222 Glendale City Court's LAP is approved by the presiding judge and court administrator. The
223 presiding judge has executed a formal administrative order adopting this LAP. A copy has been
224 forwarded to the AOC Court Services Division. Any revisions to the plan will be submitted to
225 the presiding judge and court administrator for approval, and then forwarded to the AOC. Copies
226 of Glendale City Court's LAP will be provided to the public on request. In addition, the court has
227 posted this plan on its public Web site at www.glendaleaz.com/court.

228

229 **B. Evaluation of the LAP**

230 Glendale City Court will routinely assess whether changes to the LAP are needed. The plan may
231 be changed or updated at any time but reviewed not less frequently than biennially.

232

233 Every 2 year(s) the court's Management Team will review the effectiveness of the court's LAP
234 and update it as necessary. The evaluation will include identification of any problem areas and
235 development of corrective action strategies. Elements of the evaluation will include:

- 236 • Number of LEP persons requesting court interpreters and language assistance;
- 237 • Assessment of current language needs to determine if additional services or translated
238 materials should be provided;
- 239 • Assessment of whether court staff adequately understand LEP policies and procedures
240 and how to carry them out;
- 241 • Review of feedback from court employee training sessions; and,
- 242 • Customer satisfaction feedback.

243

244 **C. Trial Court Language Access Plan Coordinator:**

245 Kyle Mickel, Special Projects Coordinator
246 Glendale City Court
247 5711 W. Glendale Avenue
248 Glendale, AZ 85301
249 (623) 930-2439, kmickel@glendaleaz.com

250

251 **D. AOC Language Access Contact:**

252 Carol Mitchell, Court Access Specialist
253 Court Services Division
254 Administrative Office of the Courts
255 1501 W. Washington Street, Suite 410
256 Phoenix, AZ 85007

257 (602) 452-3965, cmitchell@courts.az.gov

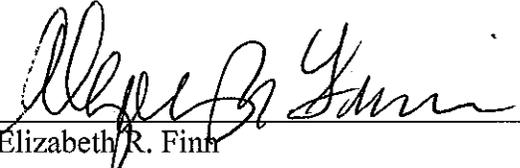
258

259 **E. LAP Effective date:** July 15, 2014

260

261 **F. Approved by:**

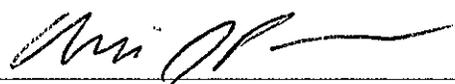
262

263 Presiding Judge:  Date: July 15, 2014

264 Elizabeth R. Finn

265

266

267 Court Administrator:  Date: July 15, 2014

268 Christopher Phelps

269

270 **Glendale City Court - Limited English Proficiency (LEP) Complaint Form**

271

272 Section 602 of Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d states that "No person in the United States
273 shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or
274 be subjected to discrimination under any program or activity receiving federal financial assistance." One of the
275 reasons this law was established to ensure that persons who do not speak English as their primary language and
276 who have a limited ability to read, speak, write or understand English be afforded meaningful access to programs,
277 services and/or activities and information provided by any entity receiving federal financial assistance.

278 If you feel you have not been provided meaningful access to any court or probation service and/or activity, please
279 complete this form and return it to Kyle Mickel, Language Access Plan Coordinator, Glendale City Court, 5711 W.
280 Glendale Avenue, Glendale, AZ 85301.

281 PLEASE COMPLETE AND SIGN:

282 I. Complainant Information:

283 Name: _____

284 Contact or Home Address: _____ City/State/Zip: _____

285 Telephone #: Home (____) _____ Alternate # () _____

286 Primary Language: _____

287 II. Complaint Description:

288 Name or Department and/or Program/Service/Activity: _____

289 _____

290 Name of individual (s) involved if known: _____

291 Address where incident occurred: _____

292 Date of incident: _____

293 Describe how you were not provided meaningful access: (Be specific and attach additional pages if
294 necessary)

295 _____

296 _____

297 Signature _____ Date: _____

298 *Glendale City Court is committed to improve access to its programs, services and activities for persons who are*
299 *Limited English Proficient.*

300 This form is available in Spanish and is available on the reverse side.

301

302

303

304

305

306

307

308

309

310

311

312

313

314

315

316

317

318

319

320

321

322

323

324

325

326

327

328

329

Glendale City Court

Formulario de Reclamación por falta del debido acceso a los de Conocimiento Limitado del Idioma Inglés

La sección 602 del Título VI de la Ley de Derechos Civiles de 1964, 42 U.S.C. 2000d reza que "En Estados Unidos, se garantizará a toda persona la participación en y beneficios de todo programa o actividad que reciba asistencia económica federal sin discriminar debido a su raza, color u origen nacional." Entre los motivos de dicha ley fue el de asegurar que se le conceda a toda persona que no sepa inglés como idioma principal y con capacidad limitada de leer, hablar, escribir o entender el inglés pleno acceso a todo programa, servicio y/o actividad e información proporcionados por toda entidad que reciba asistencia económica federal.

Si Ud. opina que se le ha negado el pleno acceso a todo servicio o actividad ofrecido por el tribunal o el departamento de régimen a prueba, por favor, llene este formulario y envíelo a Glendale City Court.

Llene el formulario a continuación y firmelo al pie.

1. Datos del reclamante:

Nombre y apellido(s): _____

Dirección domiciliaria: _____ Ciudad/Estado/Código

Postal: _____

Núm. de Teléfono: Casa () _____ Otro () _____

Idioma principal:

Detalles de su Reclamación:

Nombre del Departamento que ofrece el programa, servicio o
actividad: _____

330 Nombre(s) de la(s) persona(s) involucrada(s) si es que
331 sabe: _____

332 Dirección del sitio en que ocurrió el incidente:
333 _____

334 Fecha del incidente:
335 _____

336 Mencione en detalle cómo fue que le negaran pleno acceso; (Anoté los detalles y adjunte otras hojas si es necesario)
337 _____
338 _____
339 _____
340 _____
341 _____
342 _____

343 Firma _____ Fecha:
344 _____

345 ..
346 Glendale City Court se comprometen a mejorar el acceso a sus programas, servicios y actividades para los de conocimiento limitado del
347 inglés.