

1 **Glendale City Court**

2 **Language Access Plan (LAP)**

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6 **I. Legal Basis and Purpose**

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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 is responsible to provide services identified in this plan to all LEP persons.
36 However, the following list shows the foreign languages that are most frequently used in this
37 court’s 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, court interpreters will be provided in all courtroom proceedings at no
53 cost to all LEP court customers including witnesses, litigants, victims and parents or guardians
54 and family members of minors as well as any other person whose presence or participation is
55 necessary or appropriate as determined by the judicial officer.

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

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

62
63 Glendale City Court may determine whether a court customer has limited English proficiency.
64 Identification of language needs at the earliest point of contact is highly recommended. The
65 need for a court interpreter may be identified prior to a court proceeding by the LEP person or on
66 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
 - Contract interpreters for lesser-used languages
 - Interpreting agencies for lesser-used languages
 - A Language-Line telephone service to provide telephonic interpretation services in any language
 - Bilingual Spanish-speaking employees when the Court's Spanish-speaking interpreters are unavailable
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81
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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.

90
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 using interpreting
96 services will determine the competence of the persons listed. This roster is available to court
97 staff on the Internet at <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. Access codes and instructions to join the listserv, may be obtained from
102 the AOC language access contact person.

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 or from another court jurisdiction into their court to improve resource allocation and reduce
108 time and costs associated with interpreter travel. Contact the AOC LAP contact for more
109 information on VRI connectivity and checklist for court proceedings most appropriate for video.

110
111 **B. Language Services Outside the Courtroom**

112
113 Glendale City Court is also responsible for taking reasonable steps to ensure that LEP individuals
114 have meaningful access to services provided by the court outside the courtroom. Court services
115 and programs include but are not limited to self-help centers, clerk offices, intake officers,
116 cashiers, and records room.

117
118 The court also is responsible for taking reasonable steps to ensure that LEP individuals have
119 meaningful access to all court-ordered services and programs. Court-ordered services and
120 program include but is not limited to conciliation, mediation, arbitration, treatment or
121 educational programs provided by a court employee or a private vendor under contract with the
122 court. Contracts with vendors that provide direct services to court users must include the
123 requirement that the vendor provide language services, including interpreters, for all LEP
124 individuals.

125
126 The court uses the following resources to facilitate communication with LEP individuals and
127 court staff or providers of court-ordered services:

- 128
129
 - Staff court interpreters or independent interpreter contractors;

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

146
147 To provide linguistically accessible services for LEP individuals, Glendale City Court also
148 provides among its fulltime contracted public defenders for indigent criminal defendants one
149 fluent Spanish speaking attorney. For cases in which an LEP individual is represented by
150 another court-appointed attorney, Glendale City Court provides interpreter services when
151 necessary for any attorney-defendant meetings or interviews conducted on- or off-site.
152 Alternatively, if a court-appointed attorney hires an interpreter for off-site activities, Glendale
153 City Court shall pay the costs directly to the attorney. The Court’s LAP and complaint forms
154 and processes are available online.

155
156 **C. Court Appointed or Supervised Personnel**

157
158 Glendale City Court also shall ensure that court appointed or supervised personnel,
159 including but not limited to child advocates, guardians ad litem, court psychologists and
160 doctors provide language services, including interpreters as part of their service delivery
161 system to LEP individuals.

162
163 **D. Translated Forms and Documents**

164
165 The Arizona courts understand the importance of translating forms and documents so that LEP
166 individuals have greater access to the courts’ services. Glendale City Court currently uses forms
167 and instructional materials translated into Spanish.

- 168
- 169 • The court has translated various documents into Spanish:
- 170 Insurance Information Sheet, Arraignment Notice, Financial Affidavit, Home Detention
- 171 Pre-Enrollment Form, Medical Release, Treatment Court Overview, Motion to Continue,
- 172 Blank Motion, Motion to Set Aside Judgment and Application Worksheet, various
- 173 Protective Order forms including Injunctions Against Harassment.

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

177
178 Additional translated forms are available on the Arizona Supreme Court's Spanish-
179 translated webpage at:
180 <http://www.azcourts.gov/elcentrodeautoservicio/FormulariosdeAutoservicio.aspx>.

181
182 Interpreters at court hearings are expected to provide sight translations of court documents and
183 correspondence associated with the case. Document translations are also available to court
184 customers and other litigants in any capacity.

185
186 **E. Website/Online Access**

187
188 Glendale City Court's internet website is accessible to LEP persons and includes notice about the
189 availability of language services written in Spanish and posted on the home page. A hyperlink to
190 the Arizona Supreme Court's Spanish-translated webpage is offered at:

191
192 <http://www.azcourts.gov/elcentrodeautoservicio/FormulariosdeAutoservicio.aspx>.

193
194 Interpreters at court hearings are expected to provide sight translations of court documents and
195 correspondence associated with the case.

196
197 **IV. Court Staff and Volunteer Recruitment**

198 **A. Recruitment of Bilingual Staff for Language Access**

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

- 201
- 202 • Two Spanish court interpreters to serve as permanent employees of the court who are
 - 203 available five days per week for any and all court proceedings;
 - 204 • Bilingual staff to serve at public counters and throughout the court; and
 - 205 • Bilingual staff and contracted agencies available on call to assist with contacts from LEP
 - 206 individuals, as needed.
 - 207 • Email distribution lists for minority employment agencies and minority bar organizations
 - 208 to advertise recruitment opportunities.

209
210 **V. Judicial and Staff Training:**

211
212 Glendale City Court is committed to providing language access training opportunities for all
213 judicial officers and staff members. Training and learning opportunities currently offered will be
214 expanded or continued as needed. Those opportunities include:

- 215 • Spanish Translation training and testing as offered by the AOC or locally administered

- 216 training;
- 217 • Diversity Training;
- 218 • LAP Training;
- 219 • Judicial officer orientation on the use of court interpreters and language competency;
- 220 • Testing of bilingual staff by Human Resources to allow compensation for providing
- 221 bilingual assistance.
- 222 • AOC's Language Access in the Courtroom Training DVD
- 223 • AOC'S Language Access Online Training Videos
- 224

225 **VI. Public Outreach and Education**

226 To communicate with the court's LEP constituents on various legal issues of importance to

227 the community and to make them aware of services available to all language speakers,

228 Glendale City Court provides community outreach and education and seeks input from its

229 LEP constituency to further improve services. Outreach and education efforts include:

- 230 • Public service announcements in Spanish, provided periodically through local media on
- 231 issues related to domestic violence and other court programs;
- 232 • Comment cards in Spanish provided to LEP Spanish-speakers during periodic CourTools
- 233 Access and Fairness surveys
- 234

235 **VII. Formal Complaint Process**

236

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

238 they may choose to file a complaint with Glendale City Court's Language Access Plan

239 Coordinator. English, Spanish, Arabic, Chinese and Vietnamese versions of the complaint form

240 are available at the Court's front counter and on the Arizona Supreme Court's Self-Service

241 Center page through this hyperlink:

242

243 <http://www.azcourts.gov/selfservicecenter/SelfServiceForms.aspx#ComplaintForm>

244

245 The Court will respond to any complaint within 30 days, and the records will be maintained as

246 public records. Translated versions of the complaint form are available on the Court's website

247 and are physically located at the Court's Front Counter.

248

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

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251 **A. LAP Approval and Notification**

252 Glendale City Court's LAP is approved by the presiding judge and court administrator. The

253 presiding judge has executed a formal administrative order adopting this LAP. A copy has been

254 forwarded to the AOC Court Services Division. Any revisions to the plan will be submitted to

255 the presiding judge and court administrator for approval, and then forwarded to the AOC. Copies

256 of Glendale City Court's LAP will be provided to the public on request. In addition, the court has

257 posted this plan on its public Web site at www.glendaleaz.com/court.

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259

B. Evaluation of the LAP

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

262
263 Every 2 year(s) the court's Management Team will review the effectiveness of the court's LAP
264 and update it as necessary. The evaluation will include identification of any problem areas and
265 development of corrective action strategies. Elements of the evaluation will include:

- 266 • Number of LEP persons requesting court interpreters and language assistance;
- 267 • Assessment of current language needs to determine if additional services or translated
268 materials should be provided;
- 269 • Assessment of whether court staff adequately understand LEP policies and procedures
270 and how to carry them out;
- 271 • Review of feedback from court employee training sessions; and,
- 272 • Customer satisfaction feedback as indicated on the Access and Fairness Survey, if
273 administered by the Court during this time period.
- 274 • Review any language access complaints received during this time period.

275

C. Trial Court Language Access Plan Coordinator:

276 Kyle Mickel, Special Projects Coordinator
277 Glendale City Court
278 5711 W. Glendale Avenue
279 Glendale, AZ 85301
280 (623) 930-2439, kmickel@glendaleaz.com
281

282

D. AOC Language Access Contact:

283 Amy Wood
284 Court Services Division
285 Administrative Office of the Courts
286 1501 W. Washington Street, Suite 410
287 Phoenix, AZ 85007
288 (602) 452-3337, awood@courts.az.gov
289

290

E. LAP Effective date: July 1, 2015

291

F. Approved by:

293

Presiding Judge:

294

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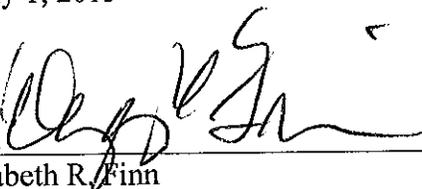
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Elizabeth R. Finn

Date: July 1, 2015

Court Administrator:


Christopher Phelps

Date: July 1, 2015