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Wickenburg Municipal Court
Language Access Plan (LAP)

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I. Legal Basis and Purpose

This document serves as the plan for the Wickenburg Municipal court to provide to persons with limited English proficiency (LEP) services that are in compliance with Title VI of the Civil Rights Act 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 purpose of this plan is to provide a framework for the provision of timely and reasonable language assistance to LEP persons who come in contact with the Wickenburg Municipal Court.

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

II. Needs Assessment

A. Statewide

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

1. Spanish
2. Navajo
3. Chinese
4. Vietnamese

B. Wickenburg Municipal Court

The Wickenburg Municipal Court is responsible to provide services identified in this plan to all LEP persons. However, the following list shows the foreign languages that are most frequently used in this court’s geographic area.

1. Spanish
2. Mandarin
3. Korean
4. Urdu

46
47 This information is based on data collected from invoices from the court interpreter and court
48 staff contact with litigants.

49
50 **III. Language Assistance Resources**

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

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

53
54 In the Wickenburg Municipal Court, COURT interpreters are provided in all courtroom
55 proceedings at no cost to all LEP court customers including witnesses, victims and parents,
56 guardians, and family members of minors as well as any other person whose presence or
57 participation is necessary or appropriate as determined by the judicial officer.

58
59 It is the responsibility of the private attorney, Public Defender or County Attorney to provide
60 qualified interpretation and translation services for witness interviews, pre-trial transcriptions
61 and translations and attorney/client communications during out of court proceedings.

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

63
64 The Wickenburg Municipal Court may determine whether a court customer has limited English
65 proficiency. Identification of language needs at the earliest point of contact is highly
66 recommended. The need for a court interpreter may be identified prior to a court proceeding by
67 the LEP person or on the LEP person's behalf by counter staff, self-help center staff, family
68 court services, or outside justice partners such as public service, counter staff, law enforcement,
69 probation/parole officers, attorneys, social workers or correctional facilities. Courts should have
70 a documented process to identify LEP needs for parties with notation in the physical or
71 electronic case file.

72
73 Signage throughout the court building indicating interpreter services are available may also help
74 to identify LEP individuals. The Wickenburg Municipal Court will display this sign at the
75 following locations: The Lobby at 155 N Tegner St., Ste B, Wickenburg AZ 85390.

76
77 The need for an interpreter also may be made known in the courtroom at the time of the
78 proceeding. In a case where the court is mandated to provide an interpreter, but one is not
79 available at the time of the proceeding, even after the court has made all reasonable efforts to
80 locate one, as previously outlined in this plan, the case will be postponed and continued on a date
81 when an interpreter can be provided.

82
83 **3. AOC Interpretation Resources**

84
85 Court Interpreter Registry and Listserv
86 The AOC maintains a statewide roster of individuals who indicate they have interpreting

87 experience and have expressed interest in working in the courts. The court using interpreting
88 services will determine the competence of the persons listed. This roster is available to court
89 staff on the Internet at <http://www.interpreters.courts.az.gov>.

90
91 Additionally, AOC created a statewide listserv to allow courts to communicate via email on
92 court interpreter-related matters. The listserv is an excellent resource to locate referrals for
93 specific language needs. Access codes and instructions to join the listserv, may be obtained from
94 the AOC language access contact person.

95 96 Video Remote Interpreting

97 The AOC has installed video conferencing equipment at the State Courts building that will allow
98 courts with compatible technology to remotely conference an interpreter from the Phoenix metro
99 area or from another court jurisdiction into their court to improve resource allocation and reduce
100 time and costs associated with interpreter travel. Contact the AOC LAP contact for more
101 information on VRI connectivity and checklist for court proceedings most appropriate for video.

102 103 **B. Language Services Outside the Courtroom**

104
105 The Wickenburg Municipal Court is also responsible for taking reasonable steps to ensure that
106 LEP individuals have meaningful access to all court services and programs outside the
107 courtroom. Court services and programs include but are not limited to self-help centers, clerk
108 offices, intake officers, cashiers, and records room.

109
110 The court also is responsible for taking reasonable steps to ensure that LEP individuals have
111 meaningful access to all court-ordered services and programs. Court-ordered services and
112 program include but is not limited to conciliation, mediation, arbitration, treatment or
113 educational programs provided by a court employee or a private vendor under contract with the
114 court. Contracts with vendors that provide direct services to court users must include the
115 requirement that the vendor provide language services, including interpreters, for all LEP
116 individuals.

117
118 The court uses the following resources to facilitate communication with LEP individuals and
119 court staff or providers of court-ordered services

- 120
- 121 • Independent interpreter contractors;
 - 122 • Bilingual employees;
 - 123 • "I Speak" cards, to identify the individual's primary language;
 - 124 • Multilingual signage throughout courthouse locations in the following languages: Arabic,
125 Armenian, Cantonese, French, German, Hindi, Hmong, Japanese, Khmer (Cambodian),
126 Korean, Laotian, Mandarin, Polish, Portuguese, Russian, Spanish, Tagalog, Thai, &
127 Vietnamese.
 - 128 • Telephonic interpreter services, from the Language Line,
- 129

130 To provide linguistically accessible services for LEP individuals, the Wickenburg Town Court

131 provides the following:
132

- 133 • Website link from court's website to the Supreme Court's Spanish translated webpage for
134 court forms and instructions and other language access related resources such as the
135 courts' lap and complaint form and process should be made available online.
136

137 **C. COURT APPOINTED OR SUPERVISED PERSONNEL** 138

139 The Wickenburg Municipal Court will ensure that court appointed or supervised
140 personnel, including but not limited to child advocates, guardians' ad litem, court
141 psychologists and doctors provide language services, including interpreters as part of
142 their service delivery system to LEP individuals.
143

144 **D. Translated Forms and Documents** 145

146 The Arizona courts understand the importance of translating forms and documents so that LEP
147 individuals have greater access to the courts' services. The Wickenburg Municipal Court
148 currently uses forms and instructional materials translated into Spanish.
149

- 150 • The court has translated various documents into other languages:
151 Payment Plan.
152

153 These documents will be located 155 N Tegner St., Ste B, Wickenburg AZ 85390.
154

155 **E. WEBSITE/ONLINE ACCESS** 156

157 The court operates an Internet website and will ensure the website is accessible to LEP persons
158 and will include, at a minimum:

- 159 • A notice about the availability of language services written in Spanish and posted on the
160 home page.
- 161 • A hyperlink to: Arizona Supreme Court's Spanish-translated webpage at
162 <http://www.azcourts.gov/elcentrodeautoservicio/FormulariosdeAutoservicio.aspx>.
163

164 Interpreters at court hearings are expected to provide sight translations of court documents and
165 correspondence associated with the case.
166

167 **IV. Court Staff and Volunteer Recruitment**

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

169 The Wickenburg Municipal Court is an equal opportunity employer and recruits and hires
170 bilingual staff to serve its LEP constituents. Primary examples include but are not limited to:
171

- 172 • Court interpreters to serve as regular full-time or part-time employees or regular interpreter

173 contractors of the court.

- 174 • Bilingual staff to serve at public counters and public phone line

175

176 **B. Recruitment of Volunteers for Language Access**

177 The court does not currently use recruits.

178

179 **V. Judicial and Staff Training**

180

181 The Wickenburg Municipal Court is committed to providing language access training
182 opportunities for all judicial officers and staff members. Training and learning opportunities
183 currently offered will be expanded or continued as needed. Those opportunities include

- 184 • Diversity Training;
- 185 • LAP training;
- 186 • New employee orientation training; and,
- 187 • AOC's Language Access in the Courtroom Training DVD

188

189 **VI. Public Outreach and Education**

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

- 195 • The court will provide an ad monthly through local newspaper regarding court access
196 issues or legal tip of the month, provided in Spanish and English.

197

198 The court will solicit input from the LEP community and its representatives through
199 website and will seek to inform community service organizations on how LEP
200 individuals can access court services.

201

202 **VII. Formal Complaint Process**

203

204 If an LEP court customer believes meaningful access to the courts was not provided to them,
205 they may choose to file a complaint with the trial court's Language Access Plan Coordinator.
206 The court has developed a complaint process that includes at a minimum, the following
207 information:

- 208 • The court will respond to any complaint within 30 days and the records will be
209 maintained as public records.
- 210 • The court will direct any person on how to file a complaint and to whom the complaint
211 should be given to.
- 212 • The court will have the complaint form attached (English/Spanish) to the LAP.
- 213 • The court will ensure that translated versions of the complaint form are available in

- 214 multiple locations, including, but not limited to:
215 ○ Forms posted on the court's website and
216 ○ Hard copy forms available at the counters.

217

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

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220 **A. LAP Approval and Notification**

221 The Wickenburg Municipal Court's LAP is approved by the presiding judge and court executive
222 officer. Upon approval, please forward a copy to the AOC Court Services Division. Any
223 revisions to the plan will be submitted to the presiding judge and court executive officer for
224 approval, and then forwarded to the AOC. Copies of Wickenburg Municipal Court's LAP will be
225 provided to the public on request.

226

227 **B. Evaluation of the LAP**

228 The Wickenburg Municipal Court will routinely assess whether changes to the LAP are needed.
229 The plan may be changed or updated at any time but reviewed not less frequently biennially.

230

231 Every 2 year(s) the court's Court Administrator will review the effectiveness of the court's LAP
232 and update it as necessary. The evaluation will include identification of any problem areas and
233 development of corrective action strategies. From time to time, the court may consider using a
234 survey sampling of data collection for a limited time period which involves assessing language
235 access requests to assist in the evaluation of the LAP.

236

237 Elements of the evaluation will include:

- 238 • Number of LEP persons requesting court interpreters and language assistance;
- 239 • Assessment of current language needs to determine if additional services or translated
240 materials should be provided;
- 241 • Solicitation and review of feedback from LEP communities within the county;
- 242 • Assessment of whether court staff adequately understand LEP policies and procedures
243 and how to carry them out;
- 244 • Review of feedback from court employee training sessions; and,
- 245 • Customer satisfaction feedback.
- 246 • Review any language access complaints received during this time period.

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C. Trial Court Language Access Plan Coordinator:

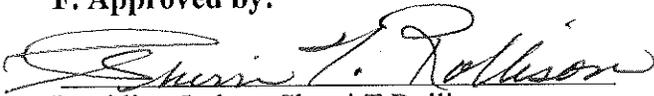
Rosa Garcia-Marquez
Court Administrator
Wickenburg Municipal Court
155 N Tegner St., Ste B
Wickenburg AZ 85390
(928) 668-0527

D. AOC Language Access Contact:

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

E. LAP Effective date: 07/01/2015

F. Approved by:



Presiding Judge: Sherri T Rollison

11-09-2015
Date


Court Administrator: Rosa Garcia-Marquez

11-9-15
Date