

**Superior Court of Greenlee County
Justice of the Peace Courts of Greenlee County
Magistrate Court of Clifton, Greenlee County
LAP**

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1 **Superior Court of Greenlee County**
2 **Justice of the Peace Courts of Greenlee County**
3 **Magistrate Court of Clifton, Greenlee County**

4
5 **Language Access Plan (LAP)**
6

7 **I. Legal Basis and Purpose**
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9 This document serves as the plan for the Arizona Superior Court of Greenlee County, Justice of
10 the Peace Courts of Greenlee County, and Magistrate Court of Clifton, Greenlee County to
11 provide to persons with limited English proficiency (LEP) services that are in compliance with
12 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
13 28 C.F.R. § 42.101–42.112). The purpose of this plan is to provide a framework for the provision
14 of timely and reasonable language assistance to LEP persons who come in contact with the
15 Superior Court of Greenlee County, Justice of the Peace Courts of Greenlee County, and
16 Magistrate Court of Clifton, Greenlee County.
17

18 This language access plan (LAP) was developed to ensure meaningful access to court services
19 for persons with limited English proficiency. Although court interpreters are provided for
20 persons with a hearing loss, access services for them are covered under the Americans with
21 Disabilities Act rather than Title VI of the Civil Rights Act, and therefore will not be addressed
22 in this plan.
23

24 **II. Needs Assessment**
25

26 **A. Statewide**
27

28 The State of Arizona provides court services to a wide range of people, including those who
29 speak limited or no English. From a statewide perspective, the following languages were listed
30 with the greatest number of speakers who spoke English less than “Very Well” in Arizona
31 (according to the American Community Survey estimate report from the U.S. Census Bureau
32 dated April 2014):
33

- 34 1. Spanish
- 35 2. Navajo
- 36 3. Chinese
- 37 4. Vietnamese
- 38

39 **B. Superior Court of Greenlee County, Justice of the Peace Courts of Greenlee**
40 **County, and Magistrate Court of Clifton, Greenlee County**
41

42 The Superior Court of Greenlee County, Justice of the Peace Courts of Greenlee County, and
43 Magistrate Court of Clifton, Greenlee County are responsible to provide services identified in

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44 this plan to all LEP persons. However, the following list shows the foreign languages that are
45 most frequently used in this court or the COURT'S geographic area.

46

47 1. Spanish

48

49 This information is based on data collected from the United States Census Bureau data for
50 Arizona.

51

52 **III. Language Assistance Resources**

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

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

57

58 In the Superior Court of Greenlee County, Justice of the Peace Courts of Greenlee County, and
59 Magistrate Court of Clifton, Greenlee County, court interpreters will be provided in all
60 courtroom proceedings at no cost to all LEP witnesses; litigants; victims; parents, guardians, and
61 family members of minor witnesses, victims, and/or litigants; as well as any other person whose
62 presence or participation is necessary or appropriate as determined by the judicial officer.

63

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

67

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

69

70 The Superior Court of Greenlee County, Justice of the Peace Courts of Greenlee County, and
71 Magistrate Court of Clifton, Greenlee County may determine whether a court customer has
72 limited English proficiency. Identification of language needs at the earliest point of contact is
73 highly recommended. The need for a court interpreter may be identified prior to a court
74 proceeding by the LEP person or on the LEP person's behalf by counter staff, self-help center
75 staff, family court services, or outside justice partners such as probation/parole officers,
76 attorneys, social workers or correctional facilities. Courts should have a documented process to
77 identify LEP needs for parties with notation in the physical or electronic case file.

78

79 Signage throughout the court building indicating interpreter services are available may also help
80 to identify LEP individuals. The Superior Court of Greenlee County, Justice of the Peace Courts
81 of Greenlee County, and Magistrate Court of Clifton, Greenlee County will display this sign at
82 the following locations: notice billboards located in court buildings, near entrances to the
83 building, lobbies near and in the Clerk of the Court Offices, Justice of the Peace Offices, and
84 Magistrate Court Offices.

85

86 The need for an interpreter also may be made known in the courtroom at the time of the

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87 proceeding. In a case where the court is mandated to provide an interpreter, but one is not
88 available at the time of the proceeding, even after the court has made all reasonable efforts to
89 locate one, as previously outlined in this plan, the case will be postponed and continued on a date
90 when an interpreter can be provided.

91

92 **3. AOC Interpretation Resources**

93

94 **Court Interpreter Registry and Listserv**

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

99

100 Additionally, AOC created a statewide listserv to allow courts to communicate via email on
101 court interpreter-related matters. The listserv is an excellent resource to locate referrals for
102 specific language needs. Access codes and instructions to join the listserv may be obtained from
103 the AOC Language Access contact person.

104

105 **Video Remote Interpreting (VRI)**

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

111

112 **B. Language Services Outside the Courtroom**

113

114 The Superior Court of Greenlee County, Justice of the Peace Courts of Greenlee County, and
115 Magistrate Court of Clifton, Greenlee County is also responsible for taking reasonable steps to
116 ensure that LEP individuals have meaningful access to all court services and programs outside
117 the courtroom. Court services and programs include but are not limited to self-help centers,
118 clerk offices, intake officers, cashiers, and records room.

119

120 **1. Assistance to Understand Court Procedures and Policies**

121

122 Services offered by the court generally to English-speaking customers pursuant to the
123 Employee Code of Conduct (ACJA §1-303) must also be provided to LEP litigants in their
124 language.

125

126 **2. Assistance to Fill-out Court Forms and Pleadings**

127

128 The Superior Court of Greenlee County, Justice of the Peace Courts of Greenlee County,
129 and Magistrate Court of Clifton, Greenlee County will assist in the filling-out of court

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130 forms for those LEP court customers who are unable to do so either by themselves or with
131 the assistance of another competent adult proficient in English and able to render
132 assistance in a timely manner.

133 **3. Court-ordered Services and Programs**

134

135 The court also is responsible for taking reasonable steps to ensure that LEP individuals have
136 meaningful access to all court-ordered services and programs. Court-ordered services and
137 programs include but are not limited to conciliation, mediation, arbitration, treatment or
138 educational programs provided by a court employee or a private vendor under contract with the
139 court. Contracts with vendors that provide direct services to court users must include the
140 requirement that the vendor provide language services, including interpreters, for all LEP
141 individuals.

142

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

145

- 146 • Staff court interpreters or independent interpreter contractors;
- 147 • Bilingual employees;
- 148 • Bilingual volunteers;
- 149 • “I Speak” cards, to identify the individual’s primary language;
- 150 • Multilingual signage throughout courthouse locations in the following languages:
151 Spanish;
- 152 • Telephonic interpreter services, from contract interpreters or an agency; and,
- 153 • The terms of the court’s contracts with providers of court-ordered services.

154

155 To provide linguistically accessible services for LEP individuals, Superior Court of Greenlee
156 County, Justice of the Peace Courts of Greenlee County, and Magistrate Court of Clifton,
157 Greenlee County provides the following:

158

- 159 • Bilingual family court services mediators for custody and visitation matters;
- 160 • Written informational and educational materials and instructions in Spanish; and
- 161 • Website links from court’s website (if applicable) to the Supreme Court’s Spanish
162 translated webpage for court forms and instructions and other language access related
163 resources such as the court’s LAP and complaint form and process should be made
164 available online.

165

166 **C. Court Appointed or Supervised Personnel**

167

168 The Superior Court of Greenlee County, Justice of the Peace Courts of Greenlee County, and
169 Magistrate Court of Clifton, Greenlee County also shall ensure that court appointed or supervised
170 personnel, including but not limited to child advocates, guardians ad litem, court psychologists
171 and doctors provide language services, including interpreters as part of their service delivery
172 system to LEP individuals.

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D. Translated Forms and Documents

The Arizona courts understand the importance of translating forms and documents so that LEP individuals have greater access to the courts' services. The Superior Court of Greenlee County, Justice of the Peace Courts of Greenlee County, and Magistrate Court of Clifton, Greenlee County currently use forms and instructional materials translated into Spanish.

1. Sight Translation

The court will provide assistance so LEP persons may understand court-issued documents provided in English through sight translation or other reasonable means.

E. Websites/Online Access

The Courts of Greenlee County operate an internet website <http://www.co.greenlee.az.us/courts/>.

- A notice about the availability of language services written in Spanish and posted on the home page at <http://www.co.greenlee.az.us/courts/>.
- A hyperlink to Arizona Supreme Court's Spanish-translated webpage at <http://www.azcourts.gov/elcentrodeautoservicio/FormulariosdeAutoservicio.aspx>.

IV. Court Staff and Volunteer Recruitment

A. Recruitment of Bilingual Staff for Language Access

The Superior Court of Greenlee County, Justice of the Peace Courts of Greenlee County, and Magistrate Court of Clifton, Greenlee County are an equal opportunity employer and recruits and hires bilingual staff to serve its LEP constituents. Primary examples include but are not limited to:

- Court interpreters to serve as regular full-time or part-time employees or regular interpreter contractors of the court;
- Bilingual staff to serve at public counters and or self-help centers; and
- Bilingual staff available on call to assist with contacts from LEP individuals, as needed.

B. Recruitment of Volunteers for Language Access

The court also recruits and uses volunteers to assist with language access in the following areas:

- At public counters to provide interpretive services between staff and the LEP public.

V. Judicial and Staff Training

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216
217 The Superior Court of Greenlee County, Justice of the Peace Courts of Greenlee County, and
218 Magistrate Court of Clifton, Greenlee County are committed to providing language access
219 training opportunities for all judicial officers and staff members. Training and learning
220 opportunities currently offered will be expanded or continued as needed. Those opportunities
221 include:

- 222
- 223 • Interpreter coordinator training;
 - 224 • Diversity Training;
 - 225 • Cultural competency training;
 - 226 • LAP training;
 - 227 • Staff attendance in Spanish training, provided by the court in partnership with local
228 colleges and institutions to offer these classes on site and free to employees on court time,
229 or through tuition reimbursement;
 - 230 • New employee orientation training; and,
 - 231 • Judicial officer orientation on the use of court interpreters and language competency.
 - 232 • AOC's Language Access in the Courtroom Training DVD
 - 233 • AOC's language access online training videos
- 234

235 **VI. Public Outreach and Education**

236
237 **A. General**

238
239 To communicate with the court's LEP constituents on various legal issues of importance to the
240 community and to make them aware of services available to all language speakers, the Superior
241 Court of Greenlee County, Justice of the Peace Courts of Greenlee County, and Magistrate Court
242 of Clifton, Greenlee County provides community outreach and education and seeks input from
243 its LEP constituency to further improve services. Outreach and education efforts include:

- 244
- 245 • Newspaper articles with information regarding LEP services; and,
 - 246 • Partnerships and collaborations with community service centers/bar
247 associations/governmental social service providers/volunteer organizations/public
248 libraries to provide a court presence in the LEP community.
- 249

250 The court will solicit input from the LEP community and its representatives through focus
251 groups/meetings and will seek to inform community service organizations on how LEP
252 individuals can access court services.

253
254 **B. Videos, Webinars, On-line Classes, In-person Classes and Other Similar**
255 **Instructional Methods**

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257 New public-facing videos designed to assist litigants or the public more broadly shall be in
258 English and Spanish.

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259
260 Those videos, webinars, and instructional materials currently in existence which are deemed to
261 be “vital” shall be made available in Spanish.

262
263 The court will determine whether any existing videos, webinars, and instructional materials
264 should be made available in languages other than English and Spanish by considering the
265 Department of Justice’s four-factor analysis.

266
267 **VII. Formal Complaint Process**

268
269 If an LEP court customer believes meaningful access to the courts was not provided to them,
270 they may choose to file a complaint with the trial court’s Language Access Plan Coordinator,
271 Cristina O’Coyné. The court will develop a complaint process that includes at a minimum, the
272 following information:

- 273
- 274 • The court will respond to any complaint within 30 days and the records will be
 - 275 maintained as public records.
 - 276 • The court has attached the complaint form (English/Spanish) to the LAP.
 - 277 • The court will ensure the translated versions of the complaint form are available in
 - 278 multiple locations, including, but not limited to:
 - 279 ○ Forms posted on the court’s website and
 - 280 ○ Hard copy forms available at public counters.
- 281

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

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284 **A. LAP Approval and Notification**

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286 The Superior Court of Greenlee County, Justice of the Peace Courts of Greenlee County, and
287 Magistrate Court of Clifton, Greenlee County’s LAP is approved by the presiding judge and
288 court executive officer. Upon approval, please forward a copy to the AOC Court Services
289 Division. Any revisions to the plan will be submitted to the presiding judge and court executive
290 officer for approval, and then forwarded to the AOC. Copies of Superior Court of Greenlee
291 County, Justice of the Peace Courts of Greenlee County, and Magistrate Court of Clifton,
292 Greenlee County will be provided to the public on request. The LAP is also posted on Greenlee
293 County Superior Court’s web site.

294
295 **B. Evaluation of the LAP**

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297 The Superior Court of Greenlee County, Justice of the Peace Courts of Greenlee County, and
298 Magistrate Court of Clifton, Greenlee County will routinely assess whether changes to the LAP
299 are needed. The plan may be changed or updated at any time but reviewed not less frequently
300 than once a year or biennially.

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302 Every 1 or 2 year(s) the court's Presiding Judge or Court Administrator will review the
303 effectiveness of the court's LAP and update it as necessary. The evaluation will include
304 identification of any problem areas and development of corrective action strategies. From time to
305 time, the court may consider using a survey sampling of data collection for a limited time period
306 which involves assessing language access requests to assist in the evaluation of the LAP.

307

308 Elements of the evaluation will include:

- 309 • Number of LEP persons requesting court interpreters or language assistance;
- 310 • Assessment of current language needs to determine if additional services or translated
311 materials should be provided;
- 312 • Solicitation and review of feedback from LEP communities within the county;
- 313 • Assessment of whether court staff adequately understand LEP policies and procedures
314 and how to carry them out;
- 315 • Review of feedback from court employee training sessions; and,
- 316 • Customer satisfaction feedback as indicated on the access and fairness survey, if
317 administered by the court during this time period.
- 318 • Review any language access complaints received during this time period.

319

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

321

322 Cristina O'Coyle
323 Court Administrator
324 P. O. Box 1296
325 Clifton, AZ 85533
326 928.865.3872 x255, cocoyle@courts.az.gov

327

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

329

330 David Svoboda
331 Court Services Division
332 Administrative Office of the Courts
333 1501 W. Washington Street, Suite 410
334 Phoenix, AZ 85007
335 (602) 452-3965, dsvoboda@courts.az.gov

336

337 **E. LAP Effective date: January 24, 2017**

338

339 **F. Approved by:**

340

341 Presiding Judge: Monica L. Stauffer Date: January 24, 2017

342

343 Court Executive Officer: Cristina O'Coyle Date: January 24, 2017