

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

Language Access Plan (LAP)

I. Legal Basis and Purpose

This document serves as the plan for the Arizona Courts of Greenlee County 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 Courts of Greenlee County.

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 2013):

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

B. Courts of Greenlee County

The Courts of Greenlee County are 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 or the COURT’S geographic area.

1. Spanish

This information is based on data collected from the United States Census Bureau data for

Arizona.

III. Language Assistance Resources

A. Interpreters Used in the Courtroom

1. Providing Interpreters in the Courtroom

In the Courts of Greenlee County, court interpreters will be provided in all courtroom proceedings at no cost to all LEP persons including witnesses, litigants, victims, parents, guardians, and family members of minors as well as any other person whose presence or participation is necessary or appropriate as determined by the judicial officer.

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

2. Determining the Need for an Interpreter in the Courtroom

The Courts of Greenlee County may determine whether a court customer has limited English proficiency. Identification of language needs at the earliest point of contact is highly recommended. The need for a court interpreter may be identified prior to a court proceeding by the LEP person or on the LEP person's behalf by counter staff or outside justice partners such as probation officers, attorneys, social workers or correctional facilities. Courts should have a documented process to identify LEP needs for parties with notation in the physical or electronic case file.

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

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

3. AOC Interpretation Resources

Court Interpreter Registry and Listserv

The AOC maintains a statewide roster of individuals who indicate they have interpreting experience and have expressed interest in working in the courts. The court using interpreting

services will determine the competence of the persons listed. This roster is available to court staff on the Internet at <http://www.interpreters.courts.az.gov>.

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

Video Remote Interpreting (VRI)

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

B. Language Services Outside the Courtroom

The Courts of Greenlee County are also responsible for taking reasonable steps to ensure that LEP individuals have meaningful access to all court services and programs outside the courtroom. Court services and programs include but are not limited to interpreters for all occasions.

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

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

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

To provide linguistically accessible services for LEP individuals, the Courts of Greenlee County provide the following:

- Bilingual family court services mediators for custody and visitation matters;
- Written informational and educational materials and instructions in Spanish;
- Website links from court's website to the Supreme Court's Spanish translated webpage for court forms and instructions and other language access related resources such as the court's LAP and complaint form and process should be made available online.

C. Court Appointed or Supervised Personnel

The Courts of Greenlee County also shall ensure that court appointed or supervised personnel, including but not limited to child advocates, guardian ad litem, court psychologists and doctors provide language services, including interpreters as part of their service delivery system to LEP individuals.

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 Courts of Greenlee County currently use forms and instructional materials translated into Spanish.

- These documents will be located at <http://www.azcourts.gov/elcentrodeautoservicio/FormulariosdeAutoservicio.aspx>.

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>

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

IV. Court Staff and Volunteer Recruitment

A. Recruitment of Bilingual Staff for Language Access

The Courts of 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
- Bilingual staff available on call to assist with contacts from LEP individuals, as needed.

B. Recruitment of Volunteers for Language Access

The courts also recruit and use 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

The Courts of Greenlee County are 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:

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

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, the Courts of Greenlee County provide community outreach and education and seeks input from its LEP constituency to further improve services. Outreach and education efforts include:

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

The court will solicit input from the LEP community and its representatives through focus groups/meetings and will seek to inform community service organizations on how

LEP individuals can access court services.

VII. Formal Complaint Process

If an LEP court customer believes meaningful access to the Arizona Courts of Greenlee County was not provided to them, they may choose to file a complaint with the trial court's Language Access Plan Coordinator, Cristina O'Coynne. The complaint process is as follows:

- The court will respond to any complaint within 30 days and the records will be maintained as public records;
- The complaint form is attached to the LAP;
- Translated versions of the complaint form are available at public counters.

VIII. Public Notification and Evaluation of LAP

A. LAP Approval and Notification

The Courts of Greenlee County's LAP is approved by the Presiding Judge and Court Administrator. Upon approval, please forward a copy to the AOC Court Services Division. Any revisions to the plan will be submitted to the Presiding Judge and Court Administrator for approval, and then forwarded to the AOC. Copies of the Courts of Greenlee County's LAP will be provided to the public on request.

B. Evaluation of the LAP

The Courts of Greenlee County will routinely assess whether changes to the LAP are needed. The plan may be changed or updated at any time but reviewed not less frequently than once a year.

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

Elements of the evaluation will include:

- Number of LEP persons requesting court interpreters or language assistance;
- Assessment of current language needs to determine if additional services or translated materials should be provided;
- Solicitation and review of feedback from LEP communities within the county;
- Assessment of whether court staff adequately understand LEP policies and procedures and how to carry them out;
- Review of feedback from court employee training sessions; and,

- Customer satisfaction feedback as indicated on the access and fairness survey, if administered by the court during this time period;
- Review any language access complaints received during this time period.

C. Trial Court Language Access Plan Coordinator:

Court Administrator, Cristina O’Coyne

D. AOC Language Access Contact:

Amy Wood

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E. LAP Effective date: July 27, 2015

F. Approved by:

Presiding Judge: Monica L. Stauffer Date: July 27, 2015
Revised 09-23-15

Court Executive Officer: Cristina O’Coyne Date: July 27, 2015
Revised 09-23-15