

1 **Glendale City Court**

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3 **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 2014):  
27

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

32  
33 **B. Glendale City Court**

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35 Glendale City Court is responsible to provide services identified in this plan to all LEP persons.  
36 However, the following foreign languages are the most frequently used in this court’s geographic  
37 area:  
38

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

43  
44 This information is based on statistical data collected by the court’s two Spanish interpreters

45 from requests for language services for those customers who speak a language other than English  
46 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. The Glendale City  
60 Court will provide interpreter services for the above listed events if the court also appoints  
61 counsel.  
62

63 **2. Determining the Need for an Interpreter in the Courtroom**  
64

65 Glendale City Court may determine whether a court customer has limited English proficiency.  
66 Identification of language needs at the earliest point of contact is highly recommended. The  
67 need for a court interpreter may be identified prior to a court proceeding by the LEP person or on  
68 the LEP person's behalf by the defendant or other litigant, court staff, attorneys, or outside  
69 justice partners such as Community Support Services (CSS), Mercy Maricopa Integrated Health  
70 Services, Maricopa County Adult Probation or police.  
71

72 Signage posted in the public lobby of the court building indicates interpreter services are  
73 available. This signage, translated in four different languages, also helps to identify LEP  
74 individuals. Glendale City Court prominently displays this signage at the front counter cashier  
75 windows which have the highest volume of customers on any given day.  
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, the following  
79 resources are utilized:  
80

- 81 • Two bilingual Spanish-speaking interpreters employed by Glendale City Court
- 82 • Contract interpreters for lesser-used languages
- 83 • Interpreting agencies for lesser-used languages
- 84 • A Language-Line telephone service to provide telephonic interpretation services in any  
85 language

- 86       • Bilingual Spanish-speaking employees when the Court’s Spanish-speaking interpreters  
87       are unavailable  
88

89 In the extremely rare event that an interpreter is not available at the time of the proceeding, even  
90 after the court has made all reasonable efforts to locate one, the case will be postponed and  
91 continued on a date when an interpreter can be provided.  
92

### 93                   **3.       AOC Interpretation Resources**

94  
95 Court Interpreter Registry and Listserv:

96 The AOC maintains a statewide roster of individuals who indicate they have interpreting  
97 experience and have expressed interest in working in the courts. The court using interpreting  
98 services will determine the competence of the persons listed. This roster is available to court  
99 staff on the Internet at <http://www.interpreters.courts.az.gov>.  
100

101 Additionally, AOC created a statewide listserv to allow courts to communicate via email on  
102 court interpreter-related matters. The listserv is an excellent resource to locate referrals for  
103 specific language needs. Access codes and instructions to join the listserv, may be obtained from  
104 the AOC language access contact person.  
105

106 Video Remote Interpreting:

107 The AOC has installed video conferencing equipment at the State Courts building that will allow  
108 courts with compatible technology to remotely conference an interpreter from the Phoenix metro  
109 area or from another court jurisdiction into their court to improve resource allocation and reduce  
110 time and costs associated with interpreter travel. Contact the AOC LAP contact for more  
111 information on VRI connectivity and checklist for court proceedings most appropriate for video.  
112

### 113                   **B.       Language Services Outside the Courtroom**

114  
115 Glendale City Court is also responsible for taking reasonable steps to ensure that LEP individuals  
116 have meaningful access to services provided by the court outside the courtroom. Court services  
117 and programs include but are not limited to self-help centers, clerk offices, intake officers,  
118 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 Employee  
123 Code of Conduct (ACJA §1-303) shall also be provided to LEP litigants in their language.  
124

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

126  
127 Glendale City Court will assist in the routine filling-out of court forms for those LEP court  
128 customers who are unable to do so either by themselves or with the assistance of another  
129 competent adult proficient in English and able to render assistance in a timely manner. Staff will

130 not to give substantive advice above that which constitutes transcription or clerical assistance.

131

### 132 **3. Court-ordered Services and Programs**

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

141

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

144

- 145 • Staff court interpreters or independent interpreter contractors;
- 146 • Bilingual employees;
- 147 • Bilingual volunteers;
- 148 • “I Speak” cards, to identify the individual’s primary language;
- 149 • Public signage written information in English and Spanish on how to access and navigate  
150 the court;
- 151 • Public multilingual signage in English, Spanish, Vietnamese and Arabic indicating the  
152 availability of interpretation services;
- 153 • Telephonic interpreter services from *Language line* Language Interpreter Services;
- 154 • A court public phone line with key instructions provided in Spanish to request court  
155 services;
- 156 • A bilingual fulltime court-based victim advocate from the non-profit agency *A New Leaf,*  
157 *Incorporated;*
- 158 • Written informational and educational materials and instructions in Spanish, including  
159 victim notification information posted in all courtrooms;
- 160 • Court forms available in English and Spanish on the Court’s website;
- 161 • Sufficient Defensive Driving Schools available that offer translated services.

162

163 To provide linguistically accessible services for LEP individuals, Glendale City Court also  
164 provides a public defender fluent in Spanish among its fulltime contracted public defenders for  
165 indigent criminal defendants. For cases in which an LEP individual is represented by another  
166 court-appointed attorney, Glendale City Court provides interpreter services when necessary for  
167 any attorney-defendant meetings or interviews conducted on- or off-site. Alternatively, if a  
168 court-appointed attorney hires an interpreter for off-site activities, Glendale City Court shall pay  
169 the costs directly to the attorney. The Court’s LAP and complaint forms and processes are  
170 available online.

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

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

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181           **D.     Translated Forms and Documents**

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

- 186  
187           •     The court has translated various documents into Spanish:  
188                 Insurance Information Sheet, Arraignment Notice, Financial Affidavit, Home Detention  
189                 Pre-Enrollment Form, Medical Release, Treatment Court Overview, Motion to Continue,  
190                 Blank Motion, Motion to Set Aside Judgment and Application Worksheet, various  
191                 Protective Order forms including Injunctions Against Harassment.

192  
193                 These documents are available at Glendale City Court, 5711 W. Glendale Avenue;  
194                 Glendale, Arizona 85301 and are posted on the Court's website at  
195                 <http://www.glendaleaz.com/court/>.

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

199  
200     Interpreters at court hearings are expected to provide sight translations of court documents and  
201     correspondence associated with the case. Document translations are also available to court  
202     customers and other litigants in any capacity.

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204           **E.     Website/Online Access**

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

209  
210                 <http://www.azcourts.gov/elcentrodeautoservicio/FormulariosdeAutoservicio.aspx>.

211  
212     Interpreters at court hearings are expected to provide sight translations of court documents and  
213     correspondence associated with the case.

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

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

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

- 221
- 222 • Two Spanish court interpreters to serve as permanent employees of the court who are
  - 223 available five days per week for any and all court proceedings;
  - 224 • Bilingual staff to serve at public counters and throughout the court; and
  - 225 • Bilingual staff and contracted agencies available on call to assist with contacts from LEP
  - 226 individuals, as needed.
  - 227 • Email distribution lists for minority employment agencies and minority bar organizations
  - 228 to advertise recruitment opportunities.
- 229

230 **V. Judicial and Staff Training:**

231

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

- 235
- 236 • Spanish Translation training and testing as offered by the AOC or locally administered
  - 237 training;
  - 238 • Diversity Training;
  - 239 • LAP Training;
  - 240 • Judicial officer orientation on the use of court interpreters and language competency;
  - 241 • Testing of bilingual staff by Human Resources to allow compensation for providing
  - 242 bilingual assistance.
  - 243 • AOC's Language Access in the Courtroom Training DVD
  - 244 • AOC'S Language Access Online Training Videos
- 245

246 **VI. Public Outreach and Education**

247 **A. General**

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

- 252
- 253 • Public service announcements in Spanish, provided periodically through local media on
  - 254 issues related to domestic violence and other court programs;
  - 255 • Comment cards in Spanish provided to LEP Spanish-speakers during periodic CourTools
  - 256 Access and Fairness surveys

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

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

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

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

**VII. Formal Complaint Process**

If an LEP court customer believes meaningful access to the courts was not provided to them, they may choose to file a complaint with Glendale City Court’s Language Access Plan Coordinator. English, Spanish, Arabic, Chinese and Vietnamese versions of the complaint form are available at the Court’s front counter and on the Arizona Supreme Court’s Self-Service Center page through this hyperlink:

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

The Court will respond to any complaint within 30 days, and the records will be maintained as public records. Translated versions of the complaint form are available on the Court’s website and are physically located at the Court’s Front Counter.

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

**A. LAP Approval and Notification**

Glendale City Court’s LAP is approved by the presiding judge and court administrator. The presiding judge has executed a formal administrative order adopting this LAP. A copy has been forwarded 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 Glendale City Court’s LAP will be provided to the public on request. In addition, the court has posted this plan on its public Web site at [www.glendaleaz.com/court](http://www.glendaleaz.com/court).

**B. Evaluation of the LAP**

Glendale City Court 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 biennially.

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

- 302
- 303 • Number of LEP persons requesting court interpreters and language assistance;
- 304 • Assessment of current language needs to determine if additional services or translated
- 305 materials should be provided;
- 306 • Assessment of whether court staff adequately understand LEP policies and procedures
- 307 and how to carry them out;
- 308 • Review of feedback from court employee training sessions; and,
- 309 • Customer satisfaction feedback as indicated on the Access and Fairness Survey, if
- 310 administered by the Court during this time period.
- 311 • Review any language access complaints received during this time period.
- 312

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

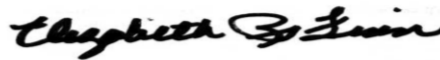
314  
315 Patrick Scott, Deputy Court Administrator  
316 Glendale City Court  
317 5711 W. Glendale Avenue  
318 Glendale, AZ 85301  
319 (623) 930-2439, PScott2@glendaleaz.com  
320

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

322  
323 David Svoboda  
324 Court Services Division  
325 Administrative Office of the Courts  
326 1501 W. Washington Street, Suite 410  
327 Phoenix, AZ 85007  
328 (602) 452-3965, dsvoboda@courts.az.gov  
329

330 **E. LAP Effective date:** February 6, 2015

331 **F. Approved by:**

332 

333 Presiding Judge: \_\_\_\_\_ Date: March 1, 2017  
334 Elizabeth R. Finn

335  
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337  
338 Court Administrator: \_\_\_\_\_ Date: March 1, 2017  
339 Christopher Phelps  
340