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2 **SEDONA MUNICIPAL COURT**

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4 **Language Access Plan (LAP)**

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7 **I. Legal Basis and Purpose**

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9 This document serves as the plan for the Sedona Municipal Court to provide to persons with
10 limited English proficiency (LEP) services that are in compliance with Title VI of the Civil
11 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–
12 42.112). The purpose of this plan is to provide a framework for the provision of timely and
13 reasonable language assistance to LEP persons who come in contact with the SEDONA
14 MUNICIPAL COURT.

15
16 This language access plan (LAP) was developed to ensure meaningful access to court services
17 for persons with limited English proficiency. Although court interpreters are provided for
18 persons with a hearing loss, access services for them are covered under the Americans with
19 Disabilities Act rather than Title VI of the Civil Rights Act, and therefore will not be addressed
20 in this plan.

21
22 **II. Needs Assessment**

23 **A. Statewide**

24 The State of Arizona provides court services to a wide range of people, including those who
25 speak limited or no English. From a statewide perspective, the following languages were listed
26 with the greatest number of speakers who spoke English less than “Very Well” in Arizona
27 (according to Census report dated April 2010):

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

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34 **B. SEDONA MUNICIPAL COURT**

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36 The SEDONA MUNICIPAL COURT will make every effort to provide services to all LEP
37 persons. However, the following list shows the foreign languages that are most frequently used
38 in this court’s geographic area.

- 39
40 1. Spanish
41 2. Navajo
42 3. Japanese
43 4. Chinese
44

45 This information is based on data collected from this Court’s statistics and experience for the
46 past 12 months.

47

48 **III. Language Assistance Resources**

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

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

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

57

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

61

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

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64 The SEDONA MUNICIPAL COURT may determine whether an LEP court customer needs an
65 interpreter for a court hearing in various ways.

66

67 The need for a court interpreter may be identified prior to a court proceeding by the LEP person
68 or on the LEP person’s behalf by counter staff, self-help center staff, family court services, or
69 outside justice partners such as attorneys, social workers, law enforcement agencies and
70 correctional facilities. Once an LEP person is identified, the case is flagged as needing an
71 interpreter and which language the LEP person speaks.

72

73 Signage throughout the court building indicating interpreter services are available may also help
74 to identify LEP individuals. The SEDONA MUNICIPAL COURT will display this sign at the
75 following locations: front counter and courtroom entry doors.

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.

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86 **3. AOC Interpretation Resources**

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88 Court Interpreter Registry and Listserv

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

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

98
99 Video Remote Interpreting (VRI)

100 The AOC has installed video conferencing equipment at the State Courts building that will allow
101 courts with compatible technology to remotely conference an interpreter from the Phoenix metro
102 area or from another court jurisdiction into their court to improve resource allocation and reduce
103 time and costs associated with interpreter travel. Although SEDONA MUNICIPAL COURT
104 does not utilize this resource at this time, it is possible it may be used in the future.

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

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109
110 The SEDONA MUNICIPAL COURT is also responsible for taking reasonable steps to ensure
111 that LEP individuals have meaningful access to all court services and programs outside the
112 courtroom. Court services and programs include but are not limited to self-help centers, clerk
113 offices, intake officers, cashiers, and records room.

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

122
123 The Court uses the following resources to facilitate communication between LEP individuals and
124 court staff or providers of court-ordered services. The SEDONA MUNICIPAL COURT uses the
125 following resources to the degree that resources are available

- 126
127
 - Independent interpreter contractors are used for face-to-face encounters, as well as
 - 128 telephonic hearings, or telephonically when on-site interpreters are not available;
 - 129 • Bilingual court employees;

- 130 • Certified bilingual city staff available on call to assist with contacts from LEP
131 individuals, as needed.
- 132 • “I Speak” cards, to identify the individual’s primary language;
- 133 • Telephonic interpreter services through the Language Line 1 866-874-3972; and
- 134 • Staff who have some knowledge of the Spanish language but need help with court
135 terminology may consult the following glossary sources:
 - 136 a. Spanish/English glossary on the AOC Self-Help Web site
137 http://supreme22/ctserv/CMU/CMU_CourtInterpreter.htm
 - 138 b. Spanish Language Style Guide and Glossaries for U.S. Government Web Sites
139 <http://www.usa.gov/webcontent/multilingual/spanish-guide/index.shtml>;
 - 140 c. Spanish for Office Personnel handbook (two books available for court staff)
- 141 • Video remote interpreting services will be expanded.
- 142 • The terms of the court’s contracts with providers of court-ordered services.

143
144 To provide linguistically accessible services for LEP individuals, the SEDONA MUNICIPAL
145 COURT provides the following:

- 146
147 • Directions to Administrative Office of the Court’s website to receive court information in
148 Spanish. <http://www.azcourts.gov/HOME.aspx>.
- 149
150 • Written informational and educational materials and instructions in Spanish

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

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154 The SEDONA MUNICIPAL COURT also shall ensure that court appointed or
155 supervised personnel, including but not limited to attorneys, child advocates, guardians ad litem,
156 court psychologists and doctors provide language services, including interpreters as part of their
157 service delivery system to LEP individuals.

158 **D. Translated Forms and Documents**

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161 The Arizona courts understand the importance of translating forms and documents so that LEP
162 individuals have greater access to the courts’ services. The SEDONA MUNICIPAL COURT
163 currently uses forms and instructional materials translated into Spanish.

- 164
165 • The court has translated the following documents into Spanish: Right to Council &
166 Waiver, Financial Affidavit, Rights Advisory, Payment Agreement, Protective Order
167 Petition, Release Conditions and Release Order; and the AOC forms website:
168 <http://www.azcourts.gov/HOME.aspx>. These documents are distributed as needed to
169 LEP customers.

170
171 Interpreters at court hearings are expected to provide sight translations of court documents and
172 correspondence associated with the case.

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

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

175 The SEDONA MUNICIPAL COURT is an equal opportunity employer and recruits and hires
176 bilingual staff to serve its LEP constituents. Primary examples include but are not limited to:

177

- 178 • Bilingual staff to serve at public counters and or self-help centers; and
- 179 • Certified bilingual city staff available on call to assist with contacts from LEP
- 180 individuals, as needed.
- 181 • Contracted Court interpreters to serve on-call either in person or via telephone;

182

183 The SEDONA MUNICIPAL COURT is an equal opportunity employer and recruits and hires
184 bilingual staff to serve its LEP constituents. Primary examples include but are not limited to:

185

- 186 • Bilingual staff to serve at public counters and in self-help centers;
- 187 • Contracted court interpreters to serve on-call;
- 188 • Certified bilingual city staff available on call to assist with contacts from LEP
- 189 individuals, as needed..

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191 **V. Judicial and Staff Training**

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193 The SEDONA MUNICIPAL COURT is committed to providing language access training
194 opportunities for all judicial officers and staff members. Training and learning opportunities
195 currently offered will be expanded or continued as needed. Those opportunities include:

196

- 197 • Interpreter coordinator training;
- 198 • Diversity Training;
- 199 • Cultural competency training;
- 200 • LAP training;
- 201 • Staff attendance in basic Spanish courses offered by various court affiliates;
- 202 • New judicial employee orientation training;
- 203 • Judicial officer orientation on the use of court interpreters and language competency.
- 204 • AOC's Language Access in the Courtroom Training DVD (4/2014)

205

206 **VI. Public Outreach and Education**

207 Due to the limited population of those needing interpreter services, public notification
208 and evaluation is not applicable at this time. The court will monitor the need for public
209 notification and evaluation and provide in the future as deemed necessary.

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211

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213 **VII. Formal Complaint Process**

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215 If an LEP court customer believes meaningful access to the courts was not provided to
216 them, they may choose to file a complaint with the trial court's Language Access Plan
217 Coordinator. The complaint form is attached to this plan in both English and Spanish.

218

219

220 This court has a complaint process which includes the following information:

221

- 222 • This court will respond to any complaint within 30 days and the records will be
223 maintained as public records.
- 224 • The customer may file the complaint with the Language Access Plan Coordinator
225 (contact info included at the end of this LAP).
- 226 • A copy of the complaint form is attached to this plan in both English and Spanish.
227 Complaint forms are also available in person at the information counter of the SEDONA
228 MUNICIPAL COURT.

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

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233 **A. LAP Approval and Notification**

234 The SEDONA MUNICIPAL COURT'S LAP is approved by the presiding judge and court
235 executive officer. Upon approval, please forward a copy to the AOC Court Services Division.
236 Any revisions to the plan will be submitted to the presiding judge and court executive officer for
237 approval, and then forwarded to the AOC. Copies of SEDONA MUNICIPAL COURT'S LAP
238 will be provided to the public on request. In addition, the court may choose to post this plan on
239 its public web site.

240

241 **B. Annual Evaluation of the LAP**

242 The SEDONA MUNICIPAL COURT will routinely assess whether changes to the LAP are
243 needed. The plan may be changed or updated at any time but reviewed not less frequently than
244 once a year.

245

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

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254 Elements of the evaluation will include:

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- 256 • Number of LEP persons requesting court interpreters and/or language assistance;
- 257 • Assessment of current language needs to determine if additional services or translated
- 258 materials should be provided;
- 259 • Solicitation and review of feedback from LEP communities within the county;
- 260 • Assessment of whether court staff adequately understand LEP policies and procedures
- 261 and how to carry them out;
- 262 • Review of feedback from court employee training sessions; and,
- 263 • Customer satisfaction feedback.

264

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

266

267 Lucille Sallee, Court Administrator
268 Sedona Municipal Court
269 102 Roadrunner Dr
270 Sedona AZ 86336
271 (928) 282-1189 lsallee@courts.az.gov

272

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

274

275 Amy Wood
276 Court Services Division
277 Administrative Office of the Courts
278 1501 W. Washington Street, Suite 410
279 Phoenix, AZ 85007
280 (602) 452-3337, Awood@courts.az.gov

281

282 **E. LAP Effective date:** July 1, 2015

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284 **F. Approved by:**

285

286 Presiding Judge: Lewis S. Levin
287 Court Administrator: Lucille Sallee

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Sedona Municipal Court

Limited English Proficiency (LEP) Complaint Form

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Section 602 of Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d states that "No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance." One of the reasons this law was established to ensure that persons who do not speak English as their primary language and who have a limited ability to read, speak, write or understand English be afforded meaningful access to programs, services and/or activities and information provided by any entity receiving federal financial assistance.

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If you feel you have not been provided meaningful access to any court or probation service and/or activity, please complete this form and return it to Sedona Municipal Court, ATTN: Language Access Plan Coordinator, 102 Roadrunner Drive, Sedona AZ 86336..

306

PLEASE COMPLETE AND SIGN:

307

I. Complainant Information:

308

Name: _____

309

Contact or Home Address: _____ City/State/Zip: _____

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Telephone #: Home (____) _____ Alternate # () _____

311

Primary Language: _____

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II. Complaint Description:

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Name or Department and/or Program/Service/Activity: _____

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315

Name of individual (s) involved if known: _____

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Address where incident occurred: _____

317

Date of incident: _____

318

Describe how you were not provided meaningful access: (Be specific and attach additional pages if

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necessary) _____

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322

Signature _____ Date: _____

323

The Sedona Municipal Court is committed to improve access to its programs, services and activities for persons who are Limited

324

English Proficient.

325

This form is available in Spanish and is available on the reverse side.

SEDONA MUNICIPAL COURT

Formulario de Reclamación por falta del debido acceso a los de Conocimiento Limitado del Idioma Inglés

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La sección 602 del Título VI de la Ley de Derechos Civiles de 1964, 42 U.S.C. 2000d reza que "En Estados Unidos, se garantizará a toda persona la participación en y beneficios de todo programa o actividad que reciba asistencia económica federal sin discriminar debido a su raza, color u origen nacional." Entre los motivos de dicha ley fue el de asegurar que se le conceda a toda persona que no sepa inglés como idioma principal y con capacidad limitada de leer, hablar, escribir o entender el inglés pleno acceso a todo programa, servicio y/o actividad e información proporcionados por toda entidad que reciba asistencia económica federal.

Si Ud. opina que se le ha negado el pleno acceso a todo servicio o actividad ofrecido por el tribunal o el departamento de régimen a prueba, por favor, llene este formulario y envíelo a Sedona Municipal Court, ATTN: Language Access Plan Coordinator, 102 Roadrunner Drive, Sedona AZ 86336.

Llene el formulario a continuación y fírmelo al pie.

1. Datos del reclamante:

Nombre y apellido(s): _____

Dirección domiciliaria: _____ Ciudad/Estado/Código Postal: _____

Núm. de Teléfono: Casa () _____ Otro () _____

Idioma principal: _____

Detalles de su Reclamación:

Nombre del Departamento que ofrece el programa, servicio o actividad: _____

Nombre(s) de la(s) persona(s) involucrada(s) si es que sabe: _____

Dirección del sitio en que ocurrió el incidente: _____

Fecha del incidente: _____

Mencione en detalle cómo fue que le negaran pleno acceso: (Anote los detalles y adjunte otras hojas si es necesario)

Firma _____ Fecha: _____

La Sedona Municipal Court se compromete a mejorar el acceso a sus programas, servicios y actividades para los de conocimiento limitado del inglés.