

## **Scottsdale City**

### **Language Access Plan (LAP)**

#### **I. Legal Basis and Purpose**

This document serves as the plan for the Scottsdale City 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 Scottsdale City 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. Scottsdale City Court**

The Scottsdale City Court is responsible for providing 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. This information is based on data collected from the court’s case management system and internal statistics collected from interpreter invoices.

1. Spanish
2. Arabic
3. Mandarin
4. Romanian
5. Russian
6. French

### **III. Language Assistance Resources**

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

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

In the Scottsdale City Court, court interpreters will be provided in all courtroom proceedings at no cost to all LEP court customers including witnesses, victims and 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 prosecutor's office to provide qualified interpretation and translation services for witness interviews and for all attorney/client communications during out of court proceedings.

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

The Scottsdale City Court may determine whether a court customer has limited English proficiency in various ways. The identification of those language needs at the earliest point of contact is a priority for the court. 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 security, front counter and courtroom staff, attorneys, victim's advocates, detention officers, and by law enforcement officers as noted on a citation. The court has a documented process to identify LEP needs for parties and to ensure a notation is made in the court's electronic case file.

Signage throughout the court building indicating that interpreter services are available may also help to identify LEP individuals. The Scottsdale City Court displays the "Notice of Interpreter Services" at the following locations inside the court building: entry point and self-help center.

The need for an interpreter may also 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. Administrative Office of the Courts (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. 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.

### **Video Remote Interpreting**

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.

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

The Scottsdale City Court is also responsible for taking steps to ensure that LEP individuals have meaningful access to all court services and programs outside the courtroom including routine contact with court personnel. Court services and programs include but are not limited to self-help center, public service windows/cashiers, inbound calls, jury service, and records.

The court is also 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 alcohol and drug screening/treatment, probation, evaluations, community restitution, educational programs, and classes provided by a court employee or a private vendor under contract with the court. Contracts with vendors that provide direct services to court users include the requirement that the vendor provide language services, including interpreters, for all LEP individuals.

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

- The Scottsdale City Court utilizes a Spanish interpreter that serves as regular full-time employee of the court, independent contract, or an agency contractor interpreters;
- The Scottsdale City Court provides a public phone line with key instructions provided in Spanish to request court services;
- The Scottsdale City Court has bilingual employees in the following languages; Spanish and Mandarin Chinese. When LEP customers seek our assistance outside the courtroom, we first try to meet their needs by using the language skills of our employees.
- The Scottsdale City Court has developed an internal phone list of bilingual employees who may provide assistance to LEP customers when necessary and when no staff person is available to provide that assistance in person.
- For face-to-face encounters, as well as telephone conversations, the Scottsdale City Court

uses the language line Optimal Phone Interpreters (OPI), when on-site interpreters are not available.

- When court staff does not know what language a customer is speaking, they use the ISpeak cards to identify the individual's primary language.
- Staff who have some knowledge of another language but need help with court terminology may consult the following glossary sources.
  - a. *Spanish/English glossary on the AOC self-help Web site*,  
[http://ajinweb/ctserv/cmu/CMU\\_CourtInterpreter.htm](http://ajinweb/ctserv/cmu/CMU_CourtInterpreter.htm)
  - b. *Spanish Language Style Guide and Glossaries for U.S. Government Web Sites*,  
<http://www.usa.gov/webcontent/multilingual/spanish-guide/index.shtml>
- Written information in Spanish on how to access and navigate the court;
- Multilingual signage throughout courthouse locations in the following languages:  
Spanish
- The terms of the court's contracts with providers of court-ordered services.

To provide linguistically accessible services for LEP individuals, the Scottsdale City Court provides the following:

- Public service windows that include bilingual staff and telephonic language assistance.
- Written informational and educational materials and instructions in Spanish.
- Website link from the court's website to the Supreme Court's Spanish translated webpage <http://www.azcourts.gov/elcentrodeautoservicio> for court forms and instructions and other language access related resources such as the courts' Spanish website pages <http://www.scottsdaleaz.gov/courts/Tribunal> and LAP and complaint form and process. <http://www.scottsdaleaz.gov/Assets/Public+Website/courts/CourtPublications/Other+Publications/LAP.pdf>

### **C. COURT APPOINTED OR SUPERVISED PERSONNEL**

The Scottsdale City Court ensures that court appointed or supervised personnel 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 Scottsdale City Court currently uses forms and instructional materials translated into Spanish.

- Civil Traffic Hearing information
- County Jail Confinement information
- CAPP Program
- Request for Public Defender
- Walk-in Motion
- Payment Notice
- Financial Statement Form
- Defensive Driving Class information
- Mandatory Insurance Suspension information
- Types of Payments Accepted
- Appeal Information
- Records Request
- Public Survey
- Fines Enforcement

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

These documents are located at Scottsdale City Court, 3700 North 75<sup>th</sup> Street, Scottsdale, AZ 85251 in the Self-Help Center.

#### **E. WEBSITE/ONLINE ACCESS**

Scottsdale City Court operates an Internet website <http://www.scottsdaleaz.gov/courts> and ensures the website is accessible to LEP persons and includes:

- A notice about the availability of language services written in Spanish and is posted on the court's home page <http://www.scottsdaleaz.gov/courts/Tribunal>
- A hyperlink to: Arizona Supreme Court's Spanish-translated webpage at <http://www.azcourts.gov/elcentrodeautoservicio/FormulariosdeAutoservicio.aspx>
- A hyperlink to the court's LAP and complaint form and process <http://www.scottsdaleaz.gov/Assets/Public+Website/courts/CourtPublications/Other+Publications/LAP.pdf> and to [Supreme Court's Self-Service Center page](#) with language access complaint forms in English, Arabic, Chinese, Spanish and Vietnamese

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

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

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

- Court Spanish interpreter that serves as regular full-time employee of the court.
- Bilingual staff that serve at public counters, answering inbound calls and self-help center questions; and
- Bilingual city staff available on call to assist with contacts from LEP individuals, as needed.

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

At this time, the Scottsdale City Court does not recruit or use volunteers to assist with language access.

#### **V. Judicial and Staff Training**

The Scottsdale City Court is 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;
- 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
- AOC's Language Access Online Training Videos

#### **VI. Public Outreach and Education**

At this time, the Scottsdale City Court is examining opportunities to provide community outreach and education.

## **VII. Formal Complaint Process**

If a LEP court customer believes meaningful access to the courts was not provided to them, they may choose to file a complaint with the trial court's Language Access Plan Coordinator. The Scottsdale City Court has a complaint process that includes the following information:

- The court will respond to any complaint within 30 days and the records will be maintained as public records.
- How to file a complaint and to whom the complaint should be directed.
- The complaint form (English/Spanish) is attached to the LAP.
- Translated versions of the complaint form are available in multiple locations, including, but not limited to:
  - Forms posted on the court's website and
  - Hard copy forms available at the counters.

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

### **A. LAP Approval and Notification**

The Scottsdale City Court's LAP and any subsequent revisions are approved by the court's presiding judge and court executive officer and a copy is forwarded to the AOC Court Services Division. Copies of Scottsdale City Court's approved LAP will be provided to the public on request. In addition, the court posts the approved LAP on its public website at <http://www.scottsdaleaz.gov/Assets/Public+Website/courts/CourtPublications/Other+Publications/LAP.pdf>

### **B. Evaluation of the LAP**

The Scottsdale 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 once a year.

Every year the court's interpreter will review the effectiveness of the court's LAP and update it as necessary. The evaluation includes identification of any problem areas and development of corrective action strategies. From time to time, this 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 include:

- Number of LEP persons requesting court interpreters and 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 Maricopa 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
- Review any language access complaints received during this time period.

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

Blanca Jung, Court Interpreter  
Scottsdale City Court  
3700 N. 75<sup>th</sup> St.  
Scottsdale, AZ 85251  
(480) 312-7727, [bjung@scottsdaleaz.gov](mailto:bjung@scottsdaleaz.gov)

**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](mailto:awood@courts.az.gov)

**E. LAP Effective date:** July 31, 2015

**F. Approved by:**

Presiding Judge: Joseph Olcavage \_\_\_\_\_/s/\_\_\_\_\_ Date:   7/30/2015  

Court Administrator: Julie Dybas \_\_\_\_\_/s/\_\_\_\_\_ Date:   7/30/2015

(Court Name)

### Language Access to Court Services Complaint Form

The court may be required to provide interpreters at no cost for court users, including litigants, victims, and witnesses who do not speak English as their primary language and who have a limited ability to read, speak, write or understand English. If you believe you have not been provided effective language assistance for any court or probation proceeding or other service provided by the court, please complete this form and return it to: Scottsdale City Court 3700 N. 75th Street Scottsdale AZ 85251

(Address of Court)

*The submission of a complaint will NOT affect the outcome of any court matter.  
The court will address your concerns within a reasonable time not exceeding 30 days after submission of this form.*

**THIS FORM IS AVAILABLE IN OTHER LANGUAGES UPON REQUEST.**

**PLEASE COMPLETE:**

Today's Date: \_\_\_\_\_

First Name: \_\_\_\_\_

Last Name: \_\_\_\_\_

Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_ / \_\_\_\_ / \_\_\_\_\_

Home Telephone: (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

Mobile Phone: (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

Email Address: \_\_\_\_\_

Primary Language: \_\_\_\_\_

Date of Incident: \_\_\_\_\_

What problem did you have with language assistance?

- The court did not provide an interpreter
- The interpreter did not interpret correctly or did not speak my language
- Other- please describe:

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## FORMULARIO DE QUEJA Servicios de Traducción e Interpretación

Para garantizar la participación en las diligencias y los servicios judiciales, se le proveerá un intérprete sin costo alguno a las personas tales como litigantes, víctimas, ofendidos y testigos que no hablen el inglés como idioma principal o a aquellos que no sepan escribir, leer, entender o hablar el inglés. Si Ud. cree que no le han facilitado servicios de interpretación en el tribunal, o para gozar de los servicios de régimen a prueba, por favor, llene este formulario y envíelo a: \_\_\_\_\_

*Ninguna causa pendiente se verá afectada por haber sometido una queja.  
Este tribunal tratará de abordar su queja en un plazo de 30 días después de haberla sometido.*

### **PUEDE OBTENER ESTE FORMULARIO EN OTROS IDIOMAS SI LO SOLICITA**

LLENE LOS ESPACIOS EN BLANCO:

Fecha: \_\_\_\_\_

Nombre: \_\_\_\_\_

Apellido(s): \_\_\_\_\_

Dirección: \_\_\_\_\_

Ciudad/Estado/C.P.: \_\_\_\_\_ / \_\_\_\_ / \_\_\_\_\_

Teléfono: (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

Celular: (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

Correo electrónico: \_\_\_\_\_

Idioma principal: \_\_\_\_\_

¿En qué fecha sucedió el incidente? \_\_\_\_\_

Explique cuál fue el problema:

- El tribunal no me proporcionó un intérprete
- El intérprete no interpretó de manera adecuada o no hablaba mi idioma.
- Otro motivo; anote los detalles:

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