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3 **Sedona Municipal Court**
4 **Language Access Plan (LAP)**

5 **I. Legal Basis and Purpose**
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7 This document serves as the plan for the Sedona Municipal Court to provide to persons with
8 limited English proficiency (LEP) services that are in compliance with Title VI of the Civil Rights
9 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).
10 The purpose of this plan is to provide a framework for the provision of timely and reasonable
11 language assistance to LEP persons who come in contact with the Sedona Municipal Court.
12

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

18 **II. Needs Assessment**
19

20 **A. Statewide**

21 The State of Arizona provides court services to a wide range of people, including those who speak
22 limited or no English. From a statewide perspective, the following languages were listed with the
23 greatest number of speakers who spoke English less than “Very Well” in Arizona (according to the
24 American Community Survey estimate report from the U.S. Census Bureau dated April 2014):
25

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

31 **B. Sedona Municipal Court**

32 The Sedona Municipal Court is responsible to provide services identified in this plan to all LEP
33 persons. However, the following list shows the foreign languages that are most frequently used in
34 this court’s geographic area.
35

- 36 1. Spanish
 - 37 2. Navajo
 - 38 3. Chinese
 - 39 4. Vietnamese
- 40

41 This information is based on data collected from this Court’s statistics and experience for the past
42 12 months.
43
44

45 **III. Language Assistance Resources**

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

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

50 In the Sedona Municipal Court, court interpreters will be provided in all courtroom proceedings at
51 no cost to all LEP court customers including witnesses; victims; parents, guardians, and family
52 members of minor witnesses, victims, as well as any other person whose presence or participation
53 is necessary or appropriate as determined by the judicial officer.

54
55 It is the responsibility of the private attorney, Public Defender or County Attorney to provide
56 qualified interpretation and translation services for witness interviews, pre-trial transcriptions
57 and translations and attorney/client communications during out of court proceedings.

58
59 **2. Determining the Need for an Interpreter in the Courtroom**

60 The Sedona Municipal Court may determine whether an LEP court customer needs an interpreter
61 for a court hearing in various ways.

62
63 The need for a court interpreter may be identified prior to a court proceeding by the LEP person or
64 on the LEP person's behalf by counter staff, self-help center staff, family court services, or outside
65 justice partners such as attorneys, social workers, law enforcement agencies and correctional
66 facilities. Once an LEP person is identified, the case is flagged as needing an interpreter and
67 which language the LEP person speaks

68
69 Signage throughout the court building indicating interpreter services are available may also help to
70 identify LEP individuals. The Sedona Municipal Court will display this sign at the following
71 locations: front counter and courtroom entry doors.

72
73 The need for an interpreter also may be made known in the courtroom at the time of the
74 proceeding. In a case where the court is mandated to provide an interpreter, but one is not
75 available at the time of the proceeding, even after the court has made all reasonable efforts to
76 locate one, as previously outlined in this plan, the case will be postponed and continued on a date
77 when an interpreter can be provided.

78
79 **3. AOC Interpretation Resources**

80
81 Court Interpreter Registry and Listserv

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

86
87 AOC created a statewide listserv for courts to communicate via email on court interpreter-related
88 matters. Listserv is an excellent resource to locate referrals for specific language needs. Access

89 codes and instructions to join listserv, may be obtained from the AOC language access contact.
90 Video Remote Interpreting

91
92 The AOC has installed video conferencing equipment at the State Courts building that will allow
93 courts with compatible technology to remotely conference an interpreter from the Phoenix metro
94 area or from another court jurisdiction into their court to improve resource allocation and reduce
95 time and costs associated with interpreter travel. Contact the AOC LAP contact for more
96 information on VRI connectivity and checklist for court proceedings most appropriate for video.

97

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

99 The Sedona Municipal Court is also responsible for taking reasonable steps to ensure that LEP
100 individuals have meaningful access to all court services and programs outside the courtroom.
101 Court services and programs include but are not limited to self-help centers, clerk offices, intake
102 officers, cashiers, and records room.

103

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

111

112 The Court uses the following resources to facilitate communication between LEP individuals and
113 court staff or providers of court-ordered services to the degree that resources are available.

114

- 115 • Independent interpreter contractors are used for face-to-face encounters, as well as
- 116 telephonic hearings, or telephonically when on-site interpreters are not available;
- 117 • Bilingual court employees;
- 118 • Certified bilingual city staff available on call to assist with contacts from LEP individuals,
- 119 as needed.
- 120 • “I Speak” cards, to identify the individual’s primary language;
- 121 • Telephonic interpreter services through the Language Line 1 866-874-3972; and
- 122 • Staff who have some knowledge of the Spanish language but need help with court
- 123 terminology may consult the following glossary sources:
 - 124 a. Spanish/English glossary on the AOC Self-Help Web site
 - 125 http://supreme22/ctserv/CMU/CMU_CourtInterpreter.htm
 - 126 b. Spanish for Office Personnel handbook (two books available for court staff)
- 127 • Video remote interpreting services will be expanded.
- 128 • The terms of the court’s contracts with providers of court-ordered services.

129

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132

133 To provide linguistically accessible services for LEP individuals, the Sedona Municipal Court
134 provides the following:

- 135
- 136 • Directions to Administrative Office of the Court's website to receive court information in
137 Spanish. <http://www.azcourts.gov/HOME.aspx>.
 - 138
 - 139 • Written informational and educational materials and instructions in Spanish

140

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

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143 Services offered by the court generally to English-speaking customers pursuant to the
144 Employee Code of Conduct (ACJA §1-303) will also be provided to LEP litigants in their
145 language.

146

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

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149 The Sedona Municipal Court will assist in the filling-out of court forms for those LEP court
150 customers who are unable to do so either by themselves or with the assistance of another
151 competent adult proficient in English and able to render assistance in a timely manner.

152

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

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155 The Court does not currently contract with any private vendors that provide Court ordered services
156 and programs such as conciliation, mediation, arbitration, treatment or educational programs. The
157 Court will take reasonable steps to ensure that LEP individuals ordered to such services and
158 programs be notified of known private vendors which provide interpreters to assist LEP
159 individuals in the completion of court ordered services and programs.

160

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

162 The Sedona Municipal Court also shall ensure that court appointed or supervised personnel,
163 including but not limited to attorneys, child advocates, guardians ad litem, court psychologists and
164 doctors provide language services, including interpreters as part of their service delivery system to
165 LEP individuals.

166

167 **D. Translated Forms and Documents**

168 The Arizona courts understand the importance of translating forms and documents so that LEP
169 individuals have greater access to the courts' services. The Sedona Municipal Court currently uses
170 forms and instructional materials translated into Spanish.

- 171
- 172 • The court has translated the following documents into Spanish: Right to Council &
173 Waiver, Financial Affidavit, Rights Advisory, Payment Agreement, Protective Order
174 Petition, Release Conditions and Release Order; and the AOC forms website:
175 <http://www.azcourts.gov/HOME.aspx>. These documents are distributed as needed to LEP
176 customers.

177 **1. Sight Translation**

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

181
182 **E. Website/Online Access**

183 If the court operates an Internet website, it will ensure the website is accessible to LEP persons and
184 will include, at a minimum:

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186
 - A notice about the availability of language services written in Spanish and posted on the
187 home page.
 - A hyperlink to: <http://www.azcourts.gov/elcentrodeautoservicio> and
188 <http://www.superiorcourt.maricopa.gov/Espanol/index.asp>
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192 **IV. Court Staff and Volunteer Recruitment**

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

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

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198
 - Court interpreters to serve as interpreter contractors of the court.
 - Bilingual staff to serve at public counters and or self-help centers; and
 - Certified bilingual city staff from other City of Sedona departments who have met the
200 interpreter requirements administered by the City of Sedona Human Resources
201 Department. These individuals are available on call to assist with contacts from LEP
202 individuals as needed.

203
204
205 **B. Recruitment of Volunteers for Language Access**

206 The court at this time does not recruit volunteers for language access but as noted above may use
207 bilingual City of Sedona staff, when necessary, to assist with language access in the following
208 area:

- 209
210
 - At public counters to provide interpretive services between staff and the LEP public.

211
212 **V. Judicial and Staff Training:**

213
214 The Sedona Municipal Court is committed to providing language access training opportunities for
215 all judicial officers and staff members. Training and learning opportunities currently offered will
216 be expanded or continued as needed. Those opportunities include:

- 217
 - Interpreter coordinator training;
 - 218 • Diversity Training;
 - 219 • Cultural competency training;
 - 220 • LAP training;

- 221 • Staff attendance in basic Spanish courses offered by various court affiliates;
- 222 • New judicial employee orientation training;
- 223 • Judicial officer orientation on the use of court interpreters and language competency.
- 224 • AOC's Language Access in the Courtroom Training DVD
- 225 • AOC's Language Access Online Training Videos

226

227 **VI. Public Outreach and Education**

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229 **A. General**

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

233

234 **VII. Formal Complaint Process**

235

236 If an LEP court customer believes meaningful access to the courts was not provided to them, they
237 may choose to file a complaint with the trial court's Language Access Plan Coordinator. The court
238 will develop a complaint process that includes at a minimum, the following information:

239

- 240 • The customer may file the complaint with the Language Access Plan Coordinator (contact
241 information included at the end of this LAP).
- 242 • The court will respond to any complaint within 30 days and the records will be maintained
243 as public records.
- 244 • A copy of the complaint form both in English and Spanish is attached to this LAP.
- 245 • Complaint forms are available at the information counter of the Sedona Municipal Court.

246

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

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249 **A. LAP Approval and Notification**

250 The Sedona Municipal Court's LAP is approved by the presiding judge and court executive
251 officer. Upon approval, please forward a copy to the AOC Court Services Division. Any revisions
252 to the plan will be submitted to the presiding judge and court executive officer for approval, and
253 then forwarded to the AOC. Copies of Sedona Municipal Court's LAP will be provided to the
254 public on request.

255

256 **B. Evaluation of the LAP**

257 The Sedona Municipal Court will routinely assess whether changes to the LAP are needed. The
258 plan may be changed or updated at any time but reviewed not less frequently than once a year.

259

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

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Elements of the evaluation will 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 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;
- Customer satisfaction feedback; and
- Review any language access complaints received during this time period.

C. Trial Court Language Access Plan Coordinator:

Lucille Sallee, Court Administrator
Sedona Municipal Court
102 Roadrunner Drive
Sedona AZ 86336
(928) 282-1189

D. AOC Language Access Contact:

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

E. LAP Effective date: July 1, 2016

F. Approved by:

Presiding Judge:

 Date: July 6, 2016

Lewis S. Levin

Court Executive Officer:

_____ Date: _____

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Sedona Municipal Court

Limited English Proficiency (LEP) Complaint Form

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.

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..

PLEASE COMPLETE AND SIGN:

I. Complainant Information:

Name: _____

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

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

Primary Language: _____

II. Complaint Description:

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

Name of individual (s) involved if known: _____

Address where incident occurred: _____

Date of incident: _____

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

Signature _____ Date: _____

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

342 This form is available in Spanish.

343 **SEDONA MUNICIPAL COURT**

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

345 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
346 persona la participación en y beneficios de todo programa o actividad que reciba asistencia económica federal sin discriminar debido a su raza,
347 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
348 principal y con capacidad limitada de leer, hablar, escribir o entender el inglés pleno acceso a todo programa, servicio y/o actividad e información
349 proporcionados por toda entidad que reciba asistencia económica federal.

350 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
351 favor, llene este formulario y envíelo a Sedona Municipal Court, ATTN: Language Access Plan Coordinator, 102 Roadrunner Drive, Sedona AZ
352 86336.

353
354
355
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357
358 Llene el formulario a continuación y firmelo al pie.

359
360 1. Datos del reclamante:

361 Nombre y apellido(s): _____

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

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

364 Idioma principal: _____

365 Detalles de su Reclamación:

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

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

368 Dirección del sitio en que ocurrió el incidente: _____

369 Fecha del incidente: _____

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

371 _____

372 _____

373 _____

374 Firma _____ Fecha: _____

375
376 La Courte de Sedona Municipal se compromete a mejorar el acceso a sus programas, servicios y actividades para los de conocimiento limitado
377 del inglés.