

Goodyear Municipal Court

Language Access Plan (LAP)

I. Legal Basis and Purpose

This document serves as the plan for the Goodyear Municipal 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 Goodyear Municipal 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 2014):

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

B. Goodyear Municipal Court

The Goodyear Municipal 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.

1. Spanish
2. Vietnamese
3. Chinese
4. Polish
5. Tagalog

This information is based on data collected from the Goodyear Municipal Court’s internal statistics.

III. Language Assistance Resources

A. Interpreters Used in the Courtroom

1. Providing Interpreters in the Courtroom

In the Goodyear Municipal Court, court interpreters will be provided in all courtroom proceedings at no cost to all LEP court customers including ; witnesses; litigants; victims; parents, guardians, and family members of minor witnesses, victims, and/or litigants; 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/court appointed attorney or prosecutor's office to provide qualified interpretation and translation services for witness interviews, pre-trial transcriptions and translations and for all attorney/client communications during out of court proceedings.

2. Determining the Need for an Interpreter in the Courtroom

The Goodyear Municipal Court may determine whether a court customer has limited English proficiency. Identification of 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, counter staff, courtroom staff, or outside justice partners such as probation/parole officers, attorneys, victim advocates, social workers, law enforcement officers as noted on citation or correctional facilities. Requests for interpreter services may be made either in person, in writing or by telephone. The court has a documented process to identify LEP needs for parties and ensures a notation is made in the physical and electronic case file.

The Goodyear Municipal Court has signage throughout the court building indicating interpreter services are available. The Goodyear Municipal Court displays "Notice of Interpreter Services" signs at the following locations: security station, front windows, lobby and the courtrooms.

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. In rare cases, when it has been determined impossible to obtain an on-site interpreter, telephone interpretation services may be used to facilitate court proceedings.

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. 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

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 the Courtroom

The Goodyear Municipal Court is 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 the self-help center, customer service windows, jury service, records, and online and telephonic services.

1. Assistance to Understand Court Procedures and Policies

The Goodyear Municipal Court is responsible for taking reasonable steps to ensure that LEP individuals understand all court procedures inside and outside the courtroom pursuant to the Employee Code of Conduct (ACJA §1-303) and will be provided to LEP litigants in their language.

2. Assistance to Fill-out Court Forms and Pleadings

The Goodyear Municipal Court will assist in the filling-out of court forms for those LEP court customers who are unable to do so either by themselves or with the assistance of another competent adult proficient in English and able to render assistance in a timely manner. The Goodyear Municipal Court will make arrangements to assist the customer with completing forms in English to the same extent that the court offers such assistance to anyone who is unable to complete the form on their own. This assistance will be provided in a timely manner considering the urgency of the action and any impending deadlines.

3. Court-ordered Services and Programs

The Goodyear Municipal 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 program include but are not limited to: alcohol and drug screening/treatment, probation, evaluations, community restitution, educational programs, and classes provided by 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.

To facilitate communication with LEP individuals and court staff or providers of court-ordered

services the Goodyear Municipal Court uses the following resources:

- Staff court interpreter or independent interpreter contractors;
- Bilingual employees;
- “I Speak” cards, to identify the individual’s primary language;
- Signs in Spanish located throughout the court building;
- Telephonic interpreter services in a variety of languages when an on-site interpreter is not available.

To provide linguistically accessible services for LEP individuals, the Goodyear Municipal Court provides the following:

- Public service windows that include bilingual staff and telephonic language assistance.
- Written and educational materials and instructions in Spanish.

C. Court Appointed or Supervised Personnel

The Goodyear Municipal Court also shall ensure that court appointed or supervised personnel, including but not limited to child advocates, guardians 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 Goodyear Municipal Court currently provides the following materials translated into Spanish at appropriate sites within the court:

The court has translated various vital documents into Spanish:

- Application for Payment Plan
- Application for Court Appointed Counsel (Defendant’s Financial Statement)
- Protective Order Petition
- Defendant & Plaintiff Guide Sheets for Protective Orders
- Domestic Violence Conviction Warnings
- Fingerprint Order
- Request for Court Records
- Goodyear Arraignment and Pretrial Advisory
- Online links to Public Outreach or Educational materials, including web-based materials (pamphlets/brochures, contact information for other government agencies or assistance programs).
- Insurance Advisory (Mandatory Suspension information)/Arraignment Reset
- County Jail Confinement Information packet
- Financial policy- Located in the lobby and courtrooms
- Plead by Mail, Fax or Walk-In Form

Future plans for Spanish translation projects include:

- NCourt- Online Citation payments.
- Request for Court Records
- Notice of Right to Appeal Civil, Civil Traffic & Criminal
- Motion to Continue & Order
- Notice of Civil Traffic Hearing & Right to Counsel
- Defensive Driving School Extension Form
- Order Establishing Ownership of Property
- Payment Plan Contract
- Defendant's Notice of Right to Appeal
- Application to Set Aside Judgment & Set Aside Advisory
- Notice of Civil Traffic Hearing and Right to Counsel

1. Sight Translation

The Goodyear Municipal Court provides assistance so LEP persons may understand court-issued documents provided in English through sight translation or other reasonable means.

Sight translation of court-issued forms, instructions, and other vital documents should be performed by a qualified court interpreter. In the event one is not available, or if the document does not lend itself to sight translation due to its length, complexity, or legibility, other reasonable means may be employed to ensure meaningful access for the LEP person. These include, but are not limited to the following:

- a. Explanation of the contents of the document by a competent bilingual court employee;
- b. Engaging a remote interpreting service to relay a court staff member's explanation of the document's contents;
- c. Submission of the document for a timely written translation, as appropriate.

Interpreters at court hearings are expected to provide sight translations of court documents and correspondence associated with the case. Under most circumstances, materials primarily directed to attorneys advocates, law enforcement, or other professionals will not be considered "vital" for these purposes.

E. Website/Online Access

The Goodyear Municipal Court's web address is www.goodyearaz.gov/court. The availability of language services is noted in English and Spanish on the home page as well as the following information:

- A hyperlink to: Arizona Supreme Court's Spanish-translated webpage at <http://www.azcourts.gov/elcentrodeautoservicio/Autoservicios-Centro-Formularios>
- A hyperlink is provided to the Supreme Court's Self-Service center page with language access complaint forms in the English, Arabic, Chinese, Spanish and Vietnamese. <http://www.azcourts.gov/selfservicecenter/Self-Service-Forms#ComplaintForm>

- A hyperlink is provided to the court's Language Services webpage <http://www.goodyearaz.gov/government/departments-divisions-a-z/court/language-services>

IV. Court Staff and Volunteer Recruitment

A. Recruitment of Bilingual Staff for Language Access

The Goodyear Municipal 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 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 or self-help centers; and
- Bilingual staff available on call to assist with contacts from LEP individuals, as needed.

B. Recruitment of Volunteers for Language Access

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

V. Judicial and Staff Training:

The Goodyear Municipal 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 annual training;
- Customer service annual staff training used to identify changing language needs and discuss ways to improve services.
- 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

A. General

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 Goodyear Municipal Court will provide community outreach and education and will seek input from its LEP constituency to further improve services. At this time, the Goodyear Municipal Court is exploring opportunities to provide community outreach and education which will be made accessible to LEP persons as they are developed.

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

Currently the Goodyear Municipal Court does not use or produce videos, webinars, or instructional materials. If developed in the future the court will determine whether any 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 the trial court's Language Access Plan Coordinator. The Goodyear Municipal 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.
- A complaint may be filed as follows:
 - In person or by mail
 - Directed to: Goodyear Municipal Court
14455 West Van Buren Street, Suite B101
Goodyear, AZ 85338
Attn: Court Administration
- The Court has attached the complaint form (English/Spanish) to the LAP. In the alternative, the complaint forms may be located at:
<http://www.azcourts.gov/selfservicecenter/Self-Service-Forms#ComplaintForm>
- The Goodyear Municipal Court will ensure that 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 Goodyear Municipal Court's LAP is approved by the presiding judge and court administrator, and a copy was forwarded to the A.O.C. (Administrative Office of the Courts). Copies of Goodyear Municipal Court's LAP will be provided to the public upon request. In addition, the court posts this plan on its public website at www.goodyearaz.gov/court

B. Evaluation of the LAP

The Goodyear Municipal 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.

Each year the Court's Court Administrator and Court Interpreter 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 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. Language Access Plan Coordinator:

Cristina Parra, Court Interpreter
Goodyear Municipal Court
14455 West Van Buren Street, Suite B101
Goodyear, AZ 85338
623-882-7205, cristina.parra@goodyearaz.gov

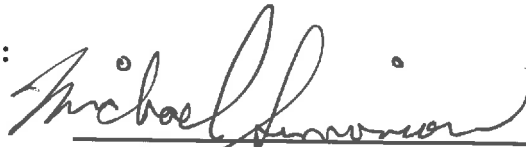
D. AOC Language Access Contact:

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: 8/31/17

F. Approved by:

Presiding Judge:



Hon. Michael Simonson

Date: 8/31/17

Court Administrator:



Crystal McCreery

Date: 8/31/17