



Tucson City Court Administrative Directive

SUBJECT LANGUAGE ACCESS PLAN (LAP)	NUMBER 200-2	PAGE 1 of 11
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I. Legal Basis and Purpose

This document serves as the plan for TUCSON 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 TUCSON CITY COURT.

This language access plan (LAP) was developed to ensure meaningful access to court services for persons with Limited English Proficiency (LEP). 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



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B. TUCSON CITY COURT

TUCSON CITY COURT will make every effort to provide services 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. Arabic
3. ASL
4. Kinyarwanda
5. Swahili

This information is based on data collected from internal statistics

III. Language Assistance Resources

A. Interpreters Used in the Courtroom

1. Providing Interpreters in the Courtroom

In TUCSON CITY COURT, interpreters will be provided at no cost to LEP court customers (including witnesses, victims and parents or guardians) who need such assistance in all **courtroom proceedings**.

- a. It is the responsibility of the private attorney, Public Defender or City Prosecutor to provide qualified interpretation and translation services for witness interviews, pre-trial transcriptions and translations and attorney/client communications during out of court proceedings.
- b. It is also the responsibility of the private attorney, Public Defender or City Prosecutor to inform Tucson City Court's Office of the Court Interpreter when interpreter and translation services will be required for witness interviews, pre-trial transcriptions and translations and attorney/client communications **during proceedings** in order for qualified interpretation and translation services to be coordinated.



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2. Determining the Need for an Interpreter in the Courtroom

TUCSON CITY COURT may determine whether an LEP court customer needs an interpreter for a court hearing in various ways.

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 Public Services counter or court staff, self-help center staff, family court services, or outside justice partners such as probation officers, attorneys and/or police officers.

Signage throughout the court building indicating interpreter services are available may also help to identify LEP individuals. TUCSON CITY COURT will display this sign at the following locations: near entry points and various locations within the court building.

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.

3. 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 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. If your court needs access codes or instructions to join the listserv, please contact Carol Mitchell at 602.452.3965.



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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. Contact the AOC LAP for more information on VRI connectivity and checklist for court proceedings most appropriate for video.

B. Language Services outside the Courtroom

TUCSON CITY COURT is also responsible for taking reasonable steps to ensure that LEP individuals have meaningful access to services provided by the court outside the courtroom. Court services and programs include but are not limited to self-help centers, clerk offices, intake officers, cashiers and records room

1. Assistance to Understand Court Procedures and Policies

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

2. Assistance to Fill-out Court Forms and Pleadings

The Tucson City Court will assist in the filling-out of court forms for those LEP 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.

3. Court-ordered Services and Programs

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 not limited to conciliation, mediation, arbitration, treatment or educational programs provided by a court employee or a private vendor under contract with the court. Contracts with



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vendors that provide direct service to court users must 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:

- Staff court interpreters or independent interpreter contractors;
- Bilingual employees;
- Bilingual volunteers;
- "I Speak" cards, to identify the individual's primary language;
- Written information in Spanish on how to access and navigate the court;
- Multilingual signage throughout courthouse locations in the following languages: Spanish, Arabic, Russian and Vietnamese; and,
- Telephonic interpreter services, (from contract interpreters or Language Line)

To provide linguistically accessible services for LEP individuals, TUCSON CITY COURT provides the following:

- Self-help center services that include: bilingual self-help center staff and telephonic language assistance that provide self-help services to LEP persons in their primary language;
- Written informational and educational materials and instructions in multiple languages on an as needed basis.



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C. Tucson City Court shall ensure 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. TUCSON CITY COURT currently uses forms and instructional materials translated into Spanish as well as multiple other languages on an as needed basis.

SEE APPENDIX B (ATTACHED HERETO)

These documents will be located in the court's Public Service area as well as in all courtrooms.

1. Sight Translation

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

These include, but are not limited to the following:

- a.** Explanation of the contents of the document by a competent bilingual court employee; 506
- b.** Engaging a remote interpreting service to relay a court staff member's explanation of 507 the document's contents; 508
- c.** Submission of the document for a timely written translation, as appropriate



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E. Website/Online Translation

For on-line access to translated forms, please copy and paste the link below to your search engine:

- Arizona Supreme Court's Spanish-translated webpage at

<http://www.azcourts.gov/elcentrodeautoservicio>

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

IV. Court Staff and Volunteer Recruitment

Recruitment of Bilingual Staff for Language Access

TUCSON 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 interpreters to serve as regular full-time employees 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.

V. Judicial and Staff Training

TUCSON 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;



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- Staff attendance in Spanish training, provided by the court in partnership with local colleges and institutions to offer these classes on site and free to employees on court time, or through tuition reimbursement;
- 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 (4/2014)
- 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, TUCSON CITY COURT provides community outreach and education and seeks input from its LEP constituency to further improve services.

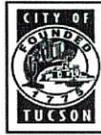
TUCSON CITY COURT coordinates Public Outreach and Education services through Mr. Emmanuel Hernandez at the City of Tucson's OEOP (Office of Equal Opportunity Programs), (520)837-4010.

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 other 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,



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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 Court will respond to any complaint within 30 days and the records will be maintained as public records.
- Complaints will be filed by submitting the complaint to Court Administration in room 201.
- An English LAP complaint forms is attached to this LAP as Appendix C. In the alternative, the complaint form in other languages may be downloaded at: <https://www.azcourts.gov/selfservicecenter/Forms/Language-Access-Complaint>

VIII. Public Notification and Evaluation of LAP

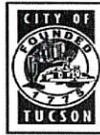
A. LAP Approval and Notification

TUCSON CITY COURT's LAP is approved by the presiding judge and court executive officer. Upon approval, please forward a copy to the AOC Court Services Division. Any revisions to the plan will be submitted to the presiding judge and court executive officer for approval, and then forwarded to the AOC. Copies of TUCSON CITY COURT's LAP will be provided to the public on request. TUCSON CITY COURT will also make the LAP available on the court's public Web site.

B. Evaluation of the LAP

TUCSON CITY COURT will routinely assess whether changes to the LAP are needed. The plan may be changed or updated at any time.

Court Administration will review the effectiveness of the court's LAP every two (2) years and update it as necessary. The evaluation will include identification of any problem areas and development of corrective action strategies. From time to



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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 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; and,
- Customer satisfaction feedback.

C. Tucson City Court Language Access Plan Coordinator:

Tucson City Court
Attention: Language Access Plan Coordinator
103 E. Alameda
P.O. Box 27210
Tucson, AZ 85726-7210
Courtweb@tucsonaz.gov
Phone: 520-791-4189
Fax: 520-791-5693

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

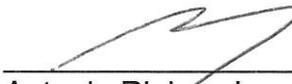


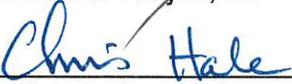
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E. LAP Effective date: May 7, 2019

F. Approved by:

Presiding Judge:  Date: 5/7/19
Antonio Riojas, Jr.

Court Executive Officer:  Date: 5/7/19
Christopher Hale

VIII. APPENDICIES

- A. "I Speak" Flash Card
- B. List of Documents translated into Spanish
- C. LAP Complaint Form

Language Identification Cards

Card 1 of 2

Instructions: Place a check by the language spoken.

- | | | |
|--------------------------|---|---------------------|
| <input type="checkbox"/> | Mark this box if you read or speak English. | English |
| <input type="checkbox"/> | ضع علامة في هذا المربع إذا كنت تقرأ أو تتحدث العربية. | Arabic |
| <input type="checkbox"/> | Խնդրում ենք նշում կատարել այս քառակուսում, հիշել խոսում կամ կարգում եք հայերեն: | Armenian |
| <input type="checkbox"/> | যদি আপনি বাংলা পড়েন বা বলেন তা হলে এই বাক্সে দাগ দিন। | Bengali |
| <input type="checkbox"/> | ឈ្មួញក្នុងប្រអប់នេះ បើអ្នកអាន ឬនិយាយភាសា ខ្មែរ ។ | Cambodian |
| <input type="checkbox"/> | Motka i kahhon ya yangin ûntûngnu' manaitai pat ûntûngnu' kumentos Chamorro. | Chamorro |
| <input type="checkbox"/> | 如果你能读中文或讲中文，请选择此框。 | Simplified Chinese |
| <input type="checkbox"/> | 如果你能讀中文或講中文，請選擇此框。 | Traditional Chinese |
| <input type="checkbox"/> | Označite ovaj kvadratić ako čitate ili govorite hrvatski jezik. | Croatian |
| <input type="checkbox"/> | Zaškrtněte tuto kolonku, pokud čtete a hovoříte česky. | Czech |
| <input type="checkbox"/> | Kruis dit vakje aan als u Nederlands kunt lezen of spreken. | Dutch |
| <input type="checkbox"/> | اگر خواندن و نوشتن فارسی بلد هستید، این مربع را علامت بزنید. | Farsi |
| <input type="checkbox"/> | Cocher ici si vous lisez ou parlez le français. | French |
| <input type="checkbox"/> | Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen. | German |
| <input type="checkbox"/> | Σημειώστε αυτό το πλαίσιο αν διαβάζετε ή μιλάτε Ελληνικά. | Greek |
| <input type="checkbox"/> | Make kazye sa a si ou li oswa ou pale kreyòl ayisyen. | Haitian Creole |
| <input type="checkbox"/> | अगर आप हिन्दी बोलते या पढ़ सकते हैं तो इस बक्स पर चिह्न लगाएँ। | Hindi |
| <input type="checkbox"/> | Kos lub voj no yog koj paub twm thiab hais lus Hmoob. | Hmong |
| <input type="checkbox"/> | Jelölje meg ezt a kockát, ha megérti vagy beszéli a magyar nyelvet. | Hungarian |

Language Identification Cards

Card 2 of 2

Instructions: Place a check by the language spoken.

- | | | |
|--------------------------|--|------------|
| <input type="checkbox"/> | Markaam daytoy nga kahon no makabasa wenno makasaoka iti Ilocano. | Ilocano |
| <input type="checkbox"/> | Marchi questa casella se legge o parla italiano. | Italian |
| <input type="checkbox"/> | 日本語を読んだり、話せる場合はここに印を付けてください。 | Japanese |
| <input type="checkbox"/> | 한국어를 읽거나 말할 수 있으면 이 칸에 표시하십시오. | Korean |
| <input type="checkbox"/> | ໃຫ້ໝາຍໃສ່ຊ່ອງນີ້ ຖ້າທ່ານອ່ານຫຼືປາກົດພາສາລາວ. | Laotian |
| <input type="checkbox"/> | Prosimy o zaznaczenie tego kwadratu, jeżeli posługuje się Pan/Pani językiem polskim. | Polish |
| <input type="checkbox"/> | Assinale este quadrado se você lê ou fala português. | Portuguese |
| <input type="checkbox"/> | Însemnați această căsuță dacă citiți sau vorbiți românește. | Romanian |
| <input type="checkbox"/> | Пометьте этот квадратик, если вы читаете или говорите по-русски. | Russian |
| <input type="checkbox"/> | Обележите овај квадратикћ уколико читате или говорите српски језик. | Serbian |
| <input type="checkbox"/> | Označte tento štvorček, ak viete čítať alebo hovoriť po slovensky. | Slovak |
| <input type="checkbox"/> | Marque esta casilla si lee o habla español. | Spanish |
| <input type="checkbox"/> | Markahan itong kuwadrado kung kayo ay marunong magbasa o magsalita ng Tagalog. | Tagalog |
| <input type="checkbox"/> | ให้ถากเครื่องหมายลงในช่องถ้าอ่านหรือพูดภาษาไทย. | Thai |
| <input type="checkbox"/> | Maaka 'i he puha ni kapau 'oku ke lau pe lea fakatonga. | Tongan |
| <input type="checkbox"/> | Відмітьте цю клітинку, якщо ви читаете або говорите українською мовою. | Ukrainian |
| <input type="checkbox"/> | اگر آپ اردو پڑھتے یا بولتے ہیں تو اس خانے میں نشان لگائیں۔ | Urdu |
| <input type="checkbox"/> | Xin đánh dấu vào ô này nếu quý vị biết đọc và nói được Việt Ngữ. | Vietnamese |
| <input type="checkbox"/> | באצייכנט דעם קעסטל אויב איר לייענט אדער רעדט אידיש. | Yiddish |

TUCSON CITY COURT

List of Translated Documents (Spanish)

The court has translated various documents into Spanish and has translated same in multiple other languages on an as needed basis. The following is a list of documents translated into Spanish (this list is not all inclusive):

- Conditions of Release
- Request for Hearing
- Community Service Document
- Misdemeanor Compromise
- Notice of Appeal
- Financial Affidavits
- Injunction Against Harassment
- Injunction Against Workplace Harassment
- Order of Protection
- Defendant's Guide Sheet for Protective Orders
- Plaintiff's Guide Sheet for Protective Orders
- General Petition for Order of Protection, Injunction Against Harassment or Injunction Against Workplace Harassment
- Application For Deferral or Waiver of Court Fees and/or Costs and Consent to Entry of Judgment
- Affidavit in Support of Application For Deferral or Waiver of Service of Process Costs
- Civil Hearing Request Form
- Request for Waiver for DDS Extension Fee
- Trial Instructions
- Procedure for Serving a Subpoena
- Service of Process Form for Orders of Protection
- Acceptance of Service

Tucson City Court

(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: _____

(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:

Section 601 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."