



Tucson City Court Administrative Directive

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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 individuals 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 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 Census report dated April 2010):

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



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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. ASL
3. Arabic
4. Vietnamese
5. Russian

This information is based on data collected from internal statistics as well as the United States Census Bureau data for Arizona.

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 court customers who need such assistance under the following circumstances:

- For litigants and witnesses in criminal and civil hearings;

It is the responsibility of the private attorney, City 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 court customer service staff, self-help center staff, 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 LEP individuals. Tucson City Court will display signs at the following locations: near entry ports and/or self-help centers.

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. Court Interpreter Registry and Listserv

The Arizona Supreme Court's Administrative Office of the Courts 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. Primarily 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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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 outside the courtroom. This is perhaps the most challenging situation facing court staff, because in most situations they are charged with assisting LEP individuals without an interpreter present. LEP individuals may come in contact with court personnel via the phone, the public counter, or other means.

To facilitate communication between LEP individuals and court staff, Tucson City Court uses the following resources to the degree that resources are available:

- Staff court interpreters or independent interpreter contractors;
- Bilingual employees;
- "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, Vietnamese and Russian;
- Telephonic interpreter services, (from contract interpreters or LanguageLine).

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. 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.

Forms translated into other languages will be provided on an as needed basis.

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

IV. COURT STAFF RECRUITMENT

A. 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 permanent 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:



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- Interpreter coordinator training;
- Diversity Training;
- Cultural competency training;
- LAP training;
- 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.

VI. PUBLIC OUTREACH AND EDUCATION

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 in collaboration with the City of Tucson's LEP Coordinator.

VII. PUBLIC NOTIFICATION AND EVALUATION OF LAP

A. LAP Approval and Notification

Tucson City Court's LAP is subject to approval by the Presiding Magistrate and Court Administrator. A copy was forwarded to the AOC Court Services Division. Any revisions to the plan will be submitted to the Presiding Magistrate and Court Administrator for approval, and then forwarded to the AOC. Copies of Tucson City Court's LAP will be provided to the public on request. In addition, the LAP is posted on the court's public website.



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B. Annual 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 but reviewed not less frequently than once a year.

Each year, the court's interpreter's office 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. Elements of the evaluation will include:

- Number of LEP persons requesting court interpreter language services;
- 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. Trial Court Language Access Plan Coordinator:

Tucson City Court
Attention: Language Access Plan Coordinator
103 E Alameda
P.O. Box 27210
Tucson, AZ 85726-7210



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Courtweb@tucsonaz.gov
 Phone: 520-791-4189
 Fax: 520-791-5693

D. AOC Language Access Contact:

Carol Mitchell, Court Access Specialist
 Court Services Division
 Administrative Office of the Courts
 1501 W. Washington Street, Suite 410
 Phoenix, AZ 85007
 (602) 452-3965, cmitchell@courts.az.gov

E. LAP Effective date: December 9, 2011

Approved by:



 Presiding Magistrate

4/4/13

 Date



 Court Administrator

4/4/13

 Date

VIII. APPENDICIES

A. "I Speak" Flash Card

- | | |
|--|---------------------|
| <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"/> Խաղաղուժ՝ եւ զ Կառաւորի զ այս քառաւորուժ՝, հիշե՛ք խոսուժ՝ կամ՝ կարգուժ՝ ե զ Հայերեւն: | Armenian |
| <input type="checkbox"/> যদি আপনি বাংলা পড়েন বা বলেন তা হলে এই বাক্সে দাগ দিন। | Bengali |
| <input type="checkbox"/> លុយម៉ញ៉ាក់ក្នុងប្រអប់នេះ បើអ្នកអាច ឬនិយាយភាសា ខ្មែរ ។ | Cambodian |
| <input type="checkbox"/> Motka i kakhon 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 بنویسید. | 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 kazyé 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 megérta vagy beszél a magyar nyelvet. | Hungarian |

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