



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 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. 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. 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 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/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. 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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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, including routine contact with court personnel and in situations where LEP litigants are ordered to attend mediation, or a treatment or educational program provided by a court employee or by a private vendor under contract with the court.

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. 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.

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/FormulariosdeAutoservicio.aspx>.

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

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 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.



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B. Recruitment of Volunteers for Language Access

The court also recruits and uses volunteers when available to assist with language access in the following areas:

- In self-help centers, to assist LEP users;
- At public counters to provide interpretive services between staff and the LEP public

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;
- 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)

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.



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TUCSON CITY COURT coordinates Public Outreach and Education services through Mr. Bob Barton at the City of Tucson's OEOP (Office of Equal Opportunity Programs), (520)837-4021.

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.

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 but reviewed not less frequently than once a year.

Every 2 years, 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. 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.



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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:

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



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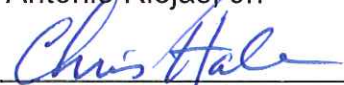
E. LAP Effective date: July 8, 2014

F. Approved by:

Presiding Judge:


Antonio Riojas, Jr. Date: 7/8/14

Court Executive Officer:


Christopher Hale Date: 7/8/14

VIII. APPENDICIES

- A. "I Speak" Flash Card
- B. List of Documents translated into Spanish

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"/> Խոսում ե՞ս, կամ կարդում ե՞ս հայերեն; հիշե՛ք խոսում ե՞ս կամ կարդում ե՞ս հայերեն: | Armenian |
| <input type="checkbox"/> যদি আপনি বাংলা পড়েন বা বলেন তা হলে এই বাক্সে দাগ দিন। | Bengali |
| <input type="checkbox"/> ល្អបំផុតក្នុងប្រអប់នេះ បើអ្នកអាន ឬនិយាយភាសា ខ្មែរ ។ | Cambodian |
| <input type="checkbox"/> Motka i kahhon ya yangin ūntūngnu' manaitai pat ūntūngnu' 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 kazyo sa a si ou li oswa ou pale kroyòl 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 beszél a magyar nyelvet. | Hungarian |

<input type="checkbox"/> Markaam daytoy nga kahon no makabasa wemno 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"/> ໃຫ້ໝາຍໃສ່ຂໍ້ດັ່ງນີ້ ຖ້າທ່ານອ່ານຫຼືປາກເວົ້າສາສາລາວ.	<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 voce lê ou fala português.	<i>Portuguese</i>
<input type="checkbox"/> Însemnați această căsuță dacă citiți sau vorbiți românește.	<i>Romanian</i>
<input type="checkbox"/> Поставьте 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"/> ให้กาเครื่องหมายลงในช่องถ้าท่านอ่านหรือพูดภาษาไทย.	<i>Thai</i>
<input type="checkbox"/> Maaka 'i he puha ni kapau 'oku ke lau pe loa 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>

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