

1 **Glendale City Court**

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3 **Language Access Plan (LAP)**

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6 **I. Legal Basis and Purpose**

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8 This document serves as the plan for Glendale City Court to provide to persons with limited
9 English proficiency (LEP) services that are in compliance with Title VI of the Civil Rights Act
10 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
11 purpose of this plan is to provide a framework for the provision of timely and reasonable
12 language assistance to LEP persons who come in contact with Glendale City Court.
13

14 This language access plan (LAP) was developed to ensure meaningful access to court services
15 for persons with limited English proficiency. Although court interpreters are provided for
16 persons with a hearing loss, access services for them are covered under the Americans with
17 Disabilities Act rather than Title VI of the Civil Rights Act, and therefore will not be addressed
18 in this plan.
19

20 **II. Needs Assessment**

21 **A. Statewide**

22 The State of Arizona provides court services to a wide range of people, including those who
23 speak limited or no English. From a statewide perspective, the following languages were listed
24 with the greatest number of speakers who spoke English less than “Very Well” in Arizona
25 (according to the American Community Survey estimate report from the U.S. Census Bureau
26 dated April 2014):
27

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

32
33 **B. Glendale City Court**

34
35 Glendale City Court is responsible to provide services identified in this plan to all LEP persons.
36 However, the following foreign languages are the most frequently used in this court’s geographic
37 area:
38

- 39 1. Spanish
- 40 2. Arabic
- 41 3. American Sign Language
- 42 4. Vietnamese

43
44 This information is based on statistical data collected by the court’s two Spanish interpreters

45 from requests for language services for those customers who speak a language other than English
46 or Spanish.

47
48 **III. Language Assistance Resources**

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

50 **1. Providing Interpreters in the Courtroom**
51

52 In Glendale City Court, court interpreters will be provided in all courtroom proceedings at no
53 cost to all LEP court customers including witnesses, litigants, victims and parents or guardians
54 and family members of minors as well as any other person whose presence or participation is
55 necessary or appropriate as determined by the judicial officer.

56
57 It is the responsibility of the private attorney or the Glendale City Prosecutor's Office to provide
58 qualified interpretation and translation services for witness interviews, pre-trial transcriptions
59 and translations and attorney/client communications during proceedings. The Glendale City
60 Court will provide interpreter services for the above listed events if the court also appoints
61 counsel.
62

63 **2. Determining the Need for an Interpreter in the Courtroom**
64

65 Glendale City Court may determine whether a court customer has limited English proficiency.
66 Identification of language needs at the earliest point of contact is highly recommended. The
67 need for a court interpreter may be identified prior to a court proceeding by the LEP person or on
68 the LEP person's behalf by the defendant or other litigant, court staff, attorneys, or outside
69 justice partners such as Community Support Services (CSS), Mercy Care, Maricopa County
70 Adult Probation or police.

71
72 Signage posted in the public lobby of the court building indicates interpreter services are
73 available. This signage, translated in four different languages, also helps to identify LEP
74 individuals. Glendale City Court prominently displays this signage at the front counter cashier
75 windows which have the highest volume of customers on any given day.
76

77 The need for an interpreter also may be made known in the courtroom at the time of the
78 proceeding. In a case where the court is mandated to provide an interpreter, the following
79 resources are utilized:

- 80
81
 - 82 • Two bilingual Spanish-speaking interpreters employed by Glendale City Court
 - 83 • Contract interpreters for lesser-used languages
 - 84 • Interpreting agencies for lesser-used languages
 - 85 • A Language-Line telephone service to provide telephonic interpretation services in any language

- 86 • Bilingual Spanish-speaking employees when the Court’s Spanish-speaking interpreters
87 are unavailable
88

89 In the extremely rare event that an interpreter is not available at the time of the proceeding, even
90 after the court has made all reasonable efforts to locate one, the case will be postponed and
91 continued to a date when an interpreter can be provided.
92

93 **3. AOC Interpretation Resources**

94
95 Court Interpreter Registry and Listserv:

96 The AOC maintains a statewide roster of individuals who indicate they have interpreting
97 experience and have expressed interest in working in the courts. The court using interpreting
98 services will determine the competence of the persons listed. This roster is available to court
99 staff on the Internet at <https://apps.azcourts.gov/registry>
100

101 Additionally, AOC created a statewide listserv to allow courts to communicate via email on
102 court interpreter-related matters. The listserv is an excellent resource to locate referrals for
103 specific language needs. Access codes and instructions to join the listserv, may be obtained from
104 the AOC language access contact person.
105

106 Video Remote Interpreting:

107 The AOC has installed video conferencing equipment at the State Courts building that will allow
108 courts with compatible technology to remotely conference an interpreter from the Phoenix metro
109 area or from another court jurisdiction into their court to improve resource allocation and reduce
110 time and costs associated with interpreter travel. Contact the AOC LAP contact for more
111 information on VRI connectivity and checklist for court proceedings most appropriate for video.
112

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

114
115 Glendale City Court is also responsible for taking reasonable steps to ensure that LEP individuals
116 have meaningful access to services provided by the court outside the courtroom. Court services
117 and programs include but are not limited to self-help centers, clerk offices, intake officers,
118 cashiers, and records room.
119

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

121
122 Services offered by the court generally to English-speaking customers pursuant to the Employee
123 Code of Conduct (ACJA §1-303) shall also be provided to LEP litigants in their language.
124

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

126
127 Glendale City Court will assist in the routine filling-out of court forms for those LEP court
128 customers who are unable to do so either by themselves or with the assistance of another
129 competent adult proficient in English and able to render assistance in a timely manner. Staff will

130 not give substantive advice above that which constitutes transcription or clerical assistance.

131

132 3. Court-ordered Services and Programs

133

134 The court also is responsible for taking reasonable steps to ensure that LEP individuals have
135 meaningful access to all court-ordered services and programs. Court-ordered services and
136 program include but is not limited to conciliation, mediation, arbitration, treatment or
137 educational programs provided by a court employee or a private vendor under contract with the
138 court. Contracts with vendors that provide direct services to court users must include the
139 requirement that the vendor provide language services, including interpreters, for all LEP
140 individuals.

141

142 The court uses the following resources to facilitate communication with LEP individuals and
143 court staff or providers of court-ordered services:

144

- 145 • Staff court interpreters or independent interpreter contractors
- 146 • Bilingual employees
- 147 • Bilingual volunteers
- 148 • “I Speak” cards, to identify the individual’s primary language
- 149 • Public signage written information in English and Spanish on how to access and navigate
150 the court
- 151 • Public multilingual signage in English, Spanish, Vietnamese and Arabic indicating the
152 availability of interpretation services
- 153 • Telephonic interpreter services from *LanguageLine* Language Interpreter Services
- 154 • A court public phone line with key instructions provided in Spanish to request court
155 services
- 156 • A bilingual fulltime court-based victim advocate from the non-profit agency *A New Leaf,*
157 *Incorporated*
- 158 • Written informational and educational materials and instructions in Spanish, including
159 victim notification information posted in all courtrooms
- 160 • Court forms available in English and Spanish on the Court’s website
- 161 • Sufficient Defensive Driving Schools available that offer translated services

162

163 To provide linguistically accessible services for LEP individuals, Glendale City Court also
164 provides a public defender fluent in Spanish among its fulltime contracted public defenders for
165 indigent criminal defendants. For cases in which an LEP individual is represented by another
166 court-appointed attorney, Glendale City Court provides interpreter services when necessary for
167 any attorney-defendant meetings or interviews conducted on- or off-site. Alternatively, if a
168 court-appointed attorney hires an interpreter for off-site activities, Glendale City Court shall pay
169 the costs directly to the attorney. The Court’s LAP and complaint forms and processes are
170 available online.

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172

173

174 **C. Court Appointed or Supervised Personnel**
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176 Glendale City Court also shall ensure that court appointed or supervised personnel, including but
177 not limited to child advocates, guardians ad litem, court psychologists and doctors provide
178 language services, including interpreters as part of their service delivery system to LEP
179 individuals.

180
181 **D. Translated Forms and Documents**
182

183 The Arizona courts understand the importance of translating forms and documents so that LEP
184 individuals have greater access to the courts' services. Glendale City Court currently uses forms
185 and instructional materials translated into Spanish.

- 186
187 • The court has translated various documents into Spanish:
188 Insurance Information Sheet, Arraignment Notice, Financial Affidavit, Home Detention
189 Pre-Enrollment Form, Medical Release, Motion to Continue, Motion to Set Aside
190 Judgment and Application Worksheet, various Protective Order forms including
191 Injunctions Against Harassment.

192
193 These documents are available at Glendale City Court, 5711 W. Glendale Avenue;
194 Glendale, Arizona 85301 and are posted on the Court's website at:

195
196 https://www.glendaleaz.com/live/city_services/city_court/forms
197

198 Additional translated forms are available on the Arizona Supreme Court's Spanish translated
199 webpage at:

200
201 <https://www.azcourts.gov/elcentrodeautoservicio/Formularios-del-centro-de-Autoservicio>
202

203 Interpreters at court hearings are expected to provide sight translations of court documents and
204 correspondence associated with the case. Document translations are also available to court
205 customers and other litigants in any capacity.

206
207 **E. Website/Online Access**
208

209 Glendale City Court's internet website is accessible to LEP persons and includes notice about the
210 availability of language services written in Spanish and posted on the home page. A hyperlink to
211 the Arizona Supreme Court's Spanish-translated webpage is offered at:

212
213 <https://www.azcourts.gov/elcentrodeautoservicio/>
214

215 Interpreters at court hearings are expected to provide sight translations of court documents and
216 correspondence associated with the case.
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218

219

220 **IV. Court Staff and Volunteer Recruitment**

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

222 Glendale City Court is an equal opportunity employer and recruits and hires bilingual staff to
223 serve its LEP constituents. Primary examples include but are not limited to:

224

- 225 • Two Spanish court interpreters to serve as permanent employees of the court who are
226 available five days per week for any and all court proceedings
- 227 • Bilingual staff to serve at public counters and throughout the court; and
- 228 • Bilingual staff and contracted agencies available on call to assist with contacts from LEP
229 individuals, as needed.
- 230 • Email distribution lists for minority employment agencies and minority bar organizations
231 to advertise recruitment opportunities.

232

233 **V. Judicial and Staff Training:**

234

235 Glendale City Court is committed to providing language access training opportunities for all
236 judicial officers and staff members. Training and learning opportunities currently offered will be
237 expanded or continued as needed. Those opportunities include:

238

- 239 • Spanish Translation training and testing as offered by the AOC or locally administered
240 training
- 241 • Diversity Training
- 242 • LAP Training
- 243 • Judicial officer orientation on the use of court interpreters and language competency
- 244 • Testing of bilingual staff by Human Resources to allow compensation for providing
245 bilingual assistance
- 246 • AOC's Language Access in the Courtroom Training DVD
- 247 • AOC'S Language Access Online Training Videos

248

249 **VI. Public Outreach and Education**

250 **A. General**

251 To communicate with the court's LEP constituents on various legal issues of importance to the
252 community and to make them aware of services available to all language speakers, Glendale City
253 Court provides community outreach and education and seeks input from its LEP constituency to
254 further improve services. Outreach and education efforts include:

255

- 256 • Public service announcements in Spanish, provided periodically through local media on

- 257 issues related to domestic violence and other court programs
258 • Comment cards in Spanish provided to LEP Spanish-speakers during periodic CourTools
259 Access and Fairness surveys
260

261 **B. Videos, Webinars, On-line Classes, In-person Classes and Other Similar**
262 **Instructional Methods**
263

264 New public-facing videos designed to assist litigants or the public more broadly shall be in
265 English and Spanish.
266

267 Those videos, webinars, and instructional materials currently in existence which are deemed to
268 be “vital” shall be made available in Spanish.
269

270 The court will determine whether any existing videos, webinars, and instructional materials
271 should be made available in languages other than English and Spanish by considering the
272 Department of Justice’s four-factor analysis.
273

274 **VII. Formal Complaint Process**
275

276 If an LEP court customer believes meaningful access to the courts was not provided to them,
277 they may choose to file a complaint with Glendale City Court’s Language Access Plan
278 Coordinator. English, Spanish, Arabic, Chinese and Vietnamese versions of the complaint form
279 are available at the Court’s front counter and on the Arizona Supreme Court’s Self-Service
280 Center page through this hyperlink:
281

282 <https://www.azcourts.gov/selfservicecenter/Forms/Language-Access-Complaint>
283

284 The Court will respond to any complaint within 30 days, and the records will be maintained as
285 public records. Translated versions of the complaint form are available on the Court’s website
286 and are physically located at the Court’s Front Counter.
287

288 **VIII. Public Notification and Evaluation of LAP**
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290 **A. LAP Approval and Notification**

291 Glendale City Court’s LAP is approved by the presiding judge and court administrator. The
292 presiding judge has executed a formal administrative order adopting this LAP. A copy has been
293 forwarded to the AOC Court Services Division. Any revisions to the plan will be submitted to
294 the presiding judge and court administrator for approval, and then forwarded to the AOC. Copies
295 of Glendale City Court’s LAP will be provided to the public on request. In addition, the court has
296 posted this plan on its public Web site at
297

298 https://www.glendaleaz.com/live/city_services/city_court/forms
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344
345

Court Administrator: _____ Dated: December 20, 2021
Christopher Phelps