



Peoria Municipal Court

Language Access Plan (LAP)

I. Legal Basis and Purpose

This document serves as the plan for the Peoria 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 Peoria 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. Peoria Municipal Court

The Peoria Municipal Court is responsible to provide 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. Arabic
3. Farsi
4. Chinese
5. Somali

This information is based on data collected from 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 the Peoria Municipal Court, interpreters will be provided in all courtroom proceedings at no cost to all LEP court customers including witnesses; victims and parents or guardians, and family members of minor 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 or prosecuting attorney to provide qualified interpretation and translation services for witness interviews, pre-trial transcriptions and translations and attorney/client communications during out of court proceedings.

2. Determining the Need for an Interpreter in the Courtroom

The Peoria Municipal Court may determine whether a court customer has limited English proficiency. Identification of language needs at the earliest point of contact is highly recommended. 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 counter staff or outside justice partners such as the Peoria Police Department. The Procedure related to this identification of language needs are addressed in the Peoria court procedures.

Signage throughout the court building indicating interpreter services are available may also help to identify LEP individuals. The Peoria Municipal Court will display this sign at the following locations: 1st Floor Lobby

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

B. Language Services Outside the Courtroom

The Peoria 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 Court customer service team and court security.

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 (ACJA §1-303) must also be provided to LEP litigants in their language.

2. Assistance to Fill-out Court Forms and Pleadings

The Peoria 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.

3. Court-ordered Services and Programs

The court also is 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 is 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 vendors that provide direct services 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:

- Independent interpreter contractors
- Bilingual employees;
- “I Speak” cards, to identify the individual’s primary language
- Telephonic interpreter services, (from contract interpreters or an agency)

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

- Written information materials in Spanish
- Complaint form and process available online.

C. Court Appointed or Supervised Personnel

The Peoria 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 Peoria Municipal Court currently uses forms and instructional materials translated into Spanish

- The court has translated various vital right's forms documents into Spanish.
- The forms for Protective Orders for the Petition Guide She and Request for Hearing are provided and will be located at the front customer service windows.
- The court provides a link to the Supreme court's bilingual web link at <http://azcourts.gov/elcentrodeauto servicio/formulariosdeautoservicio.aspx> .

1. Sight Translation

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

E. Website/Online Access

The court operates an Internet website. The website is accessible to LEP persons and includes:

- A notice about the availability of language services written in Spanish and posted on the home page.
- A hyperlink to: Arizona Supreme Court's Spanish-translated webpage at <http://www.azcourts.gov/elcentrodeautoservicio/FormulariosdeAutoservicio.aspx>.

IV. Court Staff and Recruitment

A. Recruitment of Bilingual Staff for Language Access

The Peoria 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:

- Bilingual staff to serve at public counters; and
- Bilingual staff available to assist with contacts from LEP individuals, as needed.

V. Judicial and Staff Training

The Peoria 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:

- All personnel are instructed about LAP policies and procedures, as described in this LAP, on an annual basis
- Diversity Training
- 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. 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 Peoria Municipal Court's Language Access Plan Coordinator. The court has developed a complaint process that includes at a minimum, the following information:

- The court will respond to any complaint within 30 days and the records will be maintained as public records.
- The complaint may be filed at the Peoria Municipal Court and directed to the Peoria Municipal Court's Language Access Plan Coordinator.
- The Court has attached the complaint form (English/Spanish) to the LAP.
- The 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.
 - A general complaint form is available online at: <http://www.azcourts.gov/Portals/34/Forms/LanguageAccess/AOCGNGF1F.pdf>
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VII. Public Notification and Evaluation of LAP

A. LAP Approval and Notification

The Peoria Municipal Court's LAP is approved by the Presiding Judge and Court Administrator. A copy of the plan shall be submitted to the AOC Court Services Division. Any revisions to the plan will be submitted to the Presiding Judge and Court Administrator for approval, and then forwarded to the AOC. Copies of Peoria Municipal Court's LAP will be provided to the public on request.

B. Evaluation of the LAP

The Peoria Municipal Court will routinely assess whether changes to the LAP are needed at least biennially. The plan may be changed or updated at any time if needed.

The Court Administrator will review the effectiveness of the court's LAP and update it as necessary at least every 2 years. 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;
- Assessment of current language needs to determine if additional services or translated materials should be provided;
- 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;
- Customer satisfaction feedback as indicated on the access and fairness survey, if administered by the court during this time period.
- Review any language access complaints received during this time period.

C. Trial Court Language Access Plan Coordinator:

Sandra Skaggs
Court Administrator
Peoria Municipal Court
10100 N 83rd Ave
Peoria, AZ 85345
623-773-7401
sskaggs@courts.az.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

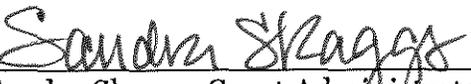
E. LAP Effective date: June 1, 1018

F. Approved by:



George Anagnost, Presiding Judge

September 8, 2020
Date



Sandra Skaggs, Court Administrator

September 8, 2020
Date



Peoria Municipal Court

Limited English Proficiency (LEP) Complaint Form

Section 602 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." One of the reasons this law was established is to ensure that persons who do not speak English as their primary language and who have a limited ability to read, speak, write or understand English be afforded meaningful access to programs, services and/or activities and information provided by any entity receiving federal financial assistance.

If you feel you have not been provided meaningful access to any court or probation service and/or activity, please complete this form and return it to Peoria Municipal Court Administration, 10100 N 83rd Ave, Peoria, Arizona 85345.

PLEASE COMPLETE AND SIGN:

I. Complainant Information:

Name:

Contact or Home Address: City/State/Zip:

Telephone #: Home (____) _____ Alternate # (____) _____

Primary Language:

II. Complaint Description:

Name or Department and/or Program/Service/Activity:

Name of individual (s) involved if known:

Address where incident occurred:

Date of incident:

Describe how you were not provided meaningful access: (Be specific and attach additional pages if necessary) _____

Signature

Date: _____

The Peoria Municipal Court is committed to improve access to its programs, services and activities for persons who are Limited English Proficient.

This form is available in Spanish



Peoria Municipal Court

Formulario de Reclamacion por falta del debido acceso a los de Conocimiento Limitado del Idioma Ingles

La seccion 602 del Titulo VI de la Ley de Derechos Civiles de 1964,42 U.S.C. 2000d reza que "En Estados Unidos, se garantizara a toda persona la participacion en y beneficios de todo programa o actividad que reciba asistencia economica federal sin discriminar debido a su raza, color u origen nacional," Entre los motivos de dicha ley fue el de asegurar que se le conceda a toda persona que no sepa ingles como idioma principal y con capacidad limitada de leer, hablar, escribir o entender el ingles pleno acceso a todo programa, servicio y/o actividad e informacion proporcionados por toda entidad que reciba asistencia economica federal.

Si Ud. opina que se le ha negado el pleno acceso a todo servicio o actividad ofrecido por el tribunal o el departamento de regimen a prueba, por favor, llene este formulario y envíelo a Peoria Municipal Court Administration, 10100 N 83rd Ave, Peoria, Arizona 85345.

Llene el formulario a continuacion y firmelo al pie.

1. Datas del reclamante: _____

Nombre y apellido(s): _____

Direccion domiciliaria: _____ Ciudad/Estado/C6digo Postal: _____

Num. de Telefono: Casa (____) _____ Otro(____) _____
Idioma principal: _____

Detalles de su Reclamacion: _____

Nombre del Departamento que ofrece el programa, servicio o actividad: _____

Nombre(s) de la(s) persona(s) involucrada(s) si es que sabe: _____

Direccion del sitio en que ocurrio el incidente: _____

Fecha del incidente: _____

Mencione en detalle como fue que le negaran pleno acceso: (Anote los detalles y adjunte otras hojas si es necesario) _____

Firma _____

Fecha: _____

The Peoria Municipal Court se comprometen a mejorar el acceso a sus programas, servicios y actividades para los de conocimiento