

Wickenburg Municipal Court
Language Access Plan (LAP)

I. Legal Basis and Purpose

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

The Wickenburg 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. American Sign Language

This information is based on data collected from invoices from the court interpreter and court staff contact with litigants.

III. Language Assistance Resources

A. Interpreters Used in the Courtroom

1. Providing Interpreters in the Courtroom

In the Wickenburg Municipal Court, court interpreters will be provided in all courtroom proceedings at no cost to all LEP witnesses; litigants; victims; parents, guardians, and family members of minor witnesses, victims, and/or litigants; 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 County 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 Wickenburg 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, family member, or outside justice partners such as police officers, attorneys, social workers or correctional facilities. Courts should have a documented process to identify LEP needs for parties with notation in the physical or electronic case file.

Signage throughout the court building indicating interpreter services are available may also help to identify LEP individuals. The Wickenburg Municipal Court will display this sign at the following locations: The Lobby at 155 N Tegner St., Ste B, Wickenburg AZ 85390.

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

2. Assistance to Fill-out Court Forms and Pleadings

The Wickenburg 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 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;
- Multilingual signage in the lobby of the courthouse in the following languages: Arabic, Armenian, Cantonese, French, German, Hindi, Hmong, Japanese, Khmer (Cambodian), Korean, Laotian, Mandarin, Polish, Portuguese, Russian, Spanish, Tagalog, Thai, & Vietnamese.
- Telephonic interpreter services from the Language Line; and,

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

- Website link from court’s website (if applicable) to the Supreme Court’s Spanish translated webpage for court forms and instructions and other language access related resources such as the courts’ lap and complaint form and process should be made available online.

C. Court Appointed or Supervised Personnel

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

- The court has translated various vital documents into other languages: Payment Plan, Criminal Rights Form, Request for a Public Defender, Application for Waiver/Deferral of Fees and Waiver of Counsel.

These documents will be located 155 N Tegner St., Ste B, Wickenburg AZ

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

If the court operates an Internet website, it will ensure the website is accessible to LEP persons and will include, at a minimum:

- 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 <https://www.azcourts.gov/elcentrodeautoservicio/Formularios-del-Centro-de-Autoservicio>

IV. Court Staff and Volunteer Recruitment

A. Recruitment of Bilingual Staff for Language Access

The Wickenburg 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:

- Court interpreters to serve as regular full-time or part-time employees or regular interpreter contractors of the court.
- Bilingual staff to serve at public counters and or self-help centers; and

B. Recruitment of Volunteers for Language Access

The court currently does not recruit volunteers.

V. Judicial and Staff Training

The Wickenburg 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:

- Diversity Training;
- LAP training;
- 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
- 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, the Wickenburg Municipal Court provides community outreach and education and seeks input from its LEP constituency to further improve services. Outreach and education efforts include:

- The court will provide an ad monthly through local newspaper regarding court access issues or legal tip of the month, provided in English and Spanish.
- Partnerships and collaborations with the Wickenburg public library and local schools to provide a court presence in the LEP community.

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

- The court currently does not produce any of these resources. If in the future, they are created the court will be in produce them with all requirements.

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 develop 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 as follows:
 - By Mail to 155 N Tegner St. Ste B, Wickenburg AZ 85390
 - By Email at wickenburgtowncourt@courts.az.gov
 - By Fax at 928-684-0749
- The Court has attached the complaint form (English/Spanish) to the LAP. In the alternative, the complaint forms may be located at:
 - The courts website - <http://www.wickenburgaz.org/110/Court>
- 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.

VIII. Public Notification and Evaluation of LAP

A. LAP Approval and Notification

The Wickenburg Municipal Court's LAP is approved by the presiding judge and court administrator. 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 Wickenburg Municipal Court's LAP will be provided to the public on request. The plan is also available on the courts website.

B. Evaluation of the LAP

The Wickenburg Municipal 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 biennially.

Every 2 years the court's Court Administrator 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.

Elements of the evaluation will include:

- Number of LEP persons requesting court interpreters and 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,
- Overall Customer satisfaction
- Review any language access complaints received during this time.

C. Trial Court Language Access Plan Coordinator:

Rosa Garcia-Marquez
Court Administrator
Wickenburg Municipal Court
155 N Tegner St., Ste B
Wickenburg AZ 85390
(928) 668-0527

D. AOC Language Access Contact:

David Svoboda
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Administrative Office of the Courts
1501 W. Washington Street, Suite 410
Phoenix, AZ 85007
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E. LAP Effective date: October 8, 2018

F. Approved by:

Presiding Judge:


Sherri T Rollison

Date: [11/28/18]

Court Executive Officer:


Rosa Garcia-Marquez

Date: [11/27/18]