

1 **CAMP VERDE MUNICIPAL COURT IN YAVAPAI COUNTY**
2 **Language Access Plan (LAP)**
3
4

5 **I. Legal Basis and Purpose**
6

7 This document serves as the plan for the Camp Verde Municipal Court to provide to persons
8 with limited English proficiency (LEP) services that are in compliance with Title VI of the Civil
9 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–
10 42.112). The purpose of this plan is to provide a framework for the provision of timely and
11 reasonable language assistance to LEP persons who come in contact with the Camp Verde
12 Municipal 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 2012):
27

- 28 1. Spanish
 - 29 2. Navajo
 - 30 3. Chinese
 - 31 4. Vietnamese
- 32

33 **B. Camp Verde Municipal Court**
34

35 The Camp Verde Municipal Court is responsible to provide services identified in this plan to all
36 LEP persons. However, the following list shows the foreign languages that are most frequently
37 used in this court’s geographic area.
38

- 39 1. Spanish
 - 40 2. Arabic
 - 41 3. Navajo
 - 42 4. Chinese
 - 43 5. Russian
- 44
45

46
47 This information is based on data collected internal statics, Information from local agencies or
48 resources, and our Courts past interpreting history and experience.
49

50 **III. Language Assistance Resources**

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

52 **1. Providing Interpreters in the Courtroom**

53
54 In the Camp Verde Municipal Court, court interpreters will be provided in all courtroom
55 proceedings at no cost to all LEP court customers including witnesses, victims and parents,
56 guardians, and family members of minors as well as any other person whose presence or
57 participation is necessary or appropriate as determined by the judicial officer.
58

59 It is the responsibility of the private attorney, Public Defender or County Attorney to provide
60 qualified interpretation and translation services for witness interviews, pre-trial transcriptions
61 and translations and attorney/client communications during out of court proceedings.
62

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

64
65 The Camp Verde Municipal Court may determine whether a court customer has limited English
66 proficiency. The need for a court interpreter may be identified prior to a court proceeding by the
67 LEP person or on the LEP person's behalf by counter staff, self-help center staff, or outside
68 justice partners such as law enforcement, attorneys, social workers or correctional facilities.
69 Camp Verde Municipal Court will follow a documented process to identify LEP needs for parties
70 with notation in the physical or electronic case file.
71

72 Signage throughout the court building indicating interpreter services are available may also help
73 to identify LEP individuals. The Camp Verde Municipal Court Court will display this sign at the
74 following locations: Courts lobby and near the entrance to the courtroom.
75

76 The need for an interpreter also may be made known in the courtroom at the time of the
77 proceeding. In a case where the court is mandated to provide an interpreter, but one is not
78 available at the time of the proceeding, even after the court has made all reasonable efforts to
79 locate one, as previously outlined in this plan, the case will be postponed and continued on a date
80 when an interpreter can be provided.
81
82
83
84
85
86

87 **3. AOC Interpretation Resources**
88

89 Court Interpreter Registry and Listserv

90 The AOC maintains a statewide roster of individuals who indicate they have interpreting
91 experience and have expressed interest in working in the courts. The court using interpreting
92 services will determine the competence of the persons listed and determine if the Court
93 Interpreter Registry and Listserv Services are necessary.
94

95 Video Remote Interpreting

96 The AOC has installed video conferencing equipment at the State Courts building that will allow
97 courts with compatible technology to remotely conference an interpreter from the Phoenix metro
98 area or from another court jurisdiction into their court to improve resource allocation and reduce
99 time and costs associated with interpreter travel.
100

101 **B. Language Services outside the Courtroom**
102

103 The Camp Verde Municipal Court is also responsible for taking reasonable steps to ensure that
104 LEP individuals have meaningful access to all court services and programs outside the
105 courtroom. Court services and programs include but are not limited to self-help centers, clerk
106 offices, intake officers, cashiers, and records room.
107

108 The court also is responsible for taking reasonable steps to ensure that LEP individuals have
109 meaningful access to all court-ordered services and programs. Court-ordered services and
110 program include but is not limited to treatment or educational programs provided by a court
111 employee or a private vendor under contract with the court. Contracts with vendors that provide
112 direct services to court users must include the requirement that the vendor provide language
113 services, including interpreters, for all LEP individuals.
114
115
116

117 The court uses the following resources to facilitate communication with LEP individuals and
118 court staff or providers of court-ordered services:
119

- 120 • Independent interpreter contractors
 - 121 • Staff court interpreters or independent interpreter contractors;
 - 122 • Bilingual employees; when LEP customers seek our assistance outside the courtroom, we
123 will first try to meet their needs by using the language skills of our employees.
 - 124 • “I Speak” cards, to identify the individual’s primary language;
 - 125 • Written information in Spanish on how to access and navigate the court;
 - 126 • Telephonic interpreter services (from contract interpreters or an agency)
- 127

128 To provide linguistically accessible services for LEP individuals, the Camp Verde Municipal
129 Court provides the following:
130

- 131 • Written informational and educational materials and instructions in Spanish
132 • Website link from court's website (Court is currently in the process of working with
133 Town's IT on getting the information posted to the Camp Verde Municipal Court
134 website.) to the Supreme Court's Spanish translated webpage for court forms and
135 instructions and other language access related resources such as the courts' lap and
136 complaint form and process should be made available online.

137
138 **C. COURT APPOINTED OR SUPERVISED PERSONNEL**

139
140 The Camp Verde Municipal Court also shall ensure that court appointed or supervised
141 personnel, including but not limited to child advocates, social workers provide language
142 services, including interpreters as part of their service delivery system to LEP individuals.
143

144
145 **D. Translated Forms and Documents**

146
147 The Arizona courts understand the importance of translating forms and documents so that LEP
148 individuals have greater access to the courts' services. The Camp Verde Municipal Court
149 currently uses forms and instructional materials translated into Spanish.
150

- 151 • The court has translated various documents into other languages:
152 - Initial Appearance and arraignment information
153 - Part B in-custody information sheet
154 - Financial questionnaire
155 - Civil traffic information forms
156 - Domestic violence Escape Plan
157
158 • Interpreters at Court hearings are expected to provide sight translation of court documents
159 and correspondence associated with the case. A Spanish speaking employee assists with
160 documents when an interpreter is not available.
161

162
163 **E. WEBSITE/ONLINE ACCESS**

- 164 • The Camp Verde Municipal Court's web page is currently under an annual physical
165 check and will be back soon. Expected update to be complete spring 2016 and will
166 include at a minimum:
167 • The Courts LAP and the Courts complaint process as well as updating its websites to
168 assist LEP individuals.
169 • A notice about the availability of language services written in Spanish and posted on the
170 home page.
171 • A hyperlink to Arizona Supreme Court's Spanish-translated webpage.
172
173
174

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

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

177 The Camp Verde Municipal Court is an equal opportunity employer and recruits and hires
178 bilingual staff to serve its LEP constituents. Primary examples include but are not limited to:

- 179
- 180 • Bilingual staff to serve at public counters; and
- 181 • Bilingual staff available on call to assist with contacts from LEP individuals, as needed.
- 182

183 **B. Recruitment of Volunteers for Language Access**

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

- 185
- 186 • At public counters to provide interpretive services between staff and the LEP public
- 187

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

189

190 The Camp Verde Municipal Court is committed to providing language access training
191 opportunities for all judicial officers and staff members. Training and learning opportunities
192 currently offered will be expanded or continued as needed. Those opportunities included but not
193 limited to;

- 194
- 195 • Diversity Training;
- 196 • Cultural competency training;
- 197 • LAP training
- 198 • Staff attendance in Spanish, provided by the court in partnership with Yavapai County
- 199 • New employee orientation training;
- 200 • Judicial officer orientation on the use of court interpreters and language competency.
- 201 • AOC's Language Access in the Courtroom Training DVD and;
- 202 • AOC's Language Access Online Training Videos
- 203

204 **VI. Public Outreach and Education**

205 Due to the limited population of those needing interpreter services, public notification an
206 evaluation is not applicable at this time. The court will continue to monitor the need for
207 court public notification and evaluation and provide in the future as deemed necessary.

208

209 **VII. Formal Complaint Process**

210 If an LEP court customer believes meaningful access to the courts was not provided to
211 them, they may choose to file a complaint with the trial court's Language Access Plan
212 Coordinator. (See form attached)

213 The Court has developed a complaint process that includes but not limited to:

- 214 • The court will respond to any complaint within 30 days and the records will be
215 maintained as public records.
- 216 • Indicating how to file a complaint and to whom the complaint should be directed.
- 217 • The Court must attach the complaint form (English/Spanish) to the LAP.
- 218 • Ensure that translated versions of the complaint form are available in multiple locations,
219 including, but not limited to:
 - 220 ○ Forms posted on the court's website and (to be included in the near future)
 - 221 ○ Hard copy forms available at the counters as well as posted in the Courts lobby.

222 **VIII. Public Notification and Evaluation of LAP**

223 **A. LAP Approval and Notification**

224
225
226
227 The Camp Verde Municipal Court's LAP is approved by the presiding judge and court executive
228 officer. Upon approval, please forward a copy to the AOC Court Services Division. Any
229 revisions to the plan will be submitted to the presiding judge and court executive officer for
230 approval, and then forwarded to the AOC. Copies of Camp Verde Municipal Court's LAP will
231 be provided to the public on request.

232 **B. Evaluation of the LAP**

233
234
235 The Camp Verde Municipal Court will routinely assess whether changes to the LAP are needed.
236 The plan may be changed or updated at any time but reviewed not less frequently than once a
237 year.

238
239 Every year the court's Presiding Magistrate along with Court Supervisor will review the
240 effectiveness of the court's LAP and update it as necessary. The evaluation will include
241 identification of any problem areas and development of corrective action strategies. From time to
242 time, the court may consider using a survey sampling of data collection for a limited time period
243 which involves assessing language access requests to assist in the evaluation of the LAP.

244
245
246 Elements of the evaluation will include:

- 247
- 248 • Number of LEP persons requesting court interpreters;
- 249 • Assessment of current language needs to determine if additional services or translated
250 materials should be provided;
- 251 • Assessment of whether court staff adequately understand LEP policies and procedures
252 and how to carry them out;
- 253 • Review of feedback from court employee training sessions; and,
- 254 • Customer satisfaction feedback as indicated on the access and fairness survey, if

- 255 administered by the court during this time period.
256 • Review any language access complaints received during this time period.
257

258 **C. Trial Court Language Access Plan Coordinator:**

259 Veronica Pineda,
260 Court Supervisor
261 Camp Verde Municipal Court
262 473 S. Main Street, Suite 107
263 Camp Verde AZ 86322
264 (928) 554-0033, vpineda@courts.az.gov
265
266
267
268
269
270
271
272

273 **D. AOC Language Access Contact:**

274 Amy Wood
275 Court Services Division
276 Administrative Office of the Courts
277 1501 W. Washington Street, Suite 410
278 Phoenix, AZ 85007
279 (602) 452-3337, awood@courts.az.gov
280

281 **E. LAP Effective date:** June 1, 2015
282

283 **F. Approved by:**

284
285 Presiding Judge: Paul A. Schaefer Date: 9/23/15

286 Court Executive Officer: [Signature] Date: 9/23/15
287

Town of Camp Verde Municipal Court

(Court Name)

Language Access to Court Services Complaint Form

The court may be required to provide interpreters at no cost for court users, including litigants, victims, and witnesses who do not speak English as their primary language and who have a limited ability to read, speak, write or understand English. If you believe you have not been provided effective language assistance for any court or probation proceeding or other service provided by the court, please complete this form and return it to: 473 South Main Street, Suite 107, Camp Verde AZ86322

(Address of Court)

The submission of a complaint will NOT affect the outcome of any court matter. The court will address your concerns within a reasonable time not exceeding 30 days after submission of this form.

THIS FORM IS AVAILABLE IN OTHER LANGUAGES UPON REQUEST.

PLEASE COMPLETE:

Today's Date: _____

First Name: _____

Last Name: _____

Address: _____

City/State/Zip: _____ / ____ / _____

Home Telephone: (_____) _____ - _____

Mobile Phone: (_____) _____ - _____

Email Address: _____

Primary Language: _____

Date of Incident: _____

What problem did you have with language assistance?

- The court did not provide an interpreter
- The interpreter did not interpret correctly or did not speak my language
- Other- please describe:

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."

(Nombre del Tribunal)

FORMULARIO DE QUEJA Servicios de Traducción e Interpretación

Para garantizar la participación en las diligencias y los servicios judiciales, se le proveerá un intérprete sin costo alguno a las personas tales como litigantes, víctimas, ofendidos y testigos que no hablen el inglés como idioma principal o a aquellos que no sepan escribir, leer, entender o hablar el inglés. Si Ud. cree que no le han facilitado servicios de interpretación en el tribunal, o para gozar de los servicios de régimen a prueba, por favor, llene este formulario y envíelo a: _____

*Ninguna causa pendiente se verá afectada por haber sometido una queja.
Este tribunal tratará de abordar su queja en un plazo de 30 días después de haberla sometido.*

PUEDA OBTENER ESTE FORMULARIO EN OTROS IDIOMAS SI LO SOLICITA

LLENE LOS ESPACIOS EN BLANCO:

Fecha: _____

Nombre: _____ Apellido(s): _____

Dirección: _____ Ciudad/Estado/C.P.: _____ / ____ / _____

Teléfono: (____) _____ - _____ Celular: (____) _____ - _____

Correo electrónico: _____

Idioma principal: _____

¿En qué fecha sucedió el incidente? _____

Explique cuál fue el problema:

- El tribunal no me proporcionó un intérprete
- El intérprete no interpretó de manera adecuada o no hablaba mi idioma.
- Otro motivo; anote los detalles:

La fracción 601 del Título VI de la Ley de Derechos Civiles de 1964, 42 U.S.C. 2000d reza lo siguiente: "A ninguna persona presente en los Estados Unidos se le privará del derecho de participar, ni se le negarán beneficios, ni estará sujeta a la discriminación debido a su raza, etnia u origen, de ningún programa o actividad que reciba fondos federales."

Spencer

(Tên Tòa Án)

Mẫu Đơn Khiếu Nại về Việc Tiếp Cận Ngôn Ngữ cho Dịch Vụ Tòa Án

Tòa án có thể được yêu cầu phải cung cấp các thông dịch viên miễn phí cho những người sử dụng dịch vụ của tòa án/[những người tham gia phiên tòa], bao gồm các đương sự, nạn nhân và nhân chứng không nói Tiếng Anh như là ngôn ngữ chính của họ và là những người bị hạn chế khả năng nghe, nói, đọc, viết hoặc hiểu Tiếng Anh. Nếu quý vị tin rằng quý vị chưa được cung cấp dịch vụ hỗ trợ ngôn ngữ hiệu quả ở bất kỳ thủ tục tố tụng nào của tòa án, quản chế hoặc dịch vụ khác được tòa án cung cấp, vui lòng hoàn thành đơn này và gửi lại cho:

(Địa Chỉ của Tòa Án)

Việc nộp đơn khiếu nại sẽ KHÔNG ảnh hưởng đến kết quả của bất kỳ vấn đề nào được giải quyết tại tòa án. Tòa án sẽ giải quyết các vấn đề quan ngại của quý vị trong khoảng thời gian hợp lý không quá 30 ngày sau khi nộp đơn này.

ĐƠN NÀY ĐƯỢC CUNG CẤP BẰNG CÁC NGÔN NGỮ KHÁC THEO YÊU CẦU.

VUI LÒNG ĐIỀN ĐẦY ĐỦ THÔNG TIN:

Ngày Hôm Nay: _____

Tên: _____ Họ: _____

Địa Chỉ: _____ Thành Phố/Tiểu Bang/Zip: _____ / ____ / ____

Số Điện Thoại Nhà: (____) _____ - _____ Số Điện Thoại Di Động: (____) _____ - _____

Địa Chỉ Email: _____

Ngôn Ngữ Chính: _____

Ngày Xảy Ra Sự Việc: _____

Quý vị gặp vấn đề gì với việc hỗ trợ ngôn ngữ?

- Tòa án không cung cấp thông dịch viên
- Thông dịch viên không thông dịch chính xác hoặc không nói ngôn ngữ của tôi
- Vấn đề Khác - vui lòng nêu rõ:

Mục 601 của Tiêu Đề VI, Đạo Luật Dân Quyền năm 1964, 42 U.S.C. 2000d quy định: "Không người nào ở Hoa Kỳ không được tham gia, bị từ chối quyền lợi, hoặc bị phân biệt đối xử theo bất kỳ chương trình hoặc hoạt động nào nhận hỗ trợ tài chính từ liên bang trên cơ sở chủng tộc, màu da hoặc nguồn gốc quốc gia."

Vietnamese

(اسم المحكمة)

الوصول إلى خدمات اللغة لدى المحكمة نموذج الشكوى

قد يطلب من المحكمة توفير المترجمين الفوريين دون أية تكلفة لمستخدمي خدمات المحكمة ، بما في ذلك المتقاضين والضحايا والشهود الذين لا يتكلمون اللغة الإنجليزية كلفة أساسية ، والذين لديهم قدرة محدودة على القراءة أو التحدث أو الكتابة أو فهم اللغة الإنجليزية . إذا كنت تعتقد أنك لم تلقى مساعدة لغوية فعالة لأية إجراء ات المحكمة أو إجراء ات المراقبة أو خدمة أخرى تقدمها المحكمة ، يرجى ملء هذا النموذج وإعادته إلى :

(عنوان المحكمة)

وتقديم شكوى ان يؤثر على نتائج أية مسألة لدى المحكمة .
فإن المحكمة تعالج المخاوف الخاصة بك في غضون فترة زمنية معقولة لا تتجاوز ثلاثين يوما بعد تقديم هذا النموذج :
هذا النموذج متوفر في لغات أخرى عند الطلب

يرجى الاكمال :

تاريخ اليوم : _____

اسم العائلة : _____ الاسم الأول : _____

العنوان : _____ المدينة / الدولة / الرمز البريدي : _____ / _____ / _____

هاتف المنزل : (_____) _____ - _____ الهاتف المحمول : (_____) _____ - _____

عنوان البريد الإلكتروني : _____

اللغة الأساسية : _____

تاريخ الحادث : _____

ما هي المشكلة التي واجهتها بمساعدة اللغة ؟

المحكمة لم توفر مترجم

لم يترجم المترجم بشكل صحيح أو لم يتكلم لغتي

غيره - يرجى الوصف

(法庭名称)

对法庭所提供其他语言(非英语)翻译服务不满意投诉表格

法庭有必须为当事人,受害者和证人等不说英语为第一语言的民众,或者在阅读,口讲,书写或理解英语能力有限的民众,提供免费翻译服务.如果你认为你在任何法庭事务或缓刑诉讼过程中,未曾接受到有效的语言协助,请填写此投诉表格并提交(下面法庭地址):

(法庭地址)

提交此投诉表格,于任何正在法庭处理的事务,对其结果不具任何影响
法庭将于此表格提交后一段合理的时间,但不会超过 30 天,处理你的顾虑

此表格可按要求于其他语言提供

请填写好:

今天日期: _____

名: _____

姓: _____

地址: _____

城市/州/邮编 _____ / ____ / _____

住宅电话号码: (_____) _____ - _____

移动电话号码: (_____) _____ - _____

电子邮件: _____

第一语言: _____

事故日期: _____

你遇到了些什么有关语言辅助的问题?

- 法庭没有提供翻译员
- 翻译员的翻译不正确或不说我的语言
- 其他-请说明:

1964 年的民权法案,第六章第 601 段 42 U. S. C. 2000d 规定,“在美国,没有人可以基于种族,肤色或原有国籍的理由,在联邦政府经济支援的项目或活动中,被排除参与,或被拒绝接受得到福利,或于活动中受到歧视。”

Chinese