



**JUDICIAL BRANCH OF ARIZONA IN MARICOPA COUNTY
(Superior Court, Justice Courts, Adult Probation and Juvenile Probation)**

**LANGUAGE ACCESS PLAN FOR LIMITED ENGLISH PROFICIENT INDIVIDUALS
FOR TITLE VI COMPLIANCE**

I. GENERAL LANGUAGE ACCESS POLICY

A. Policy Statement

1. Staff and judicial officers of the Judicial Branch of Arizona in Maricopa County (hereafter referred to as Judicial Branch) shall take reasonable steps to provide limited English proficient (hereafter referred to as LEP) individuals with meaningful access to all services, programs or activities conducted by the Judicial Branch and by entities receiving funding or under contract with the Judicial Branch.
2. This policy is based on the principle that it is the responsibility of the Judicial Branch and not the LEP individual to take reasonable steps to ensure that communications between the Judicial Branch and the LEP individual are not impaired as a result of the limited English proficiency of the individual.
3. Judicial Branch staff and judicial officers shall take reasonable steps to effectively inform the public of the availability of language access assistance.

B. Legal Basis and Purpose

This document serves as the Judicial Branch's Language Access Plan (hereafter referred to as "Plan") to provide services to LEP individuals 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 encounter the Judicial Branch.

The Judicial Branch consists of Superior Court, Justice Courts, Adult Probation and Juvenile Probation.

The Plan was developed to ensure meaningful access to Judicial Branch services for individuals with LEP. This includes, but is not limited to, all Judicial Branch events, all court-ordered events, all vital forms and notices, counter assistance and phone calls. Additionally, it includes assistance locating and filling out pertinent translated forms. This does not include telling the LEP individual what to write. It only includes writing the English translation for a LEP individual who can't speak/write in English. Although court interpreters are provided for individuals 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, but through separate policies.

C. Definitions

1. *Interpretation.* The act of listening to a communication in one language (source language) and orally converting it to another language (target language) while retaining the same meaning.
2. *Language Assistance Services.* Oral and written language services needed to assist LEP individuals to communicate effectively with staff, and to provide LEP individuals with meaningful access to, and an equal opportunity to participate fully in, services, events, activities, or other programs administered by the Judicial Branch.
3. *Limited English Proficient Individuals.* Individuals who do not speak English as their primary language and who have a limited ability to read, write, speak, or understand English. LEP individuals may be competent in English for certain types of communication (e.g., speaking or understanding), but still be LEP for other purposes (e.g., reading or writing.)
4. *Meaningful Access.* Language assistance that results in accurate, timely, and effective communication at no cost to the LEP individual. ¹ For LEP individuals, meaningful access denotes access that is not significantly restricted, delayed or inferior as compared to services and programs provided to English proficient individuals.
5. *Multilingual or bilingual staff or employee.* A staff individual or employee who has demonstrated proficiency in English and reading, writing, speaking, or understanding at least one other language as authorized by the Judicial Branch.
6. *Primary Language.* An individual's primary language is the language in which an individual most effectively communicates.
7. *Event, Service, Program or Activity.* The term event, service, program or activity means all operations of the Judicial Branch.
8. *Qualified Translator or Interpreter.* An in-house or contracted translator or interpreter who has demonstrated their competence to interpret or translate

¹ When federal rules or statutes allow for recovery of fees against a losing party to a court proceeding, it is the policy of the Judicial Branch not to seek recovery of costs for language assistance services if doing so would result in discriminating against LEP individuals.

through court certification or testing or is qualified to do so by contract with the Judicial Branch.

9. *Remote Interpretation.* Virtual or telephonic language access services in which the parties and the interpreter are in different locations connected via teleconference platform(s) or a telephonic line.
10. *Sight Translation.* Oral reading of written text into spoken language by an interpreter without change in meaning based on a visual review of the original text or document.
11. *Translation.* The replacement of written text from one language (source language) into an equivalent written text in another language (target language).
12. *Vital Document.* Paper or electronic written material that contains information that is critical for accessing Judicial Branch services, program or activities, or is required by law.
13. *Transcription.* The process of making a written printed or typed copy of spoken words.

D. Scope of Policy/Staff Compliance

Judicial Branch staff and judicial officers shall take reasonable steps to provide language assistance services to LEP individuals when they encounter or have reason to believe that they may encounter LEP individuals in the course of fulfilling their mission. Subject to guidelines set forth herein, Judicial Branch staff and judicial officers should take reasonable steps to provide language assistance services upon request by an LEP individual who wishes to access Judicial Branch programs or activities or to whom Judicial Branch staff and judicial officers wish to communicate. Court Interpretation and Translation Services can be reached at CITSScheduling@BAZMC.Maricopa.gov.

II. LEGAL BACKGROUND INFORMATION

Guidelines developed by the U.S. Department of Justice ("DOJ") outline four factors that should be considered to determine when language assistance might be required to ensure meaningful access to the Judicial Branch, which are:

- 1) The number or proportion of LEP individuals in the eligible service population;
- 2) The frequency with which LEP individuals come into contact with the program;
- 3) The importance of the program or activity to the LEP individual (including the consequences of lack of language services or inadequate interpretation and translation); and
- 4) The resources available to the Judicial Branch and the costs.

This four-factor analysis is a flexible and fact-dependent standard that is used to determine the appropriate language assistance services to ensure an LEP individual

has meaningful access to Judicial Branch's services, programs and/or activities. DOJ guidelines also provide specific information regarding when courts should utilize interpreters for LEP individuals. At a minimum, every effort should be taken to ensure competent interpretation for LEP individuals during all hearings, trials, and motions during which the LEP individual may be present. The DOJ further emphasizes that the court needs to provide language services free of cost to LEP individuals in a courtroom, administrative hearing, pre- and post-trial court proceedings, situations in which health, safety, or access to important benefits and services are at stake, or when credibility and accuracy are important to protect an individual's rights and access to important services.

Paragraphs (A) and (B) below outline the circumstances that provide a "safe harbor" for recipient/covered entities. A recipient/covered entity that provides written translations under these circumstances can be confident that it will be found in compliance with its obligation under Title VI regarding written translations. However, the failure to provide written translations under these circumstances will not necessarily mean noncompliance with Title VI.

The Judicial Branch will be in compliance with its Title VI obligation to provide written materials in non-English languages if:²

- 1) The Judicial Branch provides translated written materials, including vital documents, for each eligible LEP language group that constitutes ten percent or 3,000, whichever is less, of the population of individuals eligible to be served or likely to be directly affected by the recipient/covered entity's program;
- 2) Regarding LEP language groups that do not fall within paragraph (A) above, but constitute five percent or 1,000, whichever is less, of the population of individuals eligible to be served or likely to be directly affected, the Judicial Branch ensures that, at a minimum, vital documents are translated into the appropriate non-English languages of such LEP individual. Translation of other documents, if needed, can be provided orally; and
- 3) Notwithstanding paragraphs (A) and (B) above, where the Judicial Branch has fewer than 100 individuals in a language group eligible to be served or likely to be directly affected, the Judicial Branch does not translate written materials, but provides written notice in the primary language of the LEP language group of the right to receive competent oral translation of written materials when so requested.

² The Office of Civil Rights will review the totality of the circumstances to determine the precise nature of a recipient/covered entity's obligation to provide written materials in languages other than English. If written translation of a certain document or set of documents would be so financially burdensome as to defeat the legitimate objectives of its program, or if there is an alternative means of ensuring that LEP persons have meaningful access to the information provided in the document (such as timely, effective oral interpretation of vital documents), OCR will not find the translation of written materials necessary for compliance with Title VI.

III. NEEDS ASSESSMENT

A. Arizona (Statewide) Data

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 as languages spoken at home: according to U.S. Census Bureau – American Community Survey 2023: 1) English - 74.1% 2) Spanish – 19.2%; 3) Other languages – 2.4 %; 4) Asian and Pacific Islander languages – 2.2%; and 5) Other Indo-European languages – 2.1%.

B. Maricopa County Census Data

According to the 2019-2023 American Community Survey through the United States Census, 74.2% of Maricopa County's population spoke "English only" at home. The remaining 25.8% of the population reported speaking a language other than English (down from 27.1% in 2019).

C. Court Interpreter and Translation Services ("CITS") Data

The Judicial Branch is responsible to provide services identified in this Plan to all LEP individuals. However, the following list shows the foreign languages most frequently used in the Judicial Branch or its geographic area. CITS data indicates that Spanish and Arabic court interpreters are the most commonly requested interpreters in the Judicial Branch. During fiscal year 2023, there were 26,792 parties who needed a Spanish language interpreter, 3,222 parties who needed a lesser used language interpreter, and 510 parties who needed a sign language interpreter. This represents an increase of 617 individuals utilizing a Spanish interpreter; an increase of 617 in lesser used languages requests and a small increase of eight (8) ASL requests from those requested in fiscal year 2022. Of all Lesser Used language assistance provided in the Judicial Branch during fiscal year 2023, the following languages were the most requested*:

• Arabic	14.12%
• American Sign Language	13.66%
• Vietnamese	10.09%
• Swahili	8.71%
• Mandarin	4.37%
• Burmese	3.51%

*Note: All other non-Spanish languages not listed total 1885 of all LUL requests which is about 7.04% of all language services requests.

D. Identifying LEP Individuals

The Judicial Branch shall, at the first point of contact with an LEP individual, make reasonable efforts to conduct or arrange for an initial assessment of the need for language assistance services and shall make reasonable efforts to obtain such services if needed to effectively communicate with an LEP individual. Judicial Branch staff can determine whether an individual needs language assistance in several ways:

1. Self-identification by the non-English speaker, LEP individual or companion;
2. Inquiring as to the primary language of the individual if they have self-identified as needing language assistance services;
3. Asking a multilingual or qualified interpreter to verify an individual's primary language;
4. Using "I Speak" language identification materials.
5. Judicial Officers may follow the script from the "Needs Assessment" section of the *Arizona Judiciary Working with spoken Language Interpreters* Bench card to make efficient determinations about whether an interpreter is needed.

IV. LANGUAGE ASSISTANCE RESOURCES

A. Interpreters Used in the Courtroom.

1. Determining the need for an interpreter in the courtroom

The Judicial Branch strives to identify language needs at the earliest stage possible. The Judicial Branch may determine whether an LEP individual needs an interpreter for a court event in various ways. Interpreter needs may be identified prior to a court proceeding by the LEP individual or on the LEP individual's behalf by a family member or friend, counter staff, Law Library Resource Center staff, administrative or division staff, probation staff, judicial officer, or outside justice partners such as attorneys, social workers, etc.

The need for an interpreter may also be made known in the courtroom at the time of the proceeding. When it appears to judicial officers or court staff that an individual has difficulty communicating or understanding a court proceeding, the Court should err on the side of providing interpretation assistance to ensure full access to court processes, services, and proceedings.

In a case where the Judicial Branch is mandated to provide an interpreter, but one is not available at the time of the proceeding, even after the Judicial Branch has made reasonable efforts to locate one (in person, remotely, or by phone), the case will be postponed and continued to a date when an interpreter can be provided.

When an interpreter need is identified and that individual also has a pending court case, court staff should immediately utilize the case management system to attach an interpreter flag to the individual in the case where it is known that language assistance will be required.

2. Interpreters in the courtroom

In the Judicial Branch, interpreters will be provided in all proceedings at no cost to parties, witnesses, victims, parents, next of kin in victim cases, as well as any other individual whose presence or participation is necessary or appropriate as determined by the judicial officer. Interpreting services will be provided whether the parties are appearing in-person, virtually or telephonically. CITS will schedule and arrange the appropriate service delivery method according to current administrative orders regarding courtroom appearances and reasonable use of the branch's resources. It is the responsibility of the private attorney, indigent defense including Public Defender, Legal Defender, Legal Advocate and contract counsel, County Attorney, and Attorney General to provide qualified interpretation and translation services for pre-trial interviews, and pre-trial transcriptions and translations.

B. Language services outside the courtroom

1. The Judicial Branch is also responsible for taking reasonable steps to ensure that LEP individuals have meaningful access to all Judicial Branch services and programs outside the courtroom. Services and programs include but are not limited to Law Library Resource Centers, Intake Officers, Cashiers, Clerk Filing Counters, Clerk Records Rooms and contact with court personnel via the phone, the public counter, and other means. The Judicial Branch is also responsible for taking reasonable steps to ensure that LEP individuals have meaningful access to all court-ordered services and programs. Judicial Branch ordered services and programs include but are not limited to conciliation, mediation, probation, pretrial-services, arbitration, treatment or education programs provided by a Judicial Branch employee or a private vendor under contract with the Judicial Branch. Contracts with vendors that provide direct services to Judicial Branch users must include the requirement that the vendor provide language access services, including interpreters for LEP individuals.
2. Court-Appointed or Supervised Individuals. The Judicial Branch shall ensure that court-appointed or supervised individuals, including but not limited to child advocates, guardians ad litem, court psychologists and doctors provide language assistance services, including interpreters or multilingual staff as part of their service delivery system to LEP individuals.

V. RESOURCE OPTIONS FOR LANGUAGE ASSISTANCE SERVICES

- A. The Judicial Branch is responsible for taking reasonable steps to ensure that LEP individuals have meaningful access to court proceedings and services both inside

and outside of the courtroom. A variety of language assistance mechanisms or services may be used, depending on the circumstances, to provide services to LEP individuals:

1. Staff or Contract Qualified Interpreters. CITS conducts recruitment of interpreters in compliance with Administrative Order No. 2016-02 (Credentialing for Court Interpreters).
2. Employees or Volunteers. The Judicial Branch has bilingual employees in the Spanish language. When LEP customers seek assistance outside the courtroom, the Judicial Branch first tries to meet their needs by using the language skills of employees.
3. "*I Speak*" materials are useful to make initial determinations regarding which language a Judicial Branch customer is speaking. Such materials are available and visible at customer service counters with courtroom staff, and on the Judicial Branch internal website. Additional "*I Speak*" materials can be obtained by contacting the CITS Manager.
4. Signage will be placed within the Judicial Branch to provide visible notice to LEP individuals that language assistance is available to them and must be provided. Signage shall include at a minimum the following language: "The Judicial Branch provides individuals with limited English proficiency with language assistance. Language assistance can be obtained for Judicial Branch services by asking any staff member for such service". CITS and Court Facilities are responsible for delivering and posting appropriate signage.
5. Remote Interpretation and telephonic language services can be utilized when in-person/contract/staff interpreters are not available for the particular circumstance or situation. Telephonic language services can be used when bilingual staff is not available to assist litigants at the front counter. CITS can provide staff with the contact information to telephonic language services, as needed.
6. Vital forms and documents, such as forms routinely used in the courtroom, have been translated into Spanish to assist LEP individuals, and are available through the Law Library Resource Center or the Internet.
7. A public court phone line with key instructions provided in English and Spanish to request court services.
9. Arizona Court Interpreter Credentialing Program (ACICP).

Court Interpreter Registry, Roster of Credentialed Court Interpreters, and Listserv:

The Administrative Office of the Courts (AOC) maintains a statewide registry of individuals who indicate they have interpreting experience and have expressed interest in working in the courts. The registry includes information on the individuals' credentialing status with ACICP. The court using interpreting services will determine the competence of the persons listed and their suitability for a given assignment. This registry is available to court staff on the Internet at <https://apps.azcourts.gov/registry>.

The AOC also maintains a public Arizona roster of credentialed court

interpreters. The public roster lists the name, language, credential level, and contact information for those interpreters who have successfully earned an ACICP credential and who have consented to having their information appear in the public roster. The public roster is available on the Arizona Judicial Branch website at <https://www.azcourts.gov/interpreter/>.

Additionally, the AOC created a statewide Listserv to allow courts to communicate via email on court interpreter-related matters. 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:

Interpreters appearing as the interpreter of record for virtual appearances make use of the Judicial Branch's available virtual platforms to deliver effective and competent language assistance. 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 for more information on VRI connectivity and checklist for court proceedings most appropriate for video.

B. To provide linguistically accessible services for LEP individuals, the Judicial Branch provides the following:

- 1) Law Library Resource Centers which include: multilingual staff, telephonic language assistance and volunteers that provide self-help services to LEP individuals in their primary language.
- 2) Workshops regarding Family Court and Probate Court matters.
- 3) Written informational and educational materials with instructions in English and Spanish.
- 4) Multilingual court staff such as probation officers, self-help staff, mediators, conciliators.
- 5) A website with forms, instructions and procedures in English and Spanish, information on locations and how to obtain an interpreter, and the Judicial Branch's Language Access Plan and complaint form and procedure.

The Judicial Branch has requested each of its departments to forward all vital forms and documents to CITS for translation and currently has an electronic index of all forms that have been translated. The Judicial Branch will continue working to identify vital forms and documents for interpretation in connection with court proceedings.

VI. DELIVERY OF LANGUAGE ASSISTANCE SERVICES

The Judicial Branch uses several delivery methods to provide language assistance services. A description of those delivery methods follows:

A. Court Interpretation and Translation Services

CITS provides interpretation services in person, over the phone, and via virtual meeting platforms. CITS utilizes qualified staff translators and interpreters and contract interpreters and translators to provide interpretation and translation services in compliance with court rules and court orders. All CITS staff and contract interpreters and translators are qualified through a testing process to ensure their competence to provide interpretation/translation services in their respective foreign languages so long as testing exams exist for the foreign language. Interpreters are trained to effectively utilize the court's virtual meeting platforms to provide interpreting services to LEP parties with legal standing, appearing remotely. All requests for interpretation/translation services are submitted to CITS staff, who schedule interpreters/translators for specific court assignments in the corresponding appearance mode and platform.

B. Law Library Resource Center and Translation of Vital Forms and Documents

The Law Library Resource Center is a Judicial Branch program to assist self-represented parties in preparing their own legal forms and documents for use in court proceedings. The Center maintains information and a wide selection of court forms and documents that can be obtained in person for a nominal fee at various court locations or for free through the Internet at <https://superiorcourt.maricopa.gov/llrc/>. All forms and instructions are available in English and Spanish, including the following types of Judicial Branch matters:

- Civil
- Criminal
- Deferral of Court Fees
- Domestic Violence
- Family Court
- Juvenile
- Probate
- Property Tax
- Service of Process

In addition, the Law Library Resource Center has bilingual staff available to assist LEP individuals with questions about legal forms or court procedures. The Judicial Branch has also produced a video on how to obtain language assistance. The video is on the Superior Court website: <http://superiorcourt.maricopa.gov/court-resources/services/interpretation-translation/>.

The court has translated various VITAL documents into other languages.

C. Informational Materials

"I Speak" materials have been implemented throughout the Judicial Branch to facilitate the identification of LEP individuals in need of language assistance. These materials are placed in areas where individuals routinely make their first contact with the judicial system. Initial points of contact include, but are not limited to:

- Clerk of the Court filing counters
- Judicial Branch department information counters
- Judicial Branch security screening stations
- Judicial Division staff, Judicial Assistants, Courtroom Assistants, and Courtroom Clerks
- Law Library Resource Centers
- Family Violence Prevention Centers

D. Bilingual Staff

The Judicial Branch is an equal opportunity employer and recruits and hires bilingual staff to serve LEP individuals. Hiring of bilingual staff for direct contact positions facilitates in-person communication with LEP individuals. Bilingual staff is trained and has demonstrated competence to provide language assistance. Bilingual Staff for Adult Probation, Juvenile Probation and Justice Courts are currently tested to determine if they are qualified. The Superior Court currently tests bilingual staff and will continue to offer staff the ability to demonstrate language competence.

E. Websites/Online Access. A notice about the availability of language services can be found on the CITS page of the court's website ([Court Interpretation and Translation Services | Judicial Branch of Arizona in Maricopa County](#)).

VII. TRANSLATING VITAL DOCUMENTS

The Judicial Branch understands the importance of translating forms and documents so that LEP individuals have greater access to its services. The Judicial Branch prioritizes translation of vital documents. Classification of a document as "vital" depends on the type of program, information, encounter, or service involved, and the consequence to the LEP individual if the information in question is not provided accurately or in a timely manner.

Essentially, there are two distinct types of vital documents – those that are meant for the general public or a broad audience, and those that are specific communications regarding a case or matter between an individual and the Judicial Branch. The Judicial Branch ensures that all translations are completed by qualified translators. Documents that may be considered "vital" may include, but are not limited, to certain:

- Complaints, release or waiver forms
- Claim or application forms
- Letters of Findings

- Public outreach or educational materials (including web-based material)
- Letters or notices pertaining to statutes of limitations, referrals to other agencies, closure of a case or matter
- Written notices of rights, denial, loss or decreases in services or other hearings
- Forms or written material related to individual rights
- Notices of community meetings or other case-related community outreach
- Notices regarding the availability of language assistance services provided by the Judicial Branch at no cost to LEP individuals
- Certain consent orders, decrees, memoranda of agreement, or other types of pleadings or litigation materials, within the discretion of the Judicial Branch

Under most circumstances, materials primarily directed to attorneys, advocates, law enforcement, or other professionals will not be considered “vital” for these purposes. Certain translation services are provided upon request to the court.

VIII. QUALITY CONTROL

Ensuring the quality and accuracy of language assistance provided by the Judicial Branch is critical to providing LEP individuals with meaningful access to Judicial Branch events, programs, services and/or activities. The Judicial Branch takes reasonable steps to ensure that all staff or contracted individuals who serve as translators and/or interpreters are competent to do so. Qualified translators and interpreters have done the following:

- A. Demonstrated proficiency in and ability to communicate information accurately in both English and the other language.
- B. Knowledge in both languages of specialized terms or concepts particular to Judicial Branch events, services, programs and/or activities and any particularized vocabulary used by the LEP individual.
- C. The ability to identify and employ the appropriate mode of interpreting (e.g. consecutive, simultaneous, or sight translations), translating, or communicating fluently in the target language.
- D. The ability to identify, utilize and manage adequate tools and technology to provide appropriate interpretation to parties appearing in-person, virtually or telephonically.
- E. The ability to understand and follow applicable confidentiality, impartiality, and ethical rules.
- F. The ability to understand and adhere to their role as interpreters, translators, and/or multi-lingual staff.

The Judicial Branch shall also take reasonable steps to ensure that all staff or contracted individuals who serve as translators are briefed by Judicial Branch staff on the context and intended audience for the translated text.

Absent exigent circumstances, the Judicial Branch shall avoid using family members (including children), neighbors, friends, acquaintances, and bystanders to provide language assistance services. Likewise, the Judicial Branch shall avoid using individual opposing parties, adverse witnesses, or victims to a dispute as interpreters. Using family,

friends, bystanders, or parties to a dispute could result in a breach of confidentiality, a conflict of interest, inadequate or ineffective interpretation. Absent exigent circumstances, the Judicial Branch should avoid using bilingual staff (non-trained interpreters) for court matters.

IX. TRAINING

The Judicial Branch is committed to providing language access training opportunities for all judicial officers and staff members. Judicial officers and staff are trained on the importance of proper language access when they begin their employment with the court and when they rotate to a new division. In addition, the AOC has a DVD on Language Access in the Courtroom and has on-line language access training videos. Courses are available on cultural competency, diversity, personalities, listening and other topics. The Judicial Branch will continue to evaluate and develop additional training materials and classes as necessary to maintain awareness of LEP issues and the availability of resources to assist LEP individuals.

Training may include, but is not limited to: 1) language access policies, procedures and the Plan; 2) identifying the language needs of an LEP individual; 3) working with an interpreter in person, in virtual settings, hybrid appearance events, or on the telephone; 4) requesting documents for translation; 5) accessing and providing language assistance services through multilingual/bilingual employees, in-house interpreters and translators, or contracted individuals including remote and telephonic interpretation; 6) duties of professional responsibility with respect to LEP individuals; 7) interpreter ethics; 8) tracking the use of language assistance services; and 9) tips on providing effective assistance to LEP individuals.

X. PUBLIC NOTIFICATION AND PLAN EVALUATION

To communicate with the Judicial Branch's constituents on various legal issues of importance to the community and to make them aware of services available to all language speakers, the Judicial Branch provides community outreach and education and seeks input from its LEP constituency to further improve services. This section pertains to the development of effective methods for notifying LEP individuals regarding their right to language assistance and the availability of such assistance free of charge. These methods include but are not limited to:

A. Language identification cards ("I Speak").

B. Signage. The Judicial Branch will post and maintain signs in regularly encountered languages other than English in waiting rooms, reception areas, and other initial points of entry. The signs will inform LEP individuals of their right to free language assistance services and invite them to identify themselves as individuals needing such services.

C. Translation of materials. The Judicial Branch proactively provides an extensive number of forms, applications, pleadings, and instructional or informational materials

to Judicial Branch users through the use of competent professional translators from English into Spanish. For LEP individuals whose language is other than Spanish or English, assistance can be provided, as needed, through CITS. Currently, the website provides locations and forms, instructions and procedures in Spanish. The Judicial Branch will continue to have the remaining sections translated as needed.

D. Uniform communication procedures. Uniform procedures for timely and effective telephone and online communication between staff and LEP individuals include instructions for English-speaking employees to obtain assistance first from bilingual staff when receiving calls and online inquiries from or initiating communication with LEP individuals. If bilingual staff is not available, procedures require staff to contact a telephonic language service provider for assistance.

E. Partnerships and collaborations. Develop programs with community service centers, bar associations, governmental agencies, social service providers, volunteer organizations, and public libraries to provide a Judicial Branch presence in the LEP community. The Judicial Branch has and will continue to solicit input from the LEP community and its representatives and will seek to inform community service organizations on how LEP individuals can access Judicial Branch services. The Judicial Branch has also added language in all its contracts with providers reinforcing the requirement to provide an interpreter.

XI. FORMAL COMPLAINT PROCESS

If a LEP Judicial Branch customer believes meaningful access to the Judicial Branch was not provided to them, they may choose to file a complaint with the Judicial Branch CITS Department Administrator. The Judicial Branch has developed a complaint form and process in English and Spanish, a copy of which is attached and can be found on the Judicial Branch website at: <http://superiorcourt.maricopa.gov/court-resources/services/interpretation-translation/>.

The process includes the statement requirement that the Judicial Branch will respond to any complaint within thirty (30) days and records will be maintained. The complaint form and instructions also indicate how to file a complaint and to whom the complaint is to be directed.

XII. PUBLIC NOTIFICATION AND EVALUATION OF THE PLAN

This Plan was approved by the presiding judge and court executive officer. Upon approval, it was forwarded to the AOC Court Services Division. Any revisions to the plan are submitted to the presiding judge and court executive officer for approval, and then forwarded to the AOC. Copies of the Plan are provided to the public upon request and posted on the website (<http://superiorcourt.maricopa.gov/court-resources/services/interpretation-translation/>). In addition, all judicial officers and staff have been notified of the Plan and will be notified of revisions to the Plan via email.

XIII. PROCUREMENT

The Judicial Branch makes reasonable efforts to ensure that Requests for Proposals or Contracts for Language Assistance Services specify responsibilities, assign liability, set pay rates, and provide dispute resolution. Contracted language assistance service providers should have: 1) Qualified and competent translators and interpreters, including second checks for translations; 2) Mechanisms to ensure confidentiality and avoid conflicts of interest; 3) Ability to meet the Judicial Branch's demand for interpreters/translators; 4) Ability to meet the Judicial Branch's demand for translation, including the delivery of the translation in editable electronic or other required formats; 5) Reasonable cancellation fees; 6) On-time service delivery; 7) Acceptable emergency response time; 8) Rational scheduling of qualified interpreters; 9) Requirements for tracking usage; 10) Effective complaint resolution when translation or interpretation errors occur; and 11) A quality control process for all deliverables.

XIV. EVALUATING, MONITORING AND UPDATING THE PLAN

Language assistance services are evaluated and assessed on at least a biennially basis to monitor the current LEP makeup of the Judicial Branch service area, the current communication needs of LEP individuals, whether existing assistance is meeting the needs of such individuals, whether staff is knowledgeable about policies and procedures and how to implement them, and whether sources of and arrangements for assistance are still current and viable. The Judicial Branch routinely assess whether changes to the Plan are needed. The Plan may be changed or updated at any time but reviewed not less frequently than once a year.

CITS shall be responsible for the maintenance, implementation, and periodic assessment of this Plan under the supervision of the Superior Court Presiding Judge and Judicial Branch Administrator. A copy of the final Plan and any future modifications to the Plan shall be submitted to the Arizona Administrative Office of the Supreme Court.

The Judicial Branch currently analyzes language access data collected by CITS on an annual basis, reviews census data as produced, and surveys court users on an every-other-year basis.

Several factors may be considered in assessing whether the steps taken by the Plan actually provide meaningful access. Those factors include:

- A. The size of the Judicial Branch's eligible LEP population.
- B. The nature of the program or services provided.
- C. The objectives of the program.
- D. The total resources available.

E. The frequency with which particular languages are encountered.

F. The frequency with which LEP individuals come in contact with the program.

The Judicial Branch will identify the specific data elements and measurable components that will be used to assess the scope and effectiveness of the Plan on a biennially basis and will determine how this data will be routinely collected and analyzed. Elements of the annual evaluation may include the following:

- 1) Number of LEP individuals requesting a court interpreter and/or language assistance.
- 2) Assessment of current language needs to determine if additional services or translated materials should be provided.
- 3) Solicitation and review of feedback from individuals who have used LEP court interpretation or translation services and the LEP communities within the county.
- 4) Review feedback from court training sessions.
- 5) Customer satisfaction feedback as indicated on the access and fairness survey if administered by the Judicial Bench during this time period.
- 6) Review of any language access complaints received during this time period.

To evaluate the specific data elements, staff is required to document each LEP request for service, including date of the request, date of service, and the language provided.

Judicial Branch Court Interpretation and Translation Services Administrator
(Language Access Plan Coordinator):

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G. Plan effective date: April 10, 2025

H. Date of last Revision: April 14, 2016

I. Approved by:

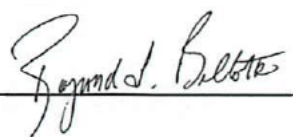
Presiding Judge:



Date:

4/10/2025

Court Executive Officer:



Date:

04/04/2025

SUPERIOR COURT OF ARIZONA IN MARICOPA COUNTY

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:

175 West Madison (South Court Tower 12th Floor) Phoenix, Arizona 85003

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 Telephone: (_____)_____-_____

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 601 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."

TRIBUNAL SUPERIOR DEL CONDADO DE MARICOPA

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:

175 West Madison (South Court Tower 12th Floor) Phoenix, Arizona 85003

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.

PUEDE OBTENER ESTE FORMULARIO EN OTROS IDIOMAS SI LO SOLICITA

Nombre: _____ Apellido(s): _____

Dirección: _____	Ciudad/Estado/C.P.: _____/_____/_____
Teléfono: (____) _____ - _____	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."