

Coconino County Courts Language Access Plan (LAP)

I. Legal Basis and Purpose

This document serves as the plan for the Coconino County Courts 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 Coconino County Courts.

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 Census report dated April 2010):

1. Spanish
2. Navajo
3. Chinese
4. Vietnamese
5. Arabic

B. Coconino County Courts

The Coconino County Courts will make every effort to provide services 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. Navajo
3. Mandarin Chinese
4. Russian
5. Arabic
6. German
7. French

This information is based on historical data collected from utilization of interpreter services provided by the Office of the Court Interpreter.

III. Language Assistance Resources

A. Interpreters Used in the Courtroom

1. Providing Interpreters in the Courtroom

In the Coconino County Courts, interpreters will be provided at no cost to court customers (including witnesses, victims and parents or guardians) who need such assistance in all courtroom proceedings.

It is the responsibility of the private attorney, Public Defender, Legal 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 Coconino County Courts may determine whether an LEP court customer needs an interpreter for a court hearing in various ways.

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, self-help center staff, family court services, or outside justice partners such as attorneys, adult and juvenile probation officers, and Victim/Witness Services. The physical and electronic case file shall be updated by court staff indicating the need for an interpreter.

Signage throughout court buildings indicating interpreter services are available may also help to identify LEP individuals. The Coconino County Courts will display this sign at the Self Help Center desk, the Court Clerk's Office, and at the main entrance.

The need for an interpreter may also 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 until an interpreter can be provided.

3. 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 will determine the competence of the persons listed on the roster. 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. Primarily the listserv is an excellent resource to locate referrals for specific language needs.

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 out to their court to improve resource allocation and reduce time and costs associated with interpreter travel.

B. Language Services Outside the Courtroom

The Coconino County Courts are also responsible for taking reasonable steps to ensure that LEP individuals have meaningful access to services provided by the court outside the courtroom, including routine contact with court personnel and in situations where LEP litigants are ordered to attend mediation, or a treatment or educational program provided by a court employee or by a private vendor under contract with the court.

To facilitate communication between LEP individuals and court staff or providers of court ordered services, the Coconino County Courts use the following resources to the degree that resources are available:

- Staff court interpreters;
- Independent interpreter contractors;
- Bilingual employees;
- “I Speak” cards, to identify the individual’s primary language;
- Telephonic interpreter services; and,
- Video remote interpreting services.

To provide linguistically accessible services for LEP individuals, the Coconino County Courts provide the following:

- Self-help center services that include assistance on request from staff interpreters or telephonic services;
- Interpreter support for family court mediators for custody and visitation matters; and
- Spanish forms can also be found on the Courts website:
<http://www.coconino.az.gov/index.aspx?NID=1045>
- Additional Spanish forms can be found on the Arizona Supreme Courts website at:
<http://www.azcourts.gov/elcentrodeautoservicio/FormulariosdeAutoservicio.aspx>

C. 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 Coconino County Courts currently use forms and instructional materials translated into Spanish. These documents will be located in the Self Help Center, and on the Courts website: <http://www.coconino.az.gov/index.aspx?NID=1045>.

The court has translated the following documents:

- Terms and conditions of probation; and,
- Approximately 75 Self-Help forms (see Appendix A).

These documents will be in the Self Help Center at 200 N. San Francisco St, Flagstaff, AZ and on the Courts website at: <http://www.coconino.az.gov/index.aspx?NID=1045>.

Interpreters at court hearings will provide sight translations of court documents and correspondence associated with the case if possible. Documents that may be appropriate for sight translation are those that are relatively short and uncomplicated, normally no more than one or two pages. Documents that may not be appropriate for sight translation shall be submitted well in advance of the related hearing to the Office of the Court Interpreter.

IV. Court Staff and Volunteer Recruitment

A. Recruitment of Bilingual Staff for Language Access

The Coconino County Courts are 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,
- Bilingual staff available on call to assist with contacts from LEP individuals, as needed.

B. Recruitment of Volunteers for Language Access

The court will recruit volunteers to assist with language access in the self-help center to assist LEP users.

V. Judicial and Staff Training

The Coconino County Courts are 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:

- Interpreter coordinator training;
- Diversity Training;
- Cultural competency training;
- LAP training;
- New employee orientation training;
- Judicial officer orientation on the use of court interpreters and language competency; and,
- AOC's Language Access in the Courtroom Training DVD (4/2014).

VI. Public Outreach and Education

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 Coconino County Courts provide community outreach and education and seeks input from its LEP constituency to further improve services. Outreach and education efforts may include:

- Public service announcements in Spanish and Navajo, provided periodically through local media. Examples of the type of announcements include radio spot announcement on court access issues or on the availability of self-help center services; and,
- Partnerships and collaborations with community associations to provide a court presence in the LEP community. The court will solicit input from the LEP community and its representatives and will seek to inform community service organizations on how LEP individuals can access court services.

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 Language Access Plan Coordinator. Copies of the complaint form in English and Spanish are attached as Appendix B.

VIII. Public Notification and Evaluation of LAP

A. LAP Approval and Notification

The Coconino County Courts LAP is approved by the presiding judge and court administrator. Upon approval, a copy will be forwarded 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 the Coconino County Courts LAP will be provided to the public on request, and is also posted on the Courts website.

B. Annual Evaluation of the LAP

The Coconino County Courts 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 annually.

The court's LAP coordinator will annually 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. 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;
- 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,
- Customer satisfaction feedback.

C. Coconino County Court Language Access Plan Coordinator:

Judith Costello, Acting Court Interpreter/Coordinator
Flagstaff Municipal Court
15 N. Beaver St.
Flagstaff, AZ 86001
(928) 774-1401 x106 or 928-266-5593
jcostello@courts.az.gov

D. AOC Language Access Contact:

Carol Mitchell, Court Access Specialist
Court Services Division
Administrative Office of the Courts
1501 W. Washington Street, Suite 410
Phoenix, AZ 85007
(602) 452-3965, cmitchell@courts.az.gov

E. LAP Effective date: January 1, 2012; Amended October 28, 2013; Amended June 30, 2014.

F. Approved by:

Presiding Judge:



Date: 6/30/14

Court Administrator:



Date: 6/30/14

COCONINO COURTS LEGAL FORMS AND INSTRUCTIONS

FAMILY LAW

Starting a Case

- Annulment: Brief Information
- Divorce With Children: Starting a Case
- Divorce Without Children: Starting a Case
- Legal Separation With Children: Starting a Case
- Legal Separation Without Children: Starting a Case
- Parenting Time And Legal Decision-Making About Children: Overview
- Parenting Time, Legal Decision-Making, and Child Support: Starting a Case
- Paternity: Both Parents Will Sign

Responding to a Case

- Divorce With Children: Responding to a Case
- Divorce Without Children: Responding to a Case
- Legal Separation With Children: Responding to a Case
- Legal Separation Without Children: Responding to a Case

Finishing a Case

- Default
- Consent Decree
- Finishing a Case: A Response Was Filed: The Other Party Won't Sign
- Dismissing a Case

Temporary Orders

- Temporary Parenting Time, Legal Decision-Making, Or Child Support

Changing or Stopping Court Orders

- Changing Custody: Asking for the Change
- Changing Child Support: Asking for the Change
- Changing Child Support: Response
- Changing an Order of Assignment: Asking for the Change
- Changing or Stopping an Order of Assignment: Response
- Stopping an Order of Assignment

Enforcing Court Orders

- Enforcing Child Support or Spousal Maintenance
- Enforcing Parenting Time or Legal Decision-Making

Other Family Law Packets

- Name Change
- Representing Yourself in Court
- Appearing At a Court Date By Phone
- Moving a Court Date to a Later Date
- Subpoena
- Disclosure
- Pre-Trial Statement
- Settlement Conference Memorandum
- Affidavit of Financial Information
- Asking for Conciliation Court Services
- Telling the Court That Conciliation Court Services Could Endanger You
- Moving With Children When There Are Court Orders About the Children

FILING FEES

- Filing Fees: Superior Court
- Paying a Filing Fee in Installments

PROTECTIVE ORDERS

- Order of Protection

LANDLORD-TENANT

- Residential Landlord and Tenant Act
- Tenant's Rights and Responsibilities
- Asking a Landlord to Fix Something

GUARDIANSHIP, CONSERVATORSHIP, POWER OF ATTORNEY

- Getting Parental Control of Someone Else's Child
- Power of Attorney: Over a Minor
- Guardianship and/or Conservatorship
- Investigator's Report
- Guardian's Report
- Renewing Inpatient Mental Health Care Authority
- Conservator's Accounting
- Ending Power of Attorney: Over a Minor
- Ending Guardianship and/or Conservatorship

OTHER FORMS AND INFORMATION

- Disputing an Item on Your Credit Report
- Information Regarding Non-Attorney Document Preparation
- Restoring Civil Rights and/or Setting Aside a Judgment

PACKETS ONLINE: www.coconino.az.gov/lawlibrary

COCONINO COUNTY LAW LIBRARY AND SELF-HELP CENTER

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928-679-7540 • 877-806-3187

PAQUETES LEGALES DE LAS CORTES DEL CONDADO DE COCONINO

DERECHO FAMILIAR

Cómo iniciar un caso

- Anulación: Información Breve
- Divorcio con hijos menores: Cómo iniciar el caso
- Divorcio sin hijos menores: Cómo iniciar el caso
- Separación legal con hijos: Cómo iniciar el caso
- Separación legal sin hijos menores: Cómo iniciar el caso
- El horario de crianza y la responsabilidad legal para la toma de decisiones sobre los hijos: Vista general
- Custodia de los hijos, horario de crianza y manutención de los hijos: Cómo iniciar el caso
- Paternidad: Van a firmar ambos padres

Cómo responder a un caso

- Divorcio con hijos menores: Cómo responder a un caso
- Divorcio sin hijos menores: Cómo responder a un caso
- Separación legal sin hijos menores: Cómo responder a un caso
- Separación legal sin hijos menores: Cómo responder a un caso

Cómo terminar un caso

- Falta de comparecencia
- Decreto de consentimiento
- Cómo dar por terminado un caso: Se presentó una respuesta: La otra parte no quiere firmar
- Cómo despedir un caso

Órdenes temporales

- § Manutención o custodia de los hijos temporal: Cómo pedir la orden

Cómo cambiar o parar órdenes de la corte

- Cómo cambiar la custodia: Cómo pedir el cambio
- Cómo cambiar la manutención de los hijos: Cómo pedir el cambio
- Cómo cambiar la manutención de los hijos: Respuesta
- Cómo cambiar una orden de asignación: Cómo pedir el cambio
- Modificar o suspender una orden de retención de ingresos: Respuesta
- Cómo dar por terminada una orden de asignación

Cómo hacer cumplir órdenes de la corte

- Cómo hacer cumplir la manutención de los hijos o la manutención del cónyuge
- Cómo hacer cumplir la custodia o el horario de crianza

Otros paquetes de derecho familiar

- El Cambio de nombre
- Cómo comparecer ante el tribunal sin abogado
- Cómo comparecer ante la corte por teléfono
- Cómo postergar una audiencia de la corte
- Divulgación
- Orden de comparecencia: Para casos de derecho familiar
- Declaración previa al juicio
- Declaración jurada de información financiera
- Informe para la audiencia de conciliación
- Cómo solicitar servicios de la corte de conciliación
- Cómo decirle a la corte que los servicios de conciliación de la corte pueden ponerlo en peligro
- Mudanza con sus hijos cuando hay una orden de custodia

CUOTAS DE PRESENTACIÓN

- Cómo pagar una cuota de presentación a plazos
- Costas judiciales: Tribunal superior

ÓRDENES DE PROTECCIÓN

- Orden de protección

PROPIETARIO-INQUILINO

- Derechos y Responsabilidades de los Inquilinos
- Cómo pedirle al propietario que arregle algo

TUTELAS, CURADURÍAS, Y PODERES LEGALES

- Cómo obtener control paterno del hijo de otra persona
- Poder notarial: De un menor de edad
- Tutela y/o curaduría
- Informe del tutor
- Cómo renovar la autoridad de internación en un establecimiento de salud mental
- Contabilidad del curador
- Cómo dar por terminado un poder legal: Sobre un menor de edad
- Cómo dar por terminada la tutela y/o curaduría

OTROS FORMULARIOS E INFORMACIÓN

- Demanda por una Situación en su Reporte de Crédito
- Información sobre la preparación de documentos sin supervisión de un abogado
- Cómo restaurar los derechos civiles y/o dejar sin efecto un fallo

LOS PAQUETES EN LÍNEA: www.coconino.az.gov/lawlibrary

BIBLIOTECA LEGAL Y CENTRO DE AUTOAYUDA DEL CONDADO DE COCONINO

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Revisado: May 2014

Coconino County Courts

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: Language Access Coordinator, 15 N. Beaver St., Flagstaff, AZ 86001.

*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."

Coconino County Courts Formulario de Reclamación por falta del debido acceso a los de Conocimiento Limitado del Idioma Inglés

La sección 602 del Título VI de la Ley de Derechos Civiles de 1964, 42 U.S.C. 2000d reza que "En Estados Unidos, se garantizará a toda persona la participación en y beneficios de todo programa o actividad que reciba asistencia económica 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 inglés como idioma principal y con capacidad limitada de leer, hablar, escribir o entender el inglés pleno acceso a todo programa, servicio y/o actividad e información proporcionados por toda entidad que reciba asistencia económica 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 régimen a prueba, por favor, llene este formulario y envíelo a Flagstaff Municipal Court, 15 N. Beaver St., Flagstaff, AZ, 86001.

Llene el formulario a continuación y firmelo al pie.

1. Datos del reclamante:

Nombre y apellido(s): _____

Dirección domiciliaria: _____ Ciudad/Estado/Código Postal: _____

Núm. de Teléfono: Casa () _____ Otro () _____

Idioma principal: _____

Detalles de su Reclamación:

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

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

Dirección del sitio en que ocurrió el incidente: _____

Fecha del incidente: _____

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

Firma _____ Fecha: _____

Coconino County Courts se comprometen a mejorar el acceso a sus programas, servicios y actividades para los de conocimiento limitado del inglés.