

## **Glendale City Court**

### **Language Access Plan (LAP)**

#### **I. Legal Basis and Purpose**

This document serves as the plan for the Glendale City 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 Glendale City 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 March 2022):

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

##### **B. Glendale City Court**

The Glendale City 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. Swahili
4. Vietnamese

## 5. Kinyarwanda

This information is based on data collected from the Court's Case Management System and other reporting tools.

### **III. Language Assistance Resources**

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

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

In the Glendale City 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.

The Glendale City Court employs credentialed interpreters in the courtroom pursuant to the provisions of Arizona Supreme Court Administrative Order 2016-02 on the credentialing of court interpreters, and Arizona Code of Judicial Administration § 7-301 on continuing education requirements for credentialed interpreters. To comply with these authorities, the Court will implement written policies regarding the use of interpreters.

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 Glendale City 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, self-help center staff, family court services, or outside justice partners such as Community Support Services, Sage, Mercy Care, Veteran's Affairs or police. Courts should have a documented process to identify LEP needs for parties with notation in the physical and electronic case file.

Signage throughout the court building indicating interpreter services are available may also help to identify LEP individuals. The Glendale City Court will display this sign at the following locations: near the Front Counters and the Order of Protection service windows, as they have the highest volume of customers on any given day. When defendants check-in electronically in each courtroom upon arrival, our check-in system requires litigants to state the need for an interpreter and the language.

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, Roster of Credentialed Court Interpreters, and Listserv:

The 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 the Arizona Court Interpreter Credentialing Program (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. 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 Glendale City 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 Glendale City Court will assist in the filling-out of court forms for those LEP court customers who are unable to do so either by themselves or with the assistance of another competent adult proficient in English and able to render assistance in a timely manner.

## **3. Court-Ordered Services and Programs**

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

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

- The Court has bilingual employees in the following language: Spanish. When LEP customers seek our assistance outside the courtroom, we first try to meet their needs by using the language skills of our employees;
- The Court also has staff court interpreters or independent interpreter contractors on-site;
- When court staff does not know what language a customer is speaking, they use “I Speak” cards, which are available in many languages to identify the individual’s primary language;
- The Court has signage on the outside of the Court building with information written in English and Spanish;
- The Court has a number calling kiosk which is in both English and Spanish;
- The City’s/Court’s website can be translated into many different languages;
- The Court has multilingual signage regarding interpreter services in the following languages: English, Spanish, Arabic, Vietnamese, and Swahili. This sign is displayed in two lobby locations; near the Front Counters and the Protection Order area which have the highest volume of customers on any given day.
- For face-to-face encounters, as well as telephone conversations, the Court uses **Language Line** Language Interpreter Services when on-site interpreters are not available.
- The Court has vital forms available in English and Spanish on the Court’s website.
- Video remote interpreting services available for Sign Language Interpreter services
- The terms of the court’s contracts with court-ordered services includes services to be offered in the client’s native language.

To provide linguistically accessible services for LEP individuals, the Glendale City Court provides the following:

- For cases in which an LEP individual is represented by another court-appointed attorney, the Glendale City Court provides interpreter services when necessary for any attorney-defendant meetings or interviews conducted on-site or off-site.
- Written informational and educational materials and instructions in Spanish, including victim notification information is posted in all courtrooms.
- Website link from court's website 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.

#### **4. Bilingual Staff and Volunteers**

The Glendale City Court uses bilingual staff and volunteers, if applicable, in the provision of linguistically accessible services for LEP individuals. These staff assist LEP individuals at: public counters, information desks or over the phone, in the same manner as that for English-speaking court users.

Bilingual staff and volunteers who have not completed the credentialing program are not used in lieu of interpreters, either in court or for court-ordered programs and services.

#### **C. Court Appointed or Supervised Personnel**

The Glendale City 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 Glendale City Court currently uses forms and instructional materials translated into Spanish.

- This Court has translated various vital documents into Spanish: Defendant's Financial Statement, Request for Court Appointed Attorney, Insurance Information Sheet, Arraignment Notice, and Home Detention Information.

- These documents are available at Glendale City Court, 5711 W. Glendale Avenue, Glendale, AZ 85301 and are posted on the Court's website at:  
[https://www.glendaleaz.com/live/city\\_services/city\\_court/forms](https://www.glendaleaz.com/live/city_services/city_court/forms)
- Additional translated forms can be found on the Arizona Supreme Court's Spanish

translated webpage: <https://www.azcourts.gov/elcentrodeautoservicio>

### **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.
- The Court's entire website can be viewed in most languages by changing the selected language tab at the top.
- A hyperlink to: Arizona Supreme Court's Spanish-translated webpage at: <https://www.azcourts.gov/elcentrodeautoservicio>

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

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

The Glendale City 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:

- One full-time and one part-time Spanish court interpreter to serve as permanent employees of the Court allowing for Spanish interpreter services five days per week for any and all court proceedings.
- Bilingual staff to serve at public counters and or on the phones; and
- Bilingual staff and contracted agencies available on call to assist with contacts from LEP individuals, as needed.

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

The Court does not currently have volunteers, but in the event volunteers are recruited, the Court will be sure they are made aware of language access requirements.

### **V. Judicial and Staff Training**

The Glendale City 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:

- Interpreter coordinator training;
- 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 Online Training Videos located at <https://www.azcourts.gov/educationservices/cojet-classroom/video-center>

## **VI. Public Outreach and Education**

### **A. General**

The Glendale City Court does not currently conduct community outreach and education. The need for such, will be monitored and made accessible to LEP persons as they are developed.

### **B. Videos, Webinars, On-Line Classes, In-Person Classes and Other Similar Instructional Methods**

The Glendale City Court does not currently have public facing videos, webinars, or instructional materials. The need for such, will be monitored and made accessible to LEP persons as they are developed.

## **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:
  - A hard copy of the complaint may be filed at the Court's Information/Records window or by mail: Glendale City Court, 5711 W. Glendale Avenue., Glendale, AZ 85301
  - An electronic copy may be filed by email at: [citycourtmotions@glendaleaz.com](mailto:citycourtmotions@glendaleaz.com)

The Court has attached the complaint form (English/Spanish) to the LAP. In the alternative, the complaint forms may be located at:

<https://www.azcourts.gov/selfservicecenter/Forms/Language-Access-Complaint>

- 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  
[https://www.glendaleaz.com/live/city\\_services/city\\_court/forms](https://www.glendaleaz.com/live/city_services/city_court/forms);
- <https://www.azcourts.gov/selfservicecenter/Forms/Language-Access-Complaint>
- and
- Hard copy forms available at the Information/Records window.

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

### **A. LAP Approval and Notification**

The Glendale City Court's LAP is approved by the presiding judge and court executive officer. 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 Glendale City Court's LAP will be provided to the public on request. In addition, the court has posted this plan on its public website at:  
[https://www.glendaleaz.com/live/city\\_services/city\\_court](https://www.glendaleaz.com/live/city_services/city_court)

### **B. Evaluation of the LAP**

The Glendale City 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 two years the Court's LAP Coordinator 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;
- 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 as indicated on the access and fairness survey, if administered by the court during this time period.
- Review any language access complaints received during this time period.



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

Amber Heller  
Deputy Court Administrator  
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5711 W. Glendale Avenue  
Glendale, AZ 85301  
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**D. AOC Language Access Contact:**

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**E. LAP effective date:** March 17, 2025

**F. Date of last revision:** March 13, 2025

**G. Approved by:**

Presiding Judge:

\_\_\_\_\_  
Nicholas C. DiPiazza

Date: \_\_\_\_\_

Court Executive Officer:

\_\_\_\_\_  
Lynn Brown

Date: \_\_\_\_\_