

**Superior Court of Arizona in Yavapai County including Clerk of the Court, Adult Probation and Juvenile Court Services, Prescott JP Court, Bagdad/Yarnell JP Court, Seligman JP Court, Verde Valley JP Court, and Mayer JP Court  
and  
Prescott Magistrate Court, Prescott Valley Magistrate Court, Chino Valley Magistrate Court, Dewey-Humboldt Magistrate Court, Jerome Municipal Court, Clarkdale Magistrate Court, Cottonwood Municipal Court, Camp Verde Municipal Court and Sedona Magistrate Court.**

**Language Access Plan (LAP)**

**I. Legal Basis and Purpose**

This document serves as the plan for the Arizona Superior Court and all limited jurisdiction courts of Yavapai County 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 Superior Court and all limited jurisdiction courts of Yavapai County.

This language access plan (LAP) was developed to ensure meaningful access to court services for persons with limited English proficiency. Although court interpreters are provided for persons with a hearing loss, access services for them are covered under the Americans with Disabilities Act rather than Title VI of the Civil Rights Act, and therefore will not be addressed in this plan.

**II. Needs Assessment**

**A. Statewide**

The State of Arizona provides court services to a wide range of people, including those who speak limited or no English. From a statewide perspective, the following languages were listed with the greatest number of speakers who spoke English less than “Very Well” in Arizona (according to the American Community Survey estimate report from the U.S. Census Bureau dated April 2014):

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

**B. Superior Court and all limited jurisdiction courts of Yavapai County**

The Superior Court and all limited jurisdiction courts of Yavapai County are responsible for

45 providing services identified in this plan to all LEP persons. However, the following list shows  
46 the foreign languages that are most frequently used in this court or the COURT'S geographic  
47 area.

- 48  
49 1. Spanish  
50 2. Chinese/Mandarin  
51 3. Tagalog  
52 4. Vietnamese

53  
54 This information is based on data collected from this court's statistics and experience from the  
55 last 12 months.

56  
57 **III. Language Assistance Resources**

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

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

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63 In the Superior Court and all limited jurisdiction courts of Yavapai County, court interpreters will  
64 be provided in all courtroom proceedings at no cost to all LEP witnesses; litigants; victims; parents,  
65 guardians, and family members of minor witnesses, victims, and/or litigants; as well as any other  
66 person whose presence or participation is necessary or appropriate as determined by the judicial  
67 officer. The Courts in Yavapai County employ interpreters in the courtroom in accordance with  
68 the Arizona Supreme Court Administrative Order 2016-02 on the credentialing of court  
69 interpreters.

70  
71 It is the responsibility of the private attorney, Public Defender or County Attorney to provide  
72 qualified interpretation and translation services for witness interviews, pre-trial transcriptions  
73 and translations and attorney/client communications during out of court proceedings.

74  
75 **2. Determining the Need for an Interpreter in the Courtroom**

76  
77 The Superior Court and all limited jurisdiction courts of Yavapai County may determine whether  
78 a court customer has limited English proficiency. Identification of language needs at the earliest  
79 point of contact is highly recommended. The need for a court interpreter may be identified prior  
80 to a court proceeding by the LEP person or on the LEP person's behalf by counter staff, self-help  
81 center staff, family court services, or outside justice partners such as probation/parole officers,  
82 law enforcement agencies, correctional facilities, attorneys, social workers, victims' services  
83 division, or child protection agencies. Courts should have a documented process to identify LEP  
84 needs for parties with notation in the physical or electronic case file.

85  
86 Signage throughout the court building indicating interpreter services are available may also help  
87 to identify LEP individuals. The Superior Court and all limited jurisdiction courts of Yavapai  
88 County will display this sign at the following locations: near courtroom entry points, public

89 centers, and in self-help centers.

90  
91 The need for an interpreter also may be made known in the courtroom at the time of the  
92 proceeding. In a case where the court is mandated to provide an interpreter, but one is not  
93 available at the time of the proceeding, even after the court has made all reasonable efforts to  
94 locate one, as previously outlined in this plan, the case will be postponed and continued on a date  
95 when an interpreter can be provided.

96

### 97 **3. AOC Interpretation Resources**

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#### 99 **Court Interpreter Registry and Listserv**

100 The AOC maintains a statewide roster of individuals who indicate they have interpreting  
101 experience and have expressed interest in working in the courts. The court USING  
102 INTERPRETING SERVICES will determine the competence of the persons listed. This roster is  
103 available to court staff on the Internet at <http://www.interpreters.courts.az.gov>.

104

105 Additionally, AOC created a statewide listserv to allow courts to communicate via email on  
106 court interpreter-related matters. The listserv is an excellent resource to locate referrals for  
107 specific language needs. Access codes and instructions to join the listserv may be obtained from  
108 the AOC Language Access contact person.

109

#### 110 **Video Remote Interpreting (VRI)**

111 The AOC has installed video conferencing equipment at the State Courts building that will allow  
112 courts with compatible technology to remotely conference an interpreter from the Phoenix metro  
113 area or from another court jurisdiction into their court to improve resource allocation and reduce  
114 time and costs associated with interpreter travel. Contact the AOC LAP contact for more  
115 information on VRI connectivity and checklist for court proceedings most appropriate for video.

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### 117 **B. Language Services Outside the Courtroom**

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119 The Superior Court and all limited jurisdiction courts of Yavapai County are also responsible for  
120 taking reasonable steps to ensure that LEP individuals have meaningful access to all court  
121 services and programs outside the courtroom. Court services and programs include but are not  
122 limited to self-help centers, clerk offices, intake officers, cashiers, and records room.

123

#### 124 **1. Assistance to Understand Court Procedures and Policies**

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126 Services offered by the court generally to English-speaking customers pursuant to the  
127 Employee Code of Conduct (ACJA §1-303) must also be provided to LEP litigants in their  
128 language.

129

#### 130 **2. Assistance to Fill-out Court Forms and Pleadings**

131

132 The Superior Court and all limited jurisdiction courts of Yavapai County will assist in the

133 filling-out of court forms for those LEP court customers who are unable to do so either by  
134 themselves or with the assistance of another competent adult proficient in English and able  
135 to render assistance in a timely manner.

136

### 137 **3. Court-ordered Services and Programs**

138

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

146

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

149

- 150 • Staff court interpreters or independent interpreter contractors;  
151 For face-to-face encounters, as well as telephone conversations, the Superior Court and  
152 all limited jurisdiction courts of Yavapai County will use the services of staff interpreters  
153 telephonically when on-site interpreters are not available
- 154 • Bilingual employees;  
155 Superior Court, Clerk of the Court, Adult Probation, Juvenile Court Services and  
156 Bagdad/Yarnell JP Court, Seligman JP Court and Mayer JP Court have identified  
157 bilingual employees. When LEP customers seek our assistance outside the courtroom, we  
158 will first try to meet their needs by using the language skills of our employees.
- 159 • Bilingual volunteers;  
160 Juvenile Court Services has identified and utilizes bilingual (Spanish) volunteers.
- 161 • “I Speak” cards, to identify the individual’s primary language;  
162 When court staff do not know what language a customer is speaking, they use “I Speak”  
163 cards.
- 164 • Written information in Spanish on how to access and navigate the court;
- 165 • Multilingual signage throughout courthouse locations in Spanish.
- 166 • Telephonic interpreter services, (from contract interpreters or an agency);  
167 An account has been established with Language Line and Lionbridge to provide  
168 telephonic interpretation on an as-needed basis;
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- 176 • A public court phone line with key instructions provided in Spanish to request court  
177 services. Phone trees have been implemented which provide instruction in Spanish and a  
178 direct connection to our staff interpreter line. If no one is available, a message instructs  
179 the caller that someone will return their call within one business day.
- 180
- 181 • Video remote interpreting services will be expanded.
- 182
- 183 • The terms of the court's contracts with providers of court-ordered services.
- 184

185 To provide linguistically accessible services for LEP individuals, the Superior Court and all  
186 limited jurisdiction courts of Yavapai County provide the following:

- 187
- 188 • Self-help center services provide telephonic language assistance or staff interpreters;
- 189 • Yavapai Superior Court Website has Spanish instructions on how to navigate to self-help  
190 center services and may be directed to Maricopa County Self-Service Center website to  
191 receive court information in Spanish.  
192 <http://www.superiorcourt.maricopa.gov/Espanol/index.asp>
- 193 • Workshops in Spanish regarding; Parent Education classes, Juvenile Probation  
194 Orientation, and Free Legal Talk Series;
- 195 • Family court services mediators for custody and visitation matters are teamed up with  
196 staff or freelance interpreters;
- 197 • Juvenile Dependency mediators are teamed with staff or freelance interpreters.
- 198 • Juveniles and the parents of juveniles ordered to participate in court-approved or court-  
199 sponsored programs such as ASTEP, Detention Alternative Options, Diversions, or Drug  
200 Court, are provided with staff or freelance interpreters.
- 201 • Individuals who meet with Adult Probation Officers for pre-sentence or other interviews  
202 are provided with staff of freelance interpreters.
- 203 • Juveniles or adults ordered to participate in mental health evaluations or out-of-custody  
204 restoration to competency programs are provided with staff or freelance interpreters.
- 205 • Written informational and educational materials and instructions in Spanish.
- 206

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

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209 The Superior Court and all limited jurisdiction courts of Yavapai County also shall ensure that  
210 court appointed or supervised personnel, including but not limited to child advocates, guardian's  
211 ad litem, court psychologists and doctors provide language services, including interpreters as part  
212 of their service delivery system to LEP individuals.

### 213 **D. Translated Forms and Documents**

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215

216 The Arizona courts understand the importance of translating forms and documents so that LEP  
217 individuals have greater access to the courts' services. The Superior Court and all limited  
218 jurisdiction courts of Yavapai County currently use forms and instructional materials translated

219 into Spanish.

- 220
- 221 • Juvenile Court Services has identified these documents: Conditions of Probation, Court
- 222 Ordered Parental Responsibilities, Juvenile and Family Information Form, GPS Contract,
- 223 Past Due Parental Financial Obligation, Parent Notification and Order to Show Cause
- 224 Forms and general information pamphlets.
- 225
- 226 • Adult Probation has identified these documents: Pre-Sentence Investigation Information
- 227 forms; Defendant’s Statement form; Financial Information form; Adult Substance Abuse
- 228 Survey (ASUS); Monthly Information Sheet; Arizona Uniform Conditions of Supervised
- 229 Probation; Community Restitution Work Information; Monthly Probation Financial
- 230 Obligation Form.
- 231
- 232 • Yavapai County Superior Court and Clerk of the Court has identified these documents:
- 233 Felony and Misdemeanor Release Conditions, Post-Conviction Relief Rights Forms and
- 234 Defendant’s Financial Statement. The Yavapai County Superior Court and Clerk of the
- 235 Court utilize the numerous forms the Administrative Office of the Courts and Maricopa
- 236 County Superior Court provide online at the following links
- 237 <http://www.superiorcourt.maricopa.gov/Espanol/index.asp>
- 238 <http://www.azcourts.gov/elcentrodeautoservicio>
- 239 • Mayer Justice Court has identified these documents: Protective Order forms; Referral
- 240 form for Life Skills Program; Order to Show Cause; Misdemeanor and Felony Conditions
- 241 of Release and the AOC forms website:
- 242 <http://www.azcourts.gov/elcentrodeautoservicio>
- 243 • Verde Valley Justice Court has identified these documents: Waiver of Appearance;
- 244 Arraignment forms; Part B Questionnaire forms; Release Conditions; Bond/Fee
- 245 schedules and Request for Hearing; Waiver of Counsel and the AOC forms website:
- 246 <http://www.azcourts.gov/elcentrodeautoservicio>
- 247 • Yarnell/Bagdad Justice Court and Seligman Justice Court have identified these
- 248 documents: Misdemeanor and Felony Conditions of Release and the AOC forms website:
- 249 <http://www.azcourts.gov/elcentrodeautoservicio>
- 250

251 These documents will be located in each individual court stated above and the Yavapai County  
252 Superior Court Interpreter’s Office.

### 253 **1. Sight Translation**

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255  
256 The Superior Court and all limited jurisdiction courts of Yavapai County currently provide staff  
257 and freelance interpreter services for the sight translation of court documents to any LEP  
258 customer. When professional services are not available a competent bilingual court employee  
259 will explain the contents of the document to the customer or the court employee will contact a  
260 telephonic interpreting agency to relay the staff member’s explanation of the document’s  
261 content.

262

263           **E.     Websites/Online Access**

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265     The Superior Court and all limited jurisdiction courts of Yavapai County maintain an Internet  
266     website which includes:

- 267           • A notice about the availability of language services written in Spanish and posted on the  
268           home page.
- 269           • A hyperlink to Arizona Supreme Court’s Spanish-translated webpage at:  
270           [https://www.azcourts.gov/elcentrodeautoservicio/Formularios-del-Centro-de-](https://www.azcourts.gov/elcentrodeautoservicio/Formularios-del-Centro-de-Autoservicio)  
271           Autoservicio  
272           Autoservicio

273  
274  
275     **IV.    Court Staff and Volunteer Recruitment**

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

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278     The Superior Court and all limited jurisdiction courts of Yavapai County are equal opportunity  
279     employers and recruit and hire bilingual staff to serve its LEP constituents. Primary examples  
280     include but are not limited to:

- 281           • Court interpreters to serve as regular full-time or part-time employees or regular  
282           interpreter contractors of the court.
- 283           • Bilingual staff to serve at public counters and or self-help centers; and
- 284           • Bilingual staff available on call to assist with contacts from LEP individuals, as needed.

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

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

- 287           • In self-help centers, to assist LEP users;
- 288           • At public counters to provide interpretive services between staff and the LEP public.
- 289           • Juvenile Court Services has identified and utilizes bilingual (Spanish) volunteers.

290  
291     **V.     Judicial and Staff Training**

292     The Superior Court and all limited jurisdiction courts of Yavapai County are committed to  
293     providing language access training opportunities for all judicial officers and staff members.  
294     Training and learning opportunities currently offered will be expanded or continued as needed.  
295     Those opportunities include:

- 296           • Interpreter coordinator training;
- 297           • Diversity Training;
- 298           • Cultural competency training;
- 299           • LAP training;

- 306 • New employee orientation training; and,
- 307 • Judicial officer orientation on the use of court interpreters and language competency.
- 308 • AOC's Language Access in the Courtroom Training DVD
- 309 • AOC's language access online training videos
- 310 • Interpreter and Bilingual Staff training

311

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

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### 314 **A. General**

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

319

### 320 **B. Videos, Webinars, On-line Classes, In-person Classes and Other Similar** 321 **Instructional Methods**

322

323 New public-facing videos designed to assist litigants or the public more broadly shall be in  
324 English and Spanish.

325

326 Those videos, webinars, and instructional materials currently in existence which are deemed to  
327 be "vital" shall be made available in Spanish.

328

329 The court will determine whether any existing videos, webinars, and instructional materials  
330 should be made available in languages other than English and Spanish by considering the  
331 Department of Justice's four-factor analysis.

332

## 333 **VII. Formal Complaint Process**

334

335 If an LEP court customer believes meaningful access to the courts was not provided to them,  
336 they may choose to file a complaint with the trial court's Language Access Plan Coordinator.  
337 This court has a complaint process which includes the following information:

338

- 339 • The court will respond to any complaint within 30 days and the records will be  
340 maintained as public records.
- 341 • The customer may file the complaint with the Language Access Plan Coordinator  
342 (contact info included at the end of this LAP)
- 343 • The court has attached the complaint form (English/Spanish) to the LAP. In the  
344 alternative, the complaint forms may be located at:  
<https://courts.yavapaiaz.gov/superiorcourt/>
- 345 • The court will ensure the translated versions of the complaint form are available in  
346 multiple locations, including, but not limited to:
  - 347 ○ Forms posted on the court's website and
  - 348 ○ Hard copy forms available at public counters.

349



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

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**A. LAP Approval and Notification**

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354 The Superior Court and all limited jurisdiction courts of Yavapai County’s LAP is approved by  
355 the presiding judge and court executive officer. Upon approval, please forward a copy to the  
356 AOC Court Services Division. Any revisions to the plan will be submitted to the presiding judge  
357 and court executive officer for approval, and then forwarded to the AOC. Copies of Superior  
358 Court and all limited jurisdiction courts of Yavapai County’s LAP will be provided to the public  
359 on request and is also available on the Yavapai County Superior Court website.

360

361

**B. Evaluation of the LAP**

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363 The Superior Court and all limited jurisdiction courts of Yavapai County will routinely assess  
364 whether changes to the LAP are needed. The plan may be changed or updated at any time but  
365 reviewed not less frequently than biennially.

366

367 Every 1 or 2 year(s) the court’s Deputy Court Administrator will review the effectiveness of the  
368 court’s LAP and update it as necessary. The evaluation will include identification of any problem  
369 areas and development of corrective action strategies. From time to time, the court may consider  
370 using a survey sampling of data collection for a limited time period which involves assessing  
371 language access requests to assist in the evaluation of the LAP.

372

373 Elements of the evaluation will include:

374

- Number of LEP persons requesting court interpreters and/or language assistance;
- Assessment of current language needs to determine if additional services or translated materials should be provided;
- Solicitation and review of feedback from LEP communities within the county;
- Assessment of whether court staff adequately understand LEP policies and procedures and how to carry them out;
- Review of feedback from court employee training sessions; and,
- 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.

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**C. Yavapai County Language Access Plan Contact:**

385

Carlos M. Reyes, Lead Court Interpreter

386

Superior Court Administration

387

Yavapai County Courthouse

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120 South Cortez Street, #410

389

Prescott, AZ 86303

390

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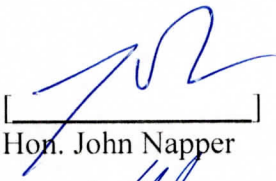
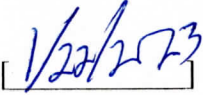
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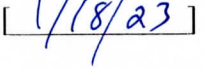
**D. AOC Language Access Contact:**

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395 Court Services Division  
396 Administrative Office of the Courts  
397 1501 W. Washington Street, Suite 410  
398 Phoenix, AZ 85007  
399 (602) 452-3965, [dsvoboda@courts.az.gov](mailto:dsvoboda@courts.az.gov)

401 **E. LAP Effective date: January 17, 2023**

402 **F. Approved by:**

403 Presiding Judge:  Date:   
404 Hon. John Napper

405 Court Administrator:  Date:   
406 Rolf Eckel