

**Superior Court of 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 March 2022):

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

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

The Superior Court and all limited jurisdiction courts of Yavapai County are 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 or the court's geographic area.

1. Spanish
2. Mandarin
3. Vietnamese
4. Romanian
5. Arabic

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

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

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

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

In the Superior Court and all limited jurisdiction courts of Yavapai County, 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 Superior Court of Yavapai County employs, and contracts with all limited jurisdiction courts, 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 Superior Court and all limited jurisdiction courts of Yavapai County 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 probation/parole officers, law enforcement agencies, correctional facilities, attorneys, social workers, victims' services

division, mediators, or child protection agencies. 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 Superior Court and all limited jurisdiction courts of Yavapai County will display this sign at the following locations: near courtroom entry points, public lobbies, and in self-help centers.

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, 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 (VRI):**

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 Language Access Contact for more information on VRI connectivity and a checklist for court proceedings most appropriate for video.

**B. Language Services Outside the Courtroom**

The Superior Court and all limited jurisdiction courts of Yavapai County are 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 Superior Court and all limited jurisdiction courts of Yavapai County 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 programs include but are 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:

- Staff court interpreters or independent interpreter contractors; For face-to-face and video encounters, as well as telephone conversations, the Superior Court and all limited jurisdiction courts of Yavapai County will use the services of staff interpreters telephonically and virtually when on-site interpreters are not available.
- Bilingual employees; Superior Court, Clerk of the Court, Adult Probation, Juvenile Court Services and Verde Valley JP, and Mayer JP Court, Sedona MC, Cottonwood MC and Camp Verde MC have identified bilingual employees. When LEP customers seek our assistance outside the courtroom, we will first try to meet their needs by using the language skills of our employees.
- Bilingual volunteers; Juvenile Court Services has identified and utilizes bilingual (Spanish) volunteers.

- “I Speak” cards, to identify the individual’s primary language; When court staff do not know what language a customer is speaking, they use “I Speak” cards.
- Written information in Spanish on how to access and navigate the court.
- Bilingual signage throughout courthouse locations in Spanish.
- Telephonic interpreter services, (from contract interpreters or an agency); An account has been established with Language Line and Lionbridge to provide telephonic interpretation on an as needed basis.
- A public court phone line with key instructions provided in Spanish to request court services.
- Video remote interpreting services available in all courts.
- The terms of the court’s contracts with providers of court-ordered services.

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

- Self-help center services that include bilingual self-help center staff, telephonic language assistance, and staff interpreters that provide self-help services to LEP persons in their primary language.
- Workshops in Spanish regarding Parent Education classes, Divorce 101, Juvenile Probation Orientation, and Free Legal Talk Series.
- Family court mediators are teamed up with staff or freelance interpreters for custody and visitation matters.
- Parties in Family Law matters are teamed up with staff or freelance interpreters when meeting with the Family Law Navigator.
- Juvenile Dependency mediators are teamed with staff or freelance interpreters.
- Juveniles and the parents of juveniles ordered to participate in court-approved or court-sponsored programs such as LEAP, Detention Alternative Options, Diversions, or Drug Court, are provided staff or freelance interpreters.
- Individuals who meet with Adult Probation Officers for pre-sentence or other interviews are provided staff or freelance interpreters.
- Juveniles or adults ordered to participate in mental health evaluations or out-of-custody restoration to competency programs are provided staff or freelance interpreters.
- Written informational and educational materials and instructions are available in Spanish.
- Website links from the 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 court’s LAP and complaint form and process should be made available online.

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

The Superior Court and limited jurisdiction courts of Yavapai County use 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, law

libraries/resource centers, over the phone, etc., 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 Superior Court and all limited jurisdiction courts of Yavapai County 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 Superior Court and all limited jurisdiction courts of Yavapai County currently use forms and instructional materials translated into Spanish.

- The court has translated various vital documents into other languages:
  - **Juvenile Court Services:** Conditions of Probation, Court Ordered Parental Responsibilities, Juvenile and Family Information Form, GPS Contract, Past Due Parental Financial Obligation, Parent Notification and Order to Show Cause Forms and general information pamphlets.
  - **Adult Probation:** Pre-Sentence Investigation Information forms; Defendant's Statement form; Financial Information form; Adult Substance Abuse Survey; Monthly Information Sheet; Arizona Uniform Conditions of Supervised Probation; Community Restitution Work Information; Monthly Probation Financial Obligation Form.
  - **Yavapai County Superior Court and Clerk of the Court:** Felony and Misdemeanor Release Conditions, Post-Conviction Relief Rights Forms and Defendant's Financial Statement. The Yavapai County Superior Court and Clerk of the Court utilize the numerous forms the Administrative Office of the Courts and Maricopa County Superior Court provide online at the following links:
    - <http://www.superiorcourt.maricopa.gov/Espanol/index.asp>
    - <http://www.azcourts.gov/elcentrodeautoservicio>
  - **Mayer Justice Court:** Protective Order forms; Referral form for Life Skills Program; Order to Show Cause; Misdemeanor and Felony Conditions of Release and the AOC forms website:
    - <http://www.azcourts.gov/elcentrodeautoservicio>
  - **Verde Valley Justice Court:** Waiver of Appearance; Arraignment forms; Part B Questionnaire forms; Release Conditions; Bond/Fee schedules and Request for Hearing; Waiver of Counsel and the AOC forms website:

- <http://www.azcourts.gov/elcentrodeautoservicio>
- **Yarnell/Bagdad Justice Court and Seligman Justice Court:** Misdemeanor and Felony Conditions of Release and the AOC forms website:
  - <http://www.azcourts.gov/elcentrodeautoservicio>

These documents are located at each individual court stated above and the Yavapai County Superior Court Interpreter's Office.

### **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. Websites/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.
- 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 Superior Court and all limited jurisdiction courts of Yavapai County are equal opportunity employers and recruit and hire 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 also recruits and uses volunteers to assist with language access in the following areas:

- In self-help centers, to assist LEP users;
- At public counters to provide interpretive services between staff and the LEP public

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

The Superior Court and all limited jurisdiction courts of Yavapai County 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;
- Staff attendance in Spanish training, provided by the court in partnership with local colleges and institutions to offer these classes on site and free to employees on court time, or through tuition reimbursement;
- New employee orientation training; and,
- Judicial officer orientation on the use of court interpreters and language competency.
- AOC's Language Access in the Courtroom Training DVD
- AOC's language access online training videos located at <http://www.azcourts.gov/educationservices/cojet-classroom/video-center>
- Interpreter and Bilingual Staff training

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

### **A. General**

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

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

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

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

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

## **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:
  - The customer may file the complaint with the Language Access Plan Coordinator (contact info included at the end of this LAP)
- The court has attached the complaint form (English/Spanish) to the LAP. In the alternative, the complaint forms may be located at:
  - Superior Court - Yavapai County Government
- The court will ensure the translated versions of the complaint form are available in multiple locations, including, but not limited to:
  - Forms posted on the court's website and
  - Hard copy forms available at public counters.

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

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

The Superior Court of Yavapai County's LAP, which is inclusive of all limited jurisdiction courts in Yavapai County, 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 this LAP will be provided to the public on request, and is available on the Superior Court's website at Superior Court - Yavapai County Government.

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

The Superior Court of Yavapai County 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 Language Access Plan 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/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.

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

Carlos M. Reyes, Lead Court Interpreter  
Superior Court Administration  
Yavapai County Courthouse  
120 South Cortez Street, #410  
Prescott, AZ 86303  
(928)777-7935 [careyes@courts.az.gov](mailto:careyes@courts.az.gov)

**D. AOC Language Access Contact:**

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Court Services Division  
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**E. LAP effective date:** February 1, 2025

**F. Date of last revision:** January 17, 2023

**G. Approved by:**

Presiding Judge:

  
Hon. John Napper

Date:

  
1/30/25

Court Executive Officer:

  
C. Rolf Eckel

Date:

  
1/30/25