# LANGUAGE ACCESS PLAN IN THE PIMA COUNTY JUVENILE COURT (PCJCC)

*A Blueprint for Providing Full Access to Justice for the Limited English Proficient Court Users*


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LANGUAGE INTERPRETER AND TRANSLATION SERVICES OFFICE (LITSO)
**Pima County Juvenile Court**



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## I. Legal Basis and Purpose

This document is the plan for the Pima County Juvenile Court's provision of services to persons with limited English proficiency (LEP). The services outlined in this plan 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), A.R.S. § 12-241, Arizona's Supreme Court's Administrative Order No. 2011-96, as well as PCJCC's policies and procedures. The purpose of the plan is to provide a framework for the provision of timely and meaningful language assistance to LEP persons who come in contact with the Pima County Juvenile Court.

This Language Access Plan (LAP) was developed to meet the Pima County Juvenile Court's commitment to provide meaningful access to court hearings, programs, and services for all 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 2012):

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

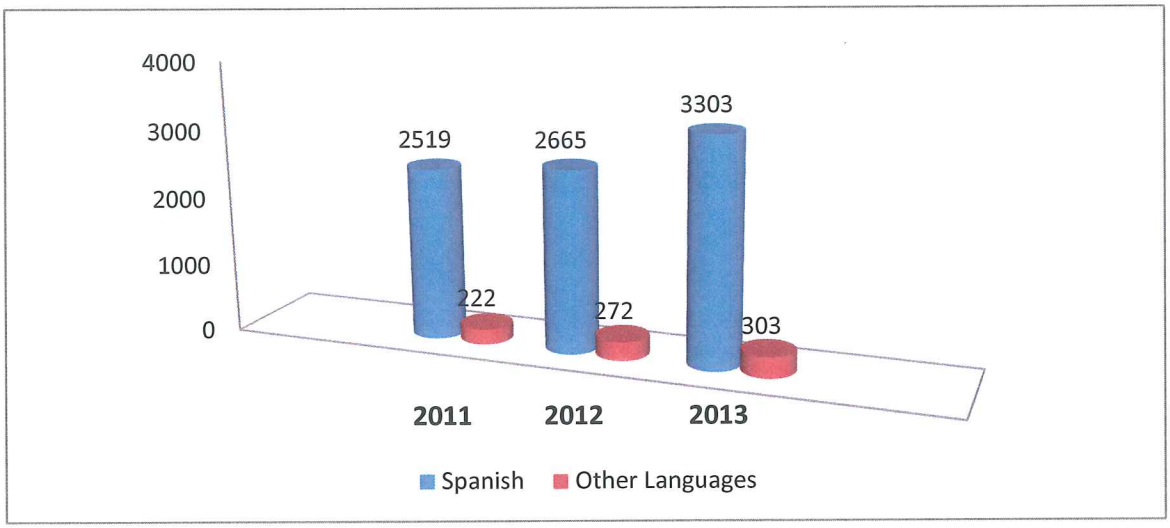
### B. Pima County Juvenile Court (PCJCC)

As a result of its proximity to Mexico, the Spanish LEP population in Pima County represents nearly 80% the entire county's LEP populations. A 2010 U.S. Census Bureau estimate and the figures presented on the 2012 American Community Survey[1], show that 34.6% of the total county population (980,263) is Hispanic or Latino and that 30.9% speak English less than "very well."

[1] Source U.S. Census Bureau – American FactFinder, Language Spoken at Home by Ability to Speak English for the Population 5 Years and over, 2012 American Community Survey 1-Year Estimates.

As shown in the table below, statistical data on LEPs who participate in court programs and services collected during the past three years at PCJCC reflects not only the linguistic diversity of the county but also the predominance of the Spanish language among LEP individuals.

**Number of LEP events at PCJCC by Spanish and Other Languages by Year 2011-2013**




On average, 92% of the total number of language access services provided by Pima County Juvenile Court is for Spanish speakers. The majority of LEP individuals in need of language services are parents, guardians, and family members. LEP minors represent 2% of the total number of individuals who require language access services.

Although the majority of the county's LEP individuals are part of the Hispanic/Latino population, Pima County enjoys a great ethnic and linguistic diversity –due in part to the growing number of refugee communities resettling here from various parts of the world. The following list[2] shows the foreign languages most frequently encountered at PCJCC during 2013.

1. Spanish
2. Somali
3. Swahili
4. Mai Mai
5. Khran
6. Russian

This list is a statement to the linguistic diversity and the specific language access needs in Pima County.

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[2] The list is based on data collected from Statistical Reports on the Use of Language Access Services at Pima County Juvenile Court.

## III. Language Assistance Resources

### A. Interpreters Used in the Courtroom

#### 1. Providing Interpretation in the Courtroom

It is the policy of Pima County Juvenile Court to assign and pay the cost of language access services for all LEP parties in interest (including witnesses, victims, and parents or guardians) during all court hearings or ancillary events to a court proceeding in both delinquency and dependency cases. Per Court policy, an interpreter should be available whether in-person, telephonically, or by video conference when needed[3].

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. Nonetheless, as a courtesy, PCJCC offers attorneys and their clients, in dependency and delinquency cases, the opportunity to access in person or telephonic interpreting services, free of charge, 15 minutes before and/or after any court hearing to facilitate their communication.

As a result of the frequency with which Spanish-speaking LEP individuals come in contact with the Court, the Court's administration has devoted additional financial resources to staff its Language Interpreter and Translation Services Office (LITSO). Consequently, LITSO now has a team of well-qualified staff which includes: one Court Interpreter Supervisor in charge of overseeing the provision of all the language assistance services (interpretation and translation) by the court; four full-time professional Spanish interpreters/translators and one bilingual Interpreter Administrative Assistant who, aside from handling requests for language access services and the scheduling of interpreters and translators, tracks data on all the linguistic services provided by the court.

In addition to staff professionals, the court contracts per diem, telephonic and video remote interpretation services to ensure that all requests for oral language services are fulfilled in a timely and professional manner. Given that both the telephonic and video remote interpretation resources used by the court can be accessed on-demand or on a pre-scheduled basis, the court has been able to virtually eliminate its continuance rate due to the lack of qualified language interpreters[4].

Although LITSO is well equipped to respond to present demand for Spanish interpretation and translation services in a timely and efficient manner, should the demand continue to increase at the rate experienced during the past year, additional human resources would be needed[5].

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[3] Pima County Juvenile Court, Langauge Access Policy and Procedure effective May 15, 2013. Available in the Court's intranet site.

[4] As reflected in the 2013 Annual Report on the Use of Language Access Services by Pima County Juvenile Court, the fulfillment rate of interpreter requests for PCJCC in 2013 was one hundred per cent. Only two court hearings in 2013 involving *lesser used languages* needed to be continued due to the lack of available interrpeters. LITSO has worked very diligently with its remote interpreter service provider to aid in the recruitment of potential interpreters for languages that represent a challenge.

[5] PCJCC saw a 28% increase in the demand for language assitance services requested during 2013. During 2013, LITSO fulfilled a total of 3,991 requests for services (3,628 for interpretation and 363 for translations) while in 2012

In general, judges, court mediators, probation officers and other court staff who have used remote interpreters since January 1, 2013 agree that this new service has greatly improved the quality and timeliness of the interpretation services provided by the court in languages other than Spanish.

In its effort to always provide professional, meaningful, and timely language access services, LITSO developed a great working relationship with both Lionbridge and Stratus based on good communication to promptly address quality, logistic, or technological issues as they arise.

## 2. Determining the Need for an Interpreter in the Courtroom

The PCJCC may determine whether an LEP court customer needs an interpreter for a court hearing in various ways.

1. Any agency involved in the referral/arrest of a minor or any intake or probation officer who becomes aware of the need for language assistance services can notify the interpreter's office of such need.
2. Any professional (social worker, therapist, court mediator, etc.) working with families involved in a dependency process with the court who becomes aware of the need for an interpreter can forward that information to the interpreter's office.
3. An LEP person himself/herself, through the use of "I Speak Cards" or signage posted throughout the court building, can either contact the interpreter's office to request the services of an interpreter or request the assistance needed through any court staff.
4. Any court employee, attorney or party involved in a case can identify the need for language services on behalf of any LEP person.
5. The need for an interpreter also may be made known in the courtroom at the time of a proceeding.

Signage throughout the court building indicating interpreter services may also help to identify LEP individuals. The PCJCC will display Notice of Free Interpreter Services in all its public access areas: Main Court House Entrance, reception desks on the first and second floors of the building, Children and Family Services front desk, Assessment's Office front desk, lobby TV monitors, Juvenile Detention Center entrance, Intake, Juvenile Intensive Probation Department entrance, Domestic Violence Advocacy Center (DVAC), North West Juvenile Court Center (NWCJC), and Ajo Juvenile Court satellite office.

Paper copies of the Interpretation Request Form in various languages will be available at the front desks to facilitate the request of services by self-identified LEP individuals.

To guarantee the timely assistance of an interpreter in any language, the court policy is that as soon as an LEP is identified at any step of the process, LITSO be informed. Once the interpreters office receives a request form, an email, or a phone call requesting services, every effort will be made to ensure that a competent interpreter be available in a timely manner.

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the total number was 3,110 (2,942 in interrpetation and 168 in translation).

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 continued to a date when an interpreter can be provided.

### 3. AOC Interpretation Resources

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. This roster is available to court staff on the Internet at http://www.interpreters.courts.az.gov. If and when PCJCC utilizes this resource, the interpreter supervisor will meet with the interpreter to be used to determine if he/she is sufficiently qualified to provide language access services before the interpreter is allowed to render his/her services.

Additionally, AOC created a statewide listserv to allow courts to communicate via email on court interpreter-related matters. The listserv is an excellent resource used by PCJCC 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.
Although PCJCC successfully implemented a program offered by an external vendor for the provision of qualified remote video interpretation services for specific language needs, when appropriate, it will explore the feasibility of adding the AOC video conference resource to its comprehensive language access services program.

## B. Language Assistance Services Outside of the Courtroom for Court Ordered Programs and Services

As indicated in the court's language access policy stated above, PCJCC always assigns and pays professional/qualified language interpreters for all LEP parties in interest participating in ancillary court events and services (e.g., probation interviews, the Legal Clinic, evaluations, mediation, routine contact with court personnel, etc.).

In order to accomplish this in the face of an ever increasing demand for timely and meaningful langauge access services, LITSO utilizes an array of language resources, some of which were already specified above:

- Staff court interpreters and independent interpreter contractors. As mentioned earlier, the court's language services office is made up of one fully bilingual Interpreter Administrative Assistant, one interpreter supervisor, and four fulltime Spanish interpreters/tranalators. Aside from that, the court has a list of fully qualified Spanish

interpreter contractors[6].

- Bilingual staff at all points of public contact and throughout the various court divisions. PCJCC's staff is trained to assist and direct any LEP customer who contact the court whether in person or telephonically. Given the fact that 93% of the LEP clients of the court are Spanish speakers, big efforts have been made to employ bilingual staff[7] in all court divisions.
- Telephonic interpreter services on a prescheduled and on-demand basis in dozens of languages provided through LionBridge Solutions Inc. PCJCC offers this service for face-to face encounters, as well as telephone conversations, mainly for languages other than Spanish or when when qualified in-person interpreters are not available –usually to fulfill on-demand requests.
- Video remote interpretation services –through Stratus Video Interpreting– offering many languages on demand, including certified ASL interpreters. These services are available on mobile devices (e.g. iPads and laptop computers) connected to the court's network so that the service can be provided when and where it is needed.
- A public court phone line with key instructions and a menu in Spanish to request court services.
- The terms of the court's contracts with providers of court-ordered services account for the need to provide appropriate langauge assitance services.
- "I Speak" cards, to identify the individual's primary language. When court staff does not know what language a customer is speaking, they use "I Speak" cards –available in many languages– or call the telephonic interpreter services provider to seek the assitance of an operator qualified to that.
- Spanish-English signage throughout the court facilities to guide court users and make LEP individuals aware of the free language services provided by the court.

Aside from supporting the provision of timely language assistance services in judicial and ancillary proceedings/services throughout the court facilities, the incorporation of remote language access services has permitted the following important developments for the court:

1. The expansion of schedules for the provision of timely language access services. The court is no longer restricted to its business hours in order to be able to provide language assistance services. Telephonic language services are accessible 24/7 all year round.

2. The provision of language access services to LEP juveniles and family members away from the court facilities. Court staff is no longer restricted to accessing qualified interpreters only in the court's facilities. All probation and surveillance officers are now a phone call away from qualified interpreters in dozens of languages when doing field work.

3. The provision of on-demand language assistance services by any court staff anywhere in the court facilities. For instance, if a support staff or probation officer calling the parent of a minor suddenly realizing that the parent is an LEP person, he or she can immediately

[6] See Appendix 1 for a list of PCJCC's independent interpreter contractors.
[7] See Appendix 2 for a complete list of bilingual court personnel and a description of the capacity in which they provide meaningful language access to LEP clients of the court.

call the language assistance line and conference in an operator qualified to assess the language spoken by the parent and immediately conference in the appropriate interpreter.

4. Access by attorneys in both dependency and delinquency cases to telephonic/video remote interpreting services minutes before and/or after any court hearing to consult with their clients when needed.

Regarding the provision of language assistance services to LEP court clients who attend court ordered programs and services at external agencies and behavioral health services providers, PCJCC relies on contract agreements between those agencies, the Arizona AOC and the Juvenile Justice Services Division (JJSD). Under such contractual agreements, external service providers are expected to extend appropriate language assistance services to any LEP clients referred to them by the court.

Additionally, when there is an LEP court client that needs to access/benefit from a treatment program or service, his/her language needs become part of the person's case plan. Thus, if at some point during the life of a dependency/delinquency case it is determined that the language services provided are inadequate; the provision of more appropriate language services may become an order of the Court.

The monitoring of the language services provided by external agencies is normally done during case review hearings which take place throughout the duration of a case. Normally, during review hearings, the judge, the LEP's attorney, and the probation officer/case manager address language issues to ensure that LEP juveniles and/or family members participating in programs/treatment provided by external agencies receive the necessary language access services. During court hearings, probation officers regularly address language access issues that are brought up during their regular contact with juveniles and their parents or guardians.

When dealing with thousands of LEP cases participating in court mandated programs and services through numerous external agencies, the role that judges play in addressing language access issues is essential. This is an effective way to ensure that external agencies provide the language services that LEP clients need in order to access and benefit from any court ordered treatment/program/service.

To ensure lingusitically accessible services for LEP individuals, The PCJCC also provides the following:

- Written informational and educational materials and instructions –e.g. brochures, bulletins, handbooks, etc.
- Informational brochures and videos explaining the various court programs and services, all the court's monthly bulletins, and every vital form available in English is available in Spanish in the court's website at http://www.pcjcc.pima.gov.
- A link to the Arizona Supreme Court's Spanish translated webpage for court forms and instructions at http://www.azcourts.gov/elcentrodeautoservicio/FormulariosdeAutoservicio.aspx.
- Information on how to access language services, language complaint and feedback forms

in the 10 most frequently encountered languages at PCJCC. All of this information will soon become available in the court's website and at various points of public access throughout the court facilities.

- Interpreters at court hearings are expected to provide sight translations of court documents and correspondence associated with the case.

### C. Translated Forms and Documents

Pima County Juvenile Court understands the importance of translating forms and documents to allow greater access to court's programs/services by LEP individuals. As such, PCJCC currently uses forms and instructional materials translated into Spanish[8].

All the Spanish translations used at the court are done by a team of qualified staff who has passed the court's rigorous translation qualification test. The new translation process requires a translator, an editor, and a proofreader for each translation.

Additionally, LITSO is in the process of implementing the use of translation memory software (WordFast). Once the translation memory of this software is completed, the productivity and efficiency of translators will be greatly increased; something absolutely essential to be able to continue providing timely services in the face of a rising demand.

Every single court form available in the court's website in English is now available in Spanish[9] at http://www.pcjcc.pima.gov/HTML%20files/Forms.html. But LITSO is presently working to ensure that every court form, notice, letter, or piece of information available in English for court users is also available in Spanish for LEP clients.

As mentioned above, the court's website also contains a link to the Arizona Supreme Court's Spanish translated webpage for Spanish speaking court users to access court forms and instructions (http://www.azcourts.gov/elcentrodeautoservicio/FormulariosdeAutoservicio.aspx).

Given the low incidence of languages other than Spanish at PCJCC, requests for written language access services for LEP individuals who speak other languages are outsourced to professional translation companies that hold active contracts with PCJCC.

All court summons, orders, minute entries, or letters from the court requiring the attendance of an individual to a court hearing, program or service include the following language: "*If you need language assistance services, please contact the interpreter's office at 520-724-2961 to schedule the services of an interpreter free of charge no later than one week before your scheduled event or immediately upon receipt of this correspondence.*" This statement has been translated into the most commonly used languages at PCJCC to be inserted in the above mentioned correspondence. Additionally, all forms related to the provision of language access services (e.g. statements about the availability of free language access services, language services request forms, complaint and feedback forms) have been translated into the 10 most used languages at the court. These forms

[8] See Appendix 3 for a list of forms and documents currently available in Spanish.
[9] See Appendix 4 for a complete list of Spanish forms available on the Court's website.

will become available on the court's website and at some strategic points throughout the court facilities in the near future.

### D. Requesting Interpretation and/or Translation Services

Although LEPs are advised that they can call LITSO at any time to request language assistance services, the majority of out-of-court interpretation and translation requests come from court staff through automated request forms. The automated request system is designed to facilitate the timely provision of these services. Automated English and Spanish request forms are available to court staff on the intranet site and to the public on the court's website. The forms have been translated into the most frequently used languages at the court and will also be available on-line in the near future. Paper copies of the forms in various languages will be available at all public counters. Forms that are not processed through the automated system can be faxed, sent by regular mail, or dropped off at the court.

Once an initial request is processed and the need for language assistance services is entered into the court's calendaring system, there will be no need for future requests since the system will automatically reflect the need the next time the LEP individual has a court scheduled event.

The court's IT department is now in the process of looking into the feasibility of developing a similar system, an interface application between E-Docs (the court clerk's application) and AGAVE (the court's calendaring system), to handle the translation needs that emerge as LEP cases progress through the legal process.

### E. List of the PCJCC Departments Served by LITSO

- The Juvenile Bench
- Court Administration
- Court and Calendar Services
- Child and Family Services
- Detention Services
- Probation Services
- Human Resources
- Training and Education
- Facilities Services

## IV. Court staff

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

The Pima County Juvenile 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:

- Court interpreters and translators to serve as regular full-time or part-time employees, or independent contractors of the court.
- Bilingual staff at public counters and various offices in different divisions to assist LEP individuals as needed, in person or by phone.

### B. Interpreter and Translator Qualification Requirements

The Interpreter and Translation Services Office established a high-standard qualification process designed to help the court recruit highly qualified linguists.

Aside from having a bachelor's degree and a minimum of three years of legal interpretation and/or translation experience, any candidate aspiring to work for the court must pass two exams: one interpretation exam that evaluates interpretation and language skills in the three modes of interpretation (simultaneous, consecutive, and sight translation) and one written open-book examination to determine professional competence to translate legal juvenile delinquency/dependency materials from English into Spanish. The level of difficulty of both exams is comparable to the level that a PCJCC's staff interpreters and translators would expect to see in their daily work. The interpretation exam is graded using objective scoring criteria similar to the one used by the Federal Court Interpreter Certification Exam (FCICE) and the translation examination is graded according to a point marking system. Errors are identified by category according to a long-established Framework for Standardized Error Marking. To be eligible for hire, a candidate must score at least 70 points in the oral exam and demonstrate a minimum margin of errors in the translation exercise (not to exceed a margin of errors higher than 15 in a translation of a passage containing around 750 words in English). Each error is assigned a value between 1 and 5 depending on its significance. All candidates are required to take the PCJCC qualification exams regardless of any external certifications they may already hold.

A candidate with at least an associate's degree or bachelors in translation and interpretation studies with less than three years of legal interpretation experience, but who demonstrates a high level of interpretation and translation skills (in the PCJCC interpreter's qualification exam) could be eligible for hire as an interpreter-trainee. If such a candidate were to be hired, he/she would be expected to retake the interpretation exam within one year of hire and pass it at the interpreter's level in order to interpret during court proceedings and to preserve his or her employment with the court. The trainee level only applies to interpretation. All candidates must demonstrate a high level of proficiency in translation in order to be hired.

Any new independent interpreter contractors hired by the court would have to meet the following qualifications: Pass Juvenile Court's interpreter qualification exam or demonstrate three years of verifiable continuous legal interpretation experience, have attended an approved advanced interpretation training program, demonstrate knowledge of specific juvenile court (delinquency and dependency) terminology, and pass a background check. No contract Spanish interpreters are hired to do translation work for the court.

## V. Judicial and Staff Training

### A. Court Staff Training

As part of its commitment to providing meaningful language access to all its LEP clients, the Pima County Juvenile Court has developed 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 training opportunities include:

- Mandatory LAP and Language Access training for all court employees;
- AOC's Language Access in the Courtroom Training DVD
- Spanish Skills training;
- Spanish Juvenile Legal Terminology training;
- Judicial orientation and bench cards on the use of court interpreters, language access issues and Title VI.
- Diversity and Cultural Competency trainings.

The class *Working to Improve Language Access and Participation*[10]is a mandatory two-hour class presented by LITSO staff once every quarter as part of the New Employee Orientation. The purpose of the class is twofold: 1. to ensure that all court employees are made aware of the court's legal obligations under Title VI of the Civil Rights Act of 1964 to provide meaningful language access to all its LEP clients and 2. to strengthen compliance with the court's *Policies and Procedures* and *LAP* (Language Access Plan). All new employees are required to take the class within their first year of employment with the court. Additionally, the court has instituted a 30-minute-mandatory-online class. The class content is updated on a yearly basis to keep court staff current on language access issues, developments, and trends in the LEP populations served by the court, as well as changes in policies, procedures, and services provided by the court. Both language access classes comply with curriculum requirements for COJET (Committee on Judicial Education and Training) credit.

Aside from specific language access trainings, the court provides Spanish-language-skills training opportunities to all its personnel. One such opportunity is a *Survival Spanish Curriculum* designed to assist court staff, particularly probation and surveillance officers, in improving bilingual skills needed in their daily work. In order to accommodate probation officers busy schedules, LITSO is considering an online-self-paced version of the class that could be accessed at any time.

LITSO is also planning on launching a class titled *Legal Juvenile Terminology in Spanish* which would be open to all court staff, judges, and attorneys. The class will be offered regularly for COJET credit.

Additionally, judicial and staff education regarding language access issues and services also takes place in very informal ways at PCJCC. Good communication channels have been

[10] See Appendix 5 COJET Class Description.

established between LITSO, the court's administration, the bench, and all court personnel to address language access issues and to keep everyone informed of any new developments. It is a common occurrence for court staff, judges, and attorneys to email, call or visit the language services office to ask questions or seek advice regarding language issues.

### B. Interpreters' Ongoing Training

LITSO implemented a performance appraisal process designed to assist interpreters and translators in the growth and development of their professional abilities. The performance appraisal review helps identify areas of weakness and strength in a thorough, fair and objective process[11]. This process will help determine specific training needs to be addressed. Through this process, each individual staff interpreter and translator has the opportunity to tailor his/her yearly professional development goals to improve specific areas of their work. Each staff member meets with the Interpreter Supervisor once every quarter to assess progress in his/her chosen areas.

As active members of the ACIA (Arizona Court Interpreters Association), LITSO's staff participates in professional development workshops and seminars. Among the topics addressed at the workshops are the following: consecutive, simultaneous, sight translation, translation and legal terminology.

Given that 2014 was chosen by LITSO's staff as a year dedicated to improve translation skills, additional efforts have been made to provide other specialized training opportunities to include: a 16-hour translation workshop by a well-known professional author and translator, and periodic in-house workshops to address specific translation, grammar, and terminology issues pertinent to the work at PCJCC.

In addition to the training opportunities mentioned above, other professional development opportunities are available for staff interpreters through COJET, as all court staff is required to complete 16 hours of training each year in diversity, cultural competency, ethics, the Arizona Court System, etc.

## 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 Pima County Juvenile Court provides community outreach and education and seeks input from its LEP constituency to further improve services. Outreach and education efforts include:

- Collaborative efforts with community agencies to provide a court presence in the LEP community. These efforts resulted in the creation of a culturally-sensitive orientation and guidance to families involved in the PCJCC delinquency process to increase the families understanding and trust of the system and to show how LEP individuals can access court services. The orientation will be shared with partner agencies and be presented to court involved families by culturally and linguistically competent agency staff.
- After soliciting input from community agencies and the community through focus groups

[11] See the attached packet containing PCJCC's Interpreter and Translator Performance Review Form and documents.

and meetings, the court implemented specific recommendations to improve communication, as well as youth and parental engagement.

- Hiring a Public Information Officer and establishing effective communication and community outreach strategies.
- Informative videos and brochures were created using appropriate grade level language in both English and Spanish to disseminate information to the community.
- The court's monthly Communication Bulletin is published in English and Spanish and distributed to dozens of community agencies and media outlets (including TV and radio stations). It contains informative stories and articles about the many good things happening at the various divisions of the court and in the juvenile detention center.

## VII. Formal Language Assistance Complaint Process

If an LEP court customer believes meaningful access to the court was not provided to them, they may choose to file a complaint with the court's Language Access Coordinator.
The Pima County Juvenile Court has developed and implemented a complaint procedure to address the receipt, investigation, and resolution of any complaints regarding its language access services.
Any LEP or individual from the public may file a complaint due to the denial or inadequacy of language assistance services received by an LEP. Paper copies of the Language Services Complaint Form[12] are available to juveniles and their families, staff members, and the general public at the two main reception desks and on the court's website. The form is available in the most frequently used languages to eliminate the language barriers of anyone wishing to file a complaint. In addition to the complaint form, the court has created a Language Services Feedback Form also available in the most commonly used languages at the court.

The court's complaint process includes the following:

1. Notice to court users of the availability of free language access services and of the existence of a complaint process.

2. Anytime an LEP or an interested party on behalf of an LEP wishes to file a complaint against any staff person or interpreter due to inappropriate language assistance services, the aggrieved person could notify the Language Access Coordinator by calling (520) 724-2237, or by filling out a Complaint Form and sending it to the Language Interpreter and Translation Services Office.

3. It is recommended that complaints be filed as soon as possible. Complaints received after 90 days of an occurrence, unless they involve criminal conduct, may not be acted upon.

4. Any questions regarding the complaint or the form would need to be directed to the Court's Language Access Coordinator.

5. Once the complaint form is completed it should be sent to the Language Interpreter and

[12] See atached packet containing Sample Interpreter Complaint and Language Service User Feedback forms.

Translation Services Office at the following address:

**Pima County Juvenile Court**
**Language Interpreter and Translation Services Office**
**Language Access Coordinator**
**2225 E. Ajo Way**
**Tucson, AZ 85713**
**Phone: 520-724-2237**
**Fax: 520-724-2923**

6. If the complaint involves a court staff or a per diem interpreter, the Language Access Coordinator will initiate an investigation. The investigation will include an initial evaluation of the nature of the complaint, which must be done within 5 business days of receiving the complaint, and follow-up interviews, if needed, with the parties involved to obtain specific information for the preparation of a report for the Deputy Court Administrator. The Deputy Court Administrator will review the report and render a decision within fifteen (15) business days of receiving it.

7. If the complaint involves language services provided by an external vendor (e.g. LionBridge, TransPerfect, etc.) the Language Access Coordinator will send a copy of the complaint to the Account Manager for the remote language service provider to complete an investigation. The remote language services provider will be given 21 business days to complete the investigation and send a report to the court's Language Access Coordinator.

8. Once an investigation is completed and remedial action is taken, the person or LEP who initiated the complaint will be notified of the results of the investigation and of any actions taken to remedy the situation.

## VIII. Public Notification and Evaluation of LAP

### A. LAP Approval and Notification

The Pima County Juvenile Court's LAP is approved by the Presiding Judge, the Deputy Court Administrator, and the Director of Juvenile Court Services. Upon approval, a copy will be forwarded to the AOC's Court Services Division. Any revisions to the plan will be submitted to the court's top administrators for approval, and then forwarded to the AOC. Copies of the PCJCC's LAP will be provided to the public on request and will be made available on the court's intranet and website sites.

### B. Evaluation of the LAP

The Pima County Juvenile 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 than once a year. Any revisions to it will be subject to approval by the court's administration.

Every year the court's Language Access 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 requests for language assistance services (interpretation/translation) by LEP persons or court staff;
- 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. Pima County Juvenile Court Language Access Coordinator**
**Ramiro F. Alviar**
Pima County Juvenile Court Center
2225 E. Ajo Way
Tucson, AZ 85713
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**D. AOC Language Access Contact:**
Carol Mitchell, Court Access Specialist
Court Services Division
Administrative Office of the Courts
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Phoenix, AZ 85007
(602) 452-3965, cmitchell@courts.az.govv

# PIMA COUNTY JUVENILE COURT (PCJCC)
## LIMITED ENGLISH PROFICIENCY PLAN

*A Blue Print for Providing Full Access to Justice for the Limited English Proficient Court Users*

**Adoption date: December, 2011**

**Revision Date: November, 2014**

**Approved by:**

| | |
|---|---|
| Signature | 12/3/14<br>Date |
| Judge Kathleen Quigley<br>Presiding Judge | |
| Signature | 11/25/14<br>Date |
| Ronald G. Overholt<br>Deputy Court Administrator | |
| Signature | 11/25/14<br>Date |
| John Schow<br>Director of Juvenile Court Services | |

**Court Administrative Office, 2225 East Ajo Way,**
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