

Chandler Municipal Court

Language Access Plan (LAP) FY 2025/26

I. Legal Basis and Purpose

This document serves as the plan for the Chandler Municipal 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 Chandler Municipal 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. Chandler Municipal Court

The Chandler Municipal 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. Chinese/Mandarin
3. ASL
4. Vietnamese
5. Arabic

This information is based on data collected from the court’s case management system and internal statistics collected from interpreter invoices.

III. Language Assistance Resources

A. Interpreters Used in the Courtroom

1. Providing Interpreters in the Courtroom

In the Chandler Municipal Court, court interpreters will be provided in all courtroom proceedings at no cost to all LEP litigants; witnesses; 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 Chandler Municipal 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 prosecutor's office to provide qualified interpretation and translation services for pre-trial transcriptions and translations and attorney/client communications held off court site.

2. Determining the Need for an Interpreter in the Courtroom

The Chandler Municipal Court may determine whether a court customer has limited English proficiency. Identification of language needs at the earliest point of contact is a priority for the Court. 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 security, front counter and courtroom staff, attorneys, victim advocates, and by law enforcement officers as noted on a citation. The Court has a documented process to identify LEP needs for parties with notation in the case file.

Signage throughout the court building indicating interpreter services are available may also help to identify LEP individuals. The Chandler Municipal Court displays the "Notice of Interpreter Services" sign at the following locations inside the court building: entry point and second floor information desk.

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 to 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:

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 Chandler Municipal 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 a, public service windows/cashiers, inbound calls, jury service, and records.

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 Chandler Municipal 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.

3. Court-Ordered Services and Programs

The court takes 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 alcohol and drug screening/treatment, educational programs, and classes provided by a private vendor under contract with the court. Any contracts with vendors that provide direct services to court users 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 interpreter and independent interpreter contractors:* The court's staff interpreter has a Tier 3, Arizona Court Interpreter Credential. The court also utilizes the services of independent contractors, or agency contractor interpreters. Preference is given to credentialed interpreters when requesting external interpreters.
- *Public Phone Line:* The court's public phone line has key instructions provided in Spanish to request court services.
- *Bilingual employees:* The court has bilingual employees in the following language: Spanish. When LEP customers seek our assistance outside the courtroom and in the public service windows, we first try to meet their needs by using the language skills of our employees.
- *Internal phone list:* The city of Chandler has developed an internal phone list of bilingual employees who may provide assistance to LEP customers when necessary, and when no staff person is available to provide that assistance in person.
- *"I Speak" cards:* are available to identify the individual's primary language, when court staff cannot identify the language a customer is speaking.
- *Signage:* Multilingual signage throughout courthouse locations in the following languages: Spanish.
- *Telephonic interpreter services:* for face-to-face encounters, as well as telephone conversations, the Chandler Municipal Court utilizes bilingual employees or a telephonic interpreter service, when on-site interpreters are not available.
- *ILA (Instant Language Assistance) Language access tablet:* Through TranslateLive, the court counts with a multi-language translation tablet. This language access tool allows for real-time, on-demand conversations in more than 200 languages and dialects. This technology is used at the customer service windows.

To provide linguistically accessible services for LEP individuals, the Chandler Municipal court provides the following:

- *Check-in Kiosk:* The court's kiosk for electronic check-in, is also available in Spanish, and alerts the customer service staff that the client speaks Spanish.
- *AZ Point (Arizona Protective Order Initiation and Notification Tool):* The Court provides an AZ Point station in Spanish, to help petitioners complete petitions for Orders of Protection and Injunctions against Harassment through a guided interview process.

- Written informational and educational materials and instructions in Spanish.
- Website link 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 courts' LAP and complaint form and process available online.

<http://www.azcourts.gov/elcentrodeautoservicio> This website is for court forms and instructions and other language access related resources such as the courts' website pages.

<http://www.Chandleraz.gov/court> for access to the LAP and complaint form

4. Bilingual Staff and Volunteers

The Chandler Municipal Court uses bilingual staff and in the provision of linguistically accessible services for LEP individuals. The Chandler Municipal Court does not currently utilize volunteers.

These staff assist LEP individuals at: public counters, information desk, Kiosk, and over the phone in the same manner as that for English-speaking court users. Bilingual staff 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 Chandler Municipal Court shall ensure that court appointed, or supervised personnel include 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 Chandler Municipal Court currently uses forms and instructional materials translated into Spanish.

- The court has various vital documents available in Spanish:
 - Civil Traffic Hearing Information
 - Financial Statement
 - Information for County Jail Confinement
 - Records Request
 - Request for Public Defender
 - Request for Trial/Hearing
 - Sentencing Requirements
 - Safety Plan
 - Waiver of Counsel

These documents will be located at the Chadler Municipal Court, 200 E Chicago Street, Chandler AZ 85225 or handed out in court or the public service windows, when appropriate.

Qualified interpreters at court hearings provide sight translations of court documents and correspondence associated with the case. If an interpreter is not available, other reasonable means will be employed to ensure meaningful access for the LEP person, such as: Explaining the contents of the document by competent bilingual staff, utilizing a telephonic interpreter service to relay court staff's explanation of the documents content, or submission of the document for a timely written translation as appropriate.

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

Chandler Municipal Court operates an internet website <http://www.Chandleraz.gov/courts>. A notice about the availability of language services in Spanish is posted on the court's website. 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 Chandler Municipal 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:

- Credentialed Spanish Court interpreter who serves as a regular full-time employee and the use of regular interpreter contractors of the court.
- Bilingual staff to serve at public counters and answer inbound calls.
- Bilingual city staff available to assist with contacts from LEP individuals, as needed.

B. Recruitment of Volunteers for Language Access

Currently, the Chandler Municipal Court does not recruit or use volunteers to assist with language access. If volunteers are recruited, they will receive guidance on Language Access requirements.

V. Judicial and Staff Training:

The Chandler Municipal 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.
- Cultural competency training.
- LAP training.

- New employee orientation training; and,
- AOC's Language Access Online Training Videos located at <http://www.azcourts.gov/educationservices/cojet-classroom/video-center>
- Training on roles and terminology for bilingual staff, provided by the AOC, Arizona Office of the Courts.
- Training on language and accessibility requirements for the courts made available to all court staff, provided by the AOC, Arizona Office of Courts.

VI. Public Outreach and Education

A. General

Chandler Municipal Court is in the process of developing a Spanish Interpreter High School Experience/Program which is designed to encourage young people to seek a career in court interpretation as well as familiarize them with our legal system. Any efforts at public outreach are considered for translation into other languages, as appropriate.

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

The Chandler Municipal Court will determine whether any vital 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.

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

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 court's Language Access Plan Coordinator. The process is as follows:

- 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:
 - Mailed or delivered to:
Chandler Municipal Court
Attn: Michelle Estrada
200 E. Chicago St.
Chandler, AZ 85225
 - Emailed to: michelle.estrada@chandleraz.gov
- The Court has attached the complaint form (English and 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 and
- Hard copy forms available at the counters.

VIII. Public Notification and Evaluation of LAP

A. LAP Approval and Notification

The Chandler Municipal Court’s LAP is approved by the Presiding Judge and Court Executive Officer. Upon approval, a copy shall be submitted 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 Chandler Municipal Court’s LAP will be provided to the public on request. In addition, the court posts the approved LAP in its public website.

B. Evaluation of the LAP

The Chandler Municipal 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 once a year.

Every two years the court’s staff interpreter 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 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.
- 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. Court Language Access Plan Coordinator:

Michelle Estrada. Court Interpreter. Chandler Municipal Court.
200 E. Chicago St. Chandler, AZ 85225 (480) 782-4754
michelle.estrada@Chandleraz.gov

D. AOC Language Access Contact:

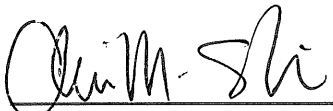
David Svoboda. Court Services Division. Administrative Office of the Courts
1501 W. Washington Street, Suite 410, Phoenix, AZ 85007 (602) 452-3965.
dsvoboda@courts.az.gov

E. LAP effective date: January 2025

F. Date of last revision: January 2025


G. Approved by:

Presiding Judge:


Alicia Skupin

Date: [1/21/2025]

Court Executive Officer:


Ken Kung

Date: [1/21/2025]

Chandler Municipal Court

Language Access to Court Services Complaint Form

The court may be required to provide interpreters at no cost for court users, including litigants, victims, and witnesses who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English. If you believe you have not been provided effective language assistance for any court or probation proceeding or other service provided by the court, please complete this form and return it to:

Chandler Municipal Court. 200 E Chicago St. Chandler AZ 85225

The submission of a complaint will NOT affect the outcome of any court matter.

The court will address your concerns within a reasonable time not exceeding 30 days after submission of this form.

THIS FORM IS AVAILABLE IN OTHER LANGUAGES UPON REQUEST.

PLEASE COMPLETE:

Today's Date: _____

First Name: _____ Last Name: _____

Address: _____ City/State/Zip: _____ / ____ / _____

Home Telephone: (_____) _____ - _____ Mobile Phone: (_____) _____ - _____

Email Address: _____

Primary Language: _____

Date of Incident: _____

What problem did you have with language assistance?

- The court did not provide an interpreter
- The interpreter did not interpret correctly or did not speak my language
- Other- please describe:

Section 601 of Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d states that "No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance."

Tribunal Municipal de Chandler

FORMULARIO DE QUEJA Servicios de Traducción e Interpretación

Para garantizar la participación en las diligencias y los servicios judiciales, se le proveerá un intérprete sin costo alguno a las personas tales como litigantes, víctimas, ofendidos y testigos que no hablen el inglés como idioma principal o a aquellos que no sepan escribir, leer, entender o hablar el inglés. Si Ud. cree que no le han facilitado servicios de interpretación en el tribunal, o para gozar de los servicios de régimen a prueba, por favor, llene este formulario y envíelo a: Chandler Municipal Court. 200 E Chicago St. Chandler AZ 85225

*Ninguna causa pendiente se verá afectada por haber sometido una queja.
Este tribunal tratará de abordar su queja en un plazo de 30 días después de haberla sometido.*
PUEDE OBTENER ESTE FORMULARIO EN OTROS IDIOMAS SI LO SOLICITA

LLENE LOS ESPACIOS EN BLANCO:

Fecha: _____

Nombre: _____ Apellido(s): _____

Dirección: _____ Ciudad/Estado/C.P.: _____ / ____ / ____

Teléfono: (____) _____ - _____ Celular: (____) _____ - _____

Correo electrónico:

Idioma principal:

¿En qué fecha sucedió el incidente? _____

Explique cuál fue el problema:

- El tribunal no me proporcionó un intérprete
- El intérprete no interpretó de manera adecuada o no hablaba mi idioma.
- Otro motivo; anote los detalles:

La fracción 601 del Título VI de la Ley de Derechos Civiles de 1964, 42 U.S.C. 2000d reza lo siguiente: "A ninguna persona presente en los Estados Unidos se le privará del derecho de participar, ni se le negarán beneficios, ni estará sujeta a la discriminación debido a su raza, etnia u origen, de ningún programa o actividad que reciba fondos federales."