

**Sahuarita Municipal Court -1046
360 W. Sahuarita Center Way
Sahuarita, Arizona 85629
(520) 344-7150**

Language Access Plan (LAP)

I. Legal Basis and Purpose

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

The Sahuarita Municipal Court is responsible for providing services identified in this plan to all LEP persons. However, the following list shows the foreign languages that are most frequently

43 used in this court's geographic area.

44 1. Spanish

45
46 This information is based on data collected from Sahuarita Municipal Court statistics and our
47 court staff's experiences.

48

49 **III. Language Assistance Resources**

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

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

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55 In the Sahuarita Municipal Court, court interpreters will be provided in all courtroom
56 proceedings at no cost to all LEP witnesses; litigants; victims; parents, guardians, and family
57 members of minor witnesses, victims, and/or litigants; as well as any other person whose
58 presence or participation is necessary or appropriate as determined by the judicial officer.

59

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

65

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

69

70 **2. Determining the Need for an Interpreter in the Courtroom**

71

72 The Sahuarita Municipal Court may determine whether a court customer has limited English
73 proficiency. Identification of language needs at the earliest point of contact is highly
74 recommended. The need for a court interpreter may be identified prior to a court proceeding by
75 the LEP person or on the LEP person's behalf by counter staff, self-help center staff, family
76 court services, or outside justice partners such as Pima County Sheriff's Office/Video Court
77 Judge/Staff, on their Jail Release Order, Sahuarita Police Department, on the citations.

78

79 Courts should have a documented process to identify LEP needs for parties with notation in the
80 physical and electronic case file. The Court has an electronic case management system that court
81 staff uses to populate fields indicating language services are required, and in which, that is good
82 for the life of the case. Physical files are also marked with the same notations. Once a case is
83 marked needing language access services, the Court will automatically provide an interpreter for
84 the life of the case for all court proceedings.

85
86 The Sahuarita Police Department, Court Staff, as well as court staff that process the jail release
87 orders, have been notified that any Spanish speaking litigants or litigants of any other language
88 should be cited into this court on the last Tuesday afternoon of each month, at which time a court
89 interpreter will be available.

90
91 Signage throughout the court building indicating interpreter services are available may also help
92 to identify LEP individuals. The Sahuarita Municipal Court will display this sign at the
93 following locations: lobby of the court building.

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

100 101 **3. AOC Interpretation Resources**

102
103 Court Interpreter Registry, Roster of Credentialed Court Interpreters, and Listserv:

104
105 The AOC maintains a statewide registry of individuals who indicate they have interpreting
106 experience and have expressed interest in working in the courts. The registry includes
107 information on the individuals' credentialing status with the Arizona court interpreter
108 credentialing program (ACICP). The court using interpreting services will determine the
109 competence of the persons listed and their suitability for a given assignment. This registry is
110 available to court staff on the Internet at <https://apps.azcourts.gov/registry>.

111
112 The Sahuarita Municipal Court also networks with other courts around the state if the AOC or
113 Pima County Superior Court cannot supply the language needed interpreter.

114
115 The AOC also maintains a public Arizona roster of credentialed court interpreters. The public
116 roster lists the name, language, credential level, and contact information for those interpreters
117 who have successfully earned an ACICP credential and who have consented to having their
118 information appear in the public roster. The public roster is available on the Arizona judicial
119 branch website at <https://www.azcourts.gov/interpreter/>.

120
121 Additionally, AOC created a statewide listserv to allow courts to communicate via email on
122 court interpreter-related matters. The listserv is an excellent resource to locate referrals for
123 specific language needs. Access codes and instructions to join the listserv, may be obtained from
124 the AOC language access contact person.

125
126 Video Remote Interpreting:

127
128 The AOC has installed video conferencing equipment at the State Courts building that will allow
129 courts with compatible technology to remotely conference an interpreter from the Phoenix metro
130 area or from another court jurisdiction into their court to improve resource allocation and reduce
131 time and costs associated with interpreter travel. Contact the AOC LAP contact for more
132 information on VRI connectivity and checklist for court proceedings most appropriate for video.

133 134 **B. Language Services Outside the Courtroom**

135
136 The Sahuarita Municipal Court is also responsible for taking reasonable steps to ensure that LEP
137 individuals have meaningful access to all court services and programs outside the courtroom.
138 Court services and programs include but are not limited to self-help centers, clerk offices, intake
139 officers, cashiers, and records room.

140 141 **1. Assistance to Understand Court Procedures and Policies**

142
143 Services offered by the court generally to English-speaking customers pursuant to the
144 employee code of conduct (ACJA §1-303) must also be provided to LEP litigants in their
145 language.

146 147 **2. Assistance to Fill-Out Court Forms and Pleadings**

148
149 The Sahuarita Municipal Court will assist in the filling-out of court forms for those LEP
150 court customers who are unable to do so either by themselves or with the assistance of
151 another competent adult proficient in English and able to render assistance in a timely
152 manner.

153 154 **3. Court-Ordered Services and Programs**

155
156 The court also is responsible for taking reasonable steps to ensure that LEP individuals have
157 meaningful access to all court-ordered services and programs. Court-ordered services and
158 program include but is not limited to conciliation, mediation, arbitration, treatment or
159 educational programs provided by a court employee or a private vendor under contract with the
160 court. Contracts with vendors that provide direct services to court users must include the
161 requirement that the vendor provide language services, including interpreters, for all LEP
162 individuals.

163
164 The court uses the following resources to facilitate communication with LEP individuals and
165 court staff or providers of court-ordered services:

- 166
167
 - Independent interpreter contractors are utilized on the afternoon of the last Tuesday of
168 each month, as well as on an as-needed basis when notice is provided.

- 169 • Bilingual employee(s); The Sahuarita Municipal Court has an employee in the following
170 language: Spanish. When LAP customers seek our assistance outside of the courtroom,
171 we first try to meet their needs by using the language skills of our employees.
- 172 • “I Speak” cards, to identify the individual’s primary language if court staff is unable to
173 establish what language is being spoken.
- 174 • Telephonic interpreter services from contract interpreters
- 175 • Video remote interpreting services (where available)
- 176

177 To provide linguistically accessible services for LEP individuals, the Sahuarita Municipal Court
178 provides the following:

- 179
- 180 • Bilingual employee(s) who provide customers both in person and telephonic, with
181 general information in Spanish.
- 182 • Continue any pre-trial Criminal cases that require an interpreter to a day when the court
183 will have a court interpreter present and set civil cases such as civil traffic hearings and
184 Protective Orders hearings with interpreter needs for scheduled interpreter day.
- 185 • Continue to send court employee(s) to any translation/interpreting/Spanish training made
186 available for a low fee so that employees can communicate well on general issues with
187 each LAP customer.
- 188 • Written informational and educational materials and instructions in Spanish.
- 189 • Website link from court’s website (if applicable) to the Supreme Court’s Spanish
190 translated webpage for court forms and instructions and other language access related
191 resources such as the courts’ lap and complaint form and process should be made
192 available online.
- 193

194 **4. Bilingual Staff and Volunteers**

195
196 The Sahuarita Municipal Court uses bilingual staff and volunteers in the provision of
197 linguistically accessible services for LEP individuals. These staff assist LEP individuals at public
198 counters, over the phone, etc., in the same manner as that for English-speaking court users.

199
200 Bilingual staff and volunteers who have not completed the credentialing program are not used in
201 lieu of interpreters, either in court or for court-ordered programs and services.

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

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204
205 The Sahuarita Municipal Court also shall ensure that court appointed or supervised personnel,
206 including but not limited to child advocates, guardians ad litem, court psychologists and doctors
207 provide language services, including interpreters as part of their service delivery system to LEP
208 individuals.

209 **D. Translated Forms and Documents**

210

211 The Arizona courts understand the importance of translating forms and documents so that LEP
212 individuals have greater access to the courts' services. The Sahuarita Municipal Court currently
213 uses forms and instructional materials translated into Spanish.

214

- 215 • The court has translated various vital documents into Spanish language:
 - 216 • Waive of Counsel form
 - 217 • Waiver of Right to a Jury Trial
 - 218 • Bond Cards
 - 219 • Defendant's Financial Statement
 - 220 • Standard Conditions of Release/Custodial Obligations- on the back of the Minute
 - 221 Entry Order.

222 These documents are provided to the customer during court. The Bond Cards are provided by the
223 Sahuarita Police Department at the time a civil traffic citation is issued and is both in English and
224 Spanish.

225 These documents will be located at Sahuarita Municipal Court, 360 W. Sahuarita Center
226 Way, Sahuarita, Arizona 85629.

227

228 **1. Sight Translation**

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230 The court will provide assistance so LEP persons may understand court-issued documents
231 provided in English through sight translation or other reasonable means.

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

234

235 **E. Website/Online Access**

236

237 Sahuarita Municipal Court operates a page on the Town of Sahuarita's website at
238 <https://sahuaritaaz.gov/185/Municipal-Court>

239

- 240 • A notice about the availability of language services written in Spanish and posted on the
- 241 Court's webpage.
- 242 • A hyperlink to: Arizona Supreme Court's Spanish-translated webpage at
- 243 <https://www.azcourts.gov/elcentrodeautoservicio>

244

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

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

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249 The Sahuarita Municipal Court is an equal opportunity employer and recruits and hires bilingual
250 staff to serve its LEP constituents. Primary examples include but are not limited to:

251

- 252 • Court interpreters to serve as regular full-time or part-time employees or regular

- 253 interpreter contractors of the court.
254 • Bilingual staff to serve at public counters and or self-help centers; and
255 • Bilingual staff available on call to assist with contacts from LEP individuals, as needed.
256

257 **B. Recruitment of Volunteers for Language Access**
258

259 The court has not recruited or used volunteers to assist with language access at this time.
260

- 261 • At public counters to provide interpretive services for the LEP public.
262

263 **V. Judicial and Staff Training:**
264

265 The Sahuarita Municipal Court is committed to providing language access training opportunities
266 for all judicial officers and staff members. Training and learning opportunities currently offered
267 will be expanded or continued as needed. Those opportunities include:
268

- 269 • Diversity Training.
270 • Court training offered through other agencies
271 • Cultural competency training
272 • Collaborations with social service providers and other agencies to provide counseling and
273 other LAP training.
274 • Staff attendance in Spanish, provided by the court in partnership with local colleges and
275 institutions to offer these classes on site and free to employees on court time, or through
276 tuition reimbursement.
277 • New employee orientation training
278 • Judicial officer orientation on the use of court interpreters and language competency.
279 • AOC's Language Access in the Courtroom Training DVD
280 • AOC's Language Access Online Training Videos located at
281 <http://www.azcourts.gov/educationservices/cojet-classroom/video-center>
282

283 **VI. Public Outreach and Education**
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285 **A. General**
286

287 Due to our demographics, Sahuarita Municipal Court does not participate in any public outreach.
288 However, the Court has provided a link on the Court's website to the Arizona Supreme Court's
289 Spanish-translated webpage. The need for public outreach and education will be reviewed
290 annually and modified as needed.
291

292 The Court will solicit input from the LEP community and its representatives through Pima 8
293 Court Administrator's group, Pima County Presiding Judge/Court Administrator's meetings on
294 how LEP individuals can access court services.

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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/Court Administrator.

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:
 - In person at the public service counter
 - Filed via our court email: SahuaritaCourt@courts.az.gov
 - Faxed to 520-344-7151
 - Or mailed to:
 - Sahuarita Municipal Court
 - ATTN: LAP Coordinator/Court Administrator
 - 360 W. Sahuarita Center Way
 - Sahuarita, Arizona 85629
- The Court has attached the complaint form (English/Spanish) to the LAP. In the alternative, the complaint forms may be located at the front counter and on the Town of Sahuarita’s webpage at <https://sahuaritaaz.gov/185/Municipal-Court>
- 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.

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

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339 **A. LAP Approval and Notification**

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341 The Sahuarita Municipal Court's LAP is approved by the Presiding Judge and Court
342 Administrator. Upon approval, please forward a copy to the AOC Court Services Division. Any
343 revisions to the plan will be submitted to the presiding judge and court administrator for approval
344 and then forwarded to the AOC. Copies of Sahuarita Municipal Court's LAP will be provided to
345 the public on request. In addition, this plan will be posted on the Court's website.

346

347 **B. Evaluation of the LAP**

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349 The Sahuarita Municipal Court will routinely assess whether changes to the LAP are needed.
350 The plan may be changed or updated at any time but reviewed not less frequently than once a
351 year by the Court's Language Access Plan Coordinator/Court Administrator.

352

353 Each year the court's Court Administrator will review the effectiveness of the court's LAP and
354 update it as necessary. The evaluation will include identification of any problem areas and
355 development of corrective action strategies. From time to time, the court may consider using a
356 survey sampling of data collection for a limited time period which involves assessing language
357 access requests to assist in the evaluation of the LAP.

358

359 Elements of the evaluation will include

- 360 • Number of LEP persons requesting court interpreters and language assistance.
- 361 • Assessment of current language needs to determine if additional services or translated
362 materials should be provided;
- 363 • Solicitation and review of feedback from LEP communities within the county;
- 364 • Assessment of whether court staff adequately understand LEP policies and procedures
365 and how to carry them out;
- 366 • Review of feedback from court employee training sessions
- 367 • Customer satisfaction feedback as indicated on the access and fairness survey, if
368 administered by the court during this time period.
- 369 • Review any language access complaints received during this time period.

370

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

372 Dina Troutwine, Court Administrator
373 Sahuarita Municipal Court
374 360 W. Sahuarita Center Way
375 Sahuarita, Arizona 85629
376 520-344-7150, dtROUTWINE@courts.az.gov

377

378 **D. AOC Language Access Contact:**

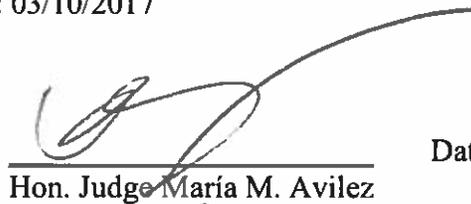
379 David Svoboda
380 Court Services Division
381 Administrative Office of the Courts
382 1501 W. Washington Street, Suite 410
383 Phoenix, AZ 85007
384 (602) 452-3965, dsvoboda@courts.az.gov
385

386 **E. LAP effective date:** 01/31/2025

387 **F. Date of last revision:** 03/10/2017

389 **G. Approved by:**

391 Presiding Judge:



Date: 01/31/2025

Hon. Judge Maria M. Avilez

395 Court Executive Officer:



Date: 01/31/2025

Dina Troutwine, Court Administrator

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426 **Addendum A**
427 **Model Interpreter Services Policy**

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429 **Sahuarita Municipal Court -1046**
430 **360 W. Sahuarita Center Way**
431 **Sahuarita, Arizona 85629**
432 **(520) 344-7150**
433

434 **INTERPRETER SERVICES GUIDELINES**

435 Arizona Supreme Court Administrative Order 2016-02 requires courts to have their staff interpreters
436 credentialed at the Tier 3 level or higher within two years of their date of hire. Also, the Order requires
437 the court to demonstrate appointment preference for credentialed freelance interpreters.

438 Additionally, Arizona Code of Judicial Administration (ACJA) Section 7-301 requires interpreters to
439 comply with mandatory continuing education requirements. Beginning in 2025, courts will be able to
440 check an interpreter's compliance with these requirements in the Arizona Court Interpreter Registry.

441 To comply with the court's duty to take reasonable steps to ensure meaningful access to the court's
442 programs and services for individuals with limited-English proficiency, the court will employ the following
443 guidelines for interpreter services.

444 **Interpreter Credentialing Tiers and Descriptions**

445 Administrative Order No. 2016-02 established the Arizona Court Interpreter Credentialing Program
446 (ACICP) and created the following credentialing tiers for interpreters in the Arizona courts:

447 **Tier 4** The highest credentialing tier an interpreter can earn, denoting a superior command of
448 both working languages and the requisite skills and abilities in all modes of interpreting.
449 Interpreters at this level have successfully completed training on interpreter ethics and
450 the Arizona court system, language assessments in English and the relevant working
451 language (e.g., Spanish, Korean, etc.), and earned scores of at least 80% on all sections
452 of the Oral Court Interpreting Exam.

453 **Tier 3** This tier denotes an interpreter that is fully competent in all modes of interpreting. It is
454 the minimum level of credential required of interpreters in staff positions in the court.
455 Tier 3 interpreters must successfully complete all testing and training elements
456 described above for Tier 4 with scores of at least 70% on all sections of the Oral Court
457 Interpreter Exam.

458 **Tier 2** Denotes an interpreter skilled in the three modes of interpreting and having completed
459 all testing and training elements described above with scores of at least 60% on all
460 sections of the Oral Court Interpreter Exam.

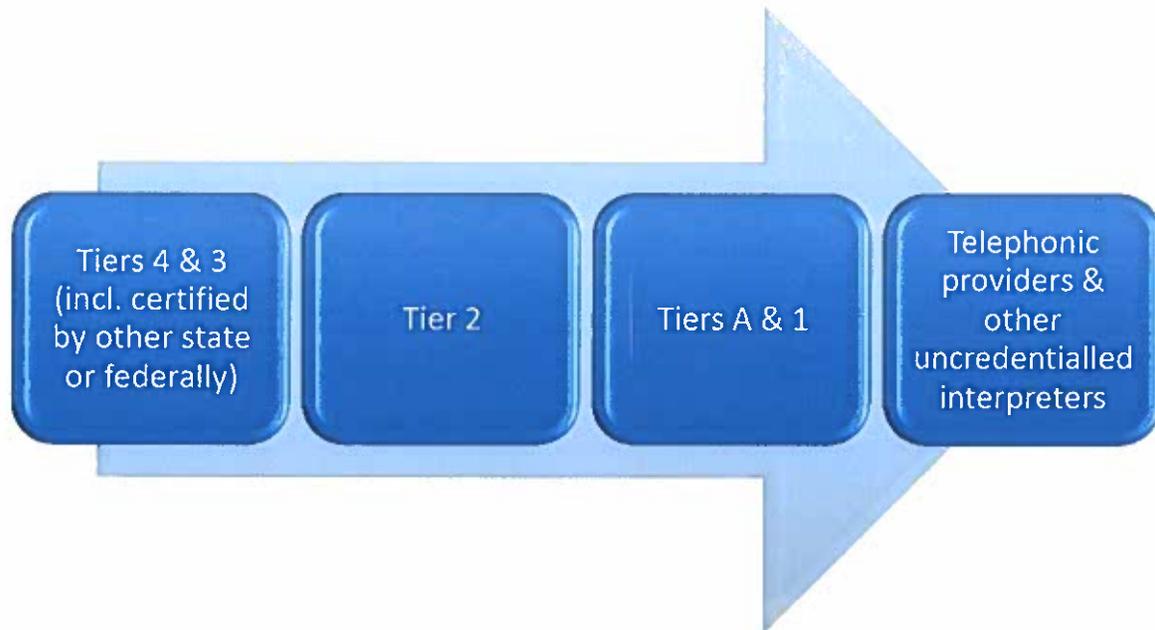
461 **Tier A** This tier is reserved for interpreters of languages without an available Oral Court
462 Interpreter Exam and whose interpreting skills, therefore, cannot be evaluated by
463 ACICP. Interpreters at this tier have successfully completed training on interpreter
464 ethics and the Arizona court system, passed the English language assessment, and

465 demonstrated superior command of the relevant working language (e.g. Italian,
466 Japanese, etc.)

467 **Tier 1** This is the lowest, introductory tier of interpreter credentialing offered by ACICP.
468 Interpreters at this level have completed the same elements described above for Tier A
469 with an advanced command of the relevant working language. Tier 1 interpreters' skills
470 have either not yet been evaluated or failed to earn scores on the Oral Court Interpreter
471 exam sufficient to achieve and/or maintain the more advanced tiers above.

472 **In-Court & Court-Ordered Hearings, Events, Programs, And Services**

473 For all in-court and court-ordered hearings, events, programs, and services, the court will employ
474 interpreters in accordance with AO 2016-02 and the related Guidance to Courts Regarding the
475 "Preference" Requirement in A.O. 2016-02 issued by the Court Interpreter Program Advisory Committee.
476 These authorities make it incumbent upon the court to ensure interpreters assigned to matters for the
477 court are appropriately skilled and competent, considering the totality of the court's responsibilities, the
478 rights of limited English proficient parties and court customers, and the nature and complexity of the
479 hearing or event. In general, the court will demonstrate preference for credentialed interpreters at the
480 highest available level as shown in the following illustration, read from left to right:



481 The timing of notification of interpreter needs and the availability of resources may result in deviation
482 from the guidelines above, however, the overall goal is to provide the best services possible to ensure
483 meaningful access to the court's hearings, events, programs, offices, etc. To this end, the court will
484 ensure its personnel responsible for staffing interpreted events use and have access to the Arizona Court
485 Interpreter Listserv and the Arizona Court Interpreter Registry.
486
487

488 As with uncredentialed interpreters, providers of remote interpreting services such as Language Line and
489 similar vendors are not credentialed by ACICP or any other entity. As such, the court must consider these
490 options as “last lines of defense” only. These will not be used as the court’s first or only available option,
491 with the exception of emergent hearings and events for which no other viable options, including a
492 continuance, are reasonably available to the court.

493 **For the Deaf and Hard of Hearing**, the court will make reasonable accommodations, including the
494 provision of qualified interpreters, pursuant to federal and state statute and the Rules of the Arizona
495 Commission for the Deaf and Hard of Hearing.

496 **Public Counter, Phone Calls, and Interactions with Clerk of Court and Other Court Offices**

497 In no event will a member of the public be turned away from the court due to the inability to speak,
498 read, or write English fluently. Court staff must provide language assistance as needed to provide proper
499 customer service in accordance with the Arizona Code of Judicial Administration §1-303 (Code of
500 Conduct for Judicial Employees). This responsibility shall not be shifted to the court user/customer, their
501 friends or family, other interested parties or members of the public.

502 For routine public assistance, interactions, and services; general legal information; payment transactions;
503 forms assistance (scribing); etc., the court will ensure meaningful language access using the following
504 resources:

- 505 1. Staff interpreters
- 506 2. Bilingual staff
- 507 3. Freelance interpreters (individuals or agencies)
- 508 4. Remote/telephonic providers (Language Line or similar)
- 509 5. Language ID cards to identify an individual’s language

510
511 **Interactions By the Public with Attorneys at the Courthouse:** It is the responsibility of the attorney, both
512 prosecutors and defense counsel, whether appointed or retained, to take reasonable steps to ensure
513 meaningful access to their services for individuals with limited-English proficiency (e.g. meetings
514 between LEP defendants and their defense attorney and/or opposing counsel, victim/witness meetings
515 with the prosecution and/or opposing counsel, etc.). While it is not the court’s responsibility to do so, the
516 XYZ Court may provide language assistance resources for these encounters as a courtesy. The Sahuarita
517 Municipal Court provides this courtesy assistance as follows: The Court provides Spanish interpreters the
518 last Tuesday afternoon of each month and attorneys are allowed time to utilize their services. This
519 courtesy assistance may not be available at all times and shall not be construed as creating a right to such
520 assistance or responsibility it be provided.