	CLERK OF THE COURT INTERNAL POLICY	
	Area: ODIR Document Number: POL-ODIR-1012 Subject: Language Services	Effective Date: 7/7/14
	Page: 1 of 4	Revision Level: A Last Revised Date: 3/03/15

PURPOSE:

It is the purpose of this policy to establish the process for assisting Limited English Proficient (LEP) customers with obtaining service from the Clerk of the Superior Court’s (COSC) Office. Title VI of the Federal Civil Rights Act requires, to the extent possible, equal treatment of customers who are not proficient in the English language. This policy supports the COSC Language Access Plan submitted to the Administrative Office of the Courts pursuant to Arizona Supreme Court Administrative Order 2011-96.

POLICY:

Under ideal circumstances, the COSC cannot ensure that a customer understands what the legal system requires of them. Regardless of the method or language of interaction, COSC employees are charged with assisting customers by providing information and resources and not by providing legal advice or ensuring that customers fully comprehends their rights and responsibilities. COSC employees must assist customers regardless of their race, color and national origin.

APPLICABILITY:

This policy applies to all COSC employees.

PROCEDURES:

Language Services:

COSC employees may provide language services to a LEP customer via a bilingual staff member or a lesser-use language interpreter. Language services may include interpretation, remote interpretation, sight translation or translation.

Employee’s Responsibilities:

When a LEP customer interacts with the COSC, the employee will attempt to determine if the LEP customer speaks Spanish or a lesser-use language. If the customer speaks Spanish, the employee will refer the LEP customer to a bilingual staff member.

If the employee determines that the LEP customer speaks a lesser-used language, the employee will obtain approval from their administrator to use a lesser-use language interpreter.



CLERK OF THE COURT INTERNAL POLICY

Area: ODIR
Document Number: POL-ODIR-1012
Subject: Language Services

Effective Date: 7/7/14

Revision Level: A
Last Revised Date: 3/03/15

Page: 2 of 4

Administrator's Responsibilities:

The administrator will ensure the employee has the Quick Reference Guide for Language Line or any other remote interpreting service that the COSC may use.

Monitoring Language Services:

Arizona Supreme Court Administrative Order 2011-96 requires the COSC to maintain a Language Access Plan. The plan must include "The process the court will use to review the court's language access plan and the frequency with which the court will review and update the plan."

To assess whether changes to the Language Access Plan are needed, COSC staff that regularly provide customer services will monitor:

- Number of language services requested by LEP customers
- Date of the request for language services
- Date the language service was provided
- Language other than English that was provided, and
- Employee who provided the language services (staff, Language Line, or other)

The monitoring process will take place over a two-week period, bi-annually using a tracking method approved by the Chief Deputy.

For example: CFO, Billing and Deferral, and Family Court Services can track the language services provided to LEP customers via Employee Production Assessment tool. All other areas may need to use a manual tracking sheet as approved by the Chief Deputy.

The COSC designee will review the monitoring data and provide a summary report to the Chief Deputy by February 1st of each year, including any recommended changes to this policy or the COSC Language Access Plan.

Training:

New employees receive an introduction to Title VI issues at their first day of orientation, including instructions on how to use the Language Line. In addition, new employees must view a video of Title VI training during their six-month probationary period.



CLERK OF THE COURT INTERNAL POLICY

Area: ODIR
Document Number: POL-ODIR-1012
Subject: Language Services

Effective Date: 7/7/14

Revision Level: A
Last Revised Date: 3/03/15

Page: 3 of 4

Continuing Title VI training is included in various courses offered by the COSC training staff. Employees are required to have two hours of Ethics training annually. All Ethics training courses provided by the COSC include Title VI elements and employees are encouraged to fulfill their Ethics obligation through the COSC training classes.

Other Language Services Provided to LEP Customers:

Signage placed within the COSC areas provides visible notice to LEP customers that language assistance is available and must be offered to them. Forms available via the COSC public website will be available in Spanish. In addition, the COSC public website can be viewed in several translations.

DEFINITIONS:

- A. **Bilingual Staff** - COSC employees who have demonstrated proficiency in English and a second language in accordance with Maricopa County Multilingual Pay Policy B7005 and who are authorized to conduct business directly with LEP customers in a language other than English.
- B. **Customer** - A person receiving services from the COSC. Customers may be internal, a member of an external agency or a member of the general public.
- C. **Interpretation** - The accurate and complete transfer of an oral message from one language to another with only a slight delay.
- D. **Language Services** - The facilitation of access to COSC operations through the assistance of an interpreter or bilingual staff.
- E. **Lesser-Use Language ("LUL") interpreter** - An interpreter of a language other than Spanish who interprets from and to English.
- F. **Limited English Proficient ("LEP")** - Individuals who do not speak English as their primary language or who have a limited ability to read, speak, write, or understand English.
- G. **Meaningful Access to Programs and Services** - The standard of access required by Title VI language access requirements. LEP customers must be able to reasonably access available resources, services, and activities at no additional cost.



CLERK OF THE COURT INTERNAL POLICY

Area: ODIR
Document Number: POL-ODIR-1012
Subject: Language Services

Effective Date: 7/7/14

Revision Level: A
Last Revised Date: 3/03/15

Page: 4 of 4

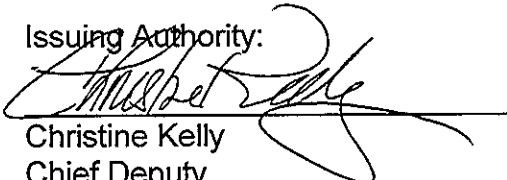
- H. **Party in Interest** - A party to a case; a victim; a witness; the parent, legal guardian, or custodian of a minor party; and the legal guardian or custodian of an adult party. Party in interest can also include a person that may be added to the lawsuit in the future, such as a grandparent in a juvenile dependency case.
- I. **Remote Interpreting** - A process in which an interpreter assists without being physically present, through the use of audiovisual hardware and/or software. (This includes internal and external resources.)
- J. **Sight Translation** - A mode of interpretation which renders an oral transfer of meaning from a written source from one language to another.
- K. **Translation** - The accurate and complete transfer of a written message from one language to another in written form that may not be rendered immediately.

REVISION HISTORY:

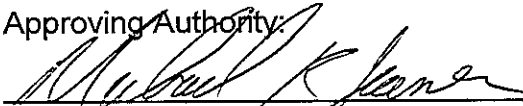
Revision Number	Issuing Authority	Summary of Changes	Approval Date
-	N/A	Document Origination	7/7/14
A	Christine Kelly	Updated to Controlled Document Index	7/14/15

AUTHORIZED SIGNATURES:

Issuing Authority:


 Christine Kelly
 Chief Deputy

Approving Authority:


 Michael K. Jeanes
 Clerk of the Superior Court

Date Signed: _____

7/16/15