

Customer Service for Limited English Proficient (LEP) Court Participants

Blended Learning Staff Conference 2014

Training objectives:

- **Connect training to Arizona Judiciary's Strategic Plan**
- **Expose staff to the importance of providing access through interpreter services**
- **Provide best practices for working with LEP court customers based on real scenarios**

"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."

Title VI of the Civil Rights Act of 1964

**Arizona Judiciary's Strategic Agenda
Goal #1: Promoting Access to Justice**

*Services for limited
English proficient
litigants, defendants,
and other court
participants*



Language Access Planning

Administrative Order 2011-96:

- Required courts to submit a language access plan
- Templates and instructions updated in 2014

Language Access Planning

Language Access Plans (LAP):

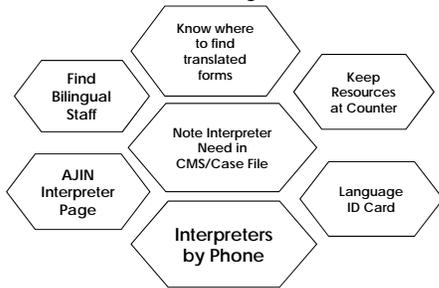
- Outline the language needs of the court
- Explain interpreters available for all case types at no cost
- Identify interpretation and translation resources
- Provide a complaint process/form for LEP individuals

What's special about customer service for LEP individuals?

A LEP individual calls into the court and you don't recognize the language they speak.

What do you do?

FIND AND SEEK:
Do you know where these resources are located in your court?



FIND AND SEEK:

Do you know where these resources are located in your court?

Keep Resources at Counter



FIND AND SEEK:

Do you know where these resources are located in your court?

Know where to find translated forms



How should I handle a person who wants an order of protection, but doesn't speak English well?

How can a juvenile probation officer communicate with LEP parents?

What about interpreters for deaf or hard of hearing litigants?

Sign language interpreters

- Covered under a different federal law: Americans with Disabilities Act (ADA)
- Arizona A.R.S. §12-242: Legal interpreters need license from Arizona Commission for Deaf and Hard of Hearing (ACDHH)
- Not everyone understands American Sign Language (ASL)



**In
Review...**

**Language Access and
Customer Service**

“Court Personnel often are the first and only contact the public has with the judicial system. How court personnel respond to questions and requests for information can have a tremendous impact on the administration of justice, affecting how court customers view their court experience.”

**Guide to Court Customer Assistance:
Legal Advice-Legal Information 2013**

Meaningful Access



Access to:

- Forms**
- Information and services**
- Additional resources and referrals**

"Access to justice is effectively denied if court customers do not know how to use the system, and the court does not tell them."

Code of Conduct for Judicial Employees Rule 2.6

"There are hundreds of languages in the world, but a smile speaks them all."

Unknown

For more information, please contact:

**Court Services Division at
602.452.3358**

OR

Visit AJIN Website: Court interpreter Resources at:
http://ajinweb/ctserv/CMU/CMU_CourtInterpreter.htm
