WILLIAM G. KELLY
DISTRICT JUDGE

DEBORAH CLANTON
COURT ADMINISTRATOR
MAGISTRATE

62-B DISTRICT COURT

4740 WALMA AVE., S.E.
KENTWOOD, MI 49512
Phone (616) 698-9310/Fax (616) 698-8199
MONDAY-FRIDAY
8:00 A.M. - 5:00 P.M.

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State Court Administrative Office
Model Local Administrative Order 42 – Language Access Plan (Rev. 9/13)

62-B District Court

Administrative Order 2013 - 1

LANGUAGE ACCESS PLAN

In accordance with Supreme Court Administrative Order 2013-8, the court establishes this Language Access Plan (LAP) to provide for the language access needs of court users.

This LAP is the plan for the court to ensure meaningful access to court services for persons with limited English proficiency (LEP). A limited English proficient person is a person who does not speak English as his or her primary language, and who has a limited ability to read, write, speak, or understand English, and by reason of his or her limitations, is not able to understand and meaningfully participate in the court process.

The purpose of the plan is to provide a framework for the provision of timely and effective language assistance to LEP persons who come in contact with the court.

The court has appointed a language access coordinator to be a contact person for the public, court staff, and SCAO concerning this plan and its implementation. The language access coordinator may be contacted through the court administrator's office.

IT IS ORDERED:

Section I. Needs Assessment

A. Census Data

The court will make every effort to provide service to all LEP persons in the court's service area. The following list shows the non-English languages most frequently spoken in the court's physical jurisdiction.

1. Spanish (893)
2. Vietnamese (856)
3. Serbo-Croatian (696)
4. Chinese (228)

B. Court Experience

Based on court usage, the following list shows other non-English languages spoken in the court and not reflected in the US Census data. [***If the census data accurately reflects what the court experiences, leave this section blank***].

1. Karen (Dialect of Burmese – 11 times
2. Kirundi – 7 times
3. Swahili – 10 times
4. Burmese – 10 times
5. Chin – 6 times
6. Nepali – 6 times
7. Albanian – 2 times
8. Arabic – 3 times
9. Korean – 3 times
10. Amharic – 2 times
11. Hindi – 1 time
12. Haitian-Creole – 2 times
13. Mandarin – 2 times
14. Urdu – 2 times
15. French – 1 time
16. Farsi – 1 time
17. Turkish – 1 time

C. Identification of LEP Persons

Court staff use the following methods to identify LEP persons: [***List the ways that court staff identify an LEP person and determine the language he or she speaks, such as using "I Speak" cards, posting signage in multiple languages, assistance from bi-lingual employees***].

1. Some people ask for an interpreter
2. If they do not request, we ask if they need assistance
3. We provide assistance if we sense they are not understanding
4. We have "I speak cards" at the counter

Section II. Language Assistance Resources

A. Interpreters Used In the Courtroom

The court will offer assistance to LEP persons in the courtroom by providing foreign language interpreters as required by Michigan Court Rule 1.111.

B. Language Services Outside the Courtroom

The court will take reasonable steps to ensure that LEP persons have meaningful access to services outside the courtroom. This is one of the most challenging situations facing court staff, because in most situations they will encounter LEP persons without an interpreter present. LEP persons may come in contact with court personnel via: [***in the space below, list most common points of service outside the courtroom, such as the phone, counter, information desk***].

Court staff encounters LEP persons at the lobby windows when they check in for court proceedings, payments or general court inquiries. Our probation department encounters LEP persons after a referral from the judge for a presentence investigation, to monitor bond conditions or after placement on probation. Probation staff also encounters LEP individuals ordered to submit to regular alcohol or drug testing. LEP individuals may find it challenging if they are ordered to engage in substance abuse counseling, AA/NA meetings or community service. The court also encounters LEP persons over the phone for contesting citations, payments, or general inquiries.

Court staff will consult with the court's language access coordinator to determine what type of language service should be made available, based on the nature and importance of the court service to be provided and resources available. The following language services are available: [***in the space below, list language services available outside the courtroom such as "I Speak" cards, bi- or multi-lingual employees, telephonic interpreter services, in-person interpreters***].

- I speak cards are posted at the counter
- In person interpreters if available
- Language Line telephonic interpreters are used at the counter and in telephone calls.
- Bilingual (Spanish) Probation Officer

C. Service Referrals

The court will make reasonable efforts to ensure that a non-federally funded entity to which the court refers LEP persons for services has provisions for addressing their needs. The court will consider viable alternatives if language access is not provided by such a non-federally funded entity.

D. Forms & Documents

The State Court Administrative Office (SCAO) makes select translated forms available to the courts at http://courts.michigan.gov/Administration/SCAO/Forms/Pages/default.aspx.

1) Additional translated forms available to court users include: [***If the court provides any translated forms or documents, please list them and the corresponding foreign language(s) in the space below; if it does not, leave the section blank***].
    - Slide shows in Spanish, Vietnamese, and Bosnian
    - Advice of Rights in Arabic, Chinese (Mandarin) Japanese, Korean, Polish, Russian, Spanish, and Vietnamese

When in-person interpreters are hired for court proceedings, they are expected to provide sight interpretation of documents for LEP persons.

2) Courthouse translation for LEP [***list resources available to help LEP persons translate written materials in the courthouse, including signage in frequently encountered languages, clerk of the court interactions, etc.***]
    - We have I-Speak cards posted at the counter.
    - A probation officer speaks and reads Spanish and can translate documents in Spanish.

E. Other Provisions

In an effort to provide LEP persons language access to court information, the court also provides the following: [***If the court has made its website or other information accessible in foreign languages, please explain here; if it has not, leave this section blank***].

- Bilingual (Spanish) Probation officer

Section III. Training

The court is committed to training its judges and court staff, and coordinating with county clerks on providing LEP persons with meaningful access to court services. When the court provides training sessions, it will include a component addressing LEP policy and procedure and the court's LAP. The court is aware that staff members having contact with the public are more likely to need in-depth training on LEP policy and procedure.

The court will work with SCAO and MJI to ensure that all employees are trained on LEP policy and procedure. Training will be offered to assist judges and staff to: identify and respond to LEP persons, increase awareness of the types of language services available, guide when and how to access those services, and effectively use language services.

The court provides to judges and court staff and offers to county clerks the following training regarding language access: [***If the court provides any training on assisting LEP persons, please explain here. If not, leave blank***].

- All of the staff (counter/probation/courtroom) are trained in using Language Line

Section IV. Public Notification and Evaluation of Language Access Plan

A. Language Access Plan Approval and Notification

The court's LAP has been approved by the State Court Administrative Office. The court will post its LAP on its public website (if available) or public notification area within the courthouse and will make copies of the LAP available upon request.

The court consulted with the following members of the community in creating its LAP: [***In preparing its plan, the court may want to seek input on providing language access from the LEP community it serves. If the court chooses to do so, please indicate what outside sources it consulted; if not, leave blank***].

- Ann Pham, President of Word Bridge

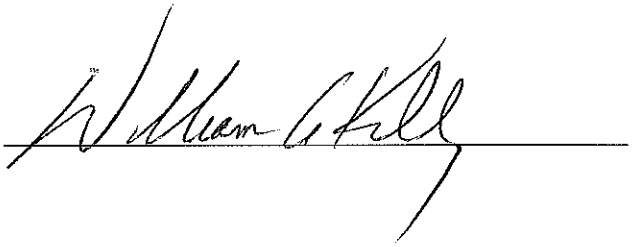
B. Evaluation and Review of the LAP

At the direction of SCAO, or on its own initiative, the court will assess whether the LAP needs updating. The LAP will remain in effect unless modified or updated. Review of the following areas may indicate a need to update the LAP:

- Number of LEP persons requesting court interpreters or language assistance
- Funding provided or available for languages services

- Current language needs to determine if additional services or translated materials should be provided
- Feedback from LEP communities within the county
- Court staff (turnover, new hires, etc.)
- Feedback from trainings provided by the court or SCAO/MJI
- Viability of identified language services and resources
- Problem areas and corrective action strategies
- Updated census data

The language access coordinator for this court ensures this plan is followed, advises the court on potential updates to this plan, and coordinates the language access needs for the court as they arise. The court has identified the name and contact information of the language access coordinator and advised the State Court Administrative Office. The court will notify the SCAO regional office of any changes to the language access coordinator's contact information, or if a new language access coordinator is named.

Effective Date: November 1, 2013

Date: November 1, 2013 Chief Judge Signature: