



State of Michigan
Court of Appeals

Administrative Order 2014 – 01

LANGUAGE ACCESS PLAN

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

This LAP is 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 encounter the Court.

The Court has appointed a language access coordinator in each of the district offices to be a contact person for the public, court staff, and SCAO concerning this plan and its implementation.

IT IS ORDERED:

Section I – Needs Assessment

A. Census Data

The Courts will make every effort to provide services to all LEP persons. The following list shows the non-English languages most frequently spoken and read in Michigan.

- | | |
|---------------|--------------------|
| 1. Spanish | 7. Korean |
| 2. Arabic | 8. Japanese |
| 3. Chinese | 9. French |
| 4. Vietnamese | 10. Italian |
| 5. Polish | 11. Serbo-Croatian |
| 6. German | 12. Russian |

B. Court Experience

There is no information available regarding other non-English languages spoken in the Court and not reflected in the US Census data.

C. Identification of LEP Persons

Court staff use the following methods to identify LEP persons and their subject language:

- Communicating with friends or family members accompanying the LEP person for the sole purpose of identifying the subject language;
- Court staff will have access to “I Speak” cards; and
- Bilingual employees will be utilized when available.

Section II – Language Assistance Resources

A. Interpreters Used in the Courtroom

The Courts 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 Courts will make reasonable efforts 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 encounter Court personnel in the following ways:

- When appearing in-person at one of the Clerk’s Offices in Detroit, Troy, Grand Rapids and Lansing
- When telephoning a Clerk’s Office
- When passing through security

Staff will consult with a 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 will be available:

- Staff will be trained on the use of “I Speak” cards and have them available for use;
- The Court will maintain a list of bilingual staff who may be available to assist LEP persons with providing general information and answering procedural questions;

- In-person contract interpreters. The State Court Administrative Office (SCAO) maintains a list of certified and qualified court interpreters that can provide on-site interpreting. The list is available at <http://courts.mi.gov/administration/scao/officesprograms/fli/pages/certified-court-interpreters.aspx>;
- Telephonic language services may be used to ensure immediate access to the Court when professional interpreters are not reasonably available and bilingual staff is either unavailable or unable to provide the necessary level of language access.
- Exchanging basic information with the assistance of family or friends that are present is permitted.

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. Such determinations will be evaluated on a case-by-case basis.

D. Forms and Documents

The State Court Administrative Office (SCAO) makes select translated forms available to the courts at <http://courts.mi.gov/administration/scao/forms/translated-forms/pages/default.aspx>.

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

E. Other Provisions

There are no other provisions available at this time to provide LEP persons language access to Court information.

Section III – Training

The Court is committed to training its judges and staff on providing LEP persons with meaningful access to court services. 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.

When the Court provides training sessions, it will include a component addressing LEP policy and procedure. The Court will provide the following training regarding language access:

- Ensure that this LAP available to all judges and staff
- Advise staff of the services available to LEP persons, how to use “I Speak” cards and how to contact a language access coordinator for assistance.
- Provide access to written procedures on the use of and working with foreign language interpreters (in-person and telephonic), including an understanding of this LAP.

A language access coordinator will be available 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.

Section IV – Public Notification and Evaluation of Language Access Plan

A. Language Access Plan Approval and Notification

The State Court Administrative Office has approved this LAP, and it is available on the Court’s website and in the Clerk’s offices. Copies of this LAP will be available to the public upon request.

B. Evaluation and Review of the LAP

At the direction of SCAO, or on its own initiative, the Court will assess whether the LAP requires 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 language services
- Current language needs to determine if additional services or translated materials should be provided
- Feedback from LEP communities within the state
- Court staff (turnover, new hires, etc.)
- Feedback from trainings provided by the Courts or SCAO/MJI
- Viability of identified language services and resources
- Problem areas and corrective action strategies
- Updated census data

By way of an addendum to this LAP, the Court has named the language access coordinators for the Detroit, Troy, Grand Rapids and Lansing districts, and advised the SCAO regional office. The Court will update that addendum and notify SCAO any time the contact information for a language access coordinator changes or if a new coordinator is named. The language access coordinators for this Court will ensure that this plan is followed, advise the Court on potential updates to this plan, and coordinate the language access needs for the Court as they arise.

Effective Date: Upon signature



William B. Murphy, Chief Judge
Michigan Court of Appeals

Date: June 27, 2014

SCAO Approval Date: June 27, 2014

Addendum A – Identification of Language Access Coordinators

This form identifies the language access coordinators for the district offices in this Court. The Court must notify the SCAO regional office if there are any changes to the contact information, or if the Court names a different language access coordinator.

John P. Lowe
Court of Appeals, District I
Cadillac Place
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Detroit, MI 48202
(313) 972-5678

Angela P. DiSessa
Court of Appeals, District II
Columbia Center
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Troy, MI 48084
(248) 524-8700

Lori M. Zarzecki
Court of Appeals, District III
State of Michigan Office Building
350 Ottawa Ave., NW
Grand Rapids, MI 49503
(616) 456-1167

Kimberly S. Hauser
Court of Appeals, District IV
Hall of Justice
925 W. Ottawa St.
P.O. Box 30022
Lansing, MI 48909
(517) 373-0786

Date: June 27, 2014

Addendum B – Bilingual Staff

Lansing

Kathleen Kane, Research - Spanish

Donna Hellman, Librarian - Italian

Grand Rapids

Jane E. Markey, Judge - Spanish

Kristin Triplett, Judicial Assistant - Spanish

Kate Budzynski, Clerk's Office - German (intermediate)

Detroit

Kristen Frank Kelly, Judge - Norwegian

Eleni Lygizos, Research - Greek

Date: June 27, 2014

Addendum C – Foreign Language Interpreters

Certified and Qualified Foreign Language Interpreters

- SCAO maintains a list of certified and qualified interpreters for on-site interpreting:
<http://courts.mi.gov/Administration/SCAO/OfficesPrograms/FLI/Pages/Certified-Court-Interpreters.aspx>

Remote Telephonic Interpreters (Recommended by SCAO but not yet registered)

- Language Line Solutions (<http://www.languageline.com/>)
- Linguistica International (<http://www.linguisticainternational.com/>)
- CTS Interpretation Services (<http://www.ctslanguagelink.com/>)

SCAO will soon establish guidelines and registration for remote telephonic interpreters and expects to compile a list of companies that have specifically registered with SCAO for this purpose.