

## **Tolleson Municipal Court**

## Language Access Plan (LAP)

## I. Legal Basis and Purpose

7 This document serves as the plan for the Tolleson Municipal Court to provide to persons with  
8 limited English proficiency (LEP) services that are in compliance with Title VI of the Civil  
9 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–  
10 42.112). The purpose of this plan is to provide a framework for the provision of timely and  
11 reasonable language assistance to LEP persons who come in contact with the Tolleson Municipal  
12 Court.

14 This language access plan (LAP) was developed to ensure meaningful access to court services  
15 for persons with limited English proficiency. Although court interpreters are provided for  
16 persons with a hearing loss, access services for them are covered under the Americans with  
17 Disabilities Act rather than Title VI of the Civil Rights Act, and therefore will not be addressed  
18 in this plan.

## II. Needs Assessment

#### A. Statewide

24 The State of Arizona provides court services to a wide range of people, including those who  
25 speak limited or no English. From a statewide perspective, the following languages were listed  
26 with the greatest number of speakers who spoke English less than “Very Well” in Arizona  
27 (according to the American Community Survey estimate report from the U.S. Census Bureau  
28 dated March 2022):

1. Spanish
2. Navajo
3. Vietnamese
4. Chinese
5. Arabic

## B. Tolleson Municipal Court

38 The Tolleson Municipal Court provides services identified in this plan to all LEP persons.  
39 However, the following list shows the foreign languages that are most frequently used in this  
40 court's geographic area.

## 1. Spanish

<sup>44</sup> This information is based on data collected from the Court's experience and internal statistics.

45

### 46     **III. Language Assistance Resources**

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#### 48       **A. Interpreters Used in the Courtroom**

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##### 50           **1. Providing Interpreters in the Courtroom**

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

56

57     The Tolleson Municipal Court contracts credentialed interpreters, through third party vendors, in  
58     the courtroom pursuant to the provisions of Arizona supreme court administrative order 2016-02  
59     on the credentialing of court interpreters, and Arizona Code of Judicial Administration § 7-301 on  
60     continuing education requirements for credentialed interpreters. To comply with these authorities,  
61     the court will implement written policies regarding the use of interpreters.

62

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

66

##### 67           **2. Determining the Need for an Interpreter in the Courtroom**

68

69     The Tolleson Municipal Court determines whether a court customer has limited English  
70     proficiency. Identification of language needs at the earliest point of contact is highly  
71     recommended. The need for a court interpreter may be identified prior to a court proceeding by  
72     the LEP person or on the LEP person's behalf by counter staff, or outside justice partners such as  
73     the Tolleson Police Department or other local police officers/departments, probation/parole  
74     officers, attorneys, social workers, or correctional facilities. Courts should have a documented  
75     process to identify LEP needs for parties with notation in the physical and electronic case file.

76

77     Signage throughout the court building indicating interpreter services available helps to identify  
78     LEP individuals. The Tolleson Municipal Court displays this sign at the following locations:  
79     front clerk check-in counter and courtroom entrance.

80

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

86

##### 87           **3. AOC Interpretation Resources**

88

89 Court Interpreter Registry, Roster of Credentialed Court Interpreters, and Listserv:

90  
91 The AOC maintains a statewide registry of individuals who indicate they have interpreting  
92 experience and have expressed interest in working in the courts. The registry includes  
93 information on the individuals' credentialing status with the Arizona court interpreter  
94 credentialing program (ACICP). The court using interpreting services will determine the  
95 competence of the persons listed and their suitability for a given assignment. This registry is  
96 available to court staff on the Internet at <https://apps.azcourts.gov/registry>.

97  
98 The AOC also maintains a public Arizona roster of credentialed court interpreters. The public  
99 roster lists the name, language, credential level, and contact information for those interpreters  
100 who have successfully earned an ACICP credential and who have consented to having their  
101 information appear in the public roster. The public roster is available on the Arizona judicial  
102 branch website at <https://www.azcourts.gov/interpreter/>.

103  
104 Additionally, AOC created a statewide listserv to allow courts to communicate via email on  
105 court interpreter-related matters. The listserv is an excellent resource to locate referrals for  
106 specific language needs. Access codes and instructions to join the listserv, may be obtained from  
107 the AOC language access contact person.

108  
109 Video Remote Interpreting:

110  
111 The Tolleson Municipal Court does not currently use Video Remote Interpreting.

112  
113 **B. Language Services Outside the Courtroom**

114  
115 The Tolleson Municipal Court is also responsible for taking reasonable steps to ensure that LEP  
116 individuals have meaningful access to all court services and programs outside the courtroom.  
117 Court services and programs include but are not limited to self-help centers, clerk offices, intake  
118 officers, cashiers, and records room.

119  
120 **1. Assistance to Understand Court Procedures and Policies**

121  
122 Services offered by the court generally to English-speaking customers pursuant to the  
123 employee code of conduct (ACJA §1-303) must also be provided to LEP litigants in their  
124 language.

125  
126 **2. Assistance to Fill-Out Court Forms and Pleadings**

127  
128 The Tolleson Municipal Court assists in the filling-out of court forms for those LEP court  
129 customers who are unable to do so either by themselves or with the assistance of another  
130 competent adult proficient in English and able to render assistance in a timely manner.

131  
132 **3. Court-Ordered Services and Programs**

133  
134 The court also is responsible for taking reasonable steps to ensure that LEP individuals have  
135 meaningful access to all court-ordered services and programs. Court-ordered services and  
136 program include but is not limited to treatment or educational programs provided by a court  
137 employee or a private vendor under contract with the court. Contracts with vendors that provide  
138 direct services to court users must include the requirement that the vendor provide language  
139 services, including interpreters, for all LEP individuals.

140  
141 The court uses the following resources to facilitate communication with LEP individuals and  
142 court staff or providers of court-ordered services:

143

- 144 • In-person interpreter services from Language Connection;
- 145 • Bilingual employees;
- 146 • “I Speak” cards, to identify the individual’s primary language;
- 147 • Written information in English & Spanish on how to access and navigate the court;
- 148 • Multilingual signage throughout courthouse locations in the following languages: English  
149 & Spanish; and
- 150 • Telephonic interpreter services from Language Line or Language Connection.

151  
152 To provide linguistically accessible services for LEP individuals, the Tolleson Municipal Court  
153 provides the following:

154

- 155 • Written informational and educational materials and instructions in English & Spanish.
- 156 • Website link from court’s website [Court Documents, Forms & Guidelines | Tolleson AZ -](#)  
157 [Official Website](#) to the Supreme Court’s Spanish translated webpage for court forms and  
158 instructions and other language access related resources, such as the courts’ lap and  
159 complaint form and process are made available online.

160  
161 **4. Bilingual Staff and Volunteers**

162  
163 The Tolleson Municipal Court uses bilingual staff, in the provision of linguistically accessible  
164 services for LEP individuals. These staff assist LEP individuals at public counters, over the  
165 phone, etc., in the same manner as that for English-speaking court users.

166  
167 Bilingual staff who have not completed the credentialing program are not used in lieu of  
168 interpreters, either in court or for court-ordered programs and services.

169  
170 **C. Court Appointed or Supervised Personnel**

171  
172 The Tolleson Municipal Court also shall ensure that court appointed or supervised personnel,  
173 including but not limited to court psychologists and doctors provide language services, including  
174 interpreters as part of their service delivery system to LEP individuals.

175  
176 **D. Translated Forms and Documents**

177  
178 The Arizona courts understand the importance of translating forms and documents so that LEP  
179 individuals have greater access to the courts' services. The Tolleson Municipal Court currently  
180 uses forms and instructional materials translated into Spanish, including the following:

181

- 182 • Language Access Complaint Form
- 183 • Things you should know about Protective Orders
- 184 • Petitions for Protective Orders and Instruction Guides
- 185 • Protective Order Service or Process Information

186

187 These documents will be located online at [Court Documents, Forms & Guidelines |](#)  
188 [Tolleson AZ - Official Website, El Centro de Autoservicio](#), or at the courthouse location: 8350  
189 W. Van Buren St., Tolleson, AZ 85353.

190

### 191 1. Sight Translation

192

193 The court will provide assistance so LEP persons may understand court-issued documents  
194 provided in English through sight translation or other reasonable means. These include but are  
195 not limited to explanation of the contents of the documents by a competent bilingual employee or  
196 a qualified court interpreter.

197

### 198 E. Website/Online Access

199

200 If the court operates an Internet website, it will ensure the website is accessible to LEP persons  
201 and will include, at a minimum:

202

- 203 • A notice about the availability of language services written in Spanish and posted on the  
204 home page.
- 205 • A hyperlink to: Arizona Supreme Court's Spanish-translated webpage at  
206 <https://www.azcourts.gov/elcentrodeautoservicio>
- 207 • A link to: AZPOINT Spanish-translated webpage at  
208 <https://azpoint.azcourts.gov/espanol/Home>

209

## 210 IV. Court Staff and Volunteer Recruitment

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### 212 A. Recruitment of Bilingual Staff for Language Access

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

216

- 217 • Bilingual staff to serve at public counters; and
- 218 • Bilingual staff available on call to assist with contacts from LEP individuals, as needed.
- 219 • All current staff (non-judicial) are bilingual in English & Spanish.

221           **B.     Recruitment of Volunteers for Language Access**

222           The Tolleson Municipal Court does not recruit volunteers for Language Access.

223           **V.     Judicial and Staff Training**

224           The Tolleson Municipal Court is committed to providing language access training opportunities  
225           for all judicial officers and staff members. Training and learning opportunities currently offered  
226           will be expanded or continued as needed. Those opportunities include:

227           • Interpreter coordinator training;  
228           • Diversity Training;  
229           • Cultural competency training;  
230           • LAP training;  
231           • Court provides tuition reimbursement;  
232           • New employee orientation training; and,  
233           • Judicial officer orientation on the use of court interpreters and language competency.  
234           • AOC's Language Access in the Courtroom Training DVD  
235           • AOC's Language Access Online Training Videos located at  
236           <http://www.azcourts.gov/educationservices/cojet-classroom/video-center>

237           **VI.    Public Outreach and Education**

238           **A.     General**

239           To communicate with the court's LEP constituents on various legal issues of importance to the  
240           community and to make them aware of services available to all language speakers, the Tolleson  
241           Municipal Court provides community outreach and education and seeks input from its LEP  
242           constituency to further improve services. Outreach and education efforts include:

243           • Partnerships and collaborations with community service centers, governmental social  
244           service providers and public libraries] to provide a court presence in the LEP  
245           community.

246           The court will solicit input from the LEP community and its representatives through meetings  
247           and will seek to inform community service organizations on how LEP individuals can access  
248           court services.

249           **B.     Videos, Webinars, On-Line Classes, In-Person Classes and Other Similar  
250           Instructional Methods**

251           New public-facing videos designed to assist litigants or the public more broadly shall be in  
252           English and Spanish.

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265 Those videos, webinars, and instructional materials currently in existence which are deemed to  
266 be “vital” shall be made available in Spanish.

267  
268 The court will determine whether any existing videos, webinars, and instructional materials  
269 should be made available in languages other than English and Spanish by considering the  
270 Department of Justice’s four-factor analysis.  
271

## 272 **VII. Formal Complaint Process**

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274 If an LEP court customer believes meaningful access to the courts was not provided to them,  
275 they may choose to file a complaint with the trial court’s Language Access Plan Coordinator,  
276 Olivia Moodyman or the Court Supervisor, Jaynee Loya. The court has a complaint process that  
277 includes, the following information:

- 279 • The court will respond to any complaint within 30 days and the records will be  
280 maintained as public records.
- 281 • The complaint may be filed as follows:
  - 283     ○ In person, Monday – Friday, 8:00A.M. to 5:00P.M., excluding legal holidays;
  - 284     ○ Via USPS mail to 8350 W. Van Buren St., Tolleson, AZ 85353.
  - 285     ○ By emailing the language access complaint form located online to the Court  
286         Administrator/Language Access Coordinator at [om Moodyman@courts.az.gov](mailto:om Moodyman@courts.az.gov) or  
287         the Court Supervisor at [jaloya@courts.az.gov](mailto:jaloya@courts.az.gov)
  - 288     ○ Or by fax at 623-936-3925, attention Olivia Moodyman or Jaynee Loya.
- 290 • The Court has attached the complaint form (English/Spanish) to the LAP. In the  
291 alternative, the complaint forms may be located at: [Language Access Complaint Form](#) or  
292 [Formulario de reclamación - servicios lingüísticos](#)
- 293 • The court will ensure that translated versions of the complaint form are available in  
294 multiple locations, including, but not limited to:
  - 297     ○ Forms posted on the court’s website and
  - 298     ○ Hard copy forms available at the counters.

## 300 **VIII. Public Notification and Evaluation of LAP**

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### 302     **A. LAP Approval and Notification**

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304 The Tolleson Municipal Court’s LAP is approved by the presiding judge and court executive  
305 officer. Upon approval, please forward a copy to the AOC Court Services Division. Any  
306 revisions to the plan will be submitted to the presiding judge and court executive officer for  
307 approval, and then forwarded to the AOC. Copies of Tolleson Municipal Court’s LAP will be  
308 provided to the public on request. In addition, the court’s copy of this plan is posted on the

309 court's public Web site at [Language-Access-Plan-LAP](#).

310

311       **B.     Evaluation of the LAP**

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313 The Tolleson Municipal Court will routinely assess whether changes to the LAP are needed. The  
314 plan may be changed or updated at any time but reviewed not less frequently than biennially.

315

316 Every 2 year(s) the Court Administrator will review the effectiveness of the court's LAP and  
317 update it as necessary. The evaluation will include identification of any problem areas and  
318 development of corrective action strategies. From time to time, the court may consider using a  
319 survey sampling of data collection for a limited time period which involves assessing language  
320 access requests to assist in the evaluation of the LAP.

321

322 Elements of the evaluation will include:

323

- 324     • Number of LEP persons requesting court interpreters and language assistance;
- 325     • Assessment of current language needs to determine if additional services or translated  
326        materials should be provided;
- 327     • Assessment of whether court staff adequately understand LEP policies and procedures  
328        and how to carry them out;
- 329     • Review of feedback from court employee training sessions; and,
- 330     • Customer satisfaction feedback as indicated on the access and fairness survey, if  
331        administered by the court during this time period.
- 332     • Review any language access complaints received during this time period.

333

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

335       Olivia P. Moodyman  
336       Tolleson Municipal Court  
337       8350 W. Van Buren St.  
338       Tolleson, AZ 85353  
339       Phone: 623-474-4974 Fax: 623-936-3925  
340       Email: [omoodyman@courts.az.gov](mailto:omoodyman@courts.az.gov)

341

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

343       David Svoboda  
344       Court Services Division  
345       Administrative Office of the Courts  
346       1501 W. Washington Street, Suite 410  
347       Phoenix, AZ 85007  
348       (602) 452-3965, [dsvoboda@courts.az.gov](mailto:dsvoboda@courts.az.gov)

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350       **E.     LAP effective date:** 9/19/2025

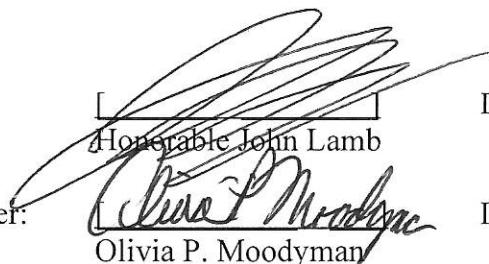
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352       **F.     Date of last revision:** 3/8/2023

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**G. Approved by:**

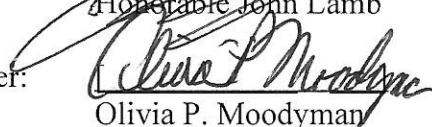
Presiding Judge:



Honorable John Lamb

Date: [ 9/19/2025 ]

Court Executive Officer:



Olivia P. Moodyman

Date: [ 9/19/2025 ]