

Tolleson Municipal Court

Language Access Plan (LAP)

I. Legal Basis and Purpose

This document serves as the plan for the Tolleson Municipal Court to provide to persons with limited English proficiency (LEP) services that are in compliance with Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d et seq.; 45 C.F.R. § 80.1 et seq.; and 28 C.F.R. § 42.101–42.112). The purpose of this plan is to provide a framework for the provision of timely and reasonable language assistance to LEP persons who come in contact with the Tolleson Municipal Court.

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

II. Needs Assessment

A. Statewide

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

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

B. Tolleson Municipal Court

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

1. Spanish

This information is based on data collected from the Court’s experience and internal statistics.

III. Language Assistance Resources

A. Interpreters Used in the Courtroom

1. Providing Interpreters in the Courtroom

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

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

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

2. Determining the Need for an Interpreter in the Courtroom

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

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

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

3. AOC Interpretation Resources

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

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

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

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

Video Remote Interpreting:

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

B. Language Services Outside the Courtroom

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

1. Assistance to Understand Court Procedures and Policies

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

2. Assistance to Fill-Out Court Forms and Pleadings

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

3. Court-Ordered Services and Programs

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

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

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

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

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

4. Bilingual Staff and Volunteers

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

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

C. Court Appointed or Supervised Personnel

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

D. Translated Forms and Documents

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

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

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

1. Sight Translation

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

E. Website/Online Access

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

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

IV. Court Staff and Volunteer Recruitment

A. Recruitment of Bilingual Staff for Language Access

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

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

B. Recruitment of Volunteers for Language Access

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

V. Judicial and Staff Training

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

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

VI. Public Outreach and Education

A. General

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

- Partnerships and collaborations with community service centers, governmental social service providers and public libraries)] to provide a court presence in the LEP community.

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

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

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

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

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

VII. Formal Complaint Process

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

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

VIII. Public Notification and Evaluation of LAP

A. LAP Approval and Notification

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

court's public Web site at Language-Access-Plan-LAP.

B. Evaluation of the LAP

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

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

Elements of the evaluation will include:

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

C. Trial Court Language Access Plan Coordinator:

Olivia P. Moodyman
Tolleson Municipal Court
8350 W. Van Buren St.
Tolleson, AZ 85353
Phone: 623-474-4974 Fax: 623-936-3925
Email: omoodyman@courts.az.gov

D. AOC Language Access Contact:

David Svoboda
Court Services Division
Administrative Office of the Courts
1501 W. Washington Street, Suite 410
Phoenix, AZ 85007
(602) 452-3965, dsvoboda@courts.az.gov

E. LAP effective date: 9/19/2025

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

Presiding Judge:

~~Honorable John Lamb~~

Court Executive Officer:

Olivia P. Moodyman

Date: 9/19/2025