



RIO ARRIBA & LOS ALAMOS MAGISTRATE COURTS

LANGUAGE ACCESS PLAN

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RIO ARRIBA & LOS ALAMOS MAGISTRATE COURTS

LANGUAGE ACCESS PLAN

I. DEFINITIONS

Definition of “the Courts”:

“The Courts,” as used throughout this plan, means the magistrate courts located in Rio Arriba County and Los Alamos County in the state of New Mexico, namely: Chama Magistrate Court (Rio Arriba County), Española Magistrate Court (Rio Arriba County) and Los Alamos Magistrate Court (Los Alamos County).

II. LEGAL BASIS AND PURPOSE

This document serves as the plan for the Courts 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 Courts.

This language access plan (LAP) was developed to ensure meaningful access to court services for persons with limited English proficiency.

NOTE: Although the requirements for serving deaf and hard-of-hearing persons are provided for under the Americans with Disabilities Act (ADA), the provision of court interpreters and language services for deaf and hard-of-hearing individuals are also periodically referenced in this plan.

III. NEEDS ASSESSMENT

A. Statewide by Language

The State of New Mexico provides court services to a wide range of people, including those who speak limited or no English and those who are deaf or hard-of-hearing.

According to the New Mexico Administrative Office of the Courts (AOC), the most frequently

encountered languages in New Mexico's courts, as of 2013, were:

1. Spanish
2. American Sign Language (ASL)
3. Navajo, Vietnamese, Chinese and Arabic

In Fiscal Year 2013, interpretation was provided in New Mexico's courts in 32 different languages.

B. Rio Arriba & Los Alamos Magistrate Courts by Language

Demographic Data by County:

The Courts will make every effort to provide services to all LEP persons. For purposes of anticipating need, the following data indicates the spoken (i.e., not signed) languages other than English that are most frequently used in the Courts' geographic area.

1) Modern Language Association Data:

The following information comes from the Modern Language Association (MLA) and reflects American Community Survey 2006 – 2010 aggregate data from the U.S. Census Bureau. The MLA data indicates the percentage of county residents above the age of five who speak the language at home; it does not indicate proficiency or lack of proficiency in English. The language access planning team reports that in Rio Arriba and Los Alamos counties, the great majority of Spanish speakers are bilingual in English.

The top five spoken languages other than English in each county are as follows:

Rio Arriba County:

1. Spanish 55.28%
2. "Other specified North American Indian languages" 5.40%
3. Navajo 0.99%
4. German 0.19%
5. Tagalog 0.17%

Los Alamos County:

1. Spanish 5.03%
2. Russian 1.21%
3. Chinese 1.12%
4. German 0.81%
5. "Other Asian languages" 0.69%

2) Migration Policy Institute Data:

The following data comes from the Migration Policy Institute (MPI) and reflects 2009 – 2011 American Community Survey data from the U.S. Census Bureau.

The MPI data indicates the percentage of county residents above the age of five who are classified as Limited English Proficient. MPI only lists a language if it is spoken by 5% or more of a county's total

population or by 500 or more persons within a county and those speakers are also Limited English Proficient.

MPI lists the following LEP data for the counties of Rio Arriba and Los Alamos:

Rio Arriba County: 6.8% Spanish-speaking LEP persons.

Los Alamos County: No data (i.e., fewer than 5% or 500 LEP persons in any one language).

The language access planning team (for a list of members, see Attachment B) is responsible for updating demographic data in this plan as data becomes available.

Courthouse Users:

The Courts will also assess their language needs on an ongoing basis based on what they identify about courthouse users. This is being achieved through two methods:

- 1) Consulting with employees and the community
- 2) Data tracking

1) Consulting with employees and the community:

In November 2012, a survey was circulated to employees of the Courts, eliciting nine responses (the survey screened out respondents to ensure that 100% of participants have direct contact with court clients/customers in the course of their job duties). Twenty-two percent (22%) of respondents worked at Chama Magistrate Court, 67% at Española Magistrate Court, and 11% at Los Alamos Magistrate Court.

Court employees reported the top languages other than English encountered in the courthouses as:

1. Spanish (100% of employees had encountered Spanish-speaking LEP persons)
2. Chinese and Vietnamese (11% of employees had encountered each language)

In October 2012, a survey was circulated to community stakeholders in Rio Arriba and Los Alamos counties, eliciting three (3) responses. Respondents were screened to ensure that all participants served clients/had members who were LEP, deaf or hard-of-hearing and who had used the Rio Arriba or Los Alamos magistrate courts.

The stakeholders' clients/members had been involved with or needed the services of the following courts: Chama Magistrate Court 67%, Española Magistrate Court 33%. When asked what languages were spoken by their LEP or deaf clients/ members, 100% of respondents said Spanish, 33% said ASL, and 33% said Jicarilla.

2) Data tracking:

In addition to tracking the use of interpreters in the courtroom by language, the Courts track requests for out-of-courtroom services, both in person and over the telephone, by language.

Courtroom interpreter assignments during the most recent fiscal year preceding the latest revision of this plan were as follows:

Courthouse	Language of interpreter assignment	Number of assignments July 1, 2013 – June 30, 2014
Chama Magistrate Court	N/A	0
Española Magistrate Court	Spanish	73
	ASL	1
Los Alamos Magistrate Court	Spanish	5
Total for all courthouses	Spanish	78
	ASL	1

The above data was obtained from the Courts' Odyssey case management system. As of April 2014, interpreters for all New Mexico state courts are being scheduled using a centralized interpreter scheduling management system managed by AOC. In future, the Courts will be able to readily obtain accurate and detailed data reports on courtroom interpreter use from this system. The LAP planning team is responsible for updating interpreter data in this plan at its annual meeting.

The Courts will be tracking out-of-courtroom encounters with LEP and deaf individuals, in the clerks' offices and over the telephone, using a form provided by AOC. As of the latest revision of this plan, data on out-of-courtroom encounters was not yet available. The Court Manager of each location (Chama- Jennifer Gallegos; Española- Eric Abeyta; Los Alamos- John Baca) is responsible for ensuring that data on out-of-courtroom encounters is compiled on an ongoing basis. The LAP planning team is responsible for updating the data in this plan at its annual meetings.

C. Survey Reports

Community Stakeholder Survey Report

Three (3) community agencies participated in a survey that was circulated in October 2012. The survey was distributed to stakeholders such as legal aid, justice system and treatment provider organizations. Extensive research was conducted to come up with that database of community stakeholders, and the database will be a useful resource for the Courts on an ongoing basis.

Respondents were screened out to ensure that all participants served clients/had members who were LEP, deaf or hard-of-hearing and who had used the Rio Arriba or Los Alamos magistrate courts. The stakeholders' clients/members had been involved with or needed the services of the following courts: Chama Magistrate Court 67%, Española Magistrate Court 33%.

When asked what languages were spoken by their LEP or deaf clients/members, 100% of respondents said Spanish, 33% said ASL, and 33% said Jicarilla.

One hundred percent (100%) said their clients needed courtroom interpreter services “infrequently” (0% needed them either “frequently” or “never”). Sixty-seven percent (67%) said the Courts always provided interpreters when needed, while 33% said they did not always do so.

When asked whether they had ever encountered any difficulties securing the services of an interpreter,

100% said “no.” When asked if there was any difference in the Courts' ability to provide services in Spanish versus less commonly spoken languages, 50% said “yes” and 50% said “no.”

When asked whether judges were helpful in addressing the needs of LEP or deaf individuals, 100% said “yes” (0% said “sometimes” or “no”). When asked whether court employees were helpful, 67% said “yes,” 33% “sometimes,” and 0% “no.”

One hundred percent (100%) of the respondents reported providing language access services at their own agencies.

Judge Survey Report

In November 2012, a language access survey was distributed to judges in the Rio Arriba and Los Alamos magistrate courts, eliciting one (1) response (50% response rate). One hundred percent (100%) of respondents were aware of the language access requirements of Title VI of the 1964 Civil Rights Act and 100% were also aware of the court's responsibilities under the Americans with Disabilities Act.

One hundred percent (100%) of the judges rated language access for LEP individuals as “important” (0% rated it either “neutral” or “unimportant”). One hundred percent (100%) also rated language access for the deaf as “important.”

One hundred percent (100%) of the judges responded that they require the services of an interpreter “occasionally” (0% need interpreters either “frequently” or “never”). One hundred percent (100%) of judges have had to delay a court proceeding due to the unavailability of a certified interpreter.

One hundred percent (100%) of judges stated they felt it essential that an interpreter working in their court be certified. One hundred percent (100%) swear interpreters in for each proceeding. Zero percent (0%) had attempted to communicate with an LEP or deaf individual directly, without the assistance of an interpreter.

Judicial Employee Survey Report

Nine (9) employees completed an employee survey that was circulated in November 2012. The survey screened out respondents to ensure that 100% of participants have direct contact with court clients/customers in the course of their job duties. Twenty-two percent (22%) of respondents worked at Chama Magistrate Court, 67% at Española Magistrate Court, and 11% at Los Alamos Magistrate Court.

One hundred percent (100%) of respondents rated language access for LEP individuals as “important” (0% rated it either “neutral” or “unimportant”). When asked about deaf individuals, employees gave the same response.

When asked how often they came into contact with LEP clients/customers, 33% said “frequently,” 67% “occasionally” and 0% “never.” When asked about deaf clients/customers, 0% came into contact “frequently,” 11% “occasionally” and 89% “never.”

When asked what languages were spoken by the LEP or deaf court clients/customers they encounter, 100% of employees reported having come into contact with Spanish, 11% with Chinese, and 11% with

Vietnamese.

Seventy-eight percent (78%) of employees were bilingual or somewhat conversant in another language (Spanish). Thirty-three percent (33%) had been called on to interpret for an LEP client/customer. Zero percent (0%) of employees had encountered difficulties when attempting to secure the services of a certified interpreter.

When asked what language access services are available in their court, 78% of employees knew about in-person interpreters; 67% about telephone or video interpreters; 44% about posted signs regarding the right to an interpreter, and 56% about “I Speak” cards. Zero percent (0%) answered that they did not know about any services at all.

Fifty-six percent (56%) of employees indicated that they had received training to assist LEP or deaf clients/customers while 44% stated they had not received training.

[Note: see Section VIII for timeline on which training was completed in the Courts].

IV. LANGUAGE ASSISTANCE PROCEDURES AND RESOURCES INSIDE THE COURTROOM

A. Equipment for the Deaf and Hard-of-Hearing

Assistive listening equipment to serve the hard-of-hearing is available for all courtrooms in the Rio Arriba and Los Alamos magistrate courts. This resource is advertised to the public by means of a sign located outside every courtroom and by the clerks' windows. The Court Managers are responsible for ensuring signage remains posted.

As of the latest revision of this plan, AOC is engaged in an ongoing pilot program for providing video remote interpreting for the deaf. If the pilot is successful, AOC will extend the program statewide, and the Courts will take advantage of this resource to serve their deaf clients and customers as needed.

B. Provision of Interpreters in the Courtroom

The provision of spoken-language and signed-language interpreters in court proceedings is based in New Mexico State statute and the Constitution. The Constitution references language access in multiple sections, including Article II, Section 14 and Article VII, Section 3. In the Courts, interpreters will be provided, consistent with the Court Interpreter Standards of Practice and Payment Policies, at no cost to court customers, witnesses, jurors and other parties who need such assistance under the following circumstances:

- For a deaf or hard-of-hearing litigant, juror, observer (when an observer has submitted a request to the court prior to the proceeding), or witness in any type of court proceeding. Title II of the ADA requires local and state courts to provide qualified signed language interpreters or other accommodation to ensure effective communication with deaf and hard-of-hearing individuals.
- For a non-English speaking person who is a principal party in interest or a witness in a criminal case.
- For a non-English speaking person who is a principal party in interest or a witness in a domestic violence case, domestic relations case, and/or Children's Court case, including court-ordered

domestic relations mediation.

- For a non-English speaking person who is a principal party in interest in a civil case or that party's witness.
- For victims who are active case participants, i.e., testifying as a witness or when making a statement at sentencing.
- For any non-English speaking juror. A certified court interpreter shall be provided to petit and grand jurors, including jury orientation, voir dire, deliberations, and all portions of the trial.

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

C. Determining the Need for an Interpreter in the Courtroom

The Courts may determine whether an LEP or deaf court customer needs an interpreter for a court hearing or for jury duty in the following ways:

- Jury questionnaire inquires whether an interpreter is needed.
- Arraignment form inquires whether an interpreter is needed.
- The jail informs the Courts, or the Courts make inquiries to the jail, regarding interpreter need.
- The Courts have access to a multilingual interpreter needed check sheet for pro se clients, created by AOC. The sheet informs clients in 11 languages that they are entitled to an interpreter free of charge, and asks them to check the box by the language they need.
- Arraignment is sometimes the first opportunity magistrate courts have to catch interpreter need. When this occurs, arraignments are postponed and the file is flagged.
- Recurring interpreter needs are flagged in the Courts' case management system.

The need for a court interpreter may also be identified prior to a court proceeding by the LEP or deaf person or on the person's behalf by: the Courts' counter staff; the client/customer's advocate, family member or attorney; and outside justice partners such as correctional facilities.

The need for an interpreter may also be made known in the courtroom at the time of the proceeding. The Courts display signs in English, Spanish, Navajo and Vietnamese that state: "You have the right to an interpreter at no cost to you. If you cannot speak or understand English, or if you need an American sign language interpreter, please contact the clerk for assistance" (see Attachment C). The Courts display these signs at the clerks' windows and in the lobby and the Court Managers are responsible for ensuring signage remains posted.

Additionally, the judge may determine that it is appropriate to provide an interpreter for a court matter.

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, the case will be postponed and continued on a date when an interpreter can be provided.

D. Court Interpreter Qualifications and Availability

The Courts schedule spoken and signed language interpreters for courtroom hearings in compliance

with Supreme Court rules and AOC policies.

As of April 2014, interpreters for all New Mexico state courts are being scheduled using a centralized interpreter scheduling management system managed by AOC. Court staff enter requests for interpreters in all languages into the scheduling system. Requests are screened by an AOC coordinator, who broadcasts the interpreter assignments to interpreters located as close to the court as possible. Once the assignment has been filled, courts receive email notification of the interpreter assigned.

The AOC maintains a statewide roster of certified court interpreters, registered interpreters in languages other than Spanish, and justice system interpreters who may work in the courts. This roster is available to court staff and the public on the internet at:

<http://www.nmcourts.gov/newface/court-interp/files/Directory.pdf?updated=06092014>

V. LANGUAGE ASSISTANCE PROCEDURES AND RESOURCES OUTSIDE THE COURTROOM

The Courts are also responsible for taking reasonable steps to ensure that LEP individuals have meaningful access to services outside the courtroom. Language services outside the courtroom include routing, daily communications and interactions between court staff and LEP individuals as they request information, file documents, schedule appointments, and so on.

This is perhaps the most challenging situation facing court staff, because in most situations they are charged with assisting LEP individuals without an interpreter present. LEP individuals may come in contact with court personnel via the phone, the public counter, or other means.

In the Courts, the most common points of service outside the courtroom are at the public counters and on the telephone. Bilingual assistance is provided in these areas by the placement of bilingual staff as is practical in these positions. Bilingual staff from elsewhere in the court are also called on to assist as necessary. Seventy-eight percent (78%) of respondents to the employee survey indicated they were bilingual or somewhat conversant in another language (Spanish).

Language Access Specialists are bilingual employees of the court who have successfully completed justice system language access training through the New Mexico Center for Language Access. They are a category of employee specifically created by the NM Judiciary to ensure the delivery of meaningful language access services. LASs are the primary staff members who are equipped and should be called on to handle out-of-courtroom needs. As of the latest revision of this plan, the Courts did not have any LASs, but at its 2014 meeting, the language access planning team identified one potential LAS candidate at the Chama court and several at the Española court. The Court Managers will ensure these employees are informed about 2015 LAS training opportunities.

To facilitate communication between LEP individuals and court staff outside the courtroom, the Courts use the following resources:

- Bilingual employees, as detailed above.
- “I Speak” cards in over 60 languages, to identify the individual’s primary language (see Attachment C).
- Multilingual signage, as detailed in Section IV C.

- Multilingual interpreter needed check sheet, as detailed in Section IV C.
- Telephonic interpreting services, which are available to provide assistance in the clerk's office. The telephonic interpreting services are provided in over 175 languages, through Certified Languages International (CLI) (see Attachment C).
- The AOC is working with all magistrate courts statewide to ensure each court has a recorded phone message in Spanish. Spanish callers will be able to leave voicemail and may be able to access a phone tree of additional options, depending on each court's resources. The target date for AOC and magistrate courts to complete this collaborative project is mid 2015.
- An advisement of rights DVD in English, Spanish and Navajo which can be played in the courtroom prior to arraignment hearings.
- Written materials in Spanish (see Section VI).
- Resources posted on the AOC Language Access Services webpage at: <https://languageaccess.nmcourts.gov>

VI. TRANSLATED FORMS AND DOCUMENTS

The Courts understand the importance of translating forms and documents so that LEP individuals have greater access to needed information and services. The translation of documents is a complex issue for several reasons including whether forms completed in languages other than English should be accepted for filing and, if so, who should bear the cost of translating those documents. Recognizing the need for Supreme Court direction, a statewide Judicial Translation Project Team was convened in 2013 to address the broader implications of document translation. It is expected that direction will be provided to the courts in the form of a Supreme Court Rule in 2015. At such time, the LAP planning team will amend this plan to reflect the Supreme Court's direction.

Currently, the following written resources are available for LEP clients using the Courts:

- Personal Data Sheet in English and Spanish.
- Eight Spanish pamphlets for self represented litigants, explaining civil procedures and terminology in the magistrate courts, provided by AOC.
- Multilingual interpreter needed check sheet (see Section IVC).
- Public Defender checklist of required documentation in English and Spanish.
- Bilingual (English and Spanish) handouts from community partners such as Law Access NM and Legal Aid NM, covering topics such as guardianship, foreclosure, and access to a legal helpline.
- Interpreters at court hearings are expected to provide sight translations of court documents and correspondence associated with the case.
- As the only state in the United States that seats limited or non-English speaking jurors, the New Mexico AOC provides the juror questionnaire, qualification form, handbook, affidavit of age request for permanent exemption, flier and orientation video (open captioned) in Spanish. The orientation video is also available open captioned in English, to assist deaf jurors.

VII. COURT STAFF RECRUITMENT

The Courts are equal opportunity employers and recruit and hire bilingual staff to serve their LEP constituents. Bilingual staff serve the Courts in the following capacities:

- Court interpreters who serve the court on an on-call basis.
- Language Access Specialists, as detailed in Section V. The AOC will provide compensation and incentives in the form of a \$1 per hour increase to any employees who become certified as LAS.
- Other bilingual staff who are on call to assist with out-of-courtroom contacts from LEP individuals as needed. The Courts encourage all bilingual employees who provide language access services to become LAS certified.

VIII. JUDICIAL AND STAFF TRAINING

The New Mexico State Courts and the Rio Arriba and Los Alamos magistrate courts are committed to providing language access training opportunities for all judicial officers and staff members. Training and learning opportunities currently offered by the New Mexico Supreme Court and the Courts will be expanded or continued as needed. These opportunities include:

- Mandatory language access training for all new and continuing employees, using a language access training DVD developed by the New Mexico Judiciary and made available to all courts in October 2011. The DVD includes information on the legal basis for language access and goes into detail on procedures for providing services. A policy directive mandating the training was issued by the Supreme Court in the form of an Order in April 2011 (see Attachment D). A subsequent policy directive was issued by AOC in October 2011 in the form of a Language Access Training Policy. AOC distributed an accompanying training acknowledgment form which is to be signed by each employee and added to his or her personnel file after training has been completed (see Attachment E). The Courts completed this procedure in October 2012.
- Instruction for all employees on the Courts' language access policies, procedures and resources, as described in this plan.
- Scholarships and wage incentives to encourage the enrollment of current bilingual employees in the Language Access Specialist certificate program offered through the New Mexico Center for Language Access.
- Statewide conferences on interpreting and language access, or conferences and judicial conclaves that include sessions dedicated to language access topics.
- As of the latest revision of this plan, the AOC and national colleagues had recently developed the Language Access Basic Training (LABT), a downloadable interactive training program. The training is geared toward all judicial employees, and also contains more intense modules of practice and skills assessment for bilingual employees. Training topics include Legal Basis; Ethics; Roles of Court Staff and Cultural Competency. The Courts will utilize the LABT once it is distributed to New Mexico's courts.

Trainings in the Courts will be held on an annual basis and the Court Managers are responsible for ensuring this occurs. New employees will receive language access orientation, administered by the AOC Human Resources Division, shortly after assuming their responsibilities.

IX. FUNDING AND PROCUREMENT ISSUES

The New Mexico Supreme Court and the Administrative Office of the Courts commit significant resources to the following language access efforts to benefit all state courts on a regular basis: signage; assistive listening/interpreting equipment; certified interpreter services for court proceedings for spoken and signed languages; training and certification of interpreters and Language Access Specialists; 24/7

telephonic interpreting available in 175 languages for out-of-courtroom communication with LEP individuals; and the development of related training materials for court personnel and language access service providers. The NM Judiciary will continue to support the Rio Arriba and Los Alamos magistrate courts' language access efforts through these services and will work to identify new funding opportunities to support language access efforts across the judiciary and specific to the needs of the Courts, as identified through current or future language access planning efforts.

X. PUBLIC NOTIFICATION OF LAP AND SERVICES; COMPLAINT PROCEDURE

The Courts understand the importance of communicating to the LEP and deaf/hard-of-hearing public that courthouses are accessible. In addition to using signage, "I Speak" cards, voicemail, DVDs, and written materials as detailed above, the Courts undertake the outreach measures detailed below.

The Courts researched an extensive database of and reached out to community stakeholder organizations in October 2012, advising them that language access planning was underway and soliciting their input, by means of the survey detailed in Section III of this plan.

The Courts benefited from a statewide Public Service Announcement regarding the accessibility of New Mexico's courts which AOC distributed to radio stations in 2013 and 2014 (in English, Spanish, Navajo and Vietnamese).

A hard copy of the Courts' LAP shall be kept in an area accessible to the public (the clerk's office) in each courthouse. The plan is available in Spanish as well as English, translated by certified translators contracted by AOC. Copies of the plan will be provided to the public on request. In addition, the AOC maintains a link to the plan on the New Mexico State Courts website at <https://languageaccess.nmcourts.gov>. (New Mexico's magistrate courts do not have websites).

Upon signature of the latest revision of the LAP, the Los Alamos Presiding Judge, with the assistance of the Los Alamos Court Manager, will send a letter to known local legal and community stakeholders, enclosing the LAP. The letter will serve the purposes of encouraging agencies with whom the Courts work to take similar measures in their own organization, and of advising the LEP and deaf/hard-of-hearing community that the Courts are accessible.

The Courts have a complaint procedure for persons who feel their rights have been violated under Title VI. Should any individual wish to make a complaint, the attached complaint procedure and form (see Attachment F) will be provided to them by the relevant LAP Coordinator. The procedure and form are available in English and Spanish and can be translated into additional languages as needed.

XI. APPROVAL AND EVALUATION OF LAP

A. LAP Approval

The Courts' LAP is subject to approval by the Presiding Judges and Court Managers. Any revisions to the plan will be submitted to the Presiding Judges and Court Managers for approval, and then forwarded to the AOC.

B. Annual Evaluation of LAP

The Courts 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 annually. The Court Managers are responsible for convening an annual meeting.

Every year, the Courts' language access planning team will review the effectiveness of the LAP and update it as necessary. The evaluation will include identification of any problem areas and development of corrective action strategies. Elements of the evaluation will include:

- Number of LEP persons requesting court interpreters and out-of-courtroom language assistance.
- Assessment of current language needs to determine if additional services or materials should be provided.
- Assessment of whether court procedures are operating smoothly. This may include procedures for identifying interpreter needs or any new procedures instigated during the language access planning process.
- Assessment of whether court staff adequately understand LEP policies and procedures and how to carry them out.
- Assessment of feasibility of training staff as Language Access Specialists.
- Review of any feedback from court employee training sessions.
- Surveys to judges, employees, and community stakeholders and/or revisiting information obtained in earlier surveys, if deemed useful.
- Ensuring that all time-sensitive references, rules or policies that are subject to change, and individuals mentioned in this plan are up-to-date.

C. Rio Arriba & Los Alamos Magistrate Courts LAP Coordinators:

Jennifer Gallegos, Court Manager
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individuals mentioned in this plan are up-to-date.

C. Rio Arriba & Los Alamos Magistrate Courts LAP Coordinators:

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E. LAP Effective date:

Original effective date: December 31, 2012

Effective date of first revision: November 30, 2014

F. Approved by:

Hon. Joseph Madrid, Presiding Judge, Rio Arriba County:

Date: 11-10-14

Hon. Pat Casados, Presiding Judge, Los Alamos County: *Pat A Casados*

Date: 11-12-14

Jennifer Gallegos, Chama Court Manager: *Jennifer Gallegos*

Date: 11-10-14

Eric Abeyta, Española Court Manager: *Eric Abeyta*

Date: 11-10-14

John Baca, Los Alamos Court Manager: *John Baca*

Date: 11-10-14

**Rio Arriba & Los Alamos Magistrate Courts LAP
Attachment A**

SUMMARY OF TASKS AND RESPONSIBLE PARTIES

(For a list of team members and their roles within the courts, see Attachment B)

Task	Timeframe	Responsible Party
Update demographic data in LAP	As available	LAP planning team
Update interpreter usage data in LAP	Annual meeting	LAP planning team
Track out-of-courtroom data	Ongoing	Court Managers
Update out-of-courtroom data in LAP	Annual meeting	LAP planning team
Ensure assistive listening equipment signage remains posted	Ongoing	Court Managers
Ensure right to interpreter signage remains posted	Ongoing	Court Managers
Record Spanish phone messages	Mid 2015	Court Managers/AOC
Amend LAP to reflect Supreme Court's direction re: translated forms and documents	As available/ 2015	LAP planning team
Implement annual staff trainings	Annually	Court Managers
Send letter enclosing LAP to stakeholders	Upon signature of LAP	Los Alamos Presiding Judge & Court Manager
Convene annual meeting	Annually	Court Managers

**Rio Arriba & Los Alamos Magistrate Courts LAP
Attachment B**

Language Access Planning Team Members

Chama Magistrate Court:

Jennifer Gallegos, Court Manager (LAP Co-Coordinator)
Antoinette Valdez, Court Clerk II

Española Magistrate Court:

Eric Abeyta, Court Manager (LAP Co-Coordinator)
Crystal Sanchez, Court Clerk II

Los Alamos Magistrate Court:

John Baca, Court Manager (LAP Co-Coordinator)

Welcome to the New Mexico Judicial System



Bienvenidos al Sistema Judicial de Nuevo México

Hệ Thống Tòa Án của Tiểu Bang New Mexico chào đón quý vị.

Yá'át'ééh, koji' Yootó Aadahwiinít'í bił da'íníishjí' cho'iisíní'íid.

You have the right to an interpreter at no cost to you.

Tiene derecho a recibir servicios de un intérprete sin costo.

Quý vị có quyền được hưởng dịch vụ miễn phí của thông dịch viên.

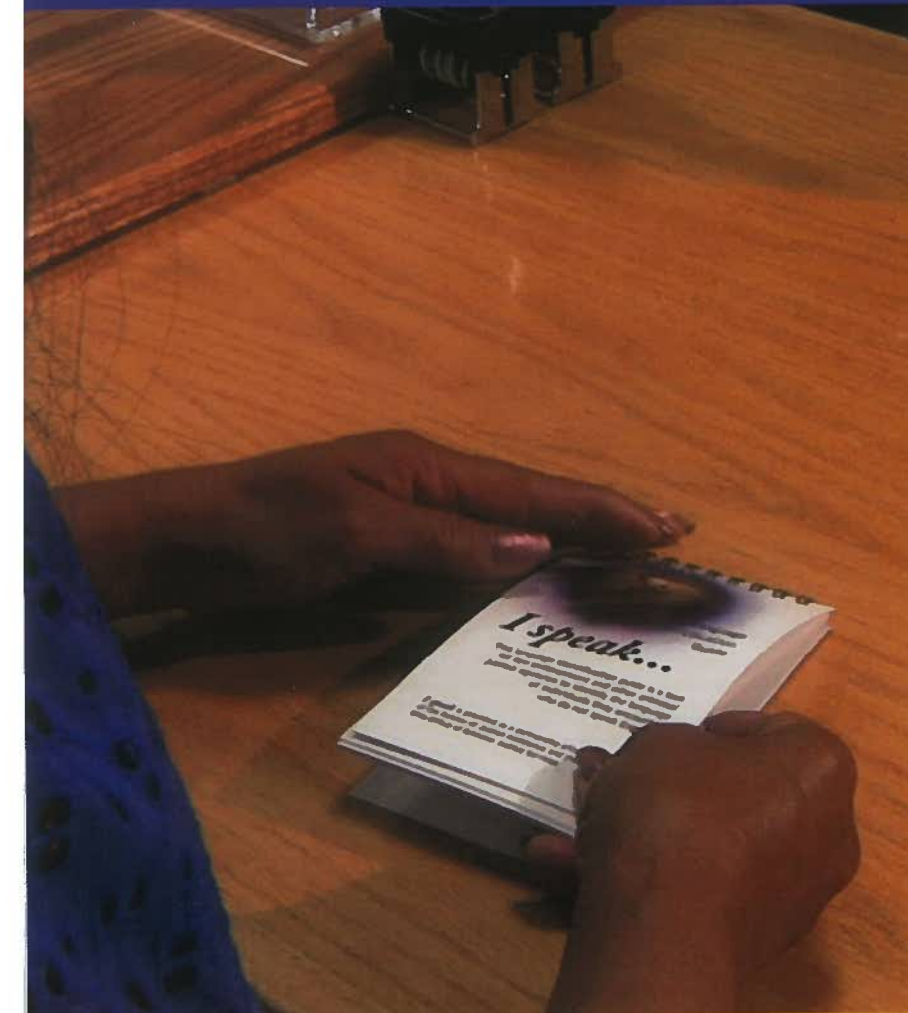
Bee na'áhoot'í' ata' halne'é náhólóogo t'áájiik'é.


If you cannot speak or understand English, or if you need an American sign language interpreter, please contact the clerk for assistance.

Si no sabe hablar o no entiende inglés, o si necesita un intérprete de señas, comuníquese al empleado en la ventanilla.

Nếu quý vị không nói được hoặc không hiểu được tiếng Anh, hoặc nếu quý vị cần dịch vụ của thông dịch viên sử dụng Ngôn Ngữ Cử Chỉ của Hoa Kỳ (American Sign Language), xin liên lạc với thư ký tòa án để được giúp đỡ.

Doo yáníktígóó ẹi doodaii Bilagáana bizaad doo diníts'a'góó ẹi aají doo yádaakti'ígíi bá ata' halne'é lá' bá dahóló, t'áá shọodi áka'anídaalwo'ígíi lá' bich'í' hanídziih.



New Mexico

Judiciary



Language
Identification
Guide

I speak...

This language identification guide is a tool for law enforcement and other criminal justice agencies to identify the language of individuals they encounter who do not speak English.

I speak is provided as a partnership effort of the Bureau of Justice Assistance and the Ohio Office of Criminal Justice Services.

*The Purpose of
This Language
Identification Guide*

As the limited English proficient (LEP) population continues to increase nationwide, the number of LEP defendants, victims, and witnesses processed through the criminal justice system will also increase. This guide can help to obtain interpretive services, which is the first step in working with LEP persons. It is also intended as a resource for the criminal justice community to ensure consistent and effective interaction with LEP persons.

S

Sign Language (American)



Slovak

Hovorím po slovensky

Somali

Waxaan ku hadlaa af-Soomaali

Spanish

Yo hablo español

Swahili

Ninaongea Kiswahili

Swedish

Jag talar svenska

I speak ...

A

Arabic

أنا أتحدث اللغة العربية

Armenian

Ես խոսում եմ հայերեն

B

Bengali

আমি বাংলা কথা বোলতে পারি

Bosnian

Ja govorim bosanski

Bulgarian

Аз говоря български

Burmese

ကျွန်တော်/ကျွန်မ မြန်မာလို ပြောတတ်ပါတယ်။

T

Tagalog

Marunong akong mag-Tagalog

Thai

พูดภาษาไทย

Turkish

Türkçe konuşurum

U

Ukrainian

Я розмовляю українською мовою

Urdu

میں اردو بولتا ہوں

Europe

Albanian Tregoni me gisht gjuhën që flitni. Do të gjejmë një përkthyes për ju.	Shqip
Armenian Ցոց ստեք ո՞ր սէկ լեզուն էր խօսիք՝ դարձուզի թարգմանիչ սը կանչել սաւնը.	Հայերէն
Basque Zeure izkuntza atzamarragaz erakutzi. Euzkeratzail bateri deituko deusagu.	Euzkera
Bulgarian Посочете Вашия език. Ние ще извикаме преводач за Вас.	Български език
Catalan Assenyali amb el dit el seu idioma. Es trucarà a un intèrpret.	Català
Croatian Molim Vas, pokažite nam Vaš jezik. Zvat ćemo tumača za Vas.	Hrvatski
Czech Ukažte, který je váš jazyk. Zavoláme tlumočnicka.	Česky
Danish Peg på dit sprog. En tolk vil blive tilkaldt.	Dansk
Dutch Wijs uw taal aan. Wij zullen u een tolk geven.	Nederlands
Estonian Näidake oma emakeelele. Me muretseme teile tõlgi.	Eesti Keel
Finnish Osoittakaa teidän kielenne. Tulkki kutsutaan auttamaan teitä.	Suomi
French Montrez-nous quelle langue vous parlez. Nous vous fournirons un/e interprète.	Français
German Zeigen Sie auf Ihre Sprache. Wir rufen einen Dolmetscher an.	Deutsch
Greek Δείξτε ποιά γλώσσα μιλάτε και θα κληθεί ένας διερμηνέας.	Ελληνικά
Hungarian Válassza ki az ön által beszélt nyelvet. Kapcsoljuk a tolmácsot.	Magyar
Icelandic Bentu á þitt tungumál. Það verður hringt í túlk.	Íslenska
Italian Faccia vedere qual è la sua lingua. Un interprete sarà chiamato.	Italiano
Lithuanian Parodyk tavo kalbamą kalbą. Vertėjas bus pakviestas.	Lietuvių Kalba
Macedonian Posočete molim Vaš jezik. Ke vikame prevodilac Vas da doide.	Makedonski
Norwegian Pek på ditt språk. En tolk vil bli tilkalt.	Norsk
Polish Proszę wskazać na swój język ojczysty. Tłumacz zostanie poproszony do telefonu.	Polski
Portuguese Aponte seu idioma. Providenciaremos um intérprete.	Português
Romanian Indicați limba pe care o vorbiți. Veți fi pus în legătură cu un interpret.	Românește
Russian Укажите, на каком языке Вы говорите. Сейчас Вам вызовут переводчика.	Русский Язык
Serbian Molim Vas, pokažite nam Vaš jezik. Zvaheмо тумача за Вас.	Српски
Slovak Ukážte na vašu reč. Zavoláme tlmočnicka.	Slovensky
Spanish Señale su idioma. Se llamará a un intérprete.	Español
Swedish Peka ut Ert språk. En tolk kommer att tillkallas.	Svenska
Ukrainian Покажіть, якою мовою ви говорите. Зараз викличуть вам перекладача.	Українська Мова
Yiddish וויזט אן אױך אײער שפראך. מע וועט אַנקלינגען אַן אײבערזעצער.	ייִדיש

Pacific Islands

Akan Ituro mo ro atong hambae. Magtawag kami et mag-interprete.	Aklanon
Fijian Dusia na nomu vosa. Ena qai kacivi edua mi vakavaka dewa.	Kaiviti
Ilocano Itudom iti saom. Umayab kam iti interprete.	Ilokano
Indonesian Tunjukkan bahasamu. Jurubahasa akan disediakan.	Bahasa Indonesia
Malay Tunjukkan yang mana bahasa anda. Seorang jurubahasa akan diberitahu.	Bahasa Malaysia
Samoan Tusi lou 'a'ao i lau gagana. O le a vala'auina se tasi e fa'amatala 'upu mo 'oe.	Gagana Samoa
Tagalog Pakituro mo nga ang iyong wika. Magpapatawag ako ng interprete.	Tagalog
Tongan Tuhu kihe lea 'oku ke lea 'aki. 'E fetu'utaki kihe fakatonulea.	Tonga

India, Pakistan, and Southwest Asia

Bengali আপনি কোন ভাষায় কথা বলেন - জানান। আপনার মেসার জনো একজন অনুবাদক আনবেন।	বাংলা
Bhojpuri ऐजाके मातृभासा क बा ? ऐजाकेल एनो दुप्राविया बोलादेस जाईस।	भोजपुरी
Gujarati તમારી બાષા ઇશાસથી ખતાવો. તમારા માટે બાષાંતર કરનાર ખોલાવી અપાશે.	ગુજરાતી
Hindi अपनी भाषा इमारे से दिखाइये। आपके लिए दुप्राविया बुलाया जाएगा।	हिन्दी
Malayalam നിങ്ങളുടെ മാതൃഭാഷையை കാണിക്കിടയ്ക്കിരിക്കുന്നതാണ്.	മലയാളം
Nepali आपको भाषा चिनाउनु होस्। तपाईंको भाषा बोल्ने व्यक्ति बोलाइने छ।	नेपाली
Punjabi ਅਪਣੀ ਬੋਲੀ ਇਸਾਰੇ ਨਾਲ ਦਸੋ। ਤੁਹਾਡੇ ਵਾਸਤੇ ਪੰਜਾਬੀ ਬੋਲਣ ਵਾਲਾ ਬੁਲਾਇਆ ਜਾਵੇਗਾ।	ਪੰਜਾਬੀ
Sinhalese මෙහි නාඨාව වෙසිනි කෙතරකන. සිංහල කතා කටන කෙතෙක කොටකට.	සිංහල
Tamil எந்த மொழியில் பேசுவீர்கள் தெரிவிக்கவும் அந்த மொழியை காண்பிக்கும்வர். கந்தை அப்பிராவிதகூடல் இணைவு மொழியில் செய்யப்படும்	ஆங்கிலம்
Urdu آپ کون سی زبان میں بات کرنا پسند کریںگی؟ آپ کی مدد کرنے اہلی کی ترجمان کو بلاہا جائے گا.	اُردو



Language Interpreter Identification Card

(800)CALLCLI
(800) 225-5254

This card is set up to help you identify what language a person speaks so Certified Languages International (CLI) can offer you an interpreter. These are the most common encountered languages in the United States and Canada.

Here is how this card works:

When a non-English speaking person is encountered, show him/her the card in the area of the world you believe he/she comes from.

The message underneath each language instructs them to point to his/her language and that an interpreter will be called.

Example:

English English

Point to your language.
An interpreter will be called.

Call CLI with your information and ask for an interpreter for the language selected. You will be put on hold momentarily while the interpreter is contacted.

CERTIFIED LANGUAGES INTERNATIONAL

© Certified Languages International 2008 · Please contact us for any questions about this or other services we provide US or Canada call 1.800.362.3241.

Certified Languages International · 4724 SW Macadam, Suite 100 · Portland, OR 97239



How to dial for an Interpreter

1. Dial 1-800-225-5254

2. Customer Code - 9524

3. New Mexico Courts

4. Language Needed; Your

Name and Phone Number

5. Court, Case # if appropriate

PLEASE NOTE:

When calling for a phone interpretation, you will be placed on hold while we connect you with the interpreter. Once the interpreter is on the line, the operator will drop out of the call leaving the interpreter on the line with you.

If you need to call a third party, please indicate that to the operator before the interpreter is on the line so the operator can gather the information needed for a 3-way call.

CLI recommends that you use speaker phones or an extension handset if available for phone interpretation.

Asia

China	請指認您的語言 以便為您請翻譯	请指认您的语言 以便为您请翻译
Cantonese	廣東話	广东话
Chaochow	潮州話	潮州话
Fukienese	福建話	福建话
Mandarin	國語	国语
Shanghai	上海話	上海话
Taiwanese	台灣話	台湾话
Toishanese	台山話	台山话

North America, South America, and Caribbean

French	Français
Montrez-nous quelle langue vous parlez. Nous vous fournirons un/e interprète.	
Haitian Creole	Kreyòl Ayisyen
Montre lang ou-a. Yap voye chèche yon entèprèt.	
Navajo	Diné
Saad béé honisinígíí nílá' bee bik'idiitnííh. Ata' halné'é la' nábich'í' hodoonih.	
Portuguese	Português
Aponte seu idioma. Providenciaremos um intérprete.	
Spanish	Español
Señale su idioma. Se llamará a un intérprete.	

Burmese	မြန်မာစကား။
ခင်ဗျားဘာသာစကားကိုထောက်ပြပါ။ စကားပြန်ပေးပါ။	
Cambodian	ភាសាខ្មែរ
សូមបង្ហាញភាសា របស់អ្នក។	
Hmong	Hmoob
Thov taw tes rau koj yam lus. Peb yuav hu ib tug neeg txhais lus rau koj.	
Indonesian	Bahasa Indonesia
Tunjukkan bahasamu. Jurubahasa akan disediakan.	
Japanese	日本語
あなたの話す言葉を指さしてください。 通訳を呼びます。	
Korean	한국말
당신이 쓰는 말을 지적하세요. 통역판을 불러 드리겠어요.	
Laotian	ພາສາລາວ
ຊື່ບອກພາສາທີ່ເວົ້າເວົ້າໄດ້ ພວກເຮົາຈະຕິດຕໍ່ນາຍພາສາໃຫ້	
Malay	Bahasa Malaysia
Tunjukkan yang mana bahasa anda. Seorang jurubahasa akan diberitahu.	
Mien	Mienh
Nuqv meih nyei waac mbuox yie liuz. yie heuc faan waac mienh bun meih oc.	
Thai	ภาษาไทย
ช่วยชี้ให้ฉันดูว่าคุณต้องการ ใช้ภาษาไหนบ้าง	
Vietnamese	Tiếng Việt
Chỉ rõ tiếng bạn nói. Sẽ có một thông dịch viên nói chuyện với bạn ngay.	
Karen S'gaw	ကညီꨀ
နဲင်ယိပွေးန့ကျိင် ပုဂကိးန့ပုဂကျိင်ထံဝံာ်	

Africa

Amharic	አማርኛ
የዳጃጃዎ የመልክተ ስተረጎሚያ ማሳያ	
Arabic	اللغة العربية
أشر الى لفتك وستنادي المترجم حالاً.	
Bambara	Bamanankan
I bolo da i fakan kan. An benna kuma yelemabaga do wele.	
French	Français
Montrez-nous quelle langue vous parlez. Nous vous fournirons un/e interprète.	
Hausa	Hausa
Nuna yàrenkà/yàrenki. A à kirà tafintà.	
Italian	Italiano
Faccia vedere qual è la sua lingua. Un interprete sarà chiamato.	
Portuguese	Português
Aponte seu idioma. Providenciaremos um intérprete.	
Portuguese Creole	Cabo Verdiano
Ponta pa bu lingua. Un intrepeto ta ser chumado.	
Somali	Afsomali
Tilmaan afka aad ku hadasho. Tarjumaan ayaa la wacayaaye.	
Swahili	Kiswahili
Onyasha lugha yako. Tutamwita mtu atakayekufasiria.	
Tigrinya	ትግርኛ
ናብጳጳገስ መልክተ ተረጎሚያ መስጠኛ	
Wolof	Wolof
Wan ñu sa lakk. Negal dinañu la wutal ab tekkikat.	
Yoruba	Yorùbá
Tọka si èdè rẹ. À ó pe ògbifọ wà.	
Maay	Maay
Afka tilmaang! Turjumaanga liing weerey.	
Dinka	Xen èmuony jaŋ
Nyöth thöŋ du Rän wär thok abë ol	

Middle East

Arabic	اللغة العربية
أشر الى لفتك وستنادي المترجم حالاً.	
Armenian	Հայերէն
Ցոյց տուէք ո՞ր մէկ լեզուն կը խօսուի՝ դրպէսզի թարգմանիչ մը կանչել տանք.	
Assyrian	ܐܘܪܝܝܐ
ܚܘܒܝܠܝܢܝܘܬܝܢ ܗܘܘܬܘܢܝܢܝܘܬܝܢܝܘܬܝܢ	
Dari	دری
شما بکدام زبان گپ میزنید؟ بگ ترجمان میاید.	
Farsi	فارسی
برای من که صحبت میکنید نشان دهید. برای شما مترجم میآوریم.	
Hebrew	עברית
הצבע על השפה שלך? נקרא למתרגם מיד.	
Kurdish	کوردی
زمانی خۆت دەسنیشان بکه تەرجومانیتکت بۆ بانگ دەکه یه سه تهلهفون	
Pashto	پشتو
خپله ژبه وپينه. ژبه ترجمان در سره خبری وكړی.	
Turkish	Türkçe
Kendi anadilinizi gösterin. Size bir tercüman çağırıyoruz.	

Need an Interpreter?



1. Dial 1.800.CALL CLI **(1.800.225.5254)**
2. When the operator answers, tell them:
 - a. Your customer code is:
 - b. The court you are calling from: _____
 - c. The language that you need: _____
 - d. Your name, phone number, and case number if for a court proceeding
 - e. Please let the operator know if you would like to connect to multiple parties (call a juror at home for example)
3. The operator will connect you with an interpreter promptly.

24 hours a day 7 days a week



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24 hours a day 7 days a week



Guidelines for Using a Telephone Interpreter

For a Court Proceeding – Requires Prior AOC Approval

- CLI is available primarily for use outside of the Courtroom.
- If a last minute need arises or for a short (5-30 minute proceeding),
- CLI may be used with the prior approval of AOC.
- Contact Pam Sánchez, 505-827-4822 or aocpis@nmcourts.gov

Etiquette

- Address/look at the Limited English Proficient (LEP) person
- A warm smile and courteous works go a long way to help the LEP person feel more comfortable
- Avoid side conversations-they can create a sense of isolation and suspicion for the LEP person and make it difficult for the interpreter to know what to interpret.

Dialogue

- Explain that all information is confidential and encourage questions
- Speak clearly
- If multiple people are involved in the conversation, Encourage them to speak one at a time
- Short sentences are easiest to interpret
- Speak freely – all CLI interpreters are sworn to confidentiality and Interpreting Code of Ethics
- Encourage the interpreter to clarify terms with you

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- Speak clearly
- If multiple people are involved in the conversation, Encourage them to speak one at a time
- Short sentences are easiest to interpret
- Speak freely – all CLI interpreters are sworn to confidentiality and Interpreting Code of Ethics
- Encourage the interpreter to clarify terms with you

Guidelines for Using a Telephone Interpreter

For a Court Proceeding – Requires Prior AOC Approval

- CLI is available primarily for use outside of the Courtroom.
- If a last minute need arises or for a short (5-30 minute proceeding),
- CLI may be used with the prior approval of AOC.
- Contact Pam Sánchez, 505-827-4822 or aocpis@nmcourts.gov

Etiquette

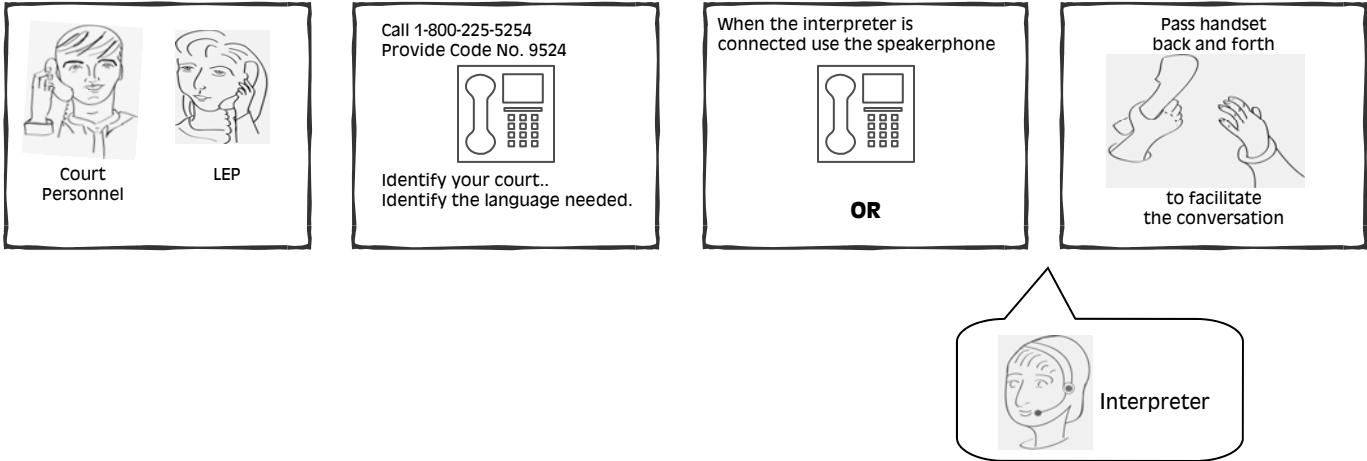
- Address/look at the Limited English Proficient (LEP) person
- A warm smile and courteous works go a long way to help the LEP person feel more comfortable
- Avoid side conversations-they can create a sense of isolation and suspicion for the LEP person and make it difficult for the interpreter to know what to interpret.

Dialogue

- Explain that all information is confidential and encourage questions
- Speak clearly
- If multiple people are involved in the conversation, Encourage them to speak one at a time
- Short sentences are easiest to interpret
- Speak freely – all CLI interpreters are sworn to confidentiality and Interpreting Code of Ethics
- Encourage the interpreter to clarify terms with you

Recommendations for Effectively Using the Services of an Over-the-Phone Interpreter

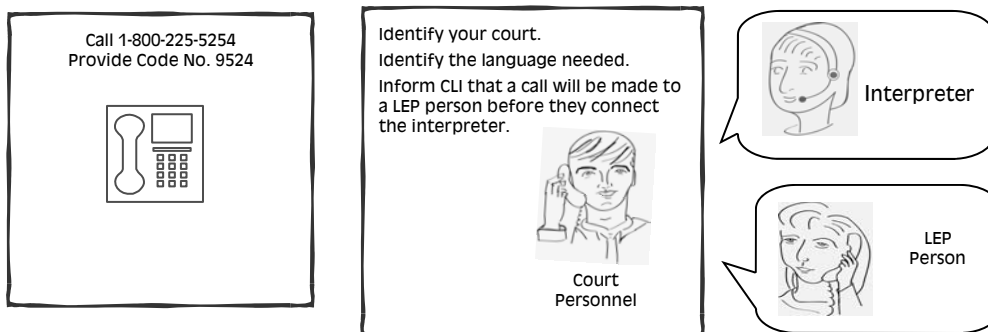
1) You are face to face with a Limited English Proficient (LEP) Person:



2) You receive a call from a Limited English Proficient Person:



3) You need to make a call to a Limited English Proficient Person:



RECEIVED A TRUE COPY
Kathleen J. Velazquez
Clerk of the Supreme Court
of the State of New Mexico

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IN THE SUPREME COURT OF THE STATE OF NEW MEXICO

April 6, 2011

NO. 11-8500

**IN THE MATTER OF THE APPROVAL
OF THE MANDATORY LANGUAGE ACCESS TRAINING
FOR THE JUDICIAL BRANCH OF GOVERNMENT**

ORDER

WHEREAS, this matter came on for consideration by the Court upon recommendation of the Administrative Office of the Courts to approve the language access training DVD, *Language Access is Equal Access*, and to ensure that all present and future judicial employees view the training DVD; and

WHEREAS, the language access training DVD is part of the New Mexico Judiciary's effort to ensure that all New Mexico residents, regardless of their ability to speak or understand the English language, receive qualified language assistance when involved with the New Mexico state courts, and the Court having considered said recommendation and being sufficiently advised, Chief Justice Charles W. Daniels, Justice Patricio M. Serna, Justice Petra Jimenez Maes, Justice Richard C. Bosson, and Justice Edward L. Chávez concurring;

NOW, THEREFORE, IT IS ORDERED that the recommendation is ADOPTED and the language access training DVD, *Language Access is Equal*

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Access, is APPROVED; and

IT IS FURTHER ORDERED that all New Mexico judicial entities shall ensure that present and future judicial employees view the language access training DVD as soon as practicable.

Done in Santa Fe, New Mexico, this 6th day of April 2011.



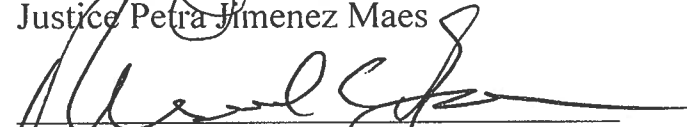
Chief Justice Charles W. Daniels



Justice Patricio M. Serna



Justice Petra Jimenez Maes



Justice Richard C. Bosson



Justice Edward L. Chávez

NEW MEXICO JUDICIAL BRANCH

GENERAL POLICY AND PROCEDURE

LANGUAGE ACCESS TRAINING POLICY

1. PURPOSE

The purpose of this policy is to ensure that all employees of the New Mexico Judiciary understand the importance of, the basis for, and their role in providing qualified language assistance to all individuals who use or may use the services of the New Mexico state courts.

The New Mexico Judicial Branch is committed to ensuring access to justice for all New Mexico residents and recognizes that language access is a significant aspect of equal access to justice at all points of public contact with the judiciary, within and outside the courtroom and courthouse. This commitment is consistent with both state and federal law.

Title VI of the Civil Rights Act of 1964 provides that “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.” 42 U.S.C. §2000d (2010). The U.S. Supreme Court has determined that discrimination based on language (whether intended or not) is a form of national discrimination prohibited by Title VI.

The Constitution of the State of New Mexico references language access in multiple sections including the following.

Article II, Section 14 *“In all criminal prosecutions, the accused shall have the right to appear and defend himself in person, and by counsel; to demand the nature and cause of the accusation; to be confronted with the witnesses against him; to have the charge and testimony interpreted to him in a language that he understands; ...”*

and

Article VII, Section 3 provides that “[t] right of any citizen of the state to...sit upon juries, shall never be restricted, abridged or impaired on account of...inability to speak, read or write the English or Spanish languages.” To comply with this constitutional mandate, the Supreme Court has charged that “all courts should strive to incorporate all New Mexico citizens into our jury system regardless of the language spoken by a prospective NES (non-English speaking) juror.” (Non-English Speaking Juror Guidelines, p. 2)

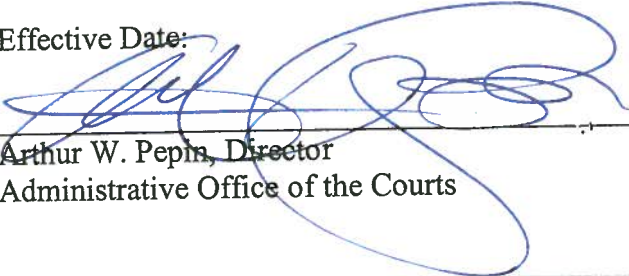
NEW MEXICO JUDICIAL BRANCH
GENERAL POLICY AND PROCEDURE

This policy has a broad application and applies to justices, judges, and all employees (probationary, term, classified, at-will and temporary employees).

2. EDUCATIONAL PROGRAMS

- A. Each judicial entity shall ensure every employee completes the AOC-approved language access training within six (6) months of hire.
- B. The Administrative Authority or designee shall certify to the Director by the first of January each year that all current employees of that judicial entity have previously received training or will receive the above training within the next six (6) months.
- C. Follow-up language access training and training on the court's language access plan may be provided, as appropriate.
- D. Each employee who attends language access training shall sign an acknowledgement that the employee has attended the training.
- E. Viewing of the Language Access Video is required by all New Mexico Judicial Branch employees (at-will employees, term, temp) and provides information that includes:
 - (1) an overview of pertinent state and federal law;
 - (2) what constitutes meaningful language access;
 - (3) a review of the role of the certified court interpreter;
 - (4) the employee's role in ensuring meaningful language access;
 - (5) a review of the language access resources provided by the Administrative Office of the Courts.

Effective Date:



Arthur W. Pepin, Director
Administrative Office of the Courts



Date

Dev: 5/2011

NEW MEXICO JUDICIAL BRANCH
LANGUAGE ACCESS TRAINING
ACKNOWLEDGMENT FORM

My signature below acknowledges:

- (1) That I viewed the AOC approved Language Access Training Video.
- (2) Receipt of the New Mexico Judicial Branch Language Access Training Policy and Supreme Court Order #11-8500 approving the policy on April 6, 2011.
- (3) My commitment to read and understand the Policy.
- (4) That should I have any questions or concerns regarding the training or policy I will contact the AOC Court Services Division, at 827-4822.

Court (Please Print)

Employee Name (Please Print)

Employee Signature

Date

Original: Employee Personnel File
Copy: Employee & Court Services Division
Copy: AOC HR

Name of Policy: Language Access Training Policy

Inquiries: Administrative Office of the Courts, Human Resources Division, 827-4937 or 827-4810

Distribution: All Employees of the New Mexico Judicial Branch

Rio Arriba & Los Alamos Magistrate Courts
Language Access Plan
Attachment F- Complaint Procedure and Form

Should a court client/customer feel that his/her rights to meaningful language access have not been met by the Courts, the following procedure may be followed to register a complaint:

1. The person with the complaint (the complainant) should contact the Language Access Plan (LAP) Coordinator at the relevant courthouse to report the complaint by completing and submitting the attached Title VI Complaint Form.

Contact information:

Jennifer Gallegos, Court Manager, Chama Magistrate Court, 2332 Highway 17, Chama, NM 87520, chamjrg@nmcourts.gov, (575) 756-2278

Eric Abeyta, Court Manager, Española Magistrate Court, 1127 Santa Clara Peak Road, Española, NM 87532, espmepa@nmcourts.gov, (505) 753-2532

John Baca, Court Manager, Los Alamos Magistrate Court, 2500 Trinity Drive, Suite D, Los Alamos, NM 87544, lalmjab@nmcourts.gov, (505) 662-2727

2. If the complainant does not believe that their concerns have been adequately addressed or resolved with the local LAP Coordinator, the complainant should contact the NM Administrative Office of the Courts (AOC) Statewide Program Manager, Language Access Services.

Contact information: Pamela Sánchez, Statewide Program Manager, Language Access Services, NM Administrative Office of the Courts, 237 Don Gaspar, Santa Fe, New Mexico 87501, aocpjs@nmcourts.gov, (505) 827-4822.

3. The complainant may also, at any time in this process, contact the United States Department of Justice.

Contact information: Federal Coordination and Compliance Section, Civil Rights Division, United States Department of Justice, 950 Pennsylvania Avenue NW, Washington, D.C. 20530, (888) 848-5306 or (202) 307-2678 (TDD).

Rio Arriba & Los Alamos Magistrate Courts Title VI Complaint Form

Title VI of the Civil Rights Act of 1964 requires that “No person in the United States shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any of program or activity receiving federal financial assistance.” The United States Supreme Court has determined that excluding participants because of an inability to speak English may constitute discrimination on the basis of national origin in violation of Title VI (*Lau v. Nichols* (1974) 414 U.S. 563).

The following information is necessary to assist us in processing your complaint. Should you require assistance in completing this form, please contact us at:
Chama Magistrate Court: chamjrg@nmcourts.gov, (575) 756-2278
Espanola Magistrate Court: espamepa@nmcourts.gov, (505) 753-2532
Los Alamos Magistrate Court: lalmjab@nmcourts.gov, (505) 662-2727

Please complete and return this form to the relevant court:

Chama Magistrate Court- Jennifer Gallegos, Court Manager
2332 Highway 17, Chama, NM 87520
chamjrg@nmcourts.gov
Fax: (575) 756-2477

Espanola Magistrate Court- Eric Abeyta, Court Manager
1127 Santa Clara Peak Road, Espanola, NM 87532
espamepa@nmcourts.gov
Fax: (505) 753-4802

Los Alamos Magistrate Court- John Baca, Court Manager
2500 Trinity Drive, Suite D, Los Alamos, NM 87544
lalmjab@nmcourts.gov
Fax: (505) 661-6258

1. Name of person filing complaint (the complainant):
2. Complainant's Address:

**Rio Arriba & Los Alamos Magistrate Courts
Language Access Plan
Attachment F- Complaint Procedure and Form**

<p>3. Complainant's Contact Information: Home Phone: Work Phone: Mobile Phone: E-mail:</p>
<p>4. If you are filing on behalf of another person, please include your name, address, phone number, and relation to the complainant:</p> <p>Name: Address: Phone: E-mail: Relationship to Complainant:</p>
<p>5. Please describe, in your own words, in what way you believe that your rights to language access were not met and whom you believe was responsible. Please use the back of this form or additional pages as needed.</p>
<p>6. Please indicate the date/s when the above occurred:</p>
<p>7. Please sign below:</p> <p>Signature _____ Date Signed _____</p>
<p>Return this form to the relevant court:</p> <p>Chama Magistrate Court- Jennifer Gallegos, Court Manager 2332 Highway 17, Chama, NM 87520 chamjrg@nmcourts.gov</p>

**Rio Arriba & Los Alamos Magistrate Courts
Language Access Plan
Attachment F- Complaint Procedure and Form**

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