



SANTA FE MAGISTRATE COURT

LANGUAGE ACCESS PLAN

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SANTA FE MAGISTRATE COURT

LANGUAGE ACCESS PLAN

I. DEFINITIONS

Definition of “Santa Fe Magistrate Court” and “the Court”:

“Santa Fe Magistrate Court” and “the Court,” as used throughout this plan, means the magistrate court located in the city and county of Santa Fe, situated in New Mexico's First Judicial District.

II. LEGAL BASIS AND PURPOSE

This document serves as the plan for the Santa Fe Magistrate 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 Santa Fe Magistrate Court.

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

For a list of language access planning team members, *see Attachment A*.

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 2016, were:

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

In 2016, interpretation was provided in New Mexico's courts in an estimated 50 different languages.

B. Santa Fe Magistrate Court by Language

Demographic Data for Santa Fe County:

The Santa Fe Magistrate Court 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 Court's 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 top five spoken languages other than English in Santa Fe County are as follows:

1. Spanish 31.38%
2. “Other specified North American Indian languages” 0.88%
3. French 0.45%
4. German 0.40%
5. Chinese 0.35%

In addition to those top five languages, the MLA data lists 24 additional languages or language groups for Santa Fe County, each spoken by between 0.01% and 0.26% of the population (*see Attachment B*).

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 LEP.

MPI lists the following LEP data for Santa Fe County:

- ➔ 11.1% Spanish-speaking LEP persons

The language access planning team is responsible for updating demographic data in this plan as data becomes available. (For a summary of all tasks related to this plan and parties responsible, *see Attachment C*).

Courthouse Users:

The Santa Fe Magistrate Court will also assess its language needs on an ongoing basis based on what it identifies 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 October 2012, a survey was circulated to employees of the Santa Fe Magistrate Court, eliciting 17 responses (respondents were screened out to ensure that all participants had contact with the public in the course of their job duties).

Court employees reported the top languages encountered in the courthouse as:

1. Spanish (88% of employees had encountered Spanish-speaking LEP persons)
2. ASL (56% had encountered)
3. Tewa, Navajo, Chinese, Tibetan, Japanese (6% had encountered each one).

Employees did not report encountering any additional languages.

When asked how often they encounter LEP persons, 37% of employees said “frequently,” 63% “occasionally,” and 0% “never.” When asked the same question about deaf individuals, 0% reported coming into contact “frequently,” 73% “occasionally,” and 27% “never.”

In October 2012, a survey was circulated to community stakeholders in Santa Fe County, eliciting two responses (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 Santa Fe Magistrate Court). One hundred percent (100%) of respondents served LEP persons, and 100% also served the deaf or hard-of-hearing. When asked what languages were spoken by their clients, 100% of the stakeholders said Spanish, 100% ASL, and 50% Navajo.

2) Data tracking:

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

The LAP team is responsible for updating data on courtroom interpreter in this LAP at its annual meeting (data to be obtained from Odyssey case management system). The Interpreter Coordinator is responsible for compiling out-of-courtroom data on an ongoing basis and the LAP team is responsible for updating out-of-courtroom data in this LAP at its annual meeting.

Courtroom data for 2016 (as well as prior years, for comparison purposes) is appended to this plan as *Attachment D*. Out-of-courtroom data for 2016 and prior years is appended to this plan as *Attachment E*.

C. Survey Reports

Judge Survey Report

In October 2012, a language access survey was distributed to judges in the Santa Fe Magistrate Court, eliciting four (4) responses. 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 "frequently" (0% required interpreters either "occasionally" 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%) stated they felt it essential that an interpreter working in their court be certified. One hundred percent (100%) swear interpreters in for each proceeding or day in their courtroom. Zero percent (0%) had attempted to communicate with an LEP or deaf individual directly, without the assistance of an interpreter.

Judicial Employee Survey Report

Seventeen (17) employees completed an employee survey that was circulated in October 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.

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, 37% said "frequently," 63% "occasionally" and 0% "never." When asked about deaf clients/customers, 0% came into contact "frequently," 73% "occasionally" and 27% "never."

When asked what languages were spoken by the LEP or deaf court clients/customers they encounter, 88% of employees reported having come into contact with Spanish; 56% with ASL, and 6% each with Tewa, Navajo, Chinese, Tibetan and Japanese.

Forty-four percent (44%) of employees were bilingual or somewhat conversant in another language (Spanish). Six percent (6%) had been called on to interpret for an LEP client/customer. Seven percent (7%) of employees had encountered difficulties when attempting to secure the services of a certified interpreter while 93% had not encountered difficulties.

When asked what language access services were available in the Court, 100% of employees knew

about in-person interpreters; 50% about telephone or video interpreters; 6% about posted signs regarding the right to an interpreter, and 38% about “I Speak” cards. Zero percent (0%) reported not knowing 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% had not. One hundred percent (100%) stated they would attend training if it were available.

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

Community Stakeholder Survey Report

Two 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.

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 Santa Fe Magistrate Court. One hundred percent (100%) of respondents served LEP persons, and 100% also served the deaf or hard-of-hearing.

When asked what languages were spoken by their LEP or deaf clients/members, 100% of respondents said Spanish, 100% ASL, and 50% Navajo.

One hundred percent (100%) said their clients needed courtroom interpreter services “frequently,” (0% needed them “infrequently” or “never”). One hundred percent (100%) said the Courts always provided interpreters when needed.

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 Court's 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, the stakeholders gave the same response.

Fifty percent (50%) of the respondents provide language access services at their own agencies, while 50% do not do so.

2017 Surveys:

In 2017, the Santa Fe Magistrate Court will conduct new surveys among judges, employees and community stakeholders, and will also update its community stakeholder database. The Court Manager is responsible for ensuring these tasks are completed by October 31, 2017.

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 the courtrooms in the Santa Fe Magistrate Court. This resource is advertised to the public by means of a sign located outside every courtroom. The Court Manager is 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 Court will take advantage of this resource to serve its 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 Santa Fe Magistrate Court, 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 pre-trial witness interviews, transcriptions and translations and for attorney/client communications during proceedings.

C. Determining the Need for an Interpreter in the Courtroom

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

- A request for interpreter form is included in the civil packet for every new civil case and for every civil response. The form states that if any party in the case needs an interpreter, the recipient should alert the Court, including which language is needed.
- Jury forms inquire whether an interpreter is needed.

- Interpreters identify need during scheduled group in-jail arraignments. They then flag the need on the arraignment or first appearance sheet.
- Arraignment is sometimes the first opportunity for the Court to identify interpreter need. Since interpreters are present at the Court during all business hours, unforeseen needs can usually be quickly met. The Courts have access to a multilingual interpreter needed check sheet/rights advisory 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.
- Recurring interpreter needs are flagged in the Court's case management system

In addition to using the above methods to determine interpreter need in advance, the Court automatically assigns an interpreter to the following events: video arraignments at the jail; jury selections (two interpreters assigned); jury trials.

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 Court's counter staff or jury division staff; the client/customer's advocate, family member or attorney; outside justice partners such as probation/parole officers and correctional facilities.

The need for an interpreter may also be made known in the courtroom at the time of the proceeding. The Santa Fe Magistrate Court displays 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 F*). The Court displays these signs in the front lobby by the clerks' windows, and the Court Manager is 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 Santa Fe Magistrate Court schedules spoken and signed language interpreters for courtroom hearings in compliance with Supreme Court rules and AOC policies.

Interpreters for all New Mexico state courts are scheduled using a centralized interpreter scheduling management system managed by AOC. The AOC Coordinator/Spanish interpreter for the region is housed at Santa Fe Magistrate Court.

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: <https://languageaccess.nmcourts.gov>

V. LANGUAGE ASSISTANCE PROCEDURES AND RESOURCES OUTSIDE THE COURTROOM

The Santa Fe Magistrate Court is 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.

In the Santa Fe Magistrate Court, the most common points of service outside the courtroom are at the clerks' windows and on the telephone. In the Santa Fe Magistrate Court, most out-of-courtroom encounters are handled by the court interpreters.

Language Access Specialists are bilingual employees of the courts 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 in out-of-courtroom settings. 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 Santa Fe Magistrate Court did not have any LASs but did have two potential candidates for LAS training. The Court Manager will follow up with these employees regarding LAS training in 2017. The LAP team will continue to revisit recruitment of LAS candidates at each annual meeting.

To facilitate communication between LEP individuals and court staff outside the courtroom, the Santa Fe Magistrate Court uses the following resources:

- Interpreters, Language Access Specialists and other bilingual employees, as detailed above.
- “I Speak” cards in over 60 languages, to identify the individual’s primary language (*see Attachment F*).
- 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 F*).
- During business hours, persons calling the Court hear a message in Spanish with an option to press for Spanish service. This transfers the caller to a Spanish version of the full English phone menu.
- Outside business hours, persons calling the Court hear an after hours message in Spanish.
- An advisement of rights DVD in English, Spanish and Navajo which can be played in the courtroom prior to arraignment hearings.
- Written materials in multiple languages (see Section VI).
- Resources posted on the AOC Language Access Services webpage at: <https://languageaccess.nmcourts.gov>.
- The website of the NM Judiciary at <https://nmcourts.gov> has been professionally translated into Spanish.
- The AOC Memorandum, “Providing Interpreters for Court-Ordered Programs, Services or Events,” explains when the obligation to provide language access services falls on the court and when it falls on outside agencies. See: <https://languageaccess.nmcourts.gov/rules-guidelines-memos-1.aspx>.

VI. TRANSLATED FORMS AND DOCUMENTS

The Court understands the importance of having forms and documents professionally translated so that LEP individuals have greater access to needed information and services.

Currently, the following written/translated resources are available for LEP clients using the Santa Fe Magistrate Court:

- 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).
- Bilingual (English and Spanish) handouts from community partners such as Law Access NM and Legal Aid NM, including a legal helpline flier and a renters' guide booklet.
- As the only state in the United States that seats LEP jurors, the New Mexico AOC provides the following materials (available at <https://jury.nmcourts.gov>):
 - ✓ Spanish: juror questionnaire, qualification form, handbook, FAQs, creed, tips for after jury service, affidavit of age request for permanent exemption, affidavit of non-resident; orientation video open-captioned in Spanish.
 - ✓ Navajo: juror questionnaire and qualification form.
 - ✓ For deaf and hard-of-hearing jurors: orientation video open-captioned in English and Spanish.

VII. COURT STAFF RECRUITMENT

The Santa Fe Magistrate Court is an equal opportunity employer and recruits and hires bilingual staff to serve its LEP constituents. Bilingual staff serve the Santa Fe Magistrate Court in the following capacities:

- A Language Access/Interpreter Coordinator employed by AOC and housed at the Court.
- Court interpreters who serve the court on an on-call basis (coordinated and funded by AOC).
- Language Access Specialists, as detailed in Section V. The AOC provides compensation and incentives in the form of a \$1 per hour increase to employees who become certified as LASs.
- Other bilingual staff who are on call to assist with out-of-courtroom contacts from LEP individuals as needed. The Court encourages all bilingual employees who provide language access services to become LAS certified.

VIII. JUDICIAL AND STAFF TRAINING

The New Mexico State Courts and the Santa Fe Magistrate Court 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 Santa Fe Magistrate Court 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 G*). 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 H*). The Court completed this procedure for all staff and judges in October 2012.

- Instruction for all employees on the Court's language access policies, procedures and resources, as described in this plan.
- Scholarships and wage incentives (as available) to encourage the enrollment of current bilingual employees in the Language Access Specialist certificate program offered through the New Mexico Center for Language Access.
- An annual Language Access Specialist symposium, the benefits of which include a full year's worth of Continuing Education Units, as well as LAS webinars throughout the year.
- Conferences, judicial conclaves, webinars, etc. that include sessions dedicated to language access topics, organized by AOC Language Access Services and its partner, the NM Center for Language Access.
- The AOC and national colleagues have developed the Language Access Basic Training (LABT), an interactive training program available online at: <http://www.nmcenterforlanguageaccess.org/lafund>. 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 most recent court-wide language access training for all Santa Fe Magistrate Court staff was facilitated by the Interpreter Coordinator and held on January 28, 2015. Since that time, court staff have received refresher training using the mandatory DVD. As of the latest revision of this plan the Court was short-staffed; once new staff have been hired, another court-wide training will be held.

Trainings in the Santa Fe Magistrate Court will be held on an annual basis, or as needed. New employees will receive language access orientation shortly after assuming their responsibilities. The Court Manager is responsible for implementing trainings.

IX. FUNDING AND PROCUREMENT ISSUES

The New Mexico Supreme Court and 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 Santa Fe Magistrate Court 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 Santa Fe Magistrate Court, as identified through current or future language access planning efforts.

Due to a shortfall in revenue and an increase in demand for services, AOC issued a Memorandum on August 18, 2016 titled, "Language Access Services – Budget Constraints." The Memorandum calls on New Mexico's courts to assist in optimizing use of resources through measures such as remote

interpreting. See: <https://languageaccess.nmcourts.gov/rules-guidelines-memos-1.aspx>.

X. PUBLIC NOTIFICATION OF LAP AND SERVICES; COMPLAINT PROCEDURE

The Santa Fe Magistrate Court understands the importance of communicating to the LEP and deaf/hard-of-hearing public that the courthouse is accessible. In addition to using signage, “I Speak” cards, phone recordings, DVDs, and written materials as detailed above, the Court undertakes the following outreach measures.

The Court 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).

The Court researched a 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. In 2017, the Court will update the database and distribute a new survey.

A hard copy of the Santa Fe Magistrate Court LAP shall be kept in an area accessible to the public (the bulletin board in the lobby). The plan is available in Spanish as well as English, translated by a certified translator contracted by AOC. Copies of the plan will be provided to the public on request. In addition, the AOC posts the plan on the New Mexico State Courts website at: <https://languageaccess.nmcourts.gov>.

Upon signature of each annual update of the LAP, the Presiding Judge, with the assistance of the Court Manager, sends a notice to known local legal and community stakeholders, enclosing the LAP. The notice is intended to advise the LEP and deaf/hard-of-hearing community that the Court is accessible and to familiarize them with the specific provisions of the Court's LAP. The Court Manager is responsible for ensuring this is completed.

The Santa Fe Magistrate Court has a complaint procedure for persons who feel their rights to language access have been violated. Should any individual wish to make a complaint, the attached complaint procedure and form will be provided to them by the LAP Coordinator/ Court Manager (*see Attachment I*). The procedure and form are available in English, Spanish and Navajo and can be translated into additional languages as needed.

XI. APPROVAL AND EVALUATION OF LAP

A. LAP Approval

The Santa Fe Magistrate Court LAP is subject to approval by the Presiding Judge and Court Manager. Any revisions to the plan will be submitted to the Presiding Judge and Court Manager for approval, and then forwarded to the AOC.

B. Evaluation of LAP

The Santa Fe Magistrate 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 once every 18 months. The Court Manager is responsible for convening a team meeting every 18 months.

At the team meetings, the Court's LAP team 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. 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 language access procedures are operating smoothly.
- Identifying gaps in LAS coverage and suitable candidates to undergo LAS training.
- Assessment of whether court staff adequately understand LEP policies and procedures and how to carry them out.
- 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 tasks summarized in Attachment C of this plan have been completed by their target date.
- 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. Santa Fe Magistrate Court LAP Coordinator:

Michelle Portillo, Court Manager
Santa Fe Magistrate Court
2056 Galisteo Street, Santa Fe, New Mexico 87502
sfemmcp@nmcourts.gov
(505) 984-9914 x106

D. AOC LAP Coordinator:

Paula Couselo, Senior Statewide Program Manager, Language Access Services
New Mexico Administrative Office of the Courts
237 Don Gaspar, Santa Fe, New Mexico 87501
aocpvc@nmcourts.gov
(505) 827-4853

E. LAP Effective date:

Original effective date: December 20, 2012

Effective date of first revision: January 20, 2015

Effective date of subsequent revision: February 28, 2016

Effective date of subsequent revision: June 30, 2017

F. Approved by:

Hon. David Segura, Presiding Judge:

Date:

Michelle Portillo, Court Manager:

Date:

**Santa Fe Magistrate Court LAP
June 2017
Attachment A**

**Santa Fe Magistrate Court
Language Access Planning Team**

Hon. Donita Sena, Division IV Judge

Michelle Portillo, Court Manager (**LAP Coordinator**)

Vickie García, Supervisor

Maria Sánchez, Supervisor

Eileen Spoonhoward, Language Access/Interpreter Coordinator

**Santa Fe Magistrate Court LAP
June 2017
Attachment B**

Modern Language Association Data

Source: Modern Language Association Map Data Center, www.mla.org

Santa Fe County, New Mexico
Source: American Community Survey
Aggregate Data, 5-Year Summary File, 2006–2010

	Ages 5 +	%
English	86,685	64.96%
All languages other than English combined	46,753	35.04%
Spanish	41,872	31.38%
Other specified North American Indian languages	1,176	0.88%
French	598	0.45%
German	536	0.40%
Chinese	468	0.35%
Navajo	343	0.26%
Hebrew	231	0.17%
Scandinavian languages	217	0.16%
Italian	175	0.13%
Japanese	154	0.12%
Arabic	108	0.08%
Other West Germanic languages	89	0.07%
Other and unspecified languages	84	0.06%
Tagalog	75	0.06%
Other Indic languages	64	0.05%
Polish	56	0.04%
Russian	56	0.04%
Greek	54	0.04%
Other Indo-European languages	53	0.04%
African languages	51	0.04%
Other Pacific Island languages	46	0.03%
Portuguese	45	0.03%
Other Asian languages	44	0.03%
Korean	39	0.03%
Yiddish	34	0.03%
Other Slavic languages	23	0.02%

Urdu	23	0.02%
Vietnamese	16	0.01%
Persian	10	0.01%

Total: **133,438**

Data are estimates based on a sample and are subject to sampling variability. Data are not displayed where there were insufficient samples with which to compute an estimate.

Note that 2010 ACS Aggregate Data for Chinese include numbers reported for Cantonese, Chinese, Formosan, Mandarin, and other variants.

**Santa Fe Magistrate Court LAP
June 2017
Attachment C**

SUMMARY OF TASKS AND RESPONSIBLE PARTIES

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

Task	Timeframe	Responsible Party
Update demographic data in LAP	As available	LAP team
Update community stakeholder database	October 31, 2017	Court Manager
Conduct judge, staff & community surveys	October 31, 2017	Court Manager
Update interpreter usage data in LAP	Annual meeting	LAP team
Compile out-of-courtroom data	Ongoing	Interpreter Coordinator
Update out-of-courtroom data in LAP	Annual meeting	LAP team
Ensure assistive listening equipment signage remains posted	Ongoing	Court Manager
Ensure right to interpreter signage remains posted	Ongoing	Court Manager
Implement staff trainings	Annually or as needed	Court Manager
Send letter enclosing LAP to stakeholders	Upon signature of LAP	Presiding Judge/ Court Manager
Convene team meeting	Every 18 months	Court Manager

**Santa Fe Magistrate Court LAP
June 2017
Attachment D**

Courtroom Interpreter Data

The following data was obtained from the Court's Odyssey case management system.

In 2016, courtroom interpreter use in the Santa Fe Magistrate Court was as follows:

2016 Month	Language	Number of assignments
January	Spanish	182
	ASL	1
February	Spanish	218
	ASL	3
March	Spanish	180
April	Spanish	217
	ASL	2
	French	1
May	Spanish	186
	ASL	3
	Arabic	3
	Vietnamese	1
June	Spanish	179
	ASL	1
	Arabic	1
	Mandarin	1
July	Spanish	146
	ASL	3
	Arabic	1
August	Spanish	157
	ASL	4
	Arabic	1
	Mandarin	1
September	Spanish	124
October	Spanish	142
November	Spanish	120

	ASL	1
December	Spanish	141
Annual Totals	Spanish	1,992
	ASL	18
	Arabic	6
	Mandarin	2
	French	1
	Vietnamese	1
	GRAND TOTAL	2,020

In 2015, courtroom interpreter use in the Santa Fe Magistrate Court was as follows:

2015 Month	Language	Number of assignments
January	Spanish	195
	American Sign Language	3
	Nepali	1
	Ga	1
February	Spanish	188
	American Sign Language	1
	Arabic	1
March	Spanish	219
	American Sign Language	1
	Gujarat	1
April	Spanish	181
	Nepali	2
May	Spanish	164
	Nepali	1
June	Spanish	156
	American Sign Language	1
	Nepali	1
	Vietnamese	1
July	Spanish	180
	American Sign Language	5
	Nepali	1

August	Spanish	158
	American Sign Language	1
September	Spanish	169
	American Sign Language	2
	Mongolian	1
October	Spanish	182
	American Sign Language	5
November	Spanish	165
	American Sign Language	3
	German	1
December	Spanish	133
	American Sign Language	1
Annual Totals	Spanish	2,090
	American Sign Language	23
	Nepali	6
	Mongolian	1
	Gujarat	1
	Arabic	1
	Vietnamese	1
	Ga	1
	German	1
	GRAND TOTAL	2,125

In 2014, courtroom interpreter use in the Santa Fe Magistrate Court was as follows:

2014 Month	Language	Number of assignments
January	Spanish	140
February	Spanish	128
March	Spanish	106
	American Sign Language	2
April	Spanish	104
May	Spanish	120
	Russian	1
June	Spanish	102

July	Spanish	155
	Vietnamese	1
August	Spanish	154
September	Spanish	151
	Navajo	1
October	Spanish	223
November	Spanish	124
	Japanese	2
December	Spanish	153
	Ga	1
	Nepali	1
Annual Totals	Spanish	1,660
	American Sign Language	2
	Russian	1
	Vietnamese	1
	Navajo	1
	Japanese	2
	Ga	1
	Nepali	1
	GRAND TOTAL	1,669

**Santa Fe Magistrate Court LAP
June 2017
Attachment E**

Out-of-Courtroom Data

The following data was obtained from tallies kept by the Interpreter Coordinator.

In 2016, out-of-courtroom encounters in the Santa Fe Magistrate Court were as follows:

2016 Month	Language	Number of Encounters
January	Spanish	131
February	Spanish	133
March	Spanish	168
April	Spanish	163
May	Spanish	154
June	Spanish	151
July	Spanish	144
August	Spanish	139
September	Spanish	115
October	Spanish	110
November	Spanish	132
December	Spanish	141
Annual Total	Spanish	1,681

In 2015, out-of-courtroom encounters in the Santa Fe Magistrate Court were as follows:

2015 Month	Language	Number of Encounters
January	Spanish	261
February	Spanish	211
March	Spanish	202
April	Spanish	140
May	Spanish	132
June	Spanish	168
July	Spanish	146
August	Spanish	134

September	Spanish	132
October	Spanish	197
November	Spanish	151
December	Spanish	127
Annual Total	Spanish	2,001

In 2014, there were a total of 2,515 out-of-courtroom LEP encounters in the Santa Fe Magistrate Court (no monthly breakdown available).

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

*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	Icelandic Bentu á þitt tungumál. Það verður hringt í túlk.	Íslenska
Armenian Ցոյց տու՛ք ո՞ր սէկ լեզուն էր խօսուք՝ դա՛հուզի թարգմանիչ սը կանչել տանք.	Հայերէն	Italian Faccia vedere qual è la sua lingua. Un interprete sarà chiamato.	Italiano
Basque Zeure izkuntza atzamarragaz erakutzi. Euzkeratzail bateri deituko deusagu.	Euzkera	Lithuanian Parodyk tavo kalbamą kalbą. Vertėjas bus pakviestas.	Lietuvių Kalba
Bulgarian Посочете Вашия език. Ние ще извикаме преводач за Вас.	Български език	Macedonian Posočete molim Vaš jezik. Ke vikame prevodilac Vas da doide.	Makedonski
Catalan Assenyali amb el dit el seu idioma. Es trucarà a un intèrpret.	Català	Norwegian Pek på ditt språk. En tolk vil bli tilkalt.	Norsk
Croatian Molim Vas, pokažite nam Vaš jezik. Zvat ćemo tumača za Vas.	Hrvatski	Polish Proszę wskazać na swój język ojczysty. Tłumacz zostanie poproszony do telefonu.	Polski
Czech Ukažte, který je váš jazyk. Zavoláme tlumočnicka.	Česky	Portuguese Aponte seu idioma. Providenciaremos um intérprete.	Português
Danish Peg på dit sprog. En tolk vil blive tilkaldt.	Dansk	Romanian Indicați limba pe care o vorbiți. Veți fi pus în legătură cu un interpret.	Românește
Dutch Wijs uw taal aan. Wij zullen u een tolk geven.	Nederlands	Russian Укажите, на каком языке Вы говорите. Сейчас Вам вызовут переводчика.	Русский Язык
Estonian Näidake oma emakeelele. Me muretseme teile tõlgi.	Eesti Keel	Serbian Molim Vas, pokažite nam Vaš jezik. Zvaheмо тумача за Вас.	Српски
Finnish Osoittakaa teidän kielenne. Tulkki kutsutaan auttamaan teitä.	Suomi	Slovak Ukážte na vašu reč. Zavoláme tlmočníka.	Slovensky
French Montrez-nous quelle langue vous parlez. Nous vous fournirons un/e interprète.	Français	Spanish Señale su idioma. Se llamará a un intérprete.	Español
German Zeigen Sie auf Ihre Sprache. Wir rufen einen Dolmetscher an.	Deutsch	Swedish Peka ut Ert språk. En tolk kommer att tillkallas.	Svenska
Greek Δείξτε ποιά γλώσσα μιλάτε και θα κληθεί ένας διερμηνέας.	Ελληνικά	Ukrainian Покажіть, якою мовою ви говорите. Зараз викличуть вам перекладача.	Українська Мова
Hungarian Válassza ki az ön által beszélt nyelvet. Kapcsoljuk a tolmácsot.	Magyar	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 ઇશારથી બતાવો. તમારા માટે બાષાંતર કરનાર ખોલાવી અપાશે.	ગુજરાતી	Hindi अपनी भाषा इशारे से दिखाइये। आपके लिए दुप्राविया बुलाया जाएगा।	हिन्दी
Malayalam നിങ്ങളുടെ മാതൃഭാഷையை അറിയിക്കുക. ഇതിനനു സരിച്ച് അനുബന്ധിച്ച്/അനു ബന്ധിച്ച്.	മലയാളം	Nepali आपनो भाषा चिनाउनु बोस्। तपाईंको भाषा बोल्ने व्यक्ति बोलाइने छ।	नेपाली
Punjabi ਅਪਣੀ ਬੋਲੀ ਇਸ਼ਾਰੇ ਨਾਲ ਦਸੋ। ਤੁਹਾਡੇ ਵਾਸਤੇ ਪੰਜਾਬੀ ਬੋਲਣ ਵਾਲਾ ਬੁਲਾਇਆ ਜਾਵੇਗਾ।	ਪੰਜਾਬੀ	Sinhalese මෙහි නාමය වෙසිනි තෝරන්න. සිංහල කතා කරන තෙතෙත නොකරන්න.	සිංහල
Tamil எந்த மொழியை: குறிப்பிடுகிற வேண்டுகோள் அதை விரலால் காட்டித்தயும். அதற்கு அவ்வாறே கூறும் இளைவு விளையுமாறு	ஆங்கிலம்	Urdu آپ کون سی زبان میں بات کرنا پسند کریںگی؟ آپ کی مدد کرنے اہلی کی ترجمان کو بلا یا 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



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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2. When the operator answers, tell them:
 - a. Your customer code is:
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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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Etiquette

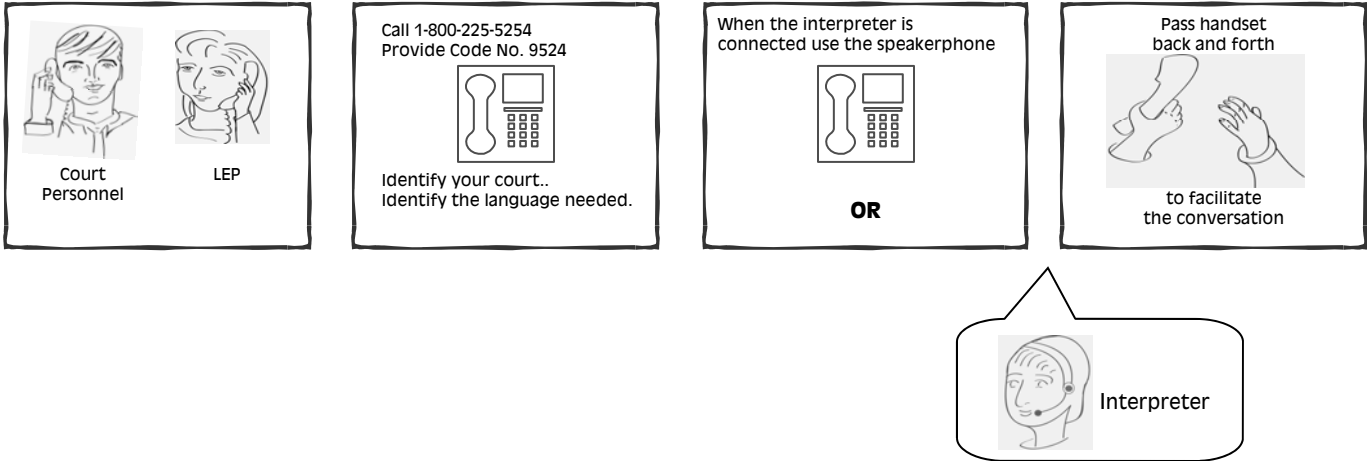
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Dialogue

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

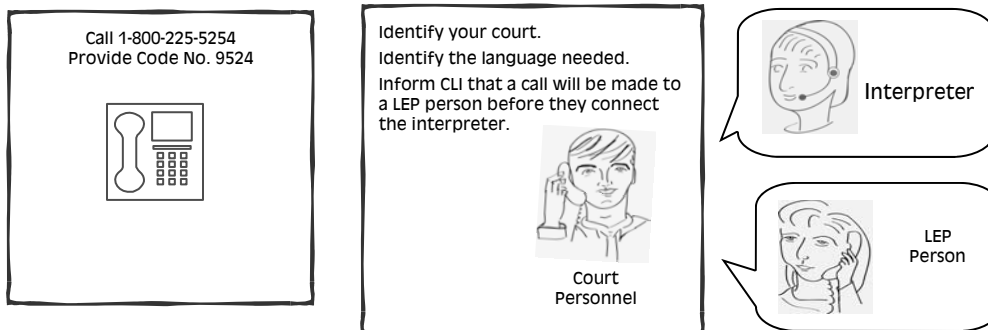
1) You are face to face with a Limited English Proficient (LEP) Person:



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.



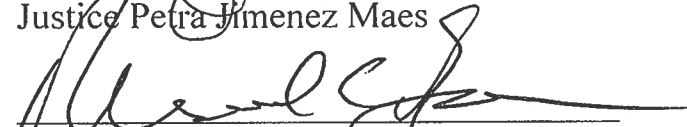
Chief Justice Charles W. Daniels



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]he 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)

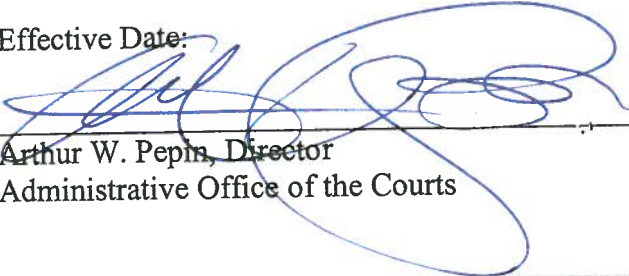
NEW MEXICO JUDICIAL BRANCH
GENERAL POLICY AND PROCEDURE

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

**Santa Fe Magistrate Court
Language Access Plan
Attachment I- Complaint Procedure and Form**

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

1. The person with the complaint (the complainant) should contact the Santa Fe Magistrate Court Language Access Plan (LAP) Coordinator to report the complaint by completing and submitting the attached Complaint Form, or by telephone.

Contact information: Michelle Portillo, Court Manager, Santa Fe Magistrate Court, PO Box 5138, Santa Fe, New Mexico 87502, sfemmcp@nmcourts.gov, (505) 984-9914 x106.

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

Contact information: Paula Couselo, Senior Statewide Program Manager, Language Access Services, NM Administrative Office of the Courts, 237 Don Gaspar, Santa Fe, New Mexico 87501, aocpvc@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, (202) 514-4609 or (202) 514-0716 (TTY).

Santa Fe Magistrate Court Language Access Complaint Form

The following information is necessary to assist us in processing your complaint. Should you require assistance in completing this form, please contact us at: Santa Fe Magistrate Court: sfemmcp@nmcourts.gov, (505) 984-9914 x106

Please complete and return this form to:
Michelle Portillo, Court Manager, Santa Fe Magistrate Court
PO Box 5138, Santa Fe, New Mexico 87502
sfemmcp@nmcourts.gov
Fax: (505) 986-5866

1. Name of person filing complaint (the complainant):
2. Complainant's Address:
3. Complainant's Contact Information: Home Phone: Work Phone: Mobile Phone: E-mail:
4. If you are filing on behalf of another person, please include your name, address, phone number, and relation to the complainant: Name: Address: Phone: E-mail: Relationship to Complainant:
5. Please describe, in your own words, in what way you believe that your

**Santa Fe Magistrate Court
Language Access Plan
Attachment I- Complaint Procedure and Form**

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.

5, cont.

6. Please indicate the date/s when the above occurred:

7. Please sign below:

Signature_____

Date Signed_____

Return this form to:

Michelle Portillo, Court Manager, Santa Fe Magistrate Court
PO Box 5138, Santa Fe, New Mexico 87502

sfemmcp@nmcourts.gov

Fax: (505) 986-5866

**Santa Fe Magistrate Court
Language Access Plan
Attachment - Complaint Procedure and Form**

T'áa háida aadahwiinít'íigi t'áa bí bizaad binahjí' t'áa altso yik'i'dootíjigo hazhó'ó bá í'doolníł bee bá haz'ánígíí doo bik'ehgo é'élnéehda nízingo éi kwe'é alkéé' honi'áago daasdzohígíí bik'ehgo yaa saad hodooleel dóo yee naaltsoos niidooltsos:

1. Saad hólónígíí (complainant wolyé) éi díi Santa Fe Magistrate Court Language Access Plan (LAP) Coordinator niljigo naalnishígíí yaa saad hólónígíí yił hodoolnihgo naaltsoos Title VI Complaint Form yá haididoolíł.

Bich'í' hodoonihígíí: Alma Valenzuela, Court Manager, Santa Fe Magistrate Court, 2056 Galisteo Street, Santa Fe, New Mexico 87502, sfemalv@nmcourts.gov, (505) 984-9914 x106.

2. Saad hólónígíí níláhjí Santa Fe Magistrate Court LAP Coordinator, bíł haz'áágóne' t'áadoo hazhó'ó k'ééházdóda niizíí'go éi NM Administrative Office of the Courts (AOC) Statewide Program Manager Language Access Services yił hodoolnih.

Bich'í' hodoonihígíí: Paula Couselo, Statewide Program Manager, Language Access Services, NM Administrative Office of the Courts, 237 Don Gaspar, Santa Fe, New Mexico 87501, aocpvc@nmcourts.gov, (505) 827-4822.

3. Saad hólónígíí ałdó' t'áa hoolzhishgi United States Department of Justice ałdó' yił hodoolnihígíí.

Bich'í' hodoonihígíí: Federal Coordination and Compliance Section, Civil Rights Division, United States Department of Justice, 950 Pennsylvania Avenue NW, Washington, D.C. 20530, (888) 848-5306 éi doodago (202) 307-2678 (TDD).

Santa Fe Magistrate Court

Title VI Complaint Form – Saad Hojileehgo Naaltsoos Hadil’ínígíí

Beehaz’áanii Title VI of the Civil Rights Act of 1964 yee nihodiní’áago éí “Wááshindoon biyáál bee dajilniishgo éí bíla’ashdla’ii United States biyi’ k’ééhat’iinii háida bíla’ashdla’ii a’l’aa dine’i nilínígíí biniinaa, bikáagí ánoolnínígíí éí doodago adahwiis’áádéé’ kéyahdéé naagháhígíí biniinaa áká i’iilyeed ádaat’éíí bits’aa kóolzin dóo baah yit’ínígíí dóo bits’áájí ídlínígíí doo bee haz’áada doo.” United States Supreme Court álatahdi aadahwiinit’í yee nihodiní’á éí Bilagáana bizaad doo bee yájíłti’ dago, doo Bilagáana jilínígíí biniinaa ha’át’iida hats’aa kólyaago éí bee haz’áanii, Title VI (*Lau v. Nichols* (1974) 414 U.S. 563), k’éti’ dooleeł.

Kwe’é bína’ídíkidígíí éí binahjí’ níká adijah saad hosíníłł’go bee bini’doonish. Díí naaltsoos hadilnéehgi shíká i’doolwoł nínízingo éí koji’ nihich’í’ hodíłłnih: Santa Fe Magistrate Court: sfemalv@nmcourts.gov, (505) 984-9914 x106

Díí naaltsoos altsó hadinilaago koji’ ádíłłłł:

Alma Valenzuela, Court Manager, Santa Fe Magistrate Court
2056 Galisteo Street, Santa Fe, New Mexico 87502
sfemalv@nmcourts.gov
Fax: (505) 986-5866

1. Saad hólóogo ha’ dilééhígíí bízhi’:
2. Saad hólónígíí naaltsoos náyiiláahdi:
3. Saad hólónígíí bik’ehgo bich’í’ hane’ígíí: Béesh bee hane’í hooghangi si’ánígíí: Béesh bee hane’í nanilnishdi si’ánígíí: Béesh bee hane’í yázhí naat’áhígíí: Béesh hóyání, computer, bee nich’í’ é’él’ínígíí:
4. Díí naaltsoos t’óó háida bá hadinilaago nízhi’, dóo naaltsoos náhíłáahgi, dóo béesh bee hane’í, dóo saad hólónígíí nídéét’í’ígíí kwe’é bikáá’ ádíłłłł: Nízhi’: Naaltsoos náhíłáahgi: Béesh bee hane’í: Béesh hóyání, computer, bee nich’í’ é’él’ínígíí: Saad hólónígíí hait’áo bíł ahéehoníłzin:

Santa Fe Magistrate Court
Language Access Plan
Attachment - Complaint Procedure and Form

5. T'áá ni baa hodílnih, haash yit'éego saad chodaa'íigo áká i'iilyeedgo bee ná ahóót'i' bee ná haz'áanii doo bik'ehgo é'élyaada nínizin dóo hái lá éi íyisíí bídéét'i'go ákódzaah nínizin. Kwe'é baa hólne'go bá haz'ánígóne' ha'déebíjido dít naaltsos bine'déé' bikáá' ádííííí éi doodago naaltsos ła' bóolta'go ádííííí.
6. Yoolkáálgóne' ahóót'íidígíí kwe'é bikáá' ánílééh:
7. Hóyahgo nízhi' ánílééh: Nízhi': _____ Yoolkáálgóne' nízhi' íinilaaígíí _____
Dít naaltsos éi kwe'é nídííltos éi doodago koji' ádííííí Alma Valenzuela, Court Manager, Santa Fe Magistrate Court 2056 Galisteo Street, Santa Fe, New Mexico 87502 sfemalv@nmcourts.gov Fax: (505) 986-5866

Tribunal Menor de Santa Fe
Plan de Acceso Lingüístico
Anexo I - Procedimiento y formulario para presentar quejas

En caso de que un cliente de los tribunales considere que el Tribunal no ha respetado sus derechos a tener acceso a servicios lingüísticos pertinentes, se podrá seguir el siguiente procedimiento para presentar una queja:

1. La persona que tiene la queja (el reclamante) debe comunicarse con el Coordinador del Plan de Acceso Lingüístico (a partir de aquí denominado LAP, por sus siglas en inglés) del Tribunal Menor de Santa Fe para presentar su queja, para lo cual deberá llenar y entregar el Formulario de quejas adjunto o llamar por teléfono.

Información de contacto: Michelle Portillo, Court Manager, Santa Fe Magistrate Court, PO Box 5138, Santa Fe, New Mexico 87502, sfemmc@nmcourts.gov, (505) 984-9914 x106.

2. Si el reclamante no cree que se hayan tratado o resuelto adecuadamente sus inquietudes con el Coordinador del LAP del Tribunal Menor de Santa Fe, el reclamante deberá comunicarse con la Directora Superior del Programa a nivel estatal de Servicios de Acceso Lingüístico de la Oficina de Administración de Tribunales de Nuevo México (AOC, por sus siglas en inglés).

Información de contacto: Paula Couselo, Senior Statewide Program Manager, Language Access Services, NM Administrative Office of the Courts, 237 Don Gaspar, Santa Fe, New Mexico 87501, aocpvc@nmcourts.gov, (505) 827-4822.

3. El reclamante también puede comunicarse con el Departamento de Justicia de los Estados Unidos en cualquier etapa de este proceso.

Información de contacto: Federal Coordination and Compliance Section, Civil Rights Division, United States Department of Justice, 950 Pennsylvania Avenue NW, Washington, D.C. 20530, (202) 514-4609 o (202) 514-0716 (TTY).

Tribunal Menor de Santa Fe
Formulario de quejas relativas a acceso lingüístico

La información que le pedimos a continuación es necesaria para ayudarnos a procesar su queja. Si necesita ayuda para llenar este formulario, por favor comuníquese con nosotros en:

Tribunal Menor de Santa Fe: sfemmcp@nmcourts.gov, (505) 984-9914 x106

Sírvase llenar este formulario y enviarlo a:

Michelle Portillo, Court Manager, Santa Fe Magistrate Court
PO Box 5138, Santa Fe, New Mexico 87502

sfemmcp@nmcourts.gov

Fax: (505) 986-5866

1. Nombre de la persona que presenta la queja (el reclamante):
2. Dirección del reclamante:
3. Información de contacto del reclamante: Teléfono de la casa: Teléfono del trabajo: Teléfono celular: Correo electrónico:
4. Si está presentando la queja en nombre de otra persona, por favor incluya su nombre, dirección, número de teléfono y parentesco con el reclamante: Nombre: Dirección: Teléfono: Correo electrónico: Parentesco con el reclamante:

Tribunal Menor de Santa Fe
Plan de Acceso Lingüístico
Anexo I - Procedimiento y formulario para presentar quejas

5. Describa, en sus propias palabras, de qué manera cree que no se han respetado sus derechos a tener acceso lingüístico y quién cree usted que fue responsable de ello. Puede usar el reverso de este formulario o páginas adicionales si fuera necesario.

6. Indique la(s) fecha(s) en que se produjo lo anterior:

7. Firme a continuación:

Firma _____

Fecha en que se firma _____

Envíe este formulario a:

Michelle Portillo, Court Manager, Santa Fe Magistrate Court
PO Box 5138, Santa Fe, New Mexico 87502

sfemmcp@nmcourts.gov

Fax: (505) 986-5866