



ELEVENTH JUDICIAL DISTRICT

LANGUAGE ACCESS PLAN

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ELEVENTH JUDICIAL DISTRICT & MAGISTRATE COURTS LANGUAGE ACCESS PLAN

I. DEFINITIONS

“Eleventh Judicial District” and “the Court,” as used throughout this plan, means all the courts in New Mexico's Eleventh Judicial District, namely: San Juan County District Court (courthouse locations in Aztec and Farmington), McKinley County District Court (located in Gallup), Aztec Magistrate Court, Farmington Magistrate Court and Gallup Magistrate Court.

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

II. LEGAL BASIS AND PURPOSE

This document serves as the plan for the Eleventh Judicial District 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 Eleventh Judicial District.

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 are:

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

Each year, interpretation is provided in New Mexico's courts in an estimated 50 different languages.

B. Eleventh Judicial District by Language

Demographic Data by County:

The Eleventh Judicial District will make every effort to provide services to all LEP persons. For purposes of anticipating need, the following data shows the top spoken (ie., 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). 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 each county are as follows:

San Juan County:

- 1) Navajo 23.45%
- 2) Spanish 9.74%
- 3) "Other specified North American Indian languages" 0.41%
- 4) German 0.17%
- 5) Tagalog 0.10%

McKinley County:

- 1) Navajo 36.12%
- 2) "Other specified North American Indian languages" 14.19%
- 3) Spanish 5.53%
- 4) Arabic 0.15%
- 5) Thai 0.13%

2) Migration Policy Institute Data:

The following data comes from the Migration Policy Institute (MPI).

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 if those speakers are also Limited English Proficient.

MPI lists the following LEP data for the Eleventh Judicial District:

- San Juan County: 3,300 (2.8%) Spanish-speaking LEP persons; 3,100 (2.6%) Navajo-speaking LEP persons
- McKinley County: 7,800 (11.9%) Navajo-speaking LEP persons; 1,400 (2.1%) Spanish-speaking LEP persons; 1,000 (1.5%) LEP speakers of “Other Native American languages.”

The LAP team is responsible for updating demographic data as it becomes available and adding any updates to this plan at its annual meeting. (For a summary of all language access planning tasks and parties responsible, *see Attachment B*).

Courthouse Users:

The Eleventh Judicial District also assesses 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 2011, a survey was circulated to employees of the Eleventh Judicial District, eliciting 43 responses. Twenty percent (20%) of respondents worked in the Aztec Magistrate Court; 22% in the Aztec District Court; 20% in the Farmington Magistrate Court; 18% in the Farmington District Court; 5% in the Gallup Magistrate Court, and 15% in the Gallup District Court.

Court employees reported the top five spoken languages encountered in the courthouses as:

1. Navajo and Spanish (tied- 100% of employees had encountered each language)
3. Vietnamese (19% of employees had encountered)
4. Zuni (16% of employees had encountered)
5. Arabic (12% of employees had encountered)

Employees did not report having encountered any additional spoken languages.

When asked about deaf court clients/customers, 2% of employees reported coming into contact with the deaf “frequently,” 55% came into contact “occasionally,” and the remaining 43% came into contact “never”.

In October 2011, a survey was circulated to community stakeholders in the Eleventh Judicial District, eliciting eight responses. All of the stakeholders served clients/had members who were LEP and 50% also served clients/had members who were deaf or hard-of-hearing. When asked what languages were spoken by their LEP or deaf clients/members, the stakeholders mentioned Navajo, Spanish, Zuni and ASL.

In 2019, the Court will distribute new surveys, which will again include questions about which languages are spoken in the local community. The District Court Deputy CEO (Jodie Schwebel) is responsible for ensuring this is completed.

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 Court tracks in-courtroom interpreter requests through the Odyssey case management system. Tammy Vigil (Aztec District Court) is responsible for compiling data and presenting it to the LAP team annually to update in this plan. The most recent in-courtroom interpreter data available as of the latest revision of this plan accompanies the plan as *Attachment C*. Prior year data is also included in *Attachment C*, for comparison purposes.

The Court also tracks out-of-courtroom encounters with LEP and deaf individuals in the clerks' offices and on the phone, using a form provided by AOC. The most recent out-of-courtroom data available as of the latest revision of this plan accompanies the plan as *Attachment D*. Prior year data is also included in *Attachment D*, for comparison purposes.

Court Managers Geri Hughbanks (Gallup District Court), Tamara Reichel (Aztec District Court), Ashley Lucero (Farmington District Court), Kristie Jaramillo (Gallup Magistrate Court), Amy Verhulst (Aztec Magistrate Court) and Tracy Nakai (Farmington Magistrate Court) are responsible for collecting out-of-courtroom data on an ongoing basis and submitting it monthly to Tammy Vigil (Aztec District Court). Tammy Vigil is responsible for presenting the compiled data at the LAP team's annual meetings, at which time the team will update the data in this plan.

C. Survey Reports

As part of a needs assessment conducted during initial language access planning efforts, the Eleventh Judicial District distributed surveys to judges, staff and community stakeholders. For survey responses, *see Attachment E*.

The Court intends to conduct new surveys, to be distributed in October 2019. The survey results will form the basis of both the LAP team meeting and the employee training in 2020. The District Court Deputy CEO (Jodie Schwebel) is responsible for ensuring the surveys are conducted.

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 Eleventh Judicial District. This resource is advertised to the public by means of assistive listening device signage, which is located in the following areas:

- The Gallup District Court has signage posted near the clerks' offices and near doors of all courtrooms.
- The Farmington District Court has signage posted outside the courtroom doors, in the main lobby, clerks' lobby, and in the grade court/juvenile drug court office.

- The Aztec District Court has signage posted in the lobby of the clerk’s office, outside of each courtroom, in the program lobby, and in the resource room.
- The Gallup Magistrate Court has signage posted in the lobby of the building and at each courtroom entrance.
- The Farmington Magistrate Court has signage posted in the main lobby in the seating area, in the main lobby near the clerks' window, and in the hallway adjacent to the civil clerk’s window.
- The Aztec Magistrate Court has signage posted in the main lobby, on the wall near the conference room, and in the civil filing room.

The Court Managers at each location are responsible for ensuring signs are 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 Eleventh Judicial District 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 Eleventh Judicial District, 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 referred by the Child Support Enforcement Division, and/or Children's Court case.
- 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.

The AOC has issued Guidelines for audio recorded, video recorded or written materials in languages other than English pursuant to Rule 1-103(E)(8) NMRA. These Guidelines address circumstances in

which interpreters may and may not be used to perform sight translation in the courtroom. For the AOC Memorandum dated July 22, 2016, *see*: <https://languageaccess.nmcourts.gov/rules-guidelines-memos-1.aspx>.

C. Determining the Need for an Interpreter in the Courtroom

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

- Request for interpreter forms for attorneys and pro se clients – The Eleventh Judicial District Court utilizes a consolidated version of the Supreme Court-approved Request for Interpreter form. These forms are available in the clerk’s office, on the court website, and in the resource room in the Aztec District Court.
- To improve communication with attorneys regarding the need for advance notice for scheduling and cancelling an interpreter, the Chief Judge of the District Court sent a letter to the Bar in the Eleventh Judicial District at the time this LAP first came into effect.
- Request for hearing form – Available in the clerk’s office, on the court website, and in the resource room in the Aztec District Court. The Eleventh Judicial District Court requests that notification of interpreter be submitted at least ten days prior to the hearing date.
- Domestic violence petition includes language inquiring whether any party needs an interpreter. Available in the clerk’s office, on the court website, and in the resource room in the Aztec District Court. Also available at local domestic violence offices and in the units of local law enforcement officers.
- Jury forms – Spanish and Navajo jury forms are available at <https://jury.nmcourts.gov>. When staff receives a jury form in Spanish or Navajo, they flag the form for interpreter need.
- The Court has 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.
- The Magistrate Courts are frequently alerted of interpreter need by the jail in advance of arraignments.
- Within the Odyssey case management system, cases can be easily flagged for interpreter need. This flagging system ensures that once the need for an interpreter has been identified, court staff will be alerted for every hearing. The flag will also transfer when cases are transferred from Magistrate to District Court.

The need for a court interpreter may additionally 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, Trial Court Administrative Assistants, adult and juvenile court programs staff, jury division staff; or by the client/customer's advocate, family member or attorney; or by outside justice partners such as probation/parole officers, attorneys, social workers, compliance officers, San Juan and McKinley County Detention facilities or any other correctional facilities.

The need for an interpreter also may be made known in the courtroom at the time of the proceeding. The Eleventh Judicial District 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 District Courts in Gallup, Farmington and Aztec display these signs at the following locations: near the clerk's offices in the lobby area, in court program offices and near the doors of every courtroom.
- The Farmington Magistrate Court displays the signs in the main lobby in the seating area, in the main lobby near the clerk's window, and in the hallway adjacent to the civil clerk's window.
- The Gallup Magistrate Court displays the signs in the lobby near the clerk's office.
- The Aztec Magistrate Court displays the signs in the main lobby, on the wall near the conference room, and in the civil filing room.

Also, 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 Eleventh Judicial District 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. 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 online at: <https://languageaccess.nmcourts.gov>.

E. Additional In-Courtroom Resources

- The Magistrate Courts have a video arraignment DVD that explains the arraignment process in English, Spanish and Navajo. The DVD can be played in the courtroom prior to arraignment hearings.
- The District Courts have a Spanish language DVD with information for domestic violence victims on protection orders and navigating the courts, provided by the NM Attorney General's Office. The DVD can be played in the courtroom during domestic violence hearings.

V. LANGUAGE ASSISTANCE PROCEDURES AND RESOURCES OUTSIDE THE COURTROOM

The Eleventh Judicial District 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.

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 or the public counter.

The most common points of service outside the courtroom are: the court clerk's counter, self-represented litigants clinics, and legal fairs. Bilingual assistance is provided in these areas by the placement of bilingual staff as is practical in these positions. Seventeen percent (17%) of respondents to the employee survey indicated that they were bilingual or conversant in a language other than English (half spoke Navajo and half spoke Spanish).

Language Access Specialists (LASs) 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 in out-of-courtroom settings (e.g., at the clerk's window). LASs are the primary staff members who are equipped and should be called on to handle out-of-courtroom needs.

As of the most recent revision of this plan, the Eleventh Judicial District employed the following LASs:

- Gallup District Court: Betsy Mejía (Spanish), Judicial Specialist Leadworker.
- Gallup Magistrate Court: Monica Sánchez (Spanish), Judicial Specialist Leadworker.
- Farmington District Court: Charlene HenrySmith (Navajo), Judicial Specialist Senior.

It is a long-term goal of the Court to have one Navajo and one Spanish LAS in each county, but this was not feasible as of the latest revision of this plan due to the limited number of bilingual employees. The Court will prioritize bilingual hires and encourage them to become LAS-certified and will revisit its long-term LAS goal at each annual LAP team meeting.

To facilitate communication between LEP individuals and staff outside the courtroom, the Eleventh Judicial District uses the following resources:

- Language Access Specialists and other designated bilingual employees, as detailed above.
- "I Speak" cards in over 60 languages, to identify the individual's primary language (*see Attachment F*).
- Multilingual signage throughout courthouse locations, as detailed in Section IV.
- An "Information from the Clerk's Office" sign in Spanish and Navajo, in the District courthouses.
- Telephonic interpreting services, which are available to provide assistance in the clerk's office and at the Court's self-help center. The telephonic interpreting services are provided in over 175 languages, through Certified Languages International (CLI) (*see Attachment F*).
- The District Courts have a recorded greeting and instructions in Spanish and Navajo on court phone lines.
- The Aztec Magistrate Court has a Spanish message on its phone lines. The Farmington and Gallup Magistrate Courts will record Spanish and/or Navajo voice messages on their phone lines in 2019.
- It is possible that all courts in the Eleventh Judicial District will be recording a new English message in June 2019. Subsequently, the messages will be translated via AOC and recorded by

- an LAS or interpreter.
- The District Court website at <https://eleventhdistrictcourt.nmcourts.gov> has been professionally translated into Spanish and also includes Navajo content and a Language Access resources section.
- Resources posted on the AOC Language Access Services webpage at: <https://languageaccess.nmcourts.gov>.
- An avatar on the AOC Language Access Services webpage that speaks English, Spanish and Navajo and uses voice recognition to assist those who are disabled, blind/low-vision, or illiterate.
- The website of the NM Judiciary at <https://nmcourts.gov> has been professionally translated into Spanish.
- Water Hearings, held 6-8 times a year, for which interpreters are available in Spanish, Navajo and ASL, and at which assistive listening devices are available.
- Workshops on Domestic Relations & Employment Law, held annually, at which an LAS or a community staff interpreter is present.
- Legal Fairs organized by the Court, with Court staff and community service providers who serve LEP and indigent populations, for which interpreters are available in Spanish, Navajo and ASL, and at which assistive listening devices are available.
- Self-Represented Clinics, held monthly at the Court, with language assistance provided by an LAS or by the CLI phone service if needed.
- For mediations, the Court provides interpreters.
- A multilingual interpreter rights advisory and check sheet, as detailed in Section IV C.
- Written materials in multiple languages (*see* Section VI).
- When the clerks encounter a non-literate person who must complete a form, the person is taken to a conference room and the clerk tape records the session. The clerk will inform the litigant that the session will be tape recorded in the event there is any question regarding what was written on the document. The clerk will read what the document says, and write down verbatim the response of the litigant. The litigant will sign or mark the document, the clerk will verify identity with an i.d., and the clerk will file stamp the document and provide a copy to the litigant. The tape is then taped into the front cover of the case file.
- The AOC Memorandum, “Providing Interpreters for Court-Ordered Programs, Services or Events,” explains when the obligation to provide language access for programs, services or events 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. The AOC may translate documents upon request. All translation requests should be submitted to: translations-grp@nmcourts.gov.

In November 2017 the Supreme Court issued an Order launching bilingual Domestic Violence and Domestic Relations forms in the District Courts and stating that courts shall accept Domestic Violence forms completed in a language other than English. The Eleventh Judicial District Court implemented the forms in June 2018.

Currently, the following written/translated resources are available for LEP court users:

- District Court Fee schedule in Navajo and Spanish.
- Legal Fair fliers, Assistance Statement and intake form in Navajo and Spanish.
- Gallup District Court Jury Panel Calendars in Navajo and Spanish.
- Gallup Public Defender Department Eligibility Notice in Spanish.
- Statewide District Court Self Help Guide in Spanish covering the following topics: Representing Yourself; Domestic Violence; Divorce; Kinship Guardianship; Name Change; Probate; Appeals, Resource Directory. The Guide is available at: <https://www.nmcourts.gov/Self-Help/guia-de-autoayuda.aspx>.
- The Gallup District Court has informational brochures from the State Bar of NM; the NM Crime Victims' Reparation Commission; Pegasus, Inc; AODA; the NM Attorney General, and United South Broadway Corp. These are available in English and Spanish in the clerk's lobby.
- The Aztec and Farmington District Court have informational brochures from the State Bar of NM; NM Legal Aid, and various state and community non-profit organizations. These are available in English, Navajo and Spanish in the lobby of the clerks' offices and/or in resource rooms.
- Magistrate court personal data intake form in bilingual English/Spanish format.
- Eight Spanish pamphlets for self represented litigants, explaining civil procedures and terminology in the magistrate courts, provided by AOC.
- Multilingual interpreter needed check sheet/rights advisory (*see* Section IV C).
- Multilingual signage (*see* Section IV).
- Websites (*see* Section V).
- 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, medical excuse form, 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 AND VOLUNTEER RECRUITMENT

A. Recruitment of Bilingual Staff for Language Access

The Eleventh Judicial District is an equal opportunity employer and recruits and hires bilingual staff to serve its LEP constituents. Primary examples include:

- 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 District Court provides compensation and incentives in the form of a \$1 per hour increase to employees who become certified as LASs. In the Magistrate Courts, the increase is provided by AOC.

B. Recruitment of Volunteers for Language Access

The Court also recruits and uses volunteers to assist with language access in the following areas:

- At Legal Fairs, New Mexico Legal Aid and DNA People’s Legal Services, Inc. bring employees who are fluent in Navajo to assist the LEP public. Court LAS employees are also utilized at Legal Fairs to assist the LEP public.

VIII. JUDICIAL AND STAFF TRAINING

The New Mexico State Courts and the Eleventh Judicial District 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 Eleventh Judicial District will be expanded or continued as needed.

Statewide training opportunities:

- 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 to be signed by each employee and added to his or her personnel file after training has been completed (*see Attachment H*).
- 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.
- In the Spring of 2018, the AOC provided funding for District Court LASs and Domestic Violence clerks across the state to travel to Albuquerque for training centered around the launch of bilingual forms, as well as other language access resources. LASs and Domestic Violence clerks from the Eleventh Judicial District Court attended this training.
- 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.

Training in the Eleventh Judicial District:

- The Eleventh Judicial District conducted language access training for staff and judges in April and May, 2012. At the trainings, the mandatory DVD was screened and a PowerPoint presentation, designed by and tailored to the Eleventh Judicial District, was used. The PowerPoint explained assistive listening devices; CLI; “I Speak;” right to interpreter signs; the

role of LAS employees and their locations within the Court; and the Court's Language Access Plan. Trainers also gave demonstrations of how to use assistive listening devices and CLI.

- Judicial officer orientation on the use of court interpreters and language competency was done on an individual basis, and completed prior to June 30, 2012.
- An optional training on working with deaf and hard-of-hearing individuals, led by the AOC signed language interpreter coordinator, was held in March 2014 at Farmington Magistrate Court and was open to all Eleventh Judicial District employees.
- A section in the Gallup District Court's employee quarterly newsletter regarding language access was presented in segments throughout 2014.
- A district-wide mandatory training was held in Fall 2016 and was attended by all staff. The training included reviewing this LAP, watching the mandatory DVD, and discussing language access resources and procedures.
- AOC will be implementing a new interpreter scheduling system in 2019. At this time, the AOC Language Access Coordinator for the Eleventh Judicial District (Peggy Cadwell) will lead a training. Statewide webinars will also be available.
- Mandatory trainings for all Eleventh Judicial District staff will be held every two years. The next mandatory training is scheduled for Fall 2020 and will be for district and magistrate court employees and judges. Multiple sessions will be held in both McKinley County and San Juan County. The District Court Deputy CEO (Jodie Schwebel) and Administrative Assistant (Tammy Vigil) are responsible for coordinating the trainings.
- New employees will receive language access orientation shortly after assuming their responsibilities. The AOC Human Resources Division screens the mandatory DVD for new employees, while each Court Manager is responsible for court-specific orientation.

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 Eleventh Judicial District's 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 Eleventh Judicial District, 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 Eleventh Judicial District understands the importance of communicating to the LEP and deaf/hard-of-hearing public that courthouses are accessible. In addition to using signage; phone messages;

DVDs; workshops; online materials, and written materials as detailed above, the Court undertakes the following outreach measures.

The Court researched an extensive database of and reached out to community stakeholder organizations in November 2011, advising them that language access planning was underway and soliciting their input, by means of the survey detailed in Section III of this plan. Tammy Vigil (Aztec District Court) updates the community stakeholder database annually. In 2019, the LAP team will distribute a new survey to facilitate community involvement and communication.

Eleventh Judicial District legal fairs are advertised in Spanish, Navajo and English.

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

Future goals include: brochures informing the public about language access services; appearances on local radio or TV; press releases to local media; visits to community organizations. In 2019, the District Court Deputy CEO (Jodie Schwebel) will collaborate with the AOC Language Access Planning Consultant to produce an English/Spanish brochure. The LAP team will revisit the remaining goals at its annual meetings.

A hard copy of the Eleventh Judicial District's LAP shall be kept in an area accessible to the public in the clerk's or Court Manager's office in each courthouse. The plan is available in Spanish as well as English, translated by professional translators contracted by AOC. Copies of the plan will be provided to the public on request. In addition, the District Court posts the plan on its website at <https://eleventhdistrictcourt.nmcourts.gov> and the AOC posts the plan on the New Mexico State Courts website at <https://languageaccess.nmcourts.gov>.

Annually, once the latest revision of this LAP has been signed and translated, the District Court Chief Judge (with the assistance of the District Court CEO) sends a notice to known local legal and community stakeholders, enclosing a link to 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 Eleventh Judicial District 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 (*see Attachment I*). The procedure and form are available in English, Navajo and Spanish and can be translated into additional languages as needed.

XI. APPROVAL AND EVALUATION OF LAP

A. LAP Approval

The Eleventh Judicial District's LAP is subject to approval by the Chief Judge and Court Executive Officer of the District Court and the Presiding Judges and Court Managers of the Magistrate Courts. Any revisions to the plan will be submitted to the above parties for approval.

B. Annual Evaluation of LAP

The Eleventh Judicial District 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 LAP team will meet in the Spring each year.

Every year, 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 outlined in Attachment B 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. Eleventh Judicial District LAP Coordinator:

Weldon J. Neff, Court Executive Officer
Eleventh Judicial District Court
103 S. Oliver Dr, Aztec, New Mexico 87410
aztdwjn@nmcourts.gov
(505) 334-7807

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: August 15, 2012

Revised: April 1, 2014

Revised: April 30, 2015

Revised: April 22, 2016

Revised: April 22, 2017

Revised: April 30, 2018

Revised: July 2, 2019

F. Approved by:

Karen L. Townsend 5/30/19
Hon. Karen L. Townsend, Chief Judge-Eleventh Judicial District Court Date

Barry Sharer 5-31-19
Hon. Barry Sharer, Presiding Judge-Aztec Magistrate Court Date

Mark Steven Hawkinson 7-2-19
Hon. Mark Steven Hawkinson, Presiding Judge-Farmington Magistrate Court Date

Cynthia Sanders 6/26/19
Hon. Cynthia Sanders, Presiding Judge-Gallup Magistrate Court Date

Weldon J. Neff 5-30-19
Weldon J. Neff, District Court Executive Officer Date

Amy Verhulst 5-31-19
Amy Verhulst, Court Manager-Aztec Magistrate Court Date

Tracy Nakai 6/25/19
Tracy Nakai, Court Manager-Farmington Magistrate Court Date

Kristie Jaramillo 6-17-19
Kristie Jaramillo, Court Manager-Gallup Magistrate Court Date

**Eleventh Judicial District LAP
Attachment A
Revised 2019**

**Members of the Eleventh Judicial District
Language Access Planning Team**

Aztec District Court:

Weldon Neff, Court Executive Officer (**LAP Coordinator**)
Jodie Schwebel, Deputy Court Executive Officer
Tamara Reichel, Judicial Specialist Supervisor
Tammy Vigil, Administrative Assistant II

Farmington District Court:

Ashley Lucero, Judicial Specialist Supervisor
Charlene HenrySmith, Judicial Specialist Senior & Language Access Specialist

Gallup District Court:

Geri Hughbanks, Court Manager II
Betsy Mejía, Judicial Specialist Leadworker & Language Access Specialist

Aztec Magistrate Court:

Amy Verhulst, Court Manager

Farmington Magistrate Court:

Tracy Nakai, Court Manager II

Gallup Magistrate Court:

Kristie Jaramillo, Court Manager III
Monica Sánchez, Judicial Specialist Leadworker & Language Access Specialist

**Eleventh Judicial District LAP
Attachment B
Revised 2019**

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
Compile interpreter usage data and present at annual meeting	Ongoing/ annual meeting	District Court Admin Asst
Collect out of courtroom data and submit monthly	Ongoing collection/ monthly submission	Court Managers
Compile out of courtroom data and present at annual meeting	Monthly/ annual meeting	District Court Admin Asst
Distribute judge, employee and community surveys	December 31, 2019	District Court Deputy CEO
Ensure assistive listening equipment signage remains posted	Ongoing	Court Managers
Ensure right to interpreter signage remains posted	Ongoing	Court Managers
Revisit long-term LAS goal	Annual meeting	LAP team
Record revised Spanish/Navajo phone messages	Pending English revision	Magistrate Court Managers
Conduct language access orientation for new hires	Shortly after hire	Court Managers
Update community stakeholder database	Annually	District Court Admin Asst
Create bilingual brochure	December 31, 2019	District Court Deputy CEO
Revisit public outreach goals	Annual meeting	LAP team
Send notice enclosing latest revision of LAP to stakeholders	July 31, 2019	District Court Chief Judge & CEO

**ELEVENTH JUDICIAL DISTRICT - LANGUAGE ACCESS STATISTICS
IN COURT INTERPRETERS - (Jan - Dec 2018)**

Courthouse	Language of Interpreter Assignment	Number of Assignments
San Juan County (Aztec, Farmington Dist)	Navajo	50
	Sign	6
	Spanish	153
San Juan County, Aztec Magistrate	Navajo	14
	Sign	1
	Spanish	21
San Juan County, Farmington Magistrate	Navajo	19
	Sign	3
	Spanish	24
McKinley County, Gallup District	Arabic	2
	Chinese	1
	Navajo	9
	Spanish	13
McKinley County, Gallup Magistrate	Navajo	37
	Punjabi	3
	Russian	1
	Spanish	37
TOTAL OF ALL COURTHOUSES :	ARABIC	2
	CHINESE	1
	NAVAJO	129
	PUNJABI	3
	RUSSIAN	1
	SIGN	10
	SPANISH	248
TOTAL:		394

ELEVENTH JUDICIAL DISTRICT - LANGUAGE ACCESS STATISTICS
LEP - Out of Courtroom Requests (Jan-Dec 2018)

Courthouse	Language of Interpreter Assignment	LEP Interpreter Requests Out of Courtroom January - December 2018
San Juan County (Aztec, Farmington Dist)	Navajo	12
	Spanish	50
San Juan County, Aztec Magistrate	Mandarin	2
	Navajo	1
	Spanish	26
	Vietnamese	1
San Juan County, Farmington Magistrate	Navajo	12
	Spanish	5
McKinley County, Gallup District	Navajo	1
	Spanish	26
McKinley County, Gallup Magistrate	Spanish	82
TOTAL OF ALL COURTHOUSES :	MANDARIN	2
	NAVAJO	26
	SPANISH	189
	VIETNAMESE	1
	TOTAL:	218

**Eleventh Judicial District LAP
Attachment E**

Survey Reports

Judge Survey Report

In November 2011, a language access survey was distributed to judges in the Eleventh Judicial District, eliciting 15 responses. Seventy-nine percent (79%) of respondents were aware of the language access requirements of Title VI of the 1964 Civil Rights Act and 93% were aware of the Court's responsibilities under the Americans with Disabilities Act.

Eighty-five percent (85%) of the judges rated language access for LEP individuals as "important" with 15% rating it "neutral" and 0% "unimportant." Ninety-three percent (93%) rated language access for the deaf as "important," 7% "neutral" and 0% "unimportant."

Seventy-one percent (71%) of the judges stated that they require the services of an interpreter "frequently," with 29% requiring interpreters "occasionally" and 0% "never." Seventy-nine percent (79%) of judges have had to delay a court proceeding due to the unavailability of a certified interpreter.

Seventy-nine percent (79%) stated they felt it essential that an interpreter working in their court be certified, while 21% felt it was not essential. Seventy-one percent (71%) swear interpreters in for each proceeding, while 29% do not do so 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

Forty-three (43) employees completed the employee survey that was circulated in November 2011. Twenty percent (20%) of respondents worked in the Aztec Magistrate Court; 22% in the Aztec District Court; 20% in the Farmington Magistrate Court; 18% in the Farmington District Court; 5% in the Gallup Magistrate Court and 15% in the Gallup District Court. 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.

Seventy-one percent (71%) of respondents rated language access for LEP individuals as "important" with 19% rating it "neutral" and 10% "unimportant." Ninety-one percent (91%) rated language access for the deaf as "important" with 9% rating it "neutral" and 0% "unimportant."

When asked how often they came into contact with LEP clients/customers, 35% said "frequently," 55% "occasionally" and 10% "never." When asked about deaf individuals, 2% came into contact "frequently," 55% "occasionally" and 43% "never."

Of those needing spoken language access services, Navajo and Spanish were noted as the most frequently requested languages, with 100% of employees having come into contact with Navajo and Spanish speaking LEP persons. Employees reported the next highest need as Vietnamese (19% had come into contact), followed by Zuni at 16%, followed by Arabic at 12%. Employees did not report having encountered any additional spoken languages.

Seventeen percent (17%) of employees reported being bilingual or conversant in a language other than English (half of them in Navajo and half of them in Spanish). Seventeen percent (17%) of employees had been called on to interpret for an LEP client/customer. Twenty-seven percent (27%) of employees who had attempted to secure the services of a certified interpreter had encountered difficulties while 73% had not encountered difficulties.

When asked what language access services were available in their court, 57% of employees knew about in-person interpreters; 62% about telephone or video interpreters; 19% about posted signs regarding the right to an interpreter, and 50% about “I Speak” cards.

Forty-four percent (44%) of respondents indicated that they had received training to assist LEP or deaf clients/customers while 56% had not. Eighty-eight percent (88%) stated they would attend training if it were available.

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

Community Stakeholder Survey Report

In November 2011, a survey was circulated to community stakeholders in the Eleventh Judicial District, eliciting eight responses. 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 Court on an ongoing basis. Tammy Vigil is responsible for regularly updating the database to ensure the courts are keeping pace with community resources.

The survey screened out respondents to ensure that all participants served clients/had members who were LEP or deaf and who had used the courts in the Eleventh Judicial District. One hundred percent (100%) of respondents had LEP clients and an additional 50% served the deaf or hard-of-hearing. Their clients had used the following courthouses: Aztec District 50%; Farmington District 62%; Gallup District 50%; Aztec Magistrate 50%; Farmington Magistrate 50%; Gallup Magistrate 38%.

When asked what languages were spoken by their clients, 88% of respondents said Navajo; 50% Spanish; 25% ASL, and 12% Zuni.

Thirty-eight percent (38%) said their clients need courtroom interpreter services “frequently,” 62% “infrequently” and 0% “never”. Fifty-seven percent (57%) of respondents said the Court always provided interpreters when needed, while 43% said it did not always do so. When asked whether they had ever encountered any difficulties securing the services of an interpreter, 71% said “yes” and 29% “no.” When asked if there was any difference in the Court's ability to provide services in Spanish versus less commonly spoken languages, 40% said “yes” and 60% “no.”

When asked whether judges were helpful in addressing the needs of LEP or deaf individuals, 33% said “yes,” 50% “sometimes” and 17% “no.” When asked whether court employees were helpful, the stakeholders gave the same response.

All of the responding agencies receive referrals from the Court, and 88% report providing language access services at their agencies.

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.

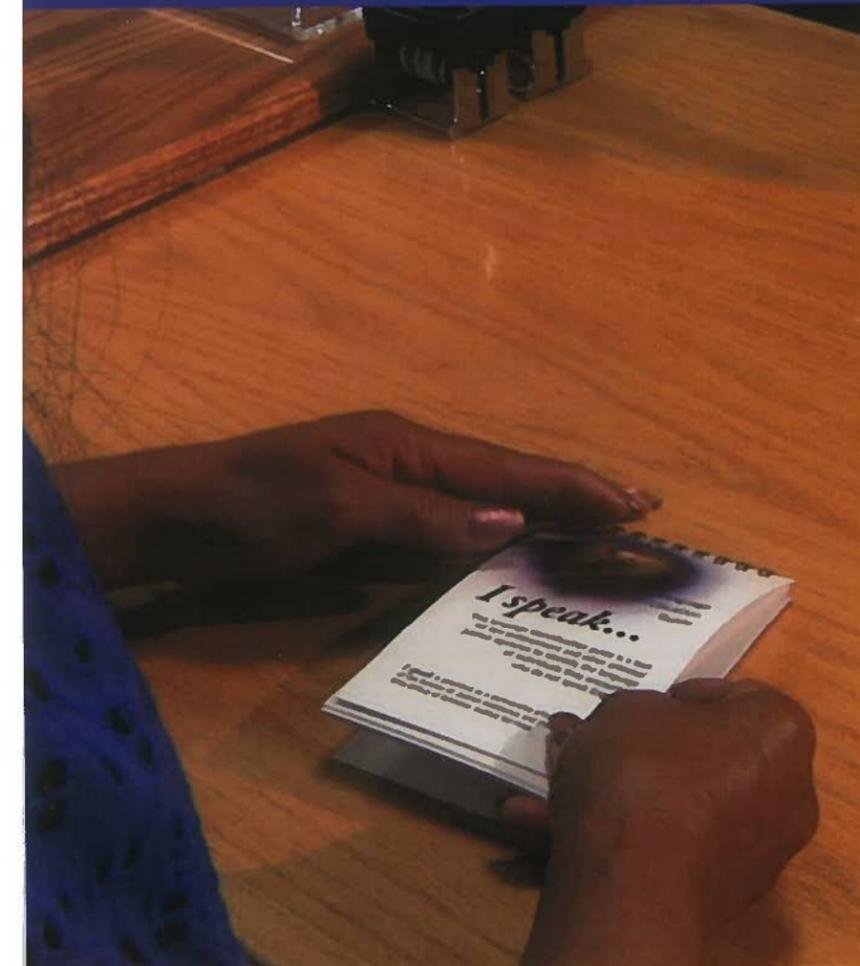
If you cannot speak or understand English, or if you need an American sign language interpreter, please contact the clerk for assistance.

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
òà án để được giúp đỡ.

Doo yáníktígóó ẹi doodaii Bilagáana bizaad doo diníts'a'góó ẹi aají doo
yádaakti'ígíí bá ata' halne'é lá' bá dahóló, t'áá shọđi áka'anídaalwo'ígíí 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 Ցոց ստեք ո՞ր սէկ լեզուն էր խօսիք՝ դա՞նքի թարգմանիչ սը կանչել սաւնք.	Հայերէն	Italian Faccia vedere qual è la sua lingua. Un interprete sarà chiamato.	Italiano
Basque Zeure izkuntza atzamarragaz erakutzi. Euzkeratzail bateri deituko deutsagu.	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 Ваш jezik. Зваћемо тумача за Вас.	Српски
Finnish Osoittakaa teidän kielenne. Tulkki kutsutaan auttamaan teitä.	Suomi	Slovak Ukážte na vašu reč. Zavoláme tlmočnicka.	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 ? ऐजाकेत एनो दुप्राधिया बोलादेस जाईस।	भोजपुरी
Gujarati તમારી બાષા ઇશારથી બતાવો. તમારા માટે બાષાંતર કરનાર ખોલાવી અપાશે.	ગુજરાતી	Hindi अपनी भाषा इशारे से दिखाइये। आपके लिए दुप्राधिया बुलाया जाएगा।	हिन्दी
Malayalam നിങ്ങളുടെ മാതൃഭാഷையை അറിയിക്കുക. അതിനു അനുസരിച്ച് അനുബന്ധിച്ച് അവസരം ഉണ്ടാകുമ്പോൾ അവരെ വിളിക്കുക.	മലയാളം	Nepali आपको भाषा चिनाउनु होस्। 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 මෙම වචන. සිංහල භාෂා කතා කෙරෙන කෙනෙකුට	සිංහල
Tamil எந்த மொழியில் பேசுகிறீர்கள் தெரிவிக்கவும். அதை விரலால் காட்டித்தயவும். அதற்கு அவசியமான இடங்களில் விளையுமாறு செய்யப்படும்	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



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



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



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



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



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

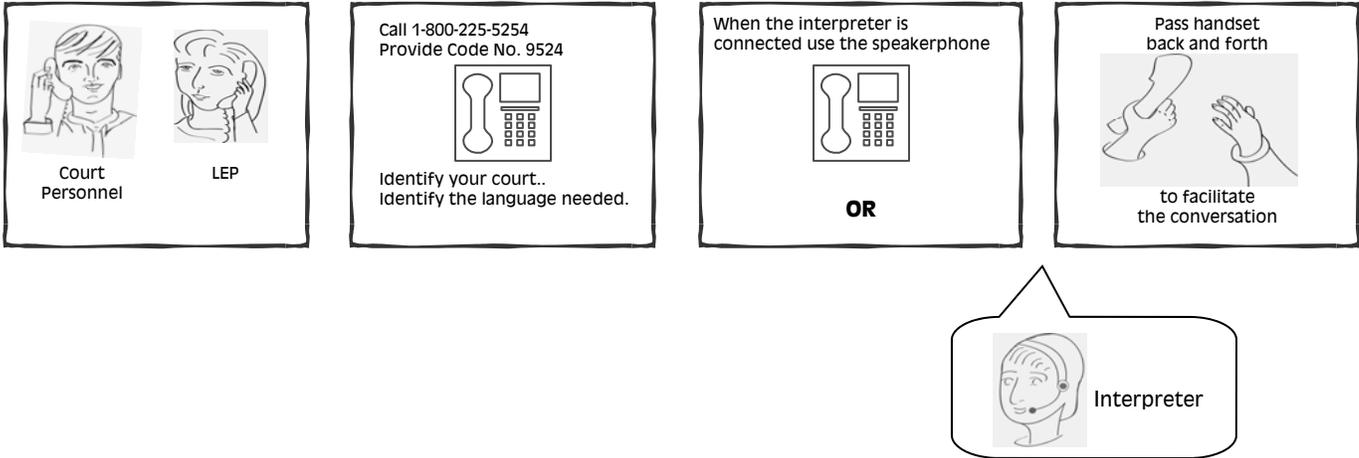
- Address/look at the Limited English Proficient (LEP) person
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Dialogue

- 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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- Encourage the interpreter to clarify terms with you

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

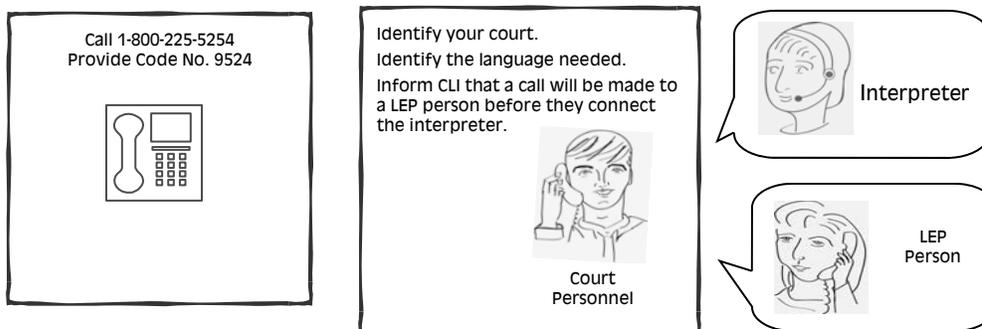
1) You are face to face with a Limited English Proficient (LEP) Person:



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



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



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RECEIVED A TRUE COPY
Catherine J. Velasco
Clerk of the Supreme Court
of the State of New Mexico

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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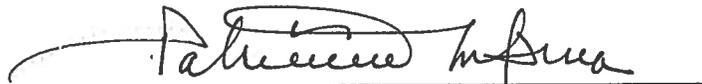
Access, is APPROVED; and

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.



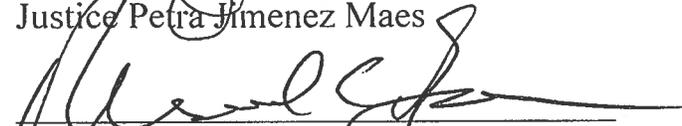
Chief Justice Charles W. Daniels



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)

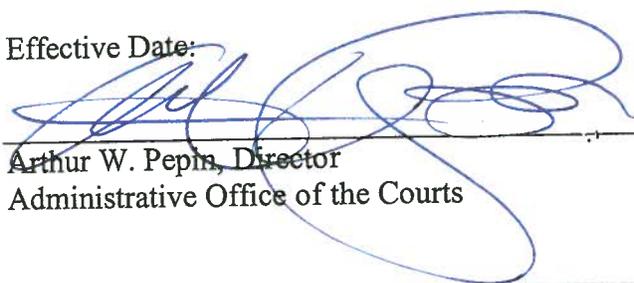
NEW MEXICO JUDICIAL BRANCH
GENERAL POLICY AND PROCEDURE

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

MEW 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

**Eleventh Judicial District
Language Access Plan
Attachment - 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 Eleventh Judicial District Language Access Plan (LAP) Coordinator to report the complaint by completing and submitting the attached Complaint Form, or by telephone.

Contact information: Weldon Neff, Court Executive Officer, Eleventh Judicial District Court, 103 S. Oliver Dr, Aztec, New Mexico 87410, aztdwjn@nmcourts.gov, (505) 344-7807.

2. If the complainant does not believe that their concerns have been adequately addressed or resolved with the Eleventh Judicial District 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) 827-4853.

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).

Eleventh Judicial District 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: Eleventh Judicial District Court: aztdwjn@nmcourts.gov, (505) 344-7807

Please complete and return this form to:
Eleventh Judicial District Court- Weldon Neff, LAP Coordinator
103 S. Oliver Dr, Aztec, New Mexico 87410
aztdwjn@nmcourts.gov
Fax: (505) 334-7760

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:

**Eleventh Judicial District
Language Access Plan
Attachment - Complaint Procedure and Form**

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.

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

7. Please sign below:

Signature_____

Date Signed_____

Return this form to:

Weldon Neff, Eleventh Judicial District Court LAP Coordinator
103 S. Oliver Dr, Aztec, New Mexico 87410

aztdwjn@nmcourts.gov

Fax: (505) 334-7760

**Eleventh Judicial District Court
Language Access Plan
Attachment - Complaint Procedure and Form**

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

1. Saad hólónígíí (complainant wolyé) éi díi Eleventh Judicial District Language Access Plan (LAP) Coordinator nilíigo naalnishígíí yaa saad hólónígíí yil hodoonihgo naaltsoos Title VI Complaint Form yá haididoolíł.

Kót'éego naalnishígíí dóo bik'ehgo baa honít'i'ígíí: Weldon Neff, Court Executive Officer, Eleventh Judicial District Court, 103 S. Oliver Dr, Aztec, NM 87410, aztdwjn@nmcourts.gov, (505) 344-7807.

2. Saad hólónígíí niláhjí Eleventh Judicial District LAP Coordinator bil haz'áágóne' t'áadoo hazhó'ó k'ééházdoqoda niizí'go éi NM Administrative Office of the Courts (AOC) Statewide Program Manager, Language Access Services-góne' naalnishígíí yil hodoonih.

Bich'í' hodoonihígíí: 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. Saad hólónígíí aldo' t'áa hoolzhishgi United States Department of Justice aldo' yil hodoonihígíí.

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 or (202) 307-2678 (TDD).

Aadahwiinít'í Ła'ts'áadah Bił Hahoodzojí Title VI Complaint Form Saad Hojileehgo Naaltsoos Hadil'ínígíí

Beehaz'áanii Title VI of the Civil Rights Act of 1964 yee nihodini'áago éí “Wááshindoon biyáál bee dajilniishgo éí bíla'ashdla'ii United States biyi' kééhat'iinii háida bíla'ashdla'ii ał'ąą dine'í nilínígíí biniinaa, bikági ánoolnínígíí éí doodago adahwiis'áádéé' kéyahdée' naagháhígíí biniinaa áká i'iilyeed ádaat'éíí bits'ąą kóolzin dóó baąh yit'ínígíí dóó bits'áájí idlínígíí doo bee haz'ąada doo.” United States Supreme Court álátahdi aadahwiinít'í yee nihodini'á éí Bilagáana bizaad doo bee yájilti'dago, doo Bilagáana jilínígíí biniinaa ha'át'iida hats'ąą kólyaaago éí bee haz'áanii, Title VI (*Lau v. Nichols* (1974) 414 U.S. 563), bił oodzíí' dooleel.

Kwe'é bína'idíkidígíí éí binahjí' níká adijah saad hosíníí'go bee bini'doonish. Díí naaltsoos hadilnéehgi shíká i'doolwoł nínízingo éí koji' nihich'í' hodíílnih:
 Eleventh Judicial District Court: aztdwjn@nmcourts.gov, (505) 344-7807

Díí naaltsoos altso hadinilaago koji' ádííííí:
 Eleventh Judicial District Court- Weldon Neff, LAP Coordinator
 103 S. Oliver Dr, Aztec, New Mexico 87410
 aztdwjn@nmcourts.gov
 Fax: (505) 334-7760

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', dóó naaltsoos náhíílaahgi, dóó béesh bee hane'í, dóó saad hólónígíí nidéet'i'ígíí kwe'é bikáá' ádííííí:

Nízhi':

**Eleventh Judicial District Court
Language Access Plan
Attachment - Complaint Procedure and Form**

Naaltsoos náhílaahgi:
Béesh bee hane'i:
Béesh hóyání, computer, bee nich'ì' é'él'ínígíí:
Saad hólónígíí hait'áo nidéet'i:

5. T'áa ni baa hodíilnih, haash yit'éego saad chodaa'íigo bee ahwiinít'íngíí biniinaa beehaz'áanii doo bik'ehgo é'élyaada nínízin dóo hái lá éí iyisíí bąh siláago ákódzaah nínízin. Kwe'é baa hólne'go bá haz'ánígíí ha'déebíidgo díí naaltsoos bine'déé' bikáa' ádííliif éí doodago naaltsoos ła' bóolta'go ádííliif.

6. Yoolkáálgóne' áhóót'íidígíí kwe'é bikáa' ánílééh:

7. Hóyahgo nízhi' ánílééh:

Nízhi': _____
Yoolkáálgóne' nízhi' ínilaaígíí _____

Naaltsoos koji' ádííliif
Weldon Neff, Eleventh Judicial District Court LAP Coordinator
103 S. Oliver Dr, Aztec, New Mexico 87410
aztdwjn@nmcourts.gov
Fax: (505) 334-7760

Undécimo Distrito Judicial
Plan de Acceso Lingüístico
Anexo - 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) de los Tribunales del Undécimo Distrito Judicial para presentar su queja, para lo cual deberá llenar y entregar el Formulario de quejas que se adjunta o lo puede hacer por teléfono.

Información de contacto: Weldon Neff, Court Executive Officer, Eleventh Judicial District Court, 103 S. Oliver Dr, Aztec, New Mexico 87410, aztdwjn@nmcourts.gov, (505) 344-7807.

2. Si el reclamante no cree que se hayan tratado o resuelto sus inquietudes adecuadamente con el Coordinador del LAP del Undécimo Distrito Judicial, el reclamante deberá comunicarse con el Director 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) 827-4853.

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).

Undécimo Distrito Judicial Formulario de quejas

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

Tribunal del Undécimo Distrito Judicial: aztdwjn@nmcourts.gov, (505) 344-7807

Sírvase llenar este formulario y enviarlo a:

Eleventh Judicial District Court- Weldon Neff, LAP Coordinator
103 S. Oliver Dr, Aztec, New Mexico 87410

aztdwjn@nmcourts.gov

Fax: (505) 334-7760

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:
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.

Undécimo Distrito Judicial
Plan de Acceso Lingüístico
Anexo - Procedimiento y formulario para presentar quejas

[Empty box for content]

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:

Weldon Neff, Eleventh Judicial District Court LAP Coordinator
103 S. Oliver Dr, Aztec, New Mexico 87410
aztdwjin@nmcourts.gov
Fax: (505) 334-7760