



Ottawa Language Access Plan - Approved

12/13/2013 10:28 AM

Ottawa Language Access Plan - Approved
C20 2013-09J
D58 2013-06J
P70 2013-03J

This is to advise that we have reviewed the above referenced administrative order and find that it conforms to the requirements of MCR 8.112(B). This order is being accepted and filed until advised by your court of any change.

Jill Booth
Region V Administrator
P.O. Box 30048
Lansing, MI 48909
517-373-8679

This message has been prepared on computer equipment and resources owned by the Michigan Supreme Court. It is subject to the terms and conditions of the Court's Computer Acceptable Use Policy.

Local Administrative Order
20th Circuit Court 2013-09J
58th District Court 2013-06J
Ottawa County Probate Court 2013-03J

LANGUAGE ACCESS PLAN

In accordance with Supreme Court Administrative Order 2013-8, the court establishes this Language Access Plan (LAP) to provide for the language access needs of court users.

This LAP is the plan for the court to ensure meaningful access to court services for persons with limited English proficiency (LEP). A limited English proficient person is a person who does not speak English as his or her primary language, and who has a limited ability to read, write, speak, or understand English, and by reason of his or her limitations, is not able to understand and meaningfully participate in the court process.

The purpose of the plan is to provide a framework for the provision of timely and effective language assistance to LEP persons who come in contact with the court.

The court has appointed a language access coordinator to be a contact person for the public, court staff, and SCAO concerning this plan and its implementation. The language access coordinator may be contacted through the court administrator's office.

IT IS ORDERED:

Section I. Needs Assessment

A. Census Data

The court will make every effort to provide service to all LEP persons in the court's service area. The following list shows the non-English languages most frequently spoken in the court's physical jurisdiction.

1. Spanish (2.48%)
2. Laotian (0.23%)
3. Cambodian (0.21%)
4. Vietnamese (0.20%)

B. Court Experience

Based on court usage, the following list shows other non-English languages spoken in the court and not reflected in the US Census data.

1. Current Census data generally appears accurate, except that the Spanish speaking percentage seems understated (based on interpreter feedback).

C. Identification of LEP Persons

Court staff use the following methods to identify LEP persons:

1. Direct assistance from bilingual family members or friends
2. Use of "I Speak" cards at public service windows
3. Direct assistance from bilingual court employees
4. File notations in the court's case management system available from prior court visits
5. Use of a form requesting an interpreter for court hearings pursuant to MCR 1.111

Section II. Language Assistance Resources

A. Interpreters Used In the Courtroom

The court will offer assistance to LEP persons in the courtroom by providing foreign language interpreters as required by Michigan Court Rule 1.111.

B. Language Services Outside the Courtroom

The court will take reasonable steps to ensure that LEP persons have meaningful access to services outside the courtroom. This is one of the most challenging situations facing court staff, because in most situations they will encounter LEP persons without an interpreter present. LEP persons may come in contact with court personnel via:

- Telephone
- Court Clerk's Office (Circuit, District, Probate)
- Friend of the Court (FOC) Office
- Juvenile Services Office
- Legal Self Help Center
- Appointment of bilingual attorney
- Probation Department
- Community Correction Service Sights
- Email and the Website

Court staff will consult with the court's language access coordinator to determine what type of language service should be made available, based on the nature and importance of the court service to be provided and resources available. The following language services are available:

- "I Speak" cards
- Bilingual court employees
- Remote Telephonic Interpretation Company
- Court Interpreters
- Hospital Interpreters (for Probate MI cases)

C. Service Referrals

The court will make reasonable efforts to ensure that a non-federally funded entity to which the court refers LEP persons for services has provisions for addressing their needs. The court will consider viable alternatives if language access is not provided by such a non-federally funded entity.

D. Forms & Documents

The State Court Administrative Office (SCAO) makes select translated forms available to the courts at <http://courts.michigan.gov/Administration/SCAO/Forms/Pages/default.aspx>.

- 1) Additional translated forms available to court users include:
 - o Juvenile Services brochures, including Probation, Juvenile Detention Center, Sex Offender Program, The Sex Offender Registry, and Citizen's Complaint Process.
 - o Customer Satisfaction Survey
 - o Various probation documents including drug and alcohol testing policy, domestic violence bond conditions, home visit guidelines, consent for disclosure of non-public records and Sobriety Court participant agreement, pamphlet, handbook and intake instructions.

When in-person interpreters are hired for court proceedings, they are expected to provide sight interpretation of documents for LEP persons.

- 2) Courthouse translation for LEP
 - o "I Speak" cards
 - o Bilingual court employees
 - o ATT&T Language Line
 - o Court interpreters when onsite and not participating in hearings in the courtroom

E. Other Provisions

In an effort to provide LEP persons language access to court information, the court also provides the following:

- Periodic Spanish language classes for employees
- Seek bilingual candidates during the hiring process of new court employees
- The Ottawa County tuition reimbursement program provides limited funding to court employees for education related to their assigned responsibilities

Section III. Training

The court is committed to training its judges and court staff, and coordinating with county clerks on providing LEP persons with meaningful access to court services. When the court provides training sessions, it will include a component addressing LEP policy and procedure and the court's LAP. The court is aware that staff members having contact with the public are more likely to need in-depth training on LEP policy and procedure.

The court will work with SCAO and MJI to ensure that all employees are trained on LEP policy and procedure. Training will be offered to assist judges and staff to: identify and respond to LEP persons, increase awareness of the types of language services available, guide when and how to access those services, and effectively use language services.

The court provides to judges and court staff and offers to county clerks the following training regarding language access:

- Review of applicable court rules and LAP requirements during regular staff meetings
- Appoint staff at each of the four court locations to monitor and ensure compliance, assist with educating court personnel on appropriate language access needs of the public and make recommendations to improve access

Section IV. Public Notification and Evaluation of Language Access Plan

A. Language Access Plan Approval and Notification

The court's LAP has been approved by the State Court Administrative Office. The court will post its LAP on its public website (www.miottawa.org) and will make copies of the LAP available upon request.

The court consulted with the following members of the community in creating its LAP:

- Lakeshore Ethnic Diversity Alliance (LEDA)
- Latin Americans United for Progress (LAUP)
- Children's Advocacy Center (CAC)
- Court Interpreters

B. Evaluation and Review of the LAP

At the direction of SCAO, or on its own initiative, the court will assess whether the LAP needs updating. The LAP will remain in effect unless modified or updated. Review of the following areas may indicate a need to update the LAP:

- Number of LEP persons requesting court interpreters or language assistance
- Funding provided or available for languages services
- Current language needs to determine if additional services or translated materials should be provided
- Feedback from LEP communities within the county
- Court staff (turnover, new hires, etc.)
- Feedback from trainings provided by the court or SCAO/MJI
- Viability of identified language services and resources
- Problem areas and corrective action strategies
- Updated census data

The language access coordinator for this court ensures this plan is followed, advises the court on potential updates to this plan, and coordinates the language access needs for the court as they arise. The court has identified the name and contact information of the language access coordinator and advised the State Court Administrative Office. The court will notify the SCAO regional office of any changes to the language access coordinator's contact information, or if a new language access coordinator is named.

IT IS SO ORDERED that the 20th Judicial Circuit Court, the 58th District Court and the Ottawa County Probate Court adopt this Language Access Plan, effective January 1, 2014.

Date:



Honorable Edward R. Post, Chief Circuit Judge

Date:

12/10/12


Honorable Bradley Kroll, Chief District Judge

Date:

12-9-2013


Honorable Mark A. Feyen, Chief Probate Judge P-32369