



STATE OF MICHIGAN
DISTRICT COURT - 43RD JUDICIAL DISTRICT

MADISON HEIGHTS DIVISION
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HONORABLE KEITH P. HUNT
DISTRICT COURT JUDGE

SHARON ARSENEAULT
COURT ADMINISTRATOR

Administrative Order 2013 - 1

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. Arabic
2. Vietnamese
3. Chinese
4. Hindi
5. Korean

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. Chaldean
2. Spanish

C. Identification of LEP Persons

Court staff use the following methods to identify LEP persons:

1. Use "I Speak" translation cards with various languages shown to customers.
2. Show customer all SCAO forms in languages for customer to choose primary language.
3. Bi-lingual employees will assist customers when available.
4. Family member or friend assists in communicating with court staff either in-person or over the telephone.

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:

- On the telephone for general inquiries or to request a court date.
- Security checkpoint in order to get to the Court Clerk's counter, Probation or the courtroom
- Court Clerk's counter when checking in for court, making payments, general inquiries.
- Probation department after referral from the Judge for pre-sentence investigation, to monitor bond conditions, for alcohol testing and for probation meetings
- Performing community service or completing other Court-ordered programs
- Speaking with a court appointed attorney prior to appearing in court.

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:

- Court staff will utilize SCAO forms, if available, to assist the LEP individual through the court process.
- Staff may also use the assistance of friends and family that appear with the LEP individual to handle basic interactions such as making payments and answering general inquiries. If a family

member or a friend is not available, staff may initiate contact with the court's contracted telephonic interpretation service.

- Staff will have "I speak" cards and other phrase cards in foreign languages to identify the language needed. If the employee is reasonably convinced that the customer is not getting the necessary information, the Language Access Coordinator will be contacted.
- Staff will either obtain a live interpreter or contact a telephonic interpretation service.
- Other units in the courthouse which have the benefit of scheduling appointments (such as the Probation Department) will make every attempt to speak to the client while an interpreter is present. If there is no interpreter present, staff will utilize telephonic interpreters or contact the Language Access Coordinator to provide a live interpreter.
- Bi-lingual staff will be utilized if available.
- Probation staff will recommend available counseling, support and treatment resources for LEP individuals ordered to complete such programs by the Judge.
- The court maintains a list of in-person interpreters. Court staff will interact with the Language Access Coordinator to determine other services that may be reasonably available.

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:
 - No other forms are translated

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
 - An in-person interpreter for translation.
 - Scan or read document over the telephone to telephonic interpretation service to translate.

E. Other Provisions

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

- No other services are provided.

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:

Staff is trained on this language access plan by knowing what resources are available for overcoming language barriers for LEP persons such as:

- How to use "I speak" cards and other phrase cards in foreign languages.
- How to use telephonic interpretation services.
- Who to contact for an in-person interpreter and the location of the forms (if any) needed.
- Identification of the Language Access Coordinator.

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 (if available) or public notification area within the courthouse and will make copies of the LAP available upon request.

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

- St. Johns Hospital-Oakland
- The Chaldean Community Foundation

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 language 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

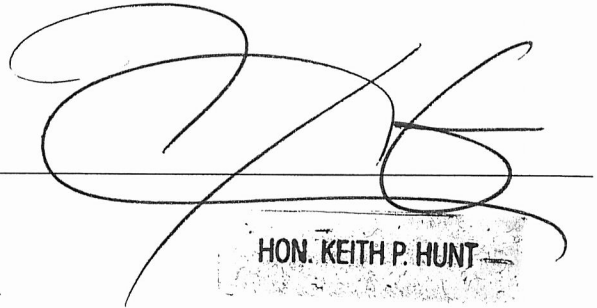
The language access coordinator for this court ensures this plan is followed, advises the court on potential updates to this plan, and coordinates the language access needs for the court as they arise. The court has identified the name and contact information of the language access coordinator and advised 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.

Effective Date: 12-9-13

Date: 12-9-13

Chief Judge Signature: _____

pro. team



HON. KEITH P. HUNT