

**ARIZONA SUPERIOR COURT
IN PIMA COUNTY**



LANGUAGE ACCESS PLAN

*A Blueprint for Providing Access to Justice
for Court Users with Limited English Proficiency (LEP)
and Language Disabilities*

It is the court's purpose to administer fair and effective justice in a manner that instills the public's trust and confidence.

**Court Interpretation and Translation Services (CITS)
110 West Congress St.
Tucson, AZ 85701**

Adoption Date: December 2011
Revision Date: May 2023

I. Legal Basis and Scope of the Plan

This Plan sets forth the efforts of the Arizona Superior Court in Pima County and its Juvenile Court for the timely, meaningful, and professional provision of language services (i.e. interpretation, translation, as well as reasonable accommodations) to litigants and other court users with limited-English proficiency (LEP) and language disabilities. The services outlined in this Plan follow these federal antidiscrimination laws:

- 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;
- Title II of the Americans with Disabilities Act of 1990, Pub. L. No. 101-336, 104 Stat. 327 codified at 42 U.S.C. § 12101;

The Court engages in these efforts to support its mission:

It is our purpose to administer fair and effective justice in a manner that instills the public's trust and confidence.

II. Needs Assessment

A. Statewide

The State of Arizona provides court services to a wide range of people, including those who speak English “less than very well” or no English, as well as those with language disabilities such as deaf and hard of hearing individuals.

From a statewide perspective, the following languages were listed with the greatest number of speakers who spoke English less than “very well” in Arizona (according to the American Community Survey estimate report from the U.S. Census Bureau 2020, 5-year estimates):

1. Spanish
2. Navajo
3. Chinese/Mandarin/Cantonese
4. Vietnamese

Additionally, data from the Arizona Commission for the Deaf and the Hard of Hearing shows there are over 1.2 million Arizonans (18% of all Arizonans) who have a hearing loss who need various types of communication access. Some are Deaf, most are hard of hearing, and some are Deaf-Blind, while others have a Combined Vision and Hearing Loss (CVHL).

B. Pima County

Although, Pima County has a very diverse ethnic and linguistic population, there are three

Spoken language groups (Spanish, Chinese and Vietnamese) that reach the 5% trigger set by the Safe Harbor Provision. This is based on the most current data taken from the 2020 American Community Survey.¹ Navajo, Chinese and Vietnamese are not frequently encountered languages at PCSC as shown by data collected by PCSC in the past three fiscal years (See data charts below).

As a result of its proximity to Mexico, the LEP population in Pima County represents 25% of the entire county's LEP population. The figures presented on the 2020 American Community Survey, 5-Year Estimates show that 220,384 of the total county population 5 years of age and over (948,093) speak Spanish at home, and 61,472 of them speak English less than "very well."

C. Arizona Superior Court in Pima County

Pima County is an Arizona border county with an ethnically and linguistically diverse population of 1,057,597 people as of 2021. The Arizona Superior Court in Pima County is the second largest trial court in Arizona. The court employs nearly one thousand persons, including 51 judicial officers, and receives close to 30,000 new case filings each year—with 29,160 new cases filed in 2022 including cases from the juvenile bench. For this reason, the language needs of the Court and the census data are continuously analyzed and, once a year, statistics of actual usage are collected so that we may anticipate and prepare to properly address all the language needs of our Court.

As a result of its proximity to Mexico, the Hispanic population of Pima County is a significant component of the overall population. A 2021 U.S. Census estimate is that 38.5% of Pima's population is of Hispanic origin. This number exceeds the national percentage of 18.7% and an overall Arizona state rate of 32%. Currently, no language other than Spanish rises to the level of 5% of the total population requiring translations of all vital documents pursuant to DOJ' regulations.

With 18% of the states' population affected by hearings loss, American Sign Language is the second most requested language.

Services Rendered by CITS for Fiscal Years (FYs) 2018-2022

Out of the 29,160 new cases (not individual court events) filed in FY 2021-2022, 5,472 (or 19%) required interpretation services at PCSC. 83% of those cases involved Spanish and 17% involved Lesser Used Languages (conformed by a group of about 40 different languages including American Sign Language).

¹ Source: U.S. Census Bureau, Language Spoken at Home by Ability to Speak English for the Population 5 Years and over 2020-2025 American Community Survey 5-Year Estimates.

AGAVE Cases Requiring an Interpreter FY2018-FY2022 by Bench and Language							
		FY2018	FY2019	FY2020	FY2021	FY2022	Total
Civil	Cases Filed	7,631	7,475	7,347	6,629	6,515	35,597
	Did not Require Interpreter	7,557	7,417	7,296	6,557	6,457	35,284
	Required Interpreter	74	58	51	72	58	313
	% Requiring an Interpreter	1%	1%	1%	1%	1%	1%
Criminal*	Cases Filed	6,454	7,111	6,679	5,347	5,598	31,189
	Did not Require Interpreter	6,111	6,812	6,394	5,097	5,352	29,766
	Required Interpreter	343	299	285	250	246	1,423
	% Requiring an Interpreter	5%	4%	4%	5%	4%	5%
Family	Cases Filed	8,947	9,880	9,132	8,717	9,084	45,760
	Did not Require Interpreter	8,363	9,304	8,698	8,324	8,761	43,450
	Required Interpreter	584	576	434	393	323	2,310
	% Requiring an Interpreter	7%	6%	5%	5%	4%	5%
Juvenile**	Cases Filed	553	611	619	543	713	3,039
	Did not Require Interpreter	355	407	440	381	573	2,156
	Required Interpreter	198	204	179	162	140	883
	% Requiring an Interpreter	36%	33%	29%	30%	20%	29%
Probate	Cases Filed	4,618	5,213	5,758	6,353	6,850	28,792
	Did not Require Interpreter	4,494	5,099	5,652	6,269	6,735	28,249
	Required Interpreter	124	114	106	84	115	543
	% Requiring an Interpreter	3%	2%	2%	1%	2%	2%
Total	Cases Filed	28,203	30,290	29,535	27,589	28,760	144,377
	Did not Require Interpreter	26,880	29,039	28,480	26,628	27,878	138,905
	Required Interpreter	1,323	1,251	1,055	961	882	5,472
	% Requiring an Interpreter	5%	4%	4%	3%	3%	4%

*Criminal cases are counted by defendants.

**Juvenile interpreter and case filing data was obtained solely from AGAVE. JOLTSaz data is not included.

***FY2018 Probate case filing data was estimated due to data availability limitations.

The PCSC is fully committed to provide meaningful language access to all its LEP clients in any language, and as such, it will remain vigilant to determine when one of these groups reaches the 5% trigger of the Safe Harbor Provision to ensure full compliance with federal civil rights requirements.

D. Determining the Need for an Interpreter in the Courtroom

The PCSC may determine whether a court user needs an interpreter for a court hearing in various ways:

- Court staff will identify the language needs of court users using “I Speak” ² cards at every point of public access or by means of Language Access Tablets linked to various remote language service providers trained to identify linguistic needs.
- The Court has a linguistic accommodations request form posted on its website: [request for an interpreter.pdf \(pima.gov\)](https://www.pima.gov/interpreter). This form can be completed and submitted by any individual to give CITS advance notice of the linguistic needs of any court user.

Signage will be placed throughout the court building indicating the availability of free language assistance and ADA accommodations.

² “I Speak Cards” are laminated cards with lists of dozens of languages that can be shown to LEP individuals for them to point out the language they speak.

To guarantee the timely assistance of interpreters in any language, the court's policy states as soon as an LEP or deaf/hard of hearing individual is identified CITS should be informed. Once CITS receives a request for linguistic accommodations, every effort will be made to ensure that a qualified professional be available in a timely manner. If an interpreter is not available at the time of a court proceeding, the case will be continued to a date when proper linguistic assistance can be provided.

III. Language Assistance Resources

PCSC's CITS assigns qualified language interpreters for all LEP parties of interest participating in ancillary court events and services (e.g., mediation sessions, probation interviews, CFT meetings, Legal Clinic, psychological evaluations, routine contact with court personnel, community events etc.).

CITS employs a team of professionals including a Division Director, who is the Court's Title II and VI coordinator and oversees language access operations and ensures compliance across the court; an Interpreter Manager at the Pima County Juvenile Court Center (PCJCC); two Interpreter Services Coordinators one for each court; and nine credentialed Spanish court interpreters. Currently, the court is experiencing difficulties filling five vacant staff positions due to the scarcity of credentialed interpreters in the county.

CITS also recruits qualified daily contract interpreters who work in Spanish and other languages, including American Sign Language that hold Class A, Legal Licenses from the Arizona Commission of the Deaf and Hard of Hearing and nationally certified Computer Assisted Realtime Translators (CART).

It is the policy of the Court that no hearing, court service or program where a participant requires linguistic accommodations should be held without the free services of a qualified interpreter.

A. CITS uses the following resources for timely and meaningful communication with LEP Individuals:

- Staff court interpreters and independent interpreter contractors.
- Bilingual staff at all points of public access who can identify the linguistic needs of court users and to provide the appropriate resources in a timely manner.
- On demand telephonic and video remote interpretation and effective communication (e.g. ASL, CART, etc.) services; via language access tablets at every point of public access. These services are provided through a large group of vendors that include Lionbridge, Transperfect, LanguageLine, Sorenson, Deaf Services Unlimited, Aberdeen, among others.

Other language resources include:

- A Guide for the Court User with Limited English Proficiency is available at various points of public access and online and translated into the most frequently encountered languages at PCSC.
- A link to the Arizona Supreme Court's Spanish translated webpage for court forms and instructions at: [Self-Service Center Home \(azcourts.gov\)](http://azcourts.gov).

- A link to to the [AZPOINT Protective Orders > Home \(azcourts.gov\)](https://www.azcourts.gov) to file petitions for orders of protection and injunctions against harassment. This portal will be available in Spanish in the Summer of 2023.
- Information on how to access free language services and ASL/CART services.
- Language complaint and feedback forms in the 10 most frequently encountered languages at PCSC are available in the Court's website.

B. Interpreters Used in the Courtroom

It is the policy of the Pima County Superior Court that no hearing, court service or program involving an LEP, deaf or hard of hearing person, should be held without the appropriate language services at no cost to the party receiving those services.

Litigants including defendants, witnesses, victims, and parents/guardians, as well as any other person whose presence or participation is necessary or appropriate as determined by the judicial officer, are provided language access services upon request. The use of children, attorneys, judges, other bilingual court staff, co-litigants, relatives, and other non-qualified interpreters are prohibited from interpreting in court.

Pursuant to Pima County Superior Court's Administrative Order 2017-03, CITS's staff will only provide linguistic access for court proceedings and services. Thus, private attorneys, Public and Legal Defenders, County Attorneys, and the Office of Court Appointed Counsel are expected to provide qualified interpretation services for attorney/client communications, and witness interviews; as well as transcription and translation services of court exhibits.

C. Language Services Outside of the Courtroom for Court Ordered Programs and Services

1. Facilitating LEPs Understanding of Court Policies and Procedures

The court has created various informational materials and instructional packets to assist LEP court users in understanding forms and court proceedings. These materials are available to the public in the court's website and the Law Library and Resource Center.

2. Assistance to Fill-out Court Forms and Pleadings

The PCSC will provide assistance to people who are unable to complete required forms themselves (due to disability or lack of literacy). This assistance will be provided through the Court Volunteer Scribe Program. If an individual requires both the assistance of a scribe and linguistic services (i.e. spoken languages, and ASL, CART, CDI.), a scribe and an interpreter will team up to assist. Whenever a Court staff serves as a scribe, a notation must be put on the file so that the judicial officer knows what assistance was provided. Thus, the judicial officer can verify the information with the litigant on the record if necessary.

3. Court-ordered Services and Programs

The court is responsible for taking reasonable steps to ensure that LEP and deaf or hard of hearing individuals have meaningful access to all court-ordered services and programs. Court-ordered services and programs include but are not limited to mediation, treatment or educational programs provided by a court employee or a private vendor under contract with the court. External vendors need to ensure the provision of meaningful language access and effective communication services when serving court clients who require them.

D. Expansion of Services

a. Language Access Tablets at Every Point of Public Access

The court has provisioned every point of public access with language access tablets equipped with weblinks to various remote interpretation services providers (i.e., Lionbridge Technologies, TransPerfect, Deaf Services Unlimited, and Aberdeen Broadcast Services). These tablets will facilitate the provision of on demand services for LEPs and the deaf and hard of hearing during their interactions with front desk staff.

b. Free Language Services Notice:

The following notice regarding the provision of free language access services in the ten most used languages in the court will be placed on all court forms and vital documents, once the forms are redone following the court's new plain language guidelines:



Call for Free Language assistance

520-724-3888

- Solicite ayuda lingüística. • Naomba msaada wa lugha. • NDASABA UBUFASHA BW URURIMI • برای کمک به زبان تماس بگیرید • Pour assistance linguistique, veuillez composer le numéro ci-dessous • ቋንቋ ኪሕግዘዝ ጽሑፍ ። • Wac caawimaad luqadeed.
- إذا كنت بحاجة إلى مساعدة لغوية اتصل بالرقم التالي

E. Administrative Office of the Courts AOC Interpretation Resources

Court Interpreter Registry and Listserv:

The AOC maintains a statewide registry of interpreters through the Arizona Court Interpreter Credentialing Program. This registry is available at <https://www.azcourts.gov/interpreter/Arizona-Court-Interpreter-Credentialing-Program>.

A link to to the [AZPOINT Protective Orders > Home \(azcourts.gov\)](#) to file petitions for orders of protection and

injunctions against harassment. This portal will be available in Spanish in the Summer of 2023.

Additionally, AOC created a statewide listserv to allow courts to communicate via email on court interpreter-related matters. The listserv is an excellent resource used by PCSC to locate interpreter referrals for specific language needs.

Video Remote Interpreting:

The AOC has installed video conferencing equipment at the State Courts building that allows courts with compatible technology to remotely conference an interpreter from the Phoenix metro area; this system improves resource allocation and reduces time and costs associated with interpreter travel.

F. Translated Forms and Documents

PCSC understands the importance of translating forms and documents to allow greater access to justice as well as court programs and services by LEP individuals.

PCSC currently uses vital forms and instructional materials translated into Spanish.

All translated forms are available to the public on the Court's website as well as the Superior Court Law Library and the Juvenile Court Resource Center.

The Court is presently creating a new guideline to use plain language in all its court forms, including its bilingual forms for ease of use by LEP individuals.

Court Volunteer Scribes will work with Lesser Used Language to assist LEPs in completing court forms.

As previously stated, the court's website contains a link to the Arizona Supreme Court's Spanish translated forms and instructions:

<http://www.azcourts.gov/elcentrodeautoservicio/FormulariosdeAutoservicio.aspx>.

Given the low incidence of languages other than Spanish at PCSC, the translation of vital documents/forms for Lesser Used Languages (LULs) would only be completed upon request.

CITS will try to ensure all court summons, orders, minute entries, or notices requiring the attendance of an individual to a court hearing, program or service include the following statements:

This is a legal notice. Your rights may be affected.

Esta es una notificación legal la cuál podría afectar sus derechos.

If you do not read English and need it translated into your primary language

Si usted no lee bien en inglés y la necesita traducida

please contact the Pima County Superior Court's at the numbers below.

contacte al Tribunal Superior del Condado de Pima a los teléfonos indicados abajo.

For Superior Court matters call: (520) 724-3888

Para el Tribunal Superior llame al (520) 724-3888

For Juvenile Court matters call: (520) 724-2961

Para el Tribunal de Menores llame al (520) 724-2961



Call for Free Language assistance

520-724-3888

- Solicite ayuda lingüística. • Naomba msaada wa lugha. • NDASABA UBUFASHA BW URURIMI • برای کمک به زبان تماس بگیرید • Pour assistance linguistique, veuillez composer le numéro ci-dessous • ቋንቋ ሺሕግዘካ ጽሓፍ :: • Wac caawimaad luqadeed.
- إذا كنت بحاجة إلى مساعدة لغوية اتصل بالرقم التالي

1. Sight Translation

The Pima County Superior Court will provide assistance to LEP persons in understanding court-issued documents provided in English through sight translation, recorded sight translation or other reasonable means.

G. Requesting Interpretation and/or Translation Services

LEPs can call CITS at any time to request language assistance services. Fillable request forms are available in various languages at: [Forms \(pima.gov\)](http://Forms(pima.gov)).

The court's ITSD's division developed a software application called CITSapp that interfaces with AGAVE (the court's calendaring system) to allow real-time updates to the interpreter's calendar; this application would allow CITS to provide more timely linguistic services.

H. Websites/Online Access

PCSC will utilize an online translation platform to provide access for the court's website to LEP individuals. Additionally, the Court's website will have the following:

- A hyperlink to Arizona Supreme Court's Spanish-translated webpage at: <http://www.azcourts.gov/elcentrodeautoservicio/Formularios-del-Centro-de-Autoservicio>
- Spanish translation of court forms available in English on the external court's webpage at: [Forms \(pima.gov\)](http://Forms(pima.gov))
- A notice about the availability of free language services and contact information in the top 10 languages used at the court.

G. List of Court Divisions Served by CITS

- The Superior Court Bench – Criminal, Civil, Probate, Family Law, and Juvenile Divisions
- CITS provides interpretation and translation services to cover the linguistic needs of every court division (i.e., the adult and juvenile probation departments, the juvenile detention center, pretrial services, etc.).

IV. Court staff

A. Recruitment of Bilingual Staff for Language Access

PCSC is an equal opportunity employer and recruits and hires bilingual staff to serve LEP constituents. Primary examples include but are not limited to:

- Court interpreters and translators to serve as regular full-time employees, or independent contractors of the Court.
- Bilingual staff at public counters and offices throughout the various divisions to assist LEP individuals as needed, in person or by phone.

B. Interpreter and Translator Qualification Requirements

In compliance with Arizona Supreme Court’s Administrative Order 2017-002 CITS will require all its interpreters to be qualified through the Arizona Court Interpreter Credentialing Program (ACICP). Preference would be given to candidates with a bachelor’s degree in the field of interpretation and/or translation or other related programs and a minimum of three years of professional experience.

V. Judicial and Staff Training

A. Court and Staff Training

As part of its commitment to providing meaningful language access to all its LEP clients, the PCSC developed language access training opportunities for all judicial officers and staff. Training opportunities include:

- Mandatory Language Access Plan (LAP) and Language Access training for all court staff
- AOC’s Language Access in the Courtroom Training DVD
- Judicial orientation, bench cards, remote and in-person interpretation user guides.
- Diversity and Cultural Competency trainings.

The LAP class³ is a mandatory one-hour class presented by CITS staff at least once every quarter as part of the New Employee Orientation. The purpose of the class is:

1. To ensure all court employees are aware of the court's legal obligations under Title VI of the Civil Rights Act of 1964 and
2. to strengthen compliance with the court's *Policies and Procedures* and *LAP*. All new employees are required to take the class within their first year of employment with the court.

The PCSC also provides Title II of the ADA training to staff and judicial officers through the Arizona Commission for the Deaf and Hard of Hearing; this is to familiarize Court staff with Title II requirements and better equip them to serve the communication needs of the deaf and hard of hearing clients of the Court.

B. Ongoing Training for Interpreters and Translators

Training on specific interpretation areas has become the focus of PCSC to ensure staff interpreters continue to grow professionally. Each individual staff interpreter and translator can tailor yearly professional development goals to improve specific areas of their work. Trainings include, but are not limited to:

- Specialized webinars
- In person and on-line classes on topics such as ethics, advanced interpretations for each mode of interpretation
- Targeted skills trainings to address the individual needs of staff interpreters, etc.

VI. Public Outreach and Education

PCSC provides community outreach and education and seeks input from its LEP constituency to further improve services. Outreach and education efforts include:

- Collaborative efforts with community agencies to improve the court's impact in the LEP community.
- Informative videos and brochures using appropriate grade level language in both English and Spanish to disseminate information to the community.
- Court Night. - Free legal information sessions on: Divorce/Custody; Probate/Guardianship/Conservatorship/What is a Dependency?

VII. Formal Complaint Process

Any court user (LEP or individual with communication disabilities) who believes the court failed to provide appropriate language access may choose to file a complaint with the CITS Director.

PCSC has a complaint procedure to address the receipt, investigation, and resolution of any complaints regarding its language access services.

An LEP or any individual from the public may file a complaint due to the denial or inadequacy of language assistance services. Fillable Language Services Complaint Form are available to court users, staff, and the public on the court's website (Forms.pima.gov). The form is available in the most frequently used languages to eliminate the language barriers for anyone wishing to file a complaint.

The court's complaint process includes the following:

1. If the complaint involves a court staff or a per diem interpreter, the Director of Interpreting Services will initiate an investigation. The investigation will include an initial evaluation of the complaint, which must be done within five business days of receiving the complaint. If necessary, there will be follow-up interviews to obtain specific information from the parties involved for the preparation of a report for the Deputy Court Administrator. The Deputy Court Administrator will review the report and render a decision within fifteen business days.
2. If the complaint involves language services provided by an external vendor (e.g., TransPerfect, Lionbridge, etc.) the Director of Interpreting Services will send a copy of the complaint to the Account Manager for the remote language service provider to complete an investigation. The remote language services provider will be given twenty-one business days to complete the investigation and send a report to the Director of Interpreting Services.
3. Once an investigation is completed and remedial action is taken, the LEP and/or the person who initiated the complaint will be notified of the results of the investigation and of any actions taken to remedy the situation. Any written notification to the aggrieved individual will be translated into his or her own native language.

The complaint forms are available in the court's website at [Forms \(pima.gov\)](https://forms.pima.gov).

VIII. Public Notification and Evaluation of LAP

A. LAP Approval and Notification

The Pima County Superior Court's LAP is approved by the Presiding Judge and the Court Administration. Upon approval, a copy will be forwarded to the AOC's Court Services Division. Any revisions to the plan will be submitted to the court's administrators for approval, and then forwarded to the AOC. Copies of the LAP will be provided to the public upon request and will be made available on the court's intranet and external websites.

B. Evaluation and Review of the LAP

The PCSC will routinely assess whether changes to the LAP are needed. The plan may be changed or updated at any time but reviewed not less than once every two years. Any revisions to it will be subject to approval by the court's administration.

The court's Language Access Coordinator will periodically 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. The court may consider using a survey sampling of data collection for a limited time period, which involves assessing language access requests to assist in the evaluation of the LAP.

The PCSC's Language Access Plan is approved by the Presiding Judge and the Court Administrator as

well as the Administrative Office of the Arizona Courts. The effectiveness of the LAP is reviewed bi-annually.

Elements of the review include:

- Number of LEP persons requesting language assistance services (interpretation/translation);
- Assessment of current language needs to determine if additional services or translated materials should be provided.
- Solicitation and review of feedback from LEP communities within the county.
- Assessment of whether court staff adequately understand LEP policies and procedures and how to carry them out.
- Review of feedback from court employee training sessions; and,
- Customer satisfaction feedback.
- Review any language access complaints received during this time.

The review of the LAP is conducted to determine the scope and delivery of services to LEP, and language disabled persons are appropriate and consistent with evolving standards of service and federal and state law requirements.

C. Complaint Procedures and Retaliation Policy, Title II and Title VI Language Access Coordinators Contact Information

The Court's Title II and Title VI Coordinators conduct periodic reviews of the plan and analyze language access usage and other data to determine if the local populations' language access needs are being met and adjust accordingly.

The Court's Title II and Title VI Coordinators are the CITS Director and the Juvenile Court Interpreter Manager. The responsibility to ensure Title II and Title VI language compliance by the Court is the direct responsibility of these staff persons. Complaints and retaliation claims are handled in the first instance by the Court's Language Access Coordinators. Retaliation for making complaints under Title II and Title VI are specifically prohibited by this Court. Employees violating Court policies under Title II and Title VI are subject to the Court's discipline rules and progressive discipline process, which includes for multiple violations sanctions up to and including termination of employment. The complaint forms are posted to the Court's website. And are also available at information desks. The Court's LAP will be printed upon request and given to any member of the public by any employee. A complaint will be responded to within 30 days and records are maintained as public records. To lodge a complaint, contact or file a complaint form (See attachment B (1) English and B (2) Spanish) with:

ralviar@sc.pima.gov
sbeltran@sc.pima.gov

If you wish to complain about lack of access to the Court via interpreting and language services, the forms can be found in the court's website. Complaint forms, in hard copy format, can also be obtained at any of the Court's Public information desks, the court's Law Library and Resource Center located on the second floor of the Superior Court building downtown, the Pima County Juvenile Court's Resource Center, and at the Superior and Juvenile Court's CITS offices. Appeals of any decisions by the Language Access Coordinator proceed to the Court Administrator and a final appeal proceeds to the

Presiding Judge. All court users have the right, after exhausting the Court's internal complaint procedures, to file a lawsuit.

Pima County Superior Court, Title VI and Title II Coordinator

Ramiro Alviar
110 W. Congress St.
Tucson, AZ 85701
Phone: (520) 724-3888

Pima County Juvenile Court Center, Title VI and Title II Coordinator

Sarha Beltran
2225 E. Ajo Way
Tucson, AZ 85713
Phone: (520) 724-2961

ARIZONA SUPERIOR COURT IN PIMA COUNTY




LANGUAGE ACCESS PLAN (LAP)

A Blueprint for the Provision of Full Access to Justice for the Limited English Proficient (LEP) and Deaf and Hard of Hearing Court Users.

Adoption date: December 2011

Revision Date: June 2021


Approved by:



Signature
Honorable Jeffrey T. Bergin
PCSC Presiding Judge

9/11/23

Date



Signature
Ronald Overholt
Court Administrator

9/11/23

Date