

**ARIZONA SUPERIOR, JUVENILE, AND  
CONSOLIDATED JUSTICE COURTS  
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 2025

## **I. Legal Basis and Scope of the Plan**

This Plan sets forth the efforts of the Arizona Superior Court in Pima County and the Consolidated Justice Courts 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 dated March of 2022):

1. Spanish
2. Navajo
3. Vietnamese
4. Chinese
5. Arabic

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).

## **LANGUAGE Assistance Resources**

### **B. Arizona Superior, Juvenile, and Consolidated Justice Courts in 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.<sup>1</sup> 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 2022 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."

The Five Top Languages in Superior, Juvenile, and Justice of the Peace in Pima County are as follows:

1. Spanish
2. American Sign Language
3. Arabic
4. Kinyarwanda/Swahili
5. Kirundi

This information is based on data collected from by the three courts.

## **III. Language Assistance Resources**

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.

### **A. Interpreters Used in the Courtroom**

#### **1. Providing Interpreters 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.*

In the Superior, Juvenile, and Consolidated Justice Courts in Pima County, court interpreters will be provided in all courtrooms proceedings at no cost to all LEP witnesses; litigants; victims; parents, guardians, and family members of minor witnesses, victims, and/or litigants; as well as any other person whose

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<sup>1</sup> 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.

presence or participation is necessary or appropriate as determined by the judicial officer.

*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.*

The Pima County Superior Court and Associated Courts employ credentialed interpreters in the courtroom pursuant to the provisions of Arizona Supreme Court Administrative Order 2016-02 on the Credentialing of Court Interpreters, and Arizona Code of Judicial Administration § 7-301 on Continuing Education Requirements for credentialed interpreters. To comply with these authorities, the court have implement written policies regarding the use of interpreters.

## **2. Determining the Need for an Interpreter in the Courtroom**

The Pima County Superior, Juvenile, and Consolidated Justice Courts may determine whether a court user has limited English proficiency (LEP) in various ways. The goal here is to identify the language access needs of court users at the earliest point of contact with the court system:

- The need for a court interpreter may be identified prior to a court proceeding by the LEP person (most LEPs contact the court's CITS office prior to their court hearings prior to their hearings) or on the LEP person's behalf by counter staff, the Law Library and Resource Center staff, family court services, or outside justice partners such as the Sheriff's department, the county's Victim Services Division, attorneys, probation/parole officers, social workers or correctional facilities.
- Court staff also helps identify the language needs of court users using by means of "I Speak" <sup>\*2</sup> 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 need for an interpreter also may be made known in the courtroom at the time of the proceeding. 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, as previously outlined in this plan, the case will be postponed and continued on a date when an interpreter can be provided.
- The Court has a linguistic accommodations request form posted on its website: [request\\_for\\_an\\_interpreter.pdf](http://request_for_an_interpreter.pdf) (pima.gov). 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.

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<sup>2</sup> "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.

Once the need for an interpreter is identified, it is noted in the Court's case management system (AGAVE), which automatically feeds that information to the court's interpreter calendaring system (CITSapp). Every effort will be made to ensure that a qualified professional be available when needed. If the services of a qualified interpreter cannot be secured for the time and date of the court proceeding, the case will be continued to a date when proper linguistic assistance can be provided.

### **3. AOC Interpretation Resources**

Court Interpreter Registry, Roster of credentialed court interpreters, and Listserv:

The AOC maintains a statewide registry of individuals who indicate they have interpreting experience and have expressed interest in working in the courts. The registry includes information on the individual's credentialing status with the Arizona Court Interpreter Credentialing Program (ACICP). The court using interpreting services will determine the competence of the persons listed and their suitability for any given assignment. This registry is available to court staff on the Internet at <https://apps.azcourts.gov/registry>.

The AOC also maintains a public Arizona Roster of credentialed court interpreters. The public roster lists the name, the language, credential level, and contact information for those interpreters who have successfully earned an ACICP credential and to having their information appear in the public roster. The public roster is available on the Arizona Judicial Branch website at <https://www.azcourts.gov/interpreter/>.

Additionally, AOC created a statewide listserv to allow courts to communicate via email on court interpreter-related matters. The listserv is an excellent resource to locate referrals for specific language needs. Access codes and instructions to join the listserv may be obtained from the AOC Language Access contact person.

Video Remote Interpreting (VRI):

The AOC has installed video conferencing equipment at the State Courts building that will allow courts with compatible technology to remotely conference an interpreter from the Phoenix metro area or from another court jurisdiction into their court to improve resource allocation and reduce time and costs associated with interpreter travel. Contact the AOC Language Access Contact for more information on VRI connectivity and a checklist for court proceedings most appropriate for video.

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### **B. Language Services Outside of the Courtroom**

The Superior, Juvenile, and the Consolidated Justice Courts in Pima County are also responsible for taking

reasonable steps to ensure that LEP individuals have meaningful access to all court services and programs outside the courtroom. Court services and programs include but are not limited to Law Library and Resource Centers, clerk offices, intake officers, cashiers, and records room.

The court'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.).

Given the high number of LEP court users, 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; two Interpreter Managers, one at the Pima County Juvenile Court Center (PCJCC) and the other at the Consolidated Pima County Justice Courts; one Lead Interpreter Services Coordinator, and two Interpreter Services Coordinators one for each court; and nine credentialed Spanish court interpreters.

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).

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 SoSi, Lionbridge, Transperfect, LanguageLine, Sorenson, and Deaf Services Unlimited among others.
- Bilingual staff and volunteers who have not completed the credentialing program are not used in lieu of interpreters, either in court or for court-ordered programs and services.

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 ten most frequently encountered languages at Superior, Juvenile, and Justice courts.
- A Law Library and Resource Center located in Superior Court and a Resource Center in Juvenile Court.
- A link to the Arizona Supreme Court's Spanish translated webpage for court forms and instructions at: [Self-Service Center Home \(azcourts.gov\)](http://Self-Service Center Home (azcourts.gov)).

- A link to to the [AZPOINT Protective Orders > Home \(azcourts.gov\)](https://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.
- The terms of the court's contracts with providers of court-ordered services.

### **1. Facilitating LEPs' Understanding of Court Procedures and Policies**

Services offered by the court generally to English-speaking customers pursuant to the employee code of conduct (ACJA §1-303) must also be provided to LEP litigants in their language.

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 Pima County Superior, Juvenile, and Consolidated Justice courts will provide limited assistance to people who are unable to complete required forms themselves (due to disability or lack of literacy). 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.

### **3. Court-ordered Services and Programs**

The court also 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, arbitration, treatment or educational programs provided by a court employee or a private vendor under contract with the court.

## **C. Expansion of Services**

### **a. Language Access Tablets:**

Language Access Tablets, equipped with weblinks to various remote interpretation services providers — i.e., SOSi, Lionbridge Technologies, TransPerfect, Deaf Services Unlimited, and LanguageLine — will be made available as needed at points of public access, as needed, to facilitate the provision of on demand services for LEPs and the deaf and hard of hearing in their interactions with front desk court 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 ሺሕግዘካ ጽላፍ :: • Wac caawimaad luqadeed. • إذا كنت بحاجة إلى مساعدة لغوية اتصل بالرقم التالي

**D. 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.

**E. Translated Forms and Documents**

The Superior, Juvenile, and Justice Courts in Pima County understand the importance of translating forms and documents to allow greater access to justice as well as court programs and services by LEP individuals. As such, the courts hired a full-time Spanish translator to serve the needs of the Spanish speaking court users.

The courts have translated hundreds of vital forms and instructional materials into Spanish.



All translated forms are available to the public on the Court's website ([Forms \(pima.gov\)](http://Forms.pima.gov)), the Superior Court Law Library, and the Juvenile Court Resource Center.

Per the Courts' 2023 Strategic Agenda, a Style Guide for the simplification of court forms has been created. Hundreds of English court forms will be re-written to include plain language according to the standards in the new Style Guide. Once the English forms are updated, the CITS office will start the process of retranslating and simplifying all its Spanish forms using an interlinear, bilingual format to facilitate linguistic access to court users.

As previously stated, the court's website also 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 in Pima County Courts, the translation of vital documents/forms for Lesser Used Languages (LULs) would only be completed upon request by LEP parties.

CITS will 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 translated 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***



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**520-724-3888**

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## **1. Sight Translation**

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

### **F. Requesting Interpretation and/or Translation Services**

LEPs can call any of the three CITS offices to request language assistance services by calling the phone numbers below. Fillable request forms are available in various languages at: [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 allows CITS to provide timely interpretation services and produced accurate reports of all the linguistic services provided by the court.

### **G. Websites/Online Access**

The Pima County Superior, Juvenile, and Justice Courts will ensure its websites are accessible to LEP individuals. Additionally, the Court's website will have the following:

- A notice about the availability of language services written in Spanish and posted on the home page.
- 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 \(pima.gov\)](#)
- 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 Pima County Superior Court Bench – Criminal, Civil, Probate, Family Law, and Juvenile Divisions
- The Pima County Consolidated Justice Courts
- CITS provides interpretation and translation services to address the linguistic needs in every court division (i.e., the adult and juvenile probation departments, the juvenile detention center, conciliation court, pretrial services, etc.).

## **IV. Court staff and Volunteer Recruitment**

#### **A. Recruitment of Bilingual Staff for Language Access**

The Pima County Superior, Juvenile, and Consolidated Justice courts are an equal opportunity employer and recruit and hire bilingual staff to serve LEP constituents. Primary examples include but are not limited to:

- Staff 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. Judicial and Staff Training**

As part of its commitment to providing meaningful language access to all its LEP court users, the Superior, Juvenile, and Consolidated Justice Courts developed language access training opportunities for all judicial officers and staff. Training opportunities include:

- Interpreter coordinator training.
- Mandatory Language Access Plan (LAP) and Language Access training for all court staff.
- New employee orientation training.
- Judicial officer orientation on the use of court interpreters and language access resources.
- Bench cards addressing Title VI, Title II, and remote interpretation user guides.
- Diversity and cultural competency trainings.
- Cultural competency training.
- AOC's Language Access in the Courtroom Training DVD

The LAP class 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 Superior, Juvenile, and Consolidated Justice courts in Pima county also provide 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 the Pima County Superior, Juvenile, and Consolidated Justice Courts 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 offered free of charge to staff interpreters and independent contract interpreters include, but are not limited to:

- Specialized legal interpretation 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**

The Pima County Superior, Juvenile, and Consolidated Justice courts provide 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. The Pima County Superior, Juvenile, and Consolidated Justice courts have 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](http://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 \(pima.gov\)](http://Forms.pima.gov).**

## **VIII. Public Notification and Evaluation of LAP**

### **A. LAP Approval and Notification**

The Pima County Superior, Juvenile, and Consolidated Justice court's LAP is approved by the Superior Court's presiding judge and the court administrator. 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 Pima County Superior Court will routinely assess whether changes to the LAP are needed. The plan may be changed or updated at any time but reviewed not less than once every two years. Any revisions to it will be subject to approval by the court's administration.

The courts 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.

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](mailto:ralviar@sc.pima.gov)  
[mocegueda@sc.pima.gov](mailto:mocegueda@sc.pima.gov)  
[sbeltran@sc.pima.gov](mailto:sbeltran@sc.pima.gov)

If you wish to complain about lack of access to the courts 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 courts' public information desks, the court's Law Library and Resource Center located on the second floor of the Superior Court building, the Pima County Juvenile Court's Resource Center, the Pima County Consolidated Justice Courts's second floor windows, or at any of the CITS offices at each court. 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

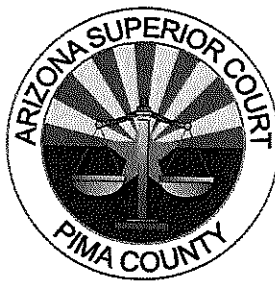
**Pima County Juvenile Court Center, Interpreter Manager**

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

**Pima County Consolidated Justice Courts, Interpreter Manager**

Maricela Ocegueda  
220 Noth Stone Avenue  
Tucson, AZ 85701  
Phone: (520) 724-3737

ARIZONA SUPERIOR COURT IN PIMA COUNTY



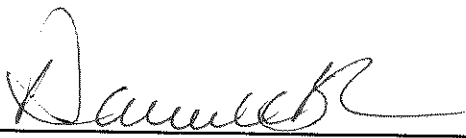
LANGUAGE ACCESS PLAN (LAP)

*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: May 2024

Approved by:

  
\_\_\_\_\_  
Signature Date  
Honorable Danelle B. Liwski  
Presiding Judge

  
\_\_\_\_\_  
Signature Date  
Ronald G. Overholt  
Court Administrator