



13TH JUDICIAL DISTRICT

LANGUAGE ACCESS PLAN

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13th JUDICIAL DISTRICT
District Court- Cibola, Sandoval and Valencia Counties
Belen Magistrate Court
Bernalillo Magistrate Court
Cuba Magistrate Court
Grants Magistrate Court
Los Lunas Magistrate Court

LANGUAGE ACCESS PLAN

I. DEFINITIONS

“13th Judicial District” and “the Courts,” as used throughout this plan, means every District and Magistrate court located in New Mexico's 13th Judicial District, namely: the District Courts located in Cibola, Sandoval and Valencia counties; Belen Magistrate Court in Valencia county; Bernalillo Magistrate Court in Sandoval county; Cuba Magistrate Court in Sandoval county; Grants Magistrate Court in Cibola county, and Los Lunas Magistrate Court in Valencia county. The District Courts and the Belen Magistrate Court comprised the original planning team and have been signatories since the plan was first established in 2012; the remaining four Magistrate Courts became signatories to the plan in 2013.

II. LEGAL BASIS AND PURPOSE

This document serves as the plan for the 13th 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 13th 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 top four most frequently used languages in New Mexico, as of 2012, were:

1. Spanish
2. Signed Languages
3. Navajo
4. Vietnamese

In Fiscal Year 2012, interpretation was provided in New Mexico's courts in 33 different languages.

B. 13th Judicial District by Language

Demographic Data by County:

The 13th Judicial District will make every effort to provide services to all LEP persons. However, the following data shows the top five languages other than English that are most frequently used in the Courts' geographic area.

1) Modern Language Association Data:

The following information comes from the Modern Language Association (MLA) and reflects 2010 U.S. Census Bureau data. 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 languages in each county are as follows:

Cibola County:

1. Spanish 21.96%
2. Other specified North American Indian languages 15.6%
3. Navajo 6.8%
4. Other West Germanic languages 0.11%

5. German 0.08%

Sandoval County:

1. Spanish 17.03%
2. Other specified North American Indian languages 7.56%
3. Navajo 2.09%
4. German 0.32%
5. French 0.3%

Valencia County:

1. Spanish 29.8%
2. Other specified North American Indian languages 0.88%
3. Navajo 0.73%
4. German 0.44%
5. African languages 0.22%

2) Migration Policy Institute Data:

The following data comes from the Migration Policy Institute (MPI) and reflects 2009 – 2011 American Community Survey data from the U.S. Census Bureau.

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 13th Judicial District:

Cibola County: 1,200 Spanish-speaking LEP persons

Sandoval County: 4,300 Spanish-speaking LEP persons; 1,500 LEP persons speaking “other Native American languages.”

Valencia County: 8.6% Spanish-speaking LEP persons.

The LAP Coordinator is responsible for updating demographic data as it becomes available from MLA and MPI and adding it to this plan at the annual meeting of the LAP planning team. (For a list of members, see Attachment B).

Courthouse Users:

The 13th Judicial District will also assess 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 courts in the 13th Judicial District. Thirty-nine percent of respondents worked in the Sandoval County District court, 12% in the Cibola County District court, 27% in the Valencia County District court, and 21% in the Belen Magistrate court.

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

- 1.Spanish (97% of employees had encountered Spanish-speaking clients)
- 2.Navajo (19%)
- 3.Keres, Thai and Vietnamese (tied) (5%)

Employees did not report having encountered any additional languages to the five listed above, apart from one employee who mentioned a “dialect of indian usually not determined.”

When asked about deaf court clients/ customers, 0% of employees reported coming into contact with the deaf “frequently,” 55% came into contact “occasionally,” and the remaining 45% came into contact “never.”

In October 2011, a survey was circulated to community stakeholders in the 13th Judicial District. Two respondents, or 67%, had clients/ members who had been involved with or needed the services of the Sandoval District Court and one respondent, or 33%, had used the Valencia District Court.

All of the community stakeholders served/ had members who were LEP and 33% also served/ had members who were deaf or hard-of-hearing. The stakeholders reported that the languages spoken by their clients/ members were Spanish, American Sign Language, Tewa, Towa, Tiwa, Chiwere, Keres and Navajo.

2) Data tracking:

In addition to tracking the use of interpreters in the courtroom by language and courthouse, the Courts track requests for out-of-courtroom services, both in person and over the telephone, by language and courthouse.

Beginning July 1, 2013, the Language Access Coordinator assigned to the courts in the 13th Judicial District (Peggy Cadwell) began tracking in-courtroom interpreter usage. Data for 2013 is appended to this plan as Attachment C.

Beginning January 1, 2014, interpreters for all New Mexico state courts will be scheduled using a centralized interpreter scheduling management system managed by AOC. The system will allow for reports to be run by court and by language. The Language Access Coordinator for the 13th Judicial District is responsible for obtaining data for the Courts annually and the LAP Coordinator is responsible for adding it to this plan at the annual meeting.

The District Courts began tracking out-of-courtroom encounters with LEP and deaf individuals beginning January 1, 2012. Statistics for 2013, broken down by language and by county, are appended

to this plan as Attachment D. The Language Access Coordinator is responsible for compiling this data monthly and the LAP Coordinator is responsible for adding it to this plan at the annual meeting.

C. Survey Reports

Judge Survey Report

In October 2011, a language access survey was distributed to judges in the 13th Judicial District, eliciting 6 responses. Five respondents, or 83%, were aware of the language access requirements of Title VI of the 1964 Civil Rights Act, while 100% were aware of the court's responsibilities under the Americans with Disabilities Act.

Eighty-three percent of the judges rated language access for LEP individuals as "important" with 17% rating it "neutral" and 0% "unimportant." One hundred percent rated language access for the deaf as "important."

Fifty percent of the judges responded that they require the services of an interpreter "frequently," with 50% requiring interpreters "occasionally" and 0% "never." One hundred percent of the judges have had to delay a court proceeding due to the unavailability of a certified interpreter.

Sixty-seven percent stated they felt it essential that an interpreter working in their court be certified, while 33% felt it was not essential. Seventeen percent had attempted to communicate with an LEP or deaf individual directly, without the assistance of an interpreter, while 83% had not.

Judicial Employee Survey Report

Thirty-eight employees completed the employee survey circulated in October 2011. Respondents were screened out to ensure that one hundred percent of respondents had direct contact with court clients/customers in the course of their job duties. Of the 33 employees who specified in which courthouse they worked, 39% worked in the Sandoval District court, 12% in the Cibola District court, 27% in the Valencia District court, and 21% in the Belen Magistrate court.

Sixty-three percent of respondents rated language access for LEP individuals as "important" with 37% rating it "neutral" and 0% "unimportant." Seventy-nine percent rated language access for the deaf as "important" with 21% rating it "neutral" and 0% "unimportant."

When asked how often they came into contact with LEP clients/ customers, 28% said "frequently," 67% "occasionally" and 6% "never." When asked about the deaf, 0% came into contact "frequently," 55% "occasionally" and 45% "never."

Of those needing spoken language access services, Spanish was noted as the most frequently requested language, with 97% of employees having come into contact with Spanish speaking LEP persons. Employees reported the next highest need as Navajo (19% had come into contact), followed by Keres, Thai and Vietnamese (5% had come into contact with each of those languages). Employees did not

report having encountered any additional languages, apart from one employee who mentioned an unknown Indian dialect.

Twenty-nine percent of employees were bilingual or conversant in a foreign language (all Spanish except for one Navajo speaking employee). Eighteen percent had been called on to interpret for an LEP client/ customer. Fifteen percent of employees had encountered difficulties when attempting to secure the services of an interpreter while 85% had not encountered difficulties.

When asked what language access services are available in their court, 74% of employees knew about in-person interpreters; 37% about telephone or video interpreters; 53% about posted signs regarding the right to an interpreter; and 24% about “I Speak” cards.

Twenty-nine percent of employees responding indicated that they had received training to assist LEP or deaf clients/customers while 71% had not. Ninety-four percent stated they would attend training if it were available.

Community Stakeholder Survey Report

Three community agencies participated in an October 2011 survey, which had been 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 Courts on an ongoing basis.

All of the community stakeholders served/ had members who were LEP and 33% also served/ had members who were deaf or hard-of-hearing. Sixty-seven percent had clients/ members who had been involved with or needed the services of the Bernalillo District Court, while 33% had used the Los Lunas District Court.

The stakeholders reported that the languages spoken by their clients/ members were Spanish, American Sign Language, Tewa, Towa, Tiwa, Chiwere, Keres and Navajo. One hundred percent said their clients need courtroom interpreter services “infrequently” (0% needed them either “frequently” or “never”).

When asked whether judges were helpful in addressing the needs of LEP or deaf individuals, 100% said “yes,” with 0% saying “sometimes” or “no.” When asked whether court employees were helpful, the stakeholders gave the same response.

One hundred percent of respondents said the Courts always provided interpreters when needed, and when asked whether they had ever encountered any difficulties securing the services of an interpreter, 100% said “no.” When asked if there was any difference in the Courts' ability to provide services in Spanish versus less commonly spoken languages, 100% said “no.”

Two of the three responding agencies receive referrals from the Courts. Of these, 100% provide language access services at their agencies.

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 13th Judicial District and is advertised to the public by means of a sign. The 13th Judicial District displays these signs at the following locations:

District Courts: outside each courtroom. In the Valencia County District Court, a sign is also located at security.

Belen Magistrate Court: in the lobby and inside the courtroom.

Bernalillo Magistrate Court: in the lobby, civil division office, inside and outside each courtroom, and at the clerk's window.

Cuba Magistrate Court: in the lobby and inside the courtroom.

Grants Magistrate Court: by the front door, in the lobby by the clerk's window, and inside and outside each courtroom.

Los Lunas Magistrate Court: by the front door and by the clerk's window.

The LAP Coordinator and Magistrate Court Managers are responsible for ensuring signage remains posted.

The AOC is piloting a program that will provide video remote interpreting for the deaf, beginning July 2012. If the pilot is successful, AOC will extend the program statewide and the 13th 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 13th Judicial District, interpreters will be provided, consistent with the Courts 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:

1. For a deaf or hard-of-hearing litigant, juror, observer (when an observer has submitted a request to the Courts 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.
2. For a non-English speaking person who is a principal party in interest or a witness in a criminal case.
3. 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.

4. For a non-English speaking person who is a principal party in interest in a civil case or that party's witness.
5. For victims who are active case participants, i.e., testifying as a witness or when making a statement at sentencing.
6. 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 witness interviews, pre-trial transcriptions and translations and attorney/client communications during proceedings.

The Courts are aware of Supreme Court Rule 103, effective January 1, 2013, regarding provision of interpreters, and apply the Rule in addition to the above provisions.

C. Determining the Need for an Interpreter in the Courtroom

The 13th 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 form (Form 4-115 NMRA). This form is available to pro se parties and attorneys at the clerk's office, as well as in every pro se forms packet (District Courts).
- Language on domestic violence petition inquires whether any party needs an interpreter (District Courts).
- The Application for Free Process (Form 4-222 NMRA) has an interpreter needed checkbox (District Courts).
- In magistrate courts, arraignment is sometimes the first opportunity to catch interpreter need. When this occurs, the judge flags the file.
- As of the latest revision of this plan, AOC was in the process of creating a multilingual interpreter needed check sheet for pro se clients. The sheet will inform clients in approximately fifteen languages that they are entitled to an interpreter free of charge, and ask them to check the box by the language they need. The Courts will use this resource when AOC has completed and distributed it.
- Recurring interpreter needs are flagged in the Courts' case management system by Trial Court Administrative Assistants (TCAAs).

The need for a court interpreter may also be identified prior to a court proceeding by the LEP or deaf person or on the person's behalf by court staff, the client/customer's advocate, or attorneys.

The need for an interpreter may also be made known in the courtroom at the time of the proceeding. The 13th Judicial District displays signs translated into Spanish, Navajo and Vietnamese, and that also highlight signed language services, that state: "You have the right to an interpreter at no cost to you. Please contact the clerk for assistance" (see Attachment E).

The 13th Judicial District displays these signs at the following locations:

District Courts: clerks' offices, courtroom hallways, front entrances to the courthouses.

Belen Magistrate Court: lobby, inside courtroom.

Bernalillo Magistrate Court: lobby, civil division office, inside and outside each courtroom, clerk's window.

Cuba Magistrate Court: lobby, front entrance, inside each courtroom.

Los Lunas Magistrate Court: front counter, inside and outside each courtroom.

Grants Magistrate Court: front doors, lobby by clerk's window, inside and outside each courtroom.

The LAP Coordinator and Magistrate Court Managers are responsible for ensuring signage remains posted.

Additionally, 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 13th Judicial District schedules spoken and signed language interpreters for courtroom hearings in compliance with Supreme Court rules and AOC policies.

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 on the internet at:

<http://www.nmcourts.gov/newface/court-interp/files/Directory.pdf?updated=10302013>

The 13th Judicial District is committed to only using certified interpreters. However, as of the effective date of this plan, certified interpreters were not available for the languages of the New Mexico Pueblos. AOC is undertaking an initiative to begin to address this and the Courts will adopt those measures when available.

Beginning July 2013, a Language Access Coordinator contracted by AOC is assigned to all courts in the 13th Judicial District. The Coordinator provides Spanish interpretation and schedules any additional spoken language interpreters as needed.

When a certified interpreter is needed in ASL, the Courts contact the AOC's signed language interpreter coordinator (Aimee Rivera) who is available to assist all courts statewide with scheduling.

V. LANGUAGE ASSISTANCE PROCEDURES AND RESOURCES OUTSIDE THE COURTROOM

The 13th Judicial District is also responsible for taking reasonable steps to ensure that LEP or deaf 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 or deaf

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 these clients without an interpreter present. In the 13th Judicial District, LEP or deaf individuals may come in contact with court personnel via the phone, the public counter or the court clinics.

The most common points of service outside the courtroom are at the Courts' public counters, the telephone or the court clinics. Bilingual assistance is provided in these areas by the placement of bilingual staff as is practical in these positions. Bilingual staff from elsewhere in the court are also called on to assist as necessary. Twenty nine percent of respondents to the employee survey indicated that they were bilingual or conversant in a foreign language (all Spanish, except for one Navajo speaker).

Language Access Specialists (LAS) are bilingual employees of the courts 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. LAS are the primary staff members who are equipped and should be called on to handle out-of-courtroom needs. As of the effective date of this plan, the 13th Judicial District employed the following LAS:

- Alonzo García, Court Clerk, Valencia County District Court (Spanish)
- Rosalinda Swint, Court Clerk, Valencia County District Court (Spanish)
- Flo Abad, Court Clerk, Cibola County District Court (Navajo)
- Toinette García, Cibola County District Court (Spanish)

The LAP planning team has identified a goal of adding a Spanish LAS to the Sandoval County District Court by the end of 2014.

As of the latest revision of this plan, the Bernalillo, Cuba and Grants Magistrate Courts had identified Spanish-speaking staff members potentially interested in undergoing LAS training in 2014. The remaining Magistrate Courts do not currently have any suitable employees to train as LAS.

To facilitate communication between LEP individuals and court staff, the 13th Judicial District uses the following resources:

- Language Access Specialists and other bilingual employees, as detailed above.
- "I Speak" cards in over 60 languages, to identify the individual's primary language (see Attachment E).
- Multilingual signage, as detailed in Section IV C.
- Telephonic interpreting services, which are available to provide assistance in the clerk's office and at the self-help center. The telephonic interpreting services are provided in over 175 languages, through Certified Languages International (CLI) (see Attachment E).
- A District Court website with key sections translated into Spanish by June 30, 2014, to include a Language Resource page in Spanish and English and the Domestic Violence informational page and community resources page to be both in Spanish and English. The LAP Coordinator is responsible for ensuring this is completed.

- The website currently has juror orientation both in video format with Spanish subtitles and a Spanish transcript of the video.
- In the Valencia District Court, Spanish speaking callers are transferred to a Spanish LAS. Other LEP callers are served by CLI.
- In the Cibola District Court, callers have an option to press to be connected to a Navajo LAS. Other LEP callers are served by CLI.
- In the Sandoval District Court, LEP callers are served by CLI or by a Spanish speaking clerk.
- Every District courthouse has a recorded message in Spanish and in Navajo.
- In the Magistrate Courts, LEP callers are served by CLI.
- The AOC is working with all magistrate courts statewide to ensure each court has a recorded phone message in Spanish. Spanish callers will be able to leave voicemail and may be able to access a phone tree of additional options, depending on each court's resources. The target date for AOC and magistrate courts to complete this collaborative project is June 30, 2014.
- Annual legal fairs in each county to include Spanish interpreters and other interpreters as determined by language use statistics (District Courts).
- Bilingual family court services mediators for custody and visitation matters (District Courts).
- Monthly court clinics in every county that include Spanish speaking volunteer attorneys who provide self-help services to LEP persons, as needed or as available (District Courts).
- Signage in the public areas identifying offices, courtrooms, restrooms, etc., is in both English and Spanish (District Courts).
- The District Courts have posted versions of their “what clerks can do” and “we appreciate our jurors” signs in Spanish and Navajo.

In the District Courts, all clerks, staff attorneys and the TCAAs for the judges are informed about and trained to use the resources listed above as of December 2011. Ongoing training will occur at a minimum annually. In the Magistrate Courts, all staff are informed about and trained to use the resources listed above as of December 2013.

VI. TRANSLATED FORMS AND DOCUMENTS

The Courts understand the importance of translating forms and documents so that LEP individuals have greater access to needed information and services. The translation of documents is a complex issue for several reasons including whether forms completed in languages other than English should be accepted for filing and, if so, who should bear the cost of translating those documents. Recognizing the need for Supreme Court direction, the AOC and the Joint Rules Committee of the Supreme Court will be addressing the broader implications of document translation. It is expected that they will provide direction to the Courts in the form of a Supreme Court Rule in 2015. At such time, the LAP team will amend this plan to reflect the Supreme Court’s direction.

Currently, the following written resources are available in the 13th Judicial District:

- Several non-profit legal entities provide Spanish informational brochures on their services that are available to the public in the District Court clerks’ offices.

- Portions of the District Court website are in Spanish (see Section V).
- The Magistrate Court Personal Data Sheet is available in Spanish.
- Interpreters at court hearings are expected to provide sight translations of court documents and correspondence associated with the case.
- As the only state in the United States that seats limited or non-English speaking jurors, the New Mexico AOC provides jury summons questionnaires, qualification forms, and requests for postponement or excusal in Spanish.

VII. COURT STAFF AND VOLUNTEER RECRUITMENT

A. Recruitment of Bilingual Staff for Language Access

The Courts are equal opportunity employers and recruit and hire bilingual staff to serve their LEP constituents. Bilingual staff serve the Courts in the following capacities:

- A Language Access Coordinator who provides Spanish interpretation, schedules additional spoken language interpreters, and provides training to the Courts in all aspects of language access services to ensure Title VI compliance.
- Court interpreters who serve the Courts on an on-call basis.
- 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 LAS. In magistrate courts, this increase is paid by AOC.
- Other bilingual staff who are on call to assist with out-of-courtroom or court clinic contacts from LEP individuals as needed. The Courts encourage all bilingual employees who provide language access services to become LAS certified.

B. Recruitment of Volunteers for Language Access

The Courts also recruit and use volunteers to assist with language access in the following areas:

- At court clinics, volunteer attorneys bilingual in Spanish to assist LEP court users.

VIII. JUDICIAL AND STAFF TRAINING

The New Mexico State Courts and the 13th 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 13th Judicial District will be expanded or continued as needed. These opportunities include:

- 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 F). 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 which is to be signed by each employee and added to his or her personnel file after training has been completed (see Attachment G).

Employees had completed this process as of the following dates: District Court employees- April 2012; Belen Magistrate Court employees- May 2012; Bernalillo Magistrate Court employees- December 2013; Cuba Magistrate Court employees- December 2013; Grants Magistrate Court employees- October 2011; Los Lunas Magistrate Court employees- November 2013.

- In addition, all District Court employees had received instruction on the Courts' language access policies and procedures as of April 2012 and leadership at each magistrate court had received training from the Language Access Coordinator as of December 2013.
- Judges have received training at the 2012 judicial conclave and from court staff, including their TCAAs.
- Scholarships and wage incentives to encourage the enrollment of current bilingual employees in the Language Access Specialist certificate program offered through the New Mexico Center for Language Access.
- Statewide conferences on language access or conferences and judicial conclaves that include sessions dedicated to topics on language access.
- Cultural competency training, as curricula become available.

Trainings in the 13th Judicial District will be held on an annual basis, at minimum. New employees and judges will receive language access orientation shortly after assuming their responsibilities. In the District Courts, Human Resources will be responsible for implementing trainings. In the Magistrate Courts, the Court Managers will be responsible for implementing trainings.

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 13th 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 13th Judicial District, as identified through current or future language access planning efforts.

X. PUBLIC NOTIFICATION OF LAP PLAN AND SERVICES; COMPLAINT PROCEDURE

The 13th 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, “I Speak” cards, voicemail, online materials and written materials as detailed above, the Courts took advantage of a statewide PSA which AOC distributed to radio stations in 2013 (in English, Spanish, Navajo and Vietnamese).

The Courts researched an extensive database of and reached out to community stakeholder organizations in October 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.

The 13th Judicial District Court advertises the language accessibility of its courthouses at monthly court clinics and annual legal fairs. The LAP Coordinator is responsible for ensuring these public notification procedures continue regularly.

Upon signature of the LAP, the 13th Judicial District Court issued a press release about the LAP. Additionally, the District Court Chief Judge sent a letter to known local legal and community stakeholders, enclosing the LAP and highlighting key areas of interest. This letter served the purposes of encouraging agencies with whom the Courts work to take similar measures in their own organization, and of advising the LEP and deaf/ hard-of hearing community that the Courts are accessible.

A hard copy of the 13th Judicial District LAP plan will be kept in an area accessible to the public (the clerk’s counter) in each courthouse. The plan will be available in Spanish and Navajo as well as English, translated by translators contracted by AOC. Copies of the plan will be provided to the public on request. In addition, the District Court will post the plan on its website at www.13districtcourt.com and the AOC has a link to the plan on the New Mexico State Courts website at <https://languageaccess.nmcourts.gov>. The Magistrate Courts do not have websites.

The 13th Judicial District has a complaint procedure for persons who feel their rights have been violated under Title VI. Should any individual wish to make a complaint, the LAP Coordinator will provide the person with the complaint procedure and form (see Attachment H) in English, Spanish or Navajo.

XI. APPROVAL AND EVALUATION OF LAP PLAN

A. LAP Plan Approval

The 13th Judicial District’s LAP plan is subject to approval by the District Court Chief Judge and Court Executive Officer, and by the Magistrate Court Presiding Judges and Court Managers. Upon approval, a copy will be forwarded to the AOC. Any revisions to the plan will be submitted to the above parties for approval, and then forwarded to the AOC.

B. Annual Evaluation of LAP Plan

The 13th Judicial District will routinely assess whether changes to the LAP plan are needed. The plan may be changed or updated at any time but reviewed not less frequently than annually.

Every year, the Courts' LAP planning team will review the effectiveness of the Courts' LAP plan 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 the Courts' administrative procedures for identifying interpreter needs are operating smoothly.
- Assessment of whether court staff adequately understand LEP policies and procedures and how to carry them out. District Court Human Resources will have an annual mandatory quiz for all employees quizzing them on their knowledge of language access tools and procedures.
- 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 necessary.
- 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. 13th Judicial District LAP Plan Coordinator:

Crystal Hyer, Deputy Court Administrator
13th Judicial District Court
P.O. Box 600, Bernalillo, NM 87004
berdcah@nmcourts.gov
505-771-7170

D. AOC LAP Plan Coordinator:

Pamela Sánchez, Statewide Program Manager, Language Access Services
New Mexico Administrative Office of the Courts
237 Don Gaspar, Santa Fe, NM 87501
aocpjs@nmcourts.gov
505-827-4822

E. LAP Plan Effective date:

Original effective date: December 31, 2012

Effective date of first revision: December 31, 2013

F. Approved by:

Hon. Louis P. McDonald, District Court Chief Judge:

Date:

Jamie Guy Goldberg, District Court Executive Officer:

Date:

Hon. Danny Hawkes, Belen Magistrate Court Presiding Judge:

Date:

Teresa Chávez, Belen Magistrate Court Manager:

Date:

Hon. Richard Zanotti, Bernalillo Magistrate Court Presiding Judge:

Date:

Lorina Barriga, Bernalillo Magistrate Court Manager:

Date:

Hon. Kenneth Eichwald, Cuba Magistrate Court Presiding Judge:

Date:

Anna Trujillo, Cuba Magistrate Court Manager:

Date:

Hon. Larry Díaz, Grants Magistrate Court Presiding Judge:

Date:

Tina Jaramillo, Grants Magistrate Court Manager:

Date:

Hon. Tina García, Los Lunas Magistrate Court Presiding Judge:

Date:

Kathleen Griego, Los Lunas Magistrate Court Manager:

Date:

individuals mentioned in this plan are up-to-date.

C. 13th Judicial District LAP Plan Coordinator:

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505-827-4822

E. LAP Plan Effective date:

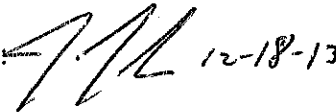
Original effective date: December 31, 2012
Effective date of first revision: December 31, 2013

F. Approved by:

Hon. Louis P. McDonald, District Court Chief Judge:
Date: 12/18/2013



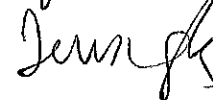
Jamie Guy Goldberg, District Court Executive Officer:
Date:

 12-18-13

Hon. Danny Hawkes, Belen Magistrate Court Presiding Judge:
Date: 12/18/13

Retired Nov, 2013. No new judge appointed as of this date.

Teresa Chávez, Belen Magistrate Court Manager:
Date: 12-6-13



Hon. ~~Delilah Montañe-Baca~~, Bernalillo Magistrate Court Presiding Judge:
Date:

Richard ZANOTTI

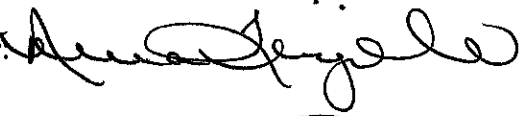



Lorina Barriga, Bernalillo Magistrate Court Manager:
Date: 12-11-2013

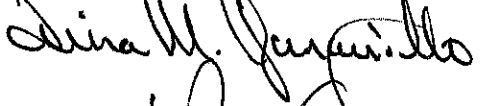



Hon. Kenneth Eichwald, Cuba Magistrate Court Presiding Judge:
Date: 12/17/13

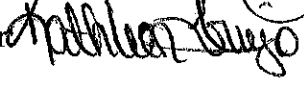


Anna Trujillo, Cuba Magistrate Court Manager: 
Date:

Hon. Larry Díaz, Grants Magistrate Court Presiding Judge: 
Date: 12/5/13

Tina Jaramillo, Grants Magistrate Court Manager: 
Date: 12-5-13

Hon. Tina García, Los Lunas Magistrate Court Presiding Judge: 
Date: 11/19/13

Kathleen Griego, Los Lunas Magistrate Court Manager: 
Date: 11/19/2013.

13th Judicial District Language Access Plan
Attachment A
Revised 12/31/13

SUMMARY OF TASKS AND RESPONSIBLE PARTIES

Task	Timeframe	Responsible Party
Update demographic data in LAP	As available/ annual meeting	LAP Coordinator
Track interpreter usage data	Ongoing	Language Access Coordinator
Update interpreter usage data in LAP	Annual meeting	LAP Coordinator
Compile out-of-courtroom data	Monthly	LAP Coordinator
Update out-of-courtroom data in LAP	Annual meeting	LAP Coordinator
Ensure assistive listening equipment signage remains posted	Ongoing	LAP Coordinator, Magistrate Court Managers
Ensure right to interpreter signage remains posted	Ongoing	LAP Coordinator, Magistrate Court Managers
Add Spanish LAS to Sandoval courthouse	December 31, 2014	LAP Coordinator, Language Access Coordinator
Ensure sections of website get translated	June 30, 2014	LAP Coordinator
Record Spanish phone messages	June 30, 2014	Magistrate Court Managers, AOC
Amend LAP to reflect Supreme Court's direction re: translated forms and documents	As available/ 2014	LAP planning team
Hold annual employee trainings	Annually	District Court Human Resources, Magistrate Court Managers
Conduct language access orientation for new hires	Shortly after hire	District Court Human Resources, Magistrate Court Managers
Advertise language access at court clinics and legal fairs	As applicable	LAP Coordinator
Distribute employee language access quiz	Annually	District Court Human Resources

13th Judicial District Court LAP
Attachment B
Revised 12/31/13

13th Judicial District Court
Language Access Planning Team

Crystal Hyer, Deputy Court Executive Officer (LAP Coordinator)

Toinette Garcia, Leadworker, Clerk's Office, Cibola County District Court

Rhonda Reeves, TCAA, Judge Olguin, Cibola County District Court

Christal Bradford, Leadworker, Clerk's Office, Sandoval County District Court

Brenda Archuleta, TCAA, Chief Judge McDonald, Sandoval County District Court

Alonzo Garcia, Leadworker, Clerk's Office and LAS, Valencia County District Court

Heather Benavidez, TCAA, Judge William Sanchez, Valencia County District Court

Teresa Chavez, Court Manager, Belen Magistrate Court

Lorina Barriga, Court Manager, Bernalillo Magistrate Court

Ana Trujillo, Court Manager, Cuba Magistrate Court

Tina Jaramillo, Court Manager, Grants Magistrate Court

Kathleen Griego, Court Manager, Los Lunas Magistrate Court

Peggy Cadwell, AOC Language Access Coordinator, Central Region

**13th Judicial District Court LAP
Attachment B**

13th Judicial District Courtroom Interpreter Assignments

Courthouse	Language	July 2013	Aug 2013	Sep 2013	Oct 2013
Cibola District	Spanish	1	2	2	2
	Navajo	1	1	1	
Sandoval District	Spanish	4	24	15	18
	Navajo	2			
	ASL	1		1	7
	Thai				1
Valencia District	Spanish	17	10	17	10
	ASL	1			
Belen Magistrate	Spanish		11	9	6
	ASL	2			
Bernalillo Magistrate	Spanish	13	16	12	12
	ASL		2	2	4
Cuba Magistrate	No assignments				
Grants Magistrate	Spanish				1
	Navajo				1
Los Lunas Magistrate	Spanish	16	13	7	12

January 2013 Out-of-Courtroom LEP Encounters

	Cibola	Sandoval	Valencia	Language Totals
Spanish	0	5	28	33
Navajo	1	0	0	1
Sign	0	2	0	2
Other	0	0	0	0
Court Totals	1	7	28	
Grand Total	36			

February 2013 Out-of-Courtroom LEP

	Cibola	Sandoval	Valencia
Spanish	1	4	32
Navajo	2	0	0
Sign	0	5	0
Other	0	0	0
Court Totals	3	9	32
Grand Total	44		

Encounters

Language Totals

37
2
5
0

March 2013 Out-of-Courtroom LEP Encounters

	Cibola	Sandoval	Valencia	Language Totals
Spanish	0	12	16	28
Navajo	3	1	1	5
Sign	0	2	1	3
Other	0	0	0	0
Court Totals	3	15	18	
Grand Total	36			

April 2013 Out-of-Courtroom LEP Encounters

	Cibola	Sandoval	Valencia	Language Totals
Spanish	1	7	24	32
Navajo	3	0	0	3
Sign	0	4	0	4
Other	0	0	0	0
Court Totals	4	11	24	
Grand Total	39			

May 2013 Out-of-Courtroom LEP Encounters

	Cibola	Sandoval	Valencia	Language Totals
Spanish	2	14	22	38
Navajo	1	1	0	2
Sign	0	1	0	1
Korean	0	1	0	1
Court Totals	3	17	22	
Grand Total	42			

June 2013 Out-of-Courtroom LEP Encounters

	Cibola	Sandoval	Valencia	Language Totals
Spanish	1	3	13	17
Navajo	6	1	0	7
Sign	0	4	0	4
Laos	0	1	0	1
Court Totals	7	9	13	
Grand Total	29			

July 2013 Out-of-Courtroom LEP Encounters

	Cibola	Sandoval	Valencia	Language Totals
Spanish	1	6	29	36
Navajo	1	0	0	1
Sign	0	2	0	2
Other	0	0	0	0
Court Totals	2	8	29	
Grand Total	39			

August 2013 Out-of-Courtroom LEP Encounters

	Cibola	Sandoval	Valencia	Language Totals
Spanish	0	5	25	30
Navajo	0	0	0	0
Sign	0	0	0	0
Other	0	0	0	0
Court Totals	0	5	25	
Grand Total	30			

September 2013 Out-of-Courtroom LEP Encounters

	Cibola	Sandoval	Valencia	Language Totals
Spanish	0	12	31	43
Navajo	2	0	0	2
Sign	0	0	0	0
Other	0	0	0	0
Court Totals	2	12	31	
Grand Total	45			

October 2013 Out-of-Courtroom LEP Encounters

	Cibola	Sandoval	Valencia	Language Totals
Spanish	1	6	15	22
Navajo	4	0	0	4
Sign	0	0	0	0
Other	0	0	1	1
Court Totals	5	6	16	
Grand Total	27			

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.

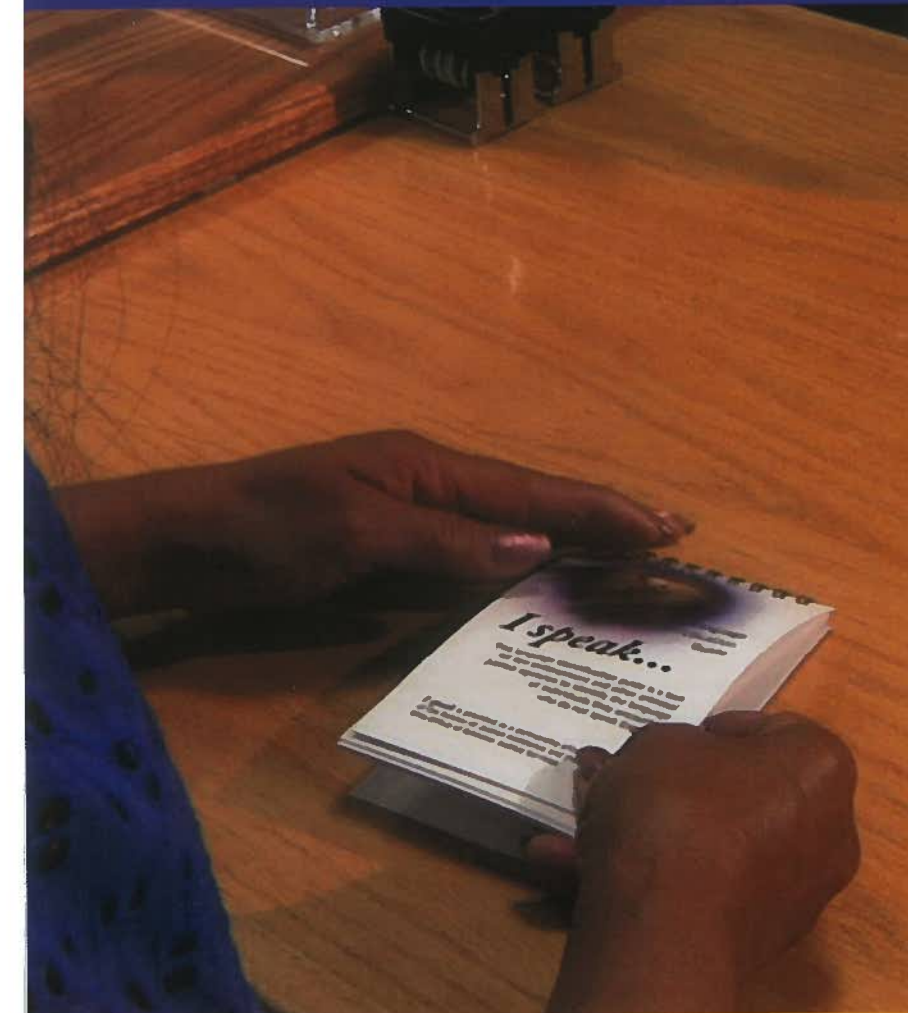
Bee na'áhoot'í' ata' halne'é náhólóogo t'áájiik'é.


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 tòa án để được giúp đỡ.

Doo yáníktígóó ẹi doodaii Bilagáana bizaad doo diníts'a'góó ẹi aají doo yádaakti'ígíi bá ata' halne'é lá' bá dahóló, t'áá shọodi áka'anídaalwo'ígíi lá' bich'í' hanídziih.



New Mexico

Judiciary



Language
Identification
Guide

I speak...

This language identification guide is a tool for law enforcement and other criminal justice agencies to identify the language of individuals they encounter who do not speak English.

I speak is provided as a partnership effort of the Bureau of Justice Assistance and the Ohio Office of Criminal Justice Services.

*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 ևր խօսիք՝ դարձուզի թարգմանիչ սը կանչել սաւնը.	Հայերէն	Italian Faccia vedere qual è la sua lingua. Un interprete sarà chiamato.	Italiano
Basque Zeure izkuntza atzamarragaz erakutzi. Euzkeratzail bateri deituko deusagu.	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 tlmočníka.	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 אויך איינער שפראך. מע וועט אבקלינגען אן איבערזעצער.	יידיש

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 ? ऐजाकेल एनो दुप्राविया बोलादेस जाईस।	भोजपुरी
Gujarati તમારી બાષા ઇશારથી બતાવો. તમારા માટે બાષાંતર કરનાર ખોલાવી અપાશે.	ગુજરાતી	Hindi अपनी भाषा इशारे से दिखाइये। आपके लिए दुप्राविया बुलाया जाएगा।	हिन्दी
Malayalam നിങ്ങളുടെ മാതൃഭാഷையை അറിയിക്കുക. ഇതിനനു സരിച്ച് അനുബന്ധിച്ച്/അനു ബന്ധിച്ച്.	മലയാളം	Nepali आपनो भाषा चिनाउनु बोस्। तपाईंको भाषा बोल्ने व्यक्ति बोलाइने छ।	नेपाली
Punjabi ਅਪਣੀ ਬੋਲੀ ਇਸ਼ਾਰੇ ਨਾਲ ਦਸੋ। ਤੁਹਾਡੇ ਵਾਸਤੇ ਪੰਜਾਬੀ ਬੋਲਣ ਵਾਲਾ ਬੁਲਾਇਆ ਜਾਵੇਗਾ।	ਪੰਜਾਬੀ	Sinhalese මෙහි නාථව වෙසිනි තෙන්නෙන. සිංහල භාෂා කතා කෙනෙකු කොටසකට.	සිංහල
Tamil எந்த மொழியில் பேசுவீர்கள் தெரிவிக்கவும். அதை விரலால் காட்டித்தயவும். அதற்கு அவ்வாறே கூறும் இளைவ் விரைவில் அனுப்பப்படும்.	ஆங்கிலம்	Urdu آپ کون سی زبان میں بات کرنا پسند کریںگی؟ آپ کی مدد کرنے اہلی کی ترجمان کو بلاہا 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

© Certified Languages International 2008 · Please contact us for any questions about this or other services we provide US or Canada call 1.800.362.3241.
Certified Languages International · 4724 SW Macadam, Suite 100 · Portland, OR 97239



How to dial for an Interpreter

1. Dial 1-800-225-5254

2. Customer Code - 9524

3. New Mexico Courts

4. Language Needed; Your

Name and Phone Number

5. Court, Case # if appropriate

PLEASE NOTE:

When calling for a phone interpretation, you will be placed on hold while we connect you with the interpreter. Once the interpreter is on the line, the operator will drop out of the call leaving the interpreter on the line with you.

If you need to call a third party, please indicate that to the operator before the interpreter is on the line so the operator can gather the information needed for a 3-way call.

CLI recommends that you use speaker phones or an extension handset if available for phone interpretation.

Asia

China	請指認您的語言 以便為您翻譯	請指认您的语言 以便为您请翻译
Cantonese	廣東話	广东话
Chaochow	潮州話	潮州话
Fukienese	福建話	福建话
Mandarin	國語	国语
Shanghai	上海話	上海话
Taiwanese	台灣話	台湾话
Toishanese	台山話	台山话

North America, South America, and Caribbean

French	Français
Montrez-nous quelle langue vous parlez. Nous vous fournirons un/e interprète.	
Haitian Creole	Kreyòl Ayisyen
Montre lang ou-a. Yap voye chèche yon entèprèt.	
Navajo	Diné
Saad béé honisinígíí nílá' bee bik'idiitnííh. Ata' halné'é la' nábich'í' hodoonih.	
Portuguese	Português
Aponte seu idioma. Providenciaremos um intérprete.	
Spanish	Español
Señale su idioma. Se llamará a un intérprete.	

Burmese	မြန်မာစကား။
ခင်ဗျားဘာသာစကားကိုထောက်ပြပါ။ စကားပြန်ပေးပါ။	
Cambodian	ភាសាខ្មែរ
សូមបង្ហាញភាសា របស់អ្នក។	
Hmong	Hmoob
Thov taw tes rau koj yam lus. Peb yuav hu ib tug neeg txhais lus rau koj.	
Indonesian	Bahasa Indonesia
Tunjukkan bahasamu. Jurubahasa akan disediakan.	
Japanese	日本語
あなたの話す言葉を指さしてください。 通訳を呼びます。	
Korean	한국말
당신이 쓰는 말을 지적하세요. 통역판을 불러 드리겠어요.	
Laotian	ພາສາລາວ
ຊື່ບອກພາສາທີ່ເວົ້າເວົ້າໄດ້ ພວກເຮົາຈະຕິດຕໍ່ນາຍພາສາໃຫ້	
Malay	Bahasa Malaysia
Tunjukkan yang mana bahasa anda. Seorang jurubahasa akan diberitahu.	
Mien	Mienh
Nuqv meih nyei waac mbuox yie liuz. yie heuc faan waac mienh bun meih oc.	
Thai	ภาษาไทย
ช่วยชี้ให้ทางผม/คุณว่าภาษาไหนคือภาษาที่ต้องการ เผื่อเราจะจัดหาคนให้ท่าน	
Vietnamese	Tiếng Việt
Chỉ rõ tiếng bạn nói. Sẽ có một thông dịch viên nói chuyện với bạn ngay.	
Karen S'gaw	ကညီနွါ
နန့်လီပွဲးန့ကျိၣ် ပုဂံကိးန့ပုဂံကျိၣ်ထံဝံာ်	

Africa

Amharic	አማርኛ
ግድግዳዎ የሎስተ ስተረጎሚያህግግግግ	
Arabic	اللغة العربية
أشر الى لفتك وستنادي المترجم حالا.	
Bambara	Bamanankan
I bolo da i fakan kan. An benna kuma yelemabaga do wele.	
French	Français
Montrez-nous quelle langue vous parlez. Nous vous fournirons un/e interprète.	
Hausa	Hausa
Nuna yàrenkà/yàrenki. A à kirà tafintà.	
Italian	Italiano
Faccia vedere qual è la sua lingua. Un interprete sarà chiamato.	
Portuguese	Português
Aponte seu idioma. Providenciaremos um intérprete.	
Portuguese Creole	Cabo Verdiano
Ponta pa bu lingua. Un intrepeto ta ser chumado.	
Somali	Afsomali
Tilmaan afka aad ku hadasho. Tarjumaan ayaa la wacayaaye.	
Swahili	Kiswahili
Onyesha lugha yako. Tutamwita mtu atakayekufasiria.	
Tigrinya	ትግርኛ
ናብጳጳገስጳስተ ተረጎሚያህግግግግ	
Wolof	Wolof
Wan nu sa lakk. Negal dinañu la wutal ab tekkikat.	
Yoruba	Yorùbá
Tòka si èdè rẹ. À ó pe ògbifọ wà.	
Maay	Maay
Afka tilmaang! Turjumaanga liing weerey.	
Dinka	Xen èmuony jaŋ
Nyöth thöŋ du Rän wär thok abë ol	

Middle East

Arabic	اللغة العربية
أشر الى لفتك وستنادي المترجم حالا.	
Armenian	Հայերէն
Ցոյց տուէք ո՞ր մէկ լեզուն կը խօսիք՝ դրպէսզի թարգմանիչ մը կանչել տանք.	
Assyrian	ܐܘܪܝܝܐ
ܘܚܘܒܝܠܝܢܝܘܬܝܗܘܢ ܘܘܨܬܝܘܬܝܗܘܢ	
Dari	دری
شما بکدام زبان گپ میزنید؟ بگ ترجمان میاید.	
Farsi	فارسی
برای شما مترجم میآوریم. برای شما بکدام زبان گپ میزنید؟	
Hebrew	עברית
הצבע על השפה שלך? נקרא למתרגם מיד.	
Kurdish	کوردی
زمانی خۆت دەسنیشان بکە تەرجومانیتکت بۆ بانگ دەکەینە سەرتەلفون	
Pashto	پښتو
خپله ژبه وپینه. ژبه ترجمان در سره خبری وکړی.	
Turkish	Türkçe
Kendi anadilinizi gösterin. Size bir tercüman çağırıyoruz.	

Need an Interpreter?



1. Dial **1.800.CALL.CLI (1800.225.5254)**
2. When the operator answers, tell them:
 - a. Your customer code is **9524**
 - b. You are calling from New Mexico Office of the Courts
 - c. The language that you need
 - d. Your name, phone number, court name, and case number
 - e. Please let the operator know if you would like to connect to multiple parties (call a patient/client at home for example)
3. The operator will connect you with an interpreter promptly.

24 hours a day 7 days a week



**Direct Dial:
503-484-2425**

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503-484-2425**

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

For Outbound Calls:

If you need to call out to a Limited English Proficient (LEP) party at home or need a 3rd party dial-out to include an additional party, please inform the CLI Customer Service Representative (CSR) before the interpreter is connected. Once the interpreter is connected, the CSR will allow you to tell the interpreter who to ask for (the LEP's name). At this time you should also tell the interpreter how to proceed if the call goes to an answering machine and what message to leave if desired.

For Inbound Calls:

- Explain to the LEP that all information is confidential and encourage them to ask questions.
- Speak clearly.
- If face-to-face with the LEP, smile and be attentive. This advice also helps you come across as a professional via the telephone.
- If face-to-face and multiple people are in the room, speak one at a time.
- Short sentences are easiest to interpret.
- Speak freely. All CLI interpreters are sworn to confidentiality and the Interpreter's Code of Ethics
- Encourage interpreter to clarify terms with you if necessary.

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For Outbound Calls:

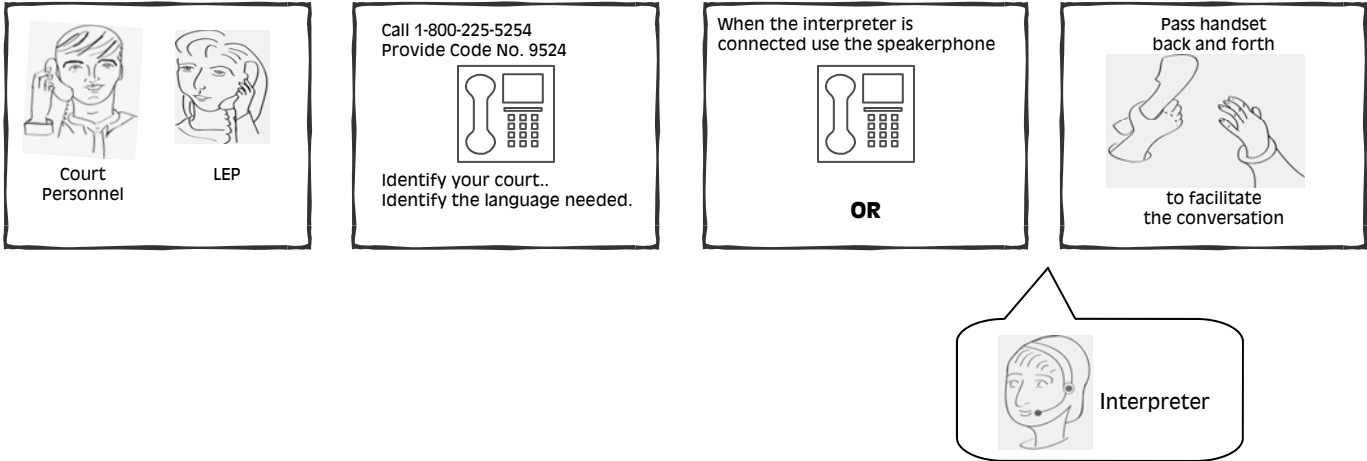
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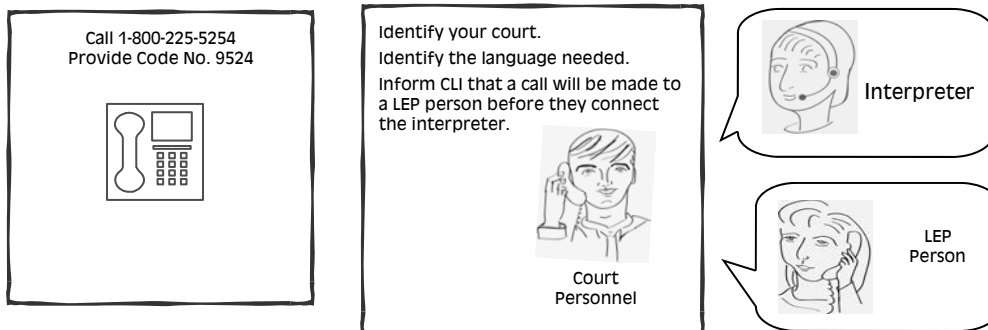
1) You are face to face with a Limited English Proficient (LEP) Person:



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



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



New Mexico State Courts Step by Step Directions for Scheduling Certified Court Interpreters or Justice System Interpreters (January 2011)

1. When a court interpreter has been requested, first go to the NM Directory of Certified Court Interpreters and Registry of Justice System Interpreters:
<http://www.nmcourts.gov/newface/court-interp/directory.pdf>

Interpreters are listed in the directory and registry by location and language, included American Signed Language (ASL). Please note that spoken language Justice System Interpreters may only interpret for proceedings, which cannot result in jail time. They may not interpret for jurors.

2. If a proceeding is expected to last more than two hours, you will need to schedule two interpreters for the assignment.
3. Begin by calling interpreters in your city or town. If you cannot find a certified interpreter who is nearby, please send a notice to Renee Lovato, aocrjl@nmcourts.gov, for a Spanish Interpreter regarding your interpreter need (cc: aocpjs@nmcourts.gov). For a language other than Spanish, contact Pam Sanchez. Do this right away. The more notice we can provide regarding your assignment the better chance of finding the interpreters you need.

You must include the following information in this notice:

- Type of case and proceeding, e.g., murder trial or domestic violence hearing;
- Language needed;
- Number of interpreters required (for single proceedings expected to last more than two hours, two interpreters must be scheduled);
- Where and when the interpreter is to report (date, time, place);
- Expected length of assignment or assignments (may be more than one on same day or consecutive days);
- Person to contact at the court to accept assignment.

Renee will distribute this notice to all NM Certified Court Interpreters who will contact you directly if they can accept the assignment.

4. If you need an interpreter in a language other than Spanish and there is not an interpreter listed in the Directory or the interpreter listed is not available, please contact Pam Sánchez, aocpjs@nmcourts.gov, or 505-827-4822. She will provide you with names and contact information of certified or qualified court interpreters in other states or approve the use of Certified Languages International (CLI) depending on the nature and length of the proceeding for which the interpreter is needed.
5. If you are using an out-of-state interpreter for telephonic (other than CLI) or in-person interpreting, they must have a New Mexico Vendor ID #. They can contact Heather Nash, AOC Fiscal, directly, aochal@nmcourts.gov. All interpreters in-state or out-of-state should submit their bill on the Interpreter Invoice Form included in the 2011 Interpreter Payment Policies and Procedures.
6. If the interpreter(s) will be traveling by commercial transportation and/or staying overnight on the assignment for your court, the interpreter or the court must contact Pam Sánchez, aocpjs@nmcourts.gov, or 505-827-4822, for approval. The overnight expenses worksheet and directions can be found at:

Worksheet: http://www.nmcourts.gov/newface/court-interp/guidelinesandpolicies/travel_expense_worksheet.pdf

Instructions: http://www.nmcourts.gov/newface/court-interp/guidelinesandpolicies/overnight_expense_reimbursement_request.pdf

Prior approval is required for reimbursement of overnight expenses for all interpreters.

RECEIVED A TRUE COPY
Kathleen J. Velazquez
Clerk of the Supreme Court
of the State of New Mexico

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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.



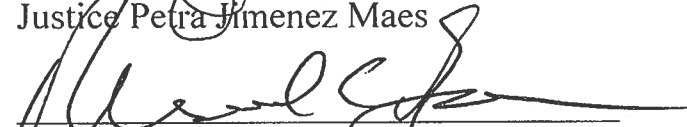
Chief Justice Charles W. Daniels



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)

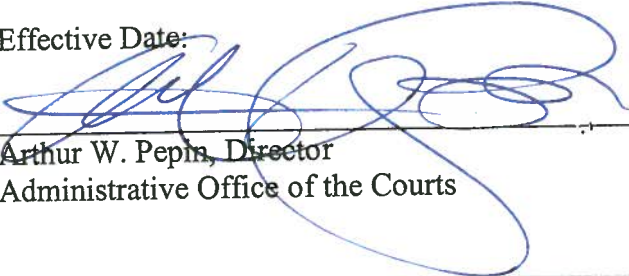
NEW MEXICO JUDICIAL BRANCH
GENERAL POLICY AND PROCEDURE

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

NEW 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

Name of Policy: Language Access Training Policy

Inquiries: Administrative Office of the Courts, Human Resources Division, 827-4937 or 827-4810

Distribution: All Employees of the New Mexico Judicial Branch

**Thirteenth Judicial District Court
Language Access Plan
Attachment H- 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 Thirteenth Judicial District Court Language Access Plan (LAP) Coordinator to report the complaint by completing and submitting the attached Title VI Complaint Form.

Contact information: Crystal Hyer, Deputy Court Executive Officer, Thirteenth Judicial District Court, PO Box 1089, Los Lunas, NM 87031, berdcah@nmcourts.gov, (505) 771-7170.

2. If the complainant does not believe that their concerns have been adequately addressed or resolved with the Thirteenth Judicial District LAP Coordinator, the complainant should contact the NM Administrative Office of the Courts (AOC) Statewide Program Manager, Language Access Services.

Contact information: Pamela Sánchez, Statewide Program Manager, Language Access Services, NM Administrative Office of the Courts, 237 Don Gaspar, Santa Fe, NM 87501, aocpjs@nmcourts.gov, (505) 827-4822.

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, (888) 848-5306 or (202) 307-2678 (TDD).

Thirteenth Judicial District Court
Language Access Plan
Attachment H- Complaint Procedure and Form

**Thirteenth Judicial District
Title VI Complaint Form**

Title VI of the Civil Rights Act of 1964 requires that “No person in the United States shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any of program or activity receiving federal financial assistance.” The United States Supreme Court has determined that excluding participants because of an inability to speak English may constitute discrimination on the basis of national origin in violation of Title VI (*Lau v. Nichols* (1974) 414 U.S. 563).

The following information is necessary to assist us in processing your complaint. Should you require assistance in completing this form, please contact us at:
Thirteenth Judicial District Court: berdcah@nmcourts.gov, (505) 771-7170.

Please complete and return this form to:

Crystal Hyer, Deputy Court Executive Officer, Thirteenth Judicial District Court
PO Box 1089, Los Lunas, NM 87031
berdcah@nmcourts.gov
Fax: (505) 867-5161

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:

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

Phone: E-mail: Relationship to Complainant:
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: Crystal Hyer, Deputy Court Executive Officer, Thirteenth Judicial District Court PO Box 1089, Los Lunas, NM 87031 berdcah@nmcourts.gov Fax: (505) 867-5161