

**2018**

**LANGUAGE ASSISTANCE PLAN (LAP) for**

**Municipal Courts of King County:**

**Black Diamond Municipal Court**

**Bothell Municipal Court**

**Des Moines Municipal Court**

**Enumclaw Municipal Court**

**Federal Way Municipal Court**

**Issaquah Municipal Court**

**Kent/Maple Valley Municipal Court**

**Kirkland Municipal Court**

**Lake Forest Park Municipal Court**

**Mercer Island Municipal Court**

**Pacific/Algona Municipal Court**

**Renton Municipal Court**

**SeaTac Municipal Court**

**Seattle Municipal Court**

**Tukwila Municipal Court**

## **Language Access Plan of *Municipal Courts of King County***

### **I. PURPOSE**

This LAP sets forth the **Municipal Courts of King County** policy and procedures for the provision of timely language access services that ensure access for all limited English proficient (LEP), deaf, hard of hearing, and deaf-blind (D/HH/DB) individuals who come in contact with Municipal Courts of King County services and programs. Language access services include both interpretation and translation services for LEP and D/HH/DB individuals.

### **II. COURT POLICY REGARDING LANGUAGE ACCESS SERVICES**

Under Washington state law (RCW 2.42 and 2.43), Title VI of the Civil Rights Act of 1964 (Title VI), the Omnibus Crime Control and Safe Streets Act of 1968 (Safe Streets Act), the Americans with Disabilities Act (ADA), and the regulations implementing these federal laws, Washington courts are required to provide language access services to all LEP and D/HH/DB individuals in civil and criminal court proceedings and in all court managed services and programs and to develop a written language access plan pursuant to RCW 2.43.090.

It is the policy of ***Municipal Courts of King County*** to provide foreign language interpreter services at no cost to LEP parties, witnesses, victims, and others with an interest (e.g., parents, legal guardians, custodians) in all court proceedings and operations, both civil and criminal, other than when it is the responsibility of other government bodies pursuant to state law. It is also the policy of this court to provide sign language interpreting services at no cost to persons who are D/HH/DB as required under applicable state and federal statutes and regulations.

*Municipal Courts of King County* will provide accessible information to LEP and D/HH/DB persons on how to request these language assistance services and vital documents as part of its notice to the public about its language access services.

Although D/HH/DB individuals are covered under the ADA and RCW 2.42 rather than Title VI and the Safe Streets Act, this plan covers language access services for both D/HH/DB and LEP individuals.

### **III. DATA COLLECTION AND NEEDS ASSESSMENT**

The **designated language access persons** for **Municipal Courts of King County** will, on an annual basis, compile demographic data regarding the language needs of its community. The court will initially review data from sources such as the following:

- Most recent and relevant U.S. Census and American Community Survey (ACS)
- Local school district (list names of district(s))
- County health department
- Public Defender's Office/Office of Assigned Counsel
- Prosecuting Attorney's Office
- County or City Attorney's Office
- Local legal aid service providers and community-based organizations which focus their service provision on immigrant and refugee populations in order to identify possible immigration and new language trends

This data will be analyzed annually to determine whether the court's allocation of language access resources is appropriate.

The Municipal Courts of King County will make every effort to track requests for language access services by:

- Language preference (both spoken, written, and signed)
- Case type (e.g. family law, criminal, housing, etc.)
- Proceeding (e.g. trial, arraignment, initial appearance, etc.)
- Location of service request (e.g. court hearing, ADR, clerk's office, etc.)
- Whether the language access service requested was granted or denied
- Reason for denial

In addition to mechanisms discussed under the identification of language needs section below, the **Municipal Courts of King County** will track this internal data in a case management system where available, and/or case files if case management is not automated. On a yearly basis, the court will analyze the data collected to identify whether services requested are in fact provided, assist in the allocation of language access resources, and identify gaps in the provision of services to address future needs. The majority of the Municipal Courts of King County provide this data to AOC on a regular basis as part of the reimbursement program. The few courts that are not a part of the reimbursement program will seek assistance from AOC Interpreter Coordinator Office for direction and assistance in tracking their data.

The **Municipal Courts of King County** will send the final data compilation and analyses in the form of a biennial report to the Washington State Court Interpreter Commission to assist the Commission in monitoring of the court's Language Access Plan, identification of interpreter training and certification strategies, and

other tools to assist the AOC and local courts in the provision of language access services.

#### **A. Identified Current Needs**

The most current language need identification efforts undertaken by ***Municipal Courts of King County*** shows the following non-English languages, whether spoken or signed, that are most frequently used in our **geographic area**:

- Spanish
- Vietnamese
- Russian
- Somali
- Korean

***Municipal Courts of King County*** have identified the following additional frequently used non-English languages among court users in the area:

- Cambodian
- Punjabi
- Cantonese
- Arabic
- Amharic
- Tigrinya
- Marshallese
- Samoan
- Swahili

#### **B. Identified Future Needs (if any)**

***Municipal Courts of King County*** have identified the following emerging and/or additional languages among court users in the area for which resources will be needed in the future:

1. *One of the most challenging languages to schedule is Korean. This is due to the inadequate number of Korean Certified interpreters. Urgent action on behalf of AOC is necessary to identify candidates and provide language specific training in preparation for taking the certification exam*
2. *ASL is the other extremely difficult languages to schedule for in-court proceedings, as there are only very few ASL interpreters qualified to interpret legal content*

### **IV. LANGUAGE ASSISTANCE IDENTIFICATION AND RESOURCES**

**A. Designated Language Access Office [or other name given by your court] [See Attachment A].**

The ***Municipal Courts of King County*** have designated **[See Attachment A]** as the person responsible for coordinating language access services and to whom requests for interpreters and other language access services may be addressed. This designated person is available to:

- Develop lists of interpreters and secure interpreter services;
- Receive and track language assistance requests;
- Address gaps in interpreter services by conducting outreach as needed;
- Provide information to assist LEP and D/HH/DB individuals to secure language access services;
- Assist or provide referrals to attorneys, justice partners, probation, EHM, doctors doing psychological evaluations, customer services, in-house classes' providers, day reporting, jury (for D/HH/DB individuals), court staff, and other relevant persons to secure language access services for their clients and constituents;
- Answer questions from LEP and D/HH/DB individuals, and the public at large, regarding the court's available language access services, including the court's language access resources such as translated materials, interpreter roster, language identification cards, and other resources identified in this Plan.
- LEP and D/HH/DB individuals, attorneys, justice partners, government agencies, and any other entities in need of language access services for court programs or activities or to acquire such services or information for themselves or their clients, may contact:

***designated language access persons [See Attachment A].***

#### **B. Identification of Language Access Needs and Notice of Availability**

LEP and D/HH/DB individuals may come in contact with court personnel via the phone, TTY / TDD, in-person, in writing, or through other means. In addition, there are various points of contact within ***Municipal Courts of King County*** where LEP individuals or persons who are D/HH/DB will be in contact with court staff. Sometimes people who need language access services, including translated documents, will not request these services because they do not realize that such services are available at no charge, or because they do not recognize the level of English language proficiency or communication ability needed to effectively participate in the court program, court proceeding, or court services. The first step in providing language access services is to enable LEP individuals or persons who are D/HH/DB to properly identify their language needs.

As a first step towards ensuring that LEP and D/HH/DB individuals are able to properly identify their language needs and to request language access and assistance services, ***Municipal Courts of King County*** have a legal obligation to provide accessible notice to the public of an individual's right to spoken and sign

language interpreter services and may provide documents in translated form to access court proceedings and court-managed programs.

## **1. Identifying Language Needs at Points of Access**

**Municipal Courts of King County** will identify language access needs at all points of contact with the court. The following are examples of some of the access points in our courts [**See Attachment A** for court locations]:

- Telephone calls to court staff.
- Security screening at court house entrances (where applicable)
- Court Front Counters
- Jury Offices
- Court Records Office
- Cashier Offices
- Courtroom(s)
- Court-managed programs and services including Probation
- Other (Video Hearings)

To ensure the earliest possible identification of the need for language access services, the **Municipal Courts of King County** have established internal protocols with the various justice partners which routinely interact with this court in order for these partners to communicate to the appropriate court staff the needs of LEP or D/HH/DB participants who will be coming into contact with the court. While justice partners themselves may be under a separate legal obligation to provide language access services to their clients, the court will be notified of any services that fall under the responsibility of the court as early as possible so services may be provided in a timely and efficient manner. Examples of persons and justice partners notifying the court of the language access needs include:

- LEP or D/HH/DB person notifies the court of the language access needs
- Law enforcement officer (via citation)
- Correctional Facilities personnel
- Attorney/public defender for LEP or D/HH/DB person
- Domestic violence victim's advocate
- Judges, court personnel
- Interviewer for public defender eligibility
- Customer Service personnel, receiving requests via phone or in person
- Interviewer for orders for protection

## **2. Notice of the Availability of Language Access Services**

In order to facilitate the ability of LEP and D/HH/DB individuals to request their need for language access services, the **Municipal Courts of King County** shall provide notice of the availability of language access services translated into Washington State's most frequently used languages that states:

*"You have the right to language access services at no cost to you. To request these services, please contact any member of the court for assistance".*

The **Municipal Courts of King County** display this notice on its websites **[See Attachment B]** and at the following locations: our Court lobbies, and/or courtrooms.

Additionally, **Municipal Courts of King County** have the following resources available at its points of contact, including those listed above when appropriate, to help LEP and D/HH/DB and court staff communicate with each other *[Check all that apply or delete those that are not relevant to your court]*:

- Language identification 'I Speak' cards at appropriate points of contact.
- Multi-lingual notices at appropriate points of contact notifying members of the public of their right to request an interpreter or other language assistance at any point during their contact with the court.
- TTY for D/HH court customers
- LAP Deskbook in each court

When it appears that an individual has difficulty communicating due to a language barrier, **Municipal Courts of King County** staff will inform the LEP or D/HH/DB person of his or her right to have language access services provided by the courts at no cost to them, even if the LEP or D/HH/DB person has not made a request for the language access services.

## **V. LANGUAGE ACCESS SERVICES**

Once the **Municipal Courts of King County** staff has determined interpreter services are required for an LEP or D/HH/DB individual, court staff have access to the following procedures for securing an interpreter. The general procedure for the **Municipal Courts of King County** are as follows:

- Once the court is notified that an interpreter is needed:
- Notification is sent to the Interpreter Coordinator
- Interpreter Coordinator makes the necessary arrangements to secure a certified or registered (when available) interpreter as requested.
- Some courts use an online scheduling system (1Lingua), while others use a more traditional way of contacting interpreters for requested services (phone call, email, text message).
- When the interpreter is confirmed, the court is notified.

### **A. Language Access Services Inside the Court Room**

#### **1. Appointment of a Certified, Registered, or Qualified Interpreter for In Court Proceedings**

The person responsible for appointing or securing the assistance of an interpreter at the **Municipal Courts of King County** will comply with the following order of preference in appointing an interpreter in RCW 2.43.030:

RCW 2.43.030(1) (b)

An in-person Certified or Registered interpreter who has been credentialed by the Administrative Office of the Courts shall be appointed, whenever possible, unless good cause is found and noted by the appointing authority. "Good cause" includes, but is not limited to, a determination that:

- (i) Given the totality of the circumstances, including the nature of the proceeding and the potential penalty or consequences involved, the services of an in-person credentialed interpreter are not reasonably available to the appointing authority; or
- (ii) The current list of credentialed interpreters maintained by the Administrative Office of the Courts does not include an interpreter in the language spoken by the LEP.

RCW 2.43.030(2)

If good cause is found for using an interpreter who is not credentialed by the Administrative Office of the Court, the appointing authority shall make a preliminary determination that the proposed interpreter is able to interpret accurately all communications to and from such person in that particular proceeding. The appointing authority shall satisfy itself on the record that the proposed interpreter:

- (a) Is capable of communicating effectively with the court or agency and the person for who the interpreter would interpret; and
- (b) Has read, understands, and will abide by the Code of Professional Responsibility for Judiciary Interpreters established by court rules.

In the event no in-person interpreter is available locally, the court or designated authority will weigh the need for moving forward with the proceeding against any possible negative consequences to the LEP or D/HH/DB person's ability to effectively participate in the proceedings through the use of a remote interpreter, as may be allowed by Washington court rule or law. When a trial or motion, including witnesses and/or other evidentiary matters are before the court, the court shall reschedule the hearing until an in-person interpreter is available, whether located in-state or out-of-state, and be made present at the hearing.

**Municipal Courts of King County** will NOT appoint as interpreters anyone with a potential conflict of interest in the case, including the following: minors; friends and family of the LEP or D/HH/DB person; advocates and attorneys; justice



partner bilingual staff; or anyone deemed unqualified after voir dire by the court. [See CODE OF PROFESSIONAL RESPONSIBILITY FOR JUDICIARY INTERPRETERS]

## **2. Practices in the Appointment and Use of Interpreters**

In appointing interpreters, staff at **Municipal Courts of King County**, will ensure that the interpreter and the LEP or D/HH/DB participant can effectively communicate. It is also the practice of **Municipal Courts of King County** to:

- Make a determination of the appropriate number of interpreters that may be required for the proceeding. When the proper administration of justice so requires the court will appoint multiple or separate interpreters.
- For long hearing sessions or trials, appoint a team of two interpreters or if no second interpreter is available, allow the interpreter to have frequent breaks to avoid interpreting fatigue, ensure accuracy, and avoid subsequent errors.
- Only allow an LEP or D/HH/DB person to waive his or her right to the assistance of an interpreter if the waiver is knowing, voluntary, and on the record. The waiver of an interpreter may be rejected by the court or later revoked by the person.
- Require interpreters to provide sight translations of documents related to the court proceedings.
- Prohibit interpreters from assisting LEP or D/HH/DB with entering information on court forms without the involvement of court staff in the completion of such forms.
- Provide sign language interpreters for jurors who are D/HH/DB when such persons are called and selected for jury service

## **3. Calendaring and Scheduling of Interpreters for In-court and Out-of-court Contacts**

**Municipal Courts of King County** will provide interpreter services in a timely manner. In order to provide high quality language access services in an efficient manner, **Municipal Courts of King County** employ the following practices:

- Batching of matters for which an interpreter for a specific language is needed so long as this does not cause unnecessary delays in access and loss of remedies available to litigants, such as mitigation hearings in frequently requested languages.

- Coordinating calendars so an interpreter may be available for several matters in the same court location on the same day.
- Coordinating the use of interpreters so that when an interpreter is not busy in a courtroom proceeding he or she may be available in person or telephonically to assist in other court-related interpreting or translation services.

#### 4. Remote Interpreting

For short non-evidentiary hearings, the **Municipal Courts of King County** use the following remote interpreting technologies:

- Video-remote interpreting (VRI)
- Telephonic interpreting
- Telephonic interpreting agencies

The policy or practice of the court with regard to the use of remote interpreting services is as follows:

- Video remote and telephonic interpreting use will be consistent with GR 11.3 and will be used with caution. Generally, in-person interpreters are preferred.
- Telephonic interpreting will be a last resort for courtroom proceedings and reserved for brief non-evidentiary proceedings such as continuances, given that non-verbal cues – not visible when on the telephone – are critical for communication. Telephonic interpreting can be particularly problematic in some circumstances such as for individuals who are deaf or hard of hearing, the elderly, those struggling with mental illness, quiet or nonverbally communicative individuals, and others.
- Video remote interpreting (VRI) will be used appropriately and will meet the requirements for providing effective communication, including:
  - Real-time, full-motion video and audio;
  - A clear, large image;
  - A clear transmission of voices;
  - Adequate training of staff in utilizing the equipment; and
  - Use of properly trained interpreters.

The court requires training for staff and appointing authorities on VRI and telephonic interpreting, how to use the technologies, how to best utilize the remote interpreter, and what are appropriate events for such types of remote

interpreting service. VRI shall not be the only option available to the court and should be used when in-person interpretation services are not available.

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

The **Municipal Courts of King County** are responsible for taking reasonable steps to ensure that LEP, deaf and hearing impaired individuals have meaningful access to services outside the courtroom. It is the practice of the court to provide interpreters for court-managed services, programs and operations consistent with state and federal language access mandates. In compliance with such mandates, the court shall provide language access services at:

- Attorney Client interviews
- Investigator Witness interviews
- Criminal diversion programs
- Information counters
- Intake or filing offices
- Court managed classes
- Probation offices
- Records rooms
- Interviews for public defender eligibility
- Interviews for orders for protection
- TTY
- Translation of Letters/requests in other than English languages
- Payments of fines/tickets
- Probation department interviews (housed within and a part of the court)
- Time Pay or Community Service desk
- Electronic Home Monitoring
- Cashier or Collection agency windows
- Public Service Counter in person or over the phone
- Day Reporting
- Community Resource Services
- Mental Health Assessments

The court, in compliance with federal and state civil rights laws and regulations, shall provide the most appropriate language access service for these programs and services, including qualified interpreters, bilingual staff, and translated materials and information. When the most appropriate language access service is the appointment of a qualified interpreter, the court shall follow the guidelines described for the appointment of interpreters.

As noted in the policy interpretation section earlier, RCW 2.42 requires that courts provide interpreters for persons who are D/HH/DB when they are required to attend court ordered-programs or services. In addition to the provision of qualified

interpreters in all proceedings where required, court's bilingual staff may assist with language needs outside of court proceedings. Bilingual staff shall be trained to understand their role, how it differs from the role of an interpreter, and that staff are only used for basic communications.

### C. Translated Forms and Documents

The **Municipal Courts of King County** understand the importance of translating forms, documents, and electronic materials into non-English languages, so that LEP individuals have greater access to the courts' services. Judicial and court staff shall not use web-based applications or software to process or provide translations for LEP individuals.

State forms which have been translated are available at [www.courts.wa.gov/forms](http://www.courts.wa.gov/forms).

Additional informational resources translated into Spanish include:

- [A Guide to Washington State Courts / Guía de los Tribunales del Estado de Washington](#)
- [Self-Represented Persons in District Court / Personas que se representan a sí mismas en el Tribunal de Distrito](#)
- [Self-Represented Persons in Municipal Court / Personas que se auto representan en los Tribunales Municipales](#)
- [Self-Represented Persons in Superior Court Civil Proceedings / Personas que se auto representan en procedimientos civiles en el Tribunal Superior](#)
- [An Introduction to Small Claims Court / Una Introducción Al Juzgado De Demandas De Cuantía Menor](#)

The Municipal Courts of King County currently have the following forms translated into Spanish:

- Advisement of Rights
- Public Defender Application
- Notification of Assignment of Public Defender
- Time Pay Agreement
- Back side of Traffic Infraction ticket
- Deferred Finding on Traffic Infraction
- Waiver of Speedy Trial
- Notice of court date
- Time Payment letter
- Probation Department forms
- Probation Offender Tracking (POT) IVR System in Spanish

The court shall make available such forms at appropriate locations in its court system and on the court's website.

## D. Providing Emergency Information to LEP Court Customers

The **Municipal Courts of King County** are responsible for taking reasonable steps to ensure that LEP and D/HH/DB individuals have meaningful access to emergency information should an emergency situation arise. The court provides such information in the following ways:

- There are universally understood emergency signs located in the strategic places throughout the courthouse building;
- Emergency exits are clearly marked;
- Evacuation map(s) are located in visible public area points.
- Bilingual staff is informed and trained to provide emergency information.

## VI. TRAINING

The **Municipal Courts of King County** are committed to providing training for all judicial and court staff members who come in contact with LEP and D/HH/DB individuals in order to ensure equal access to justice to these individuals. The court will provide staff training on all requirements in this Language Access Plan. Additional training opportunities will include these topics:

- Proper appointment and scheduling of interpreters for all court proceedings and court-managed programs and services;
- How to voir dire a non-credentialed court interpreter;
- Role of an interpreter, modes of interpreting, and Code of Professional Responsibility for Judiciary Interpreters;
- Courtroom management when interpreters work in the courtroom;
- Use of remote technologies for interpreting;
- Cultural competence;
- *Courts have* staff meetings and training opportunities regarding interpreter issues and customer service.
- Staff is instructed about LAP policies and procedures at orientation and on an annual basis, as described in this LAP Plan.
- Courts arrange training for attorneys, administrators and judges regarding best practices of working with court interpreters.

**Municipal Courts of King County** *request the Interpreter Commission develop webinars for court administrators/court interpreter coordinators on best practices of working with and appointing court interpreters. It takes sometimes years for such a person to develop much needed understanding, tools and procedures for scheduling court interpreters.*

Resources and information regarding language access services, policies and procedures and tools for providing language assistance (such as bench cards, language identification guides, brochures, etc.) are available to all court staff and decision makers at one or more of the following locations in our courts:

- The court's intranet;

- The court's Language Access Coordinator/Interpreter Coordinator [See **Attachment A**];

## **VII. COMPLAINT PROCESS FOR NON-COMPLIANCE**

### **1. Complaints Against Local Court**

This specific complaint process is designed to bring to the attention of the local court, and if necessary, the Interpreter Commission, allegations filed by LEP or D/HH/DB parties that the local court is out of compliance with the its own Language Access Plan, any applicable federal statutes or regulations, state statutory provisions, such as RCW 2.42 or 2.43 and/or any applicable state or local court rules. This is an informal process whereby the Interpreter Commission may be involved in providing consultation and guidance to LEP parties and local courts in resolving and removing barriers to language access services and resources. LEP and D/HH/DB individuals are encouraged to first file a complaint with the local court using local court customer complaint filing procedures. The local court complaint rules are as follows:

#### **A. Local Court Complaint Process**

1. The complaint is submitted to the administrator or interpreter coordinator in person or in writing in LEP person's language for consideration in accordance with local court-complaint process)
2. The complaint is forwarded to the court administrator for review and decision on whether the court administrator acts on the court's level or submit it to the Court Interpreter Commission for further action.
3. The Court will respond to the complaint within 5 business days.

#### **B. Complaint Filed with the Court Interpreter Commission (Optional)**

1. Except in extraordinary circumstances, the complaint must be filed with the Interpreter Commission by an aggrieved party within 60 days from the date of the events on which the complaint is based.
2. Within 3 business days of the receipt of the complaint against a local court, Commission staff will inform complainant, using the contact information provided by complainant, of their option to file their complaint with the Department of Justice and of the need to file such complaint within 180 days from the date of the alleged discrimination.
3. Complaints filed with the Court or the AOC must be in writing and must be signed. The complaint must include the following information:
  - a. A clear and brief description of the complaint and any evidence upon which the allegation is based, with relevant supporting documentation. The description and supporting evidence should include relevant facts that support the complaint that the court did not provide language access services;

- b. If possible, the complaint should identify the section(s) of the court's plan, statutes or regulations alleged to have been violated and the time frame in which the lack of compliance is alleged to have occurred;
- c. Disclosure of any other channels the complainant is pursuing, including legal action (optional); and
- d. A statement authorizing the Interpreter Commission to send a copy of the complaint to the court that is the subject of the complaint.

**Complaints filed with the Interpreter Commission should be sent to:**

Washington State Interpreter Commission

c/o Interpreter Commission Staff Administrative Office of the Courts

PO Box 41170

Olympia, WA 98504-1170.

Or by contacting Robert W. Lichtenberg at 360-350-5373 by telephone or via email to [Robert.Lichtenberg@courts.wa.gov](mailto:Robert.Lichtenberg@courts.wa.gov)

1. Interpreter Commission Complaint Review
  - a. The Interpreter Commission shall determine whether the complaint alleges facts that raise issues relating to the court's compliance with its LAP, federal civil rights laws, RCW 2.42 and/or 2.43 or court rules.
  - b. This determination shall be made within 10 business days of receiving the complaint. The Interpreter Commission may request additional information from the complainant if appropriate. If the Interpreter Commission concludes that the complaint does not raise issues relating compliance with the LAP, Title VI of the Civil Rights Act, RCW 2.42 and/or 2.43, the matter will be closed, and the complainant will be notified of the decision.
  - c. If the Interpreter Commission determines that the complaint may raise possible compliance issues, the complaint shall be sent to the court and a response requested. The Interpreter Commission ordinarily will request the presiding judge of the court or their designee to respond within 30 days.
  - d. If the response from the court establishes that the court is not out of compliance with respect to the matters raised in the complaint, the Interpreter Commission will close the matter.
  - e. If the court's response does not clearly establish that it is operating in compliance with the matters raised by the complaint, the Interpreter Commission may appoint a fact-finder to investigate the issues raised by the complaint and to report on the court's response, if necessary. The complaint, the court's response, and fact-finder's report, if any, shall be referred to the WA Supreme Court Interpreter Commission for any further action deemed necessary by the Commission.
  - f. The person making the complaint will be notified promptly regarding the conclusion of the Commission's review.

## VIII. PUBLIC NOTIFICATION AND EVALUATION OF LAP

### A. LAP Approval & Notification

**Municipal Courts of King County** LAP has been approved by the *Court Administrator*, and a copy has been forwarded to Washington State's Administrative Office of the Courts Interpreter Program Coordinator. Any revisions to the Plan are to be approved by the *Court Administrator/Court Interpreter Coordinator*, and then forwarded to the Interpreter Program Coordinator. Copies of **Municipal Courts of King County** LAP shall be provided upon request. In addition, the court shall post its LAP on its own website at: **[Attachment B with all courts websites links]**

### B. Outreach and Communication of Plan

The **Municipal Courts of King County** shall inform the public of the existence of the LAP and to this end, the court will:

- Post LAP on courts' websites
- Share LAP with the Public Defenders and City attorneys and seek their feedback
- Share LAP with the court interpreters working in our courts and seek their feedback
- Share LAP with the local executive and legislative branches and seek their feedback
- Other:

### C. Annual Evaluation of the LAP

**Municipal Courts of King County** will conduct an annual needs assessment to determine whether changes to the LAP are needed. To this end, the court will continue to communicate on an ongoing basis with stakeholders, including court's staff, attorneys, and the public in the following manner(s):

- Surveys
- Meetings
- Written Communication including email, correspondence, etc.

This assessment will be done by reviewing various areas in which the court provides language access services, taking into consideration, at a minimum, the number of interpreters requested by language and the identification of emerging changes in the languages spoken or signed within the court's local population as identified by any informational means or by other methods. Elements of the assessment evaluation shall include:

- Number of LEP or D/HH/DB persons requesting court interpreters;



- Assessment of current language needs to determine if additional services or translated materials should be provided;
- Assessing whether staff members adequately understand LAP policies and procedures and how to carry them out; and
- Identification of challenges or trends your court is experiencing with providing language access services.

Any revisions made to the Plan will be communicated to all court personnel, and an updated version of the plan will be posted on the court’s web site. In addition, the **Municipal Courts of King County** will submit to the AOC a copy of any updated information contained in this LAP within 60 days of its approval by **[Attachment A]**.

**D. Ideas for Future Improvements in Language Access [Optional]**

**Municipal Courts of King County** will review the results of its annual needs assessment and conduct the following activities *[Check all that apply]*:

- Identify any challenges or trends your court is experiencing with providing language access services, sourcing of interpreters, document translation tasks, and website information that is accessible to LEP and D/HH/DB individuals.
- Engage in collaborative efforts with other courts to improve and coordinate interpreter scheduling where interpreter resources are shared.
- Identify and implement changes or improvements identified by your court to improve language access services that are within the scope of this LAP
- Other:

<u>LAP Contact Person</u>	
<p><b>State Contact:</b>            Robert Lichtenberg            AOC Interpreter Program            1206 Quince Street SE            PO Box 41170            Olympia, WA 98504-1170  <a href="mailto:Robert.Lichtenberg@courts.wa.gov">Robert.Lichtenberg@courts.wa.gov</a>            (360) 350-5373</p>	<p><b>Local Contact:</b>            LaTricia Kinlow, Court Administrator            Tukwila Municipal Court            6200 Southcenter Blvd, Tukwila, WA 98188            206-433-7185  <a href="mailto:Trish.Kinlow@tukwilawa.gov">Trish.Kinlow@tukwilawa.gov</a></p> <p>Emma Garkavi, Interpreter Services Manager            Seattle Municipal Court            600 Fifth Avenue, Room 312            PO Box 34987            Seattle, WA 98124-4987            206-733-9075  <a href="mailto:emma.garkavi@seattle.gov">emma.garkavi@seattle.gov</a></p>

The effective date of this LAP plan is May 31, 2018.

## ATTACHMENT A

Court	Designated Person/Position	Email	Phone
Black Diamond Municipal Court	Stephanie Metcalf Court Administrator 25510 Lawson St Black Diamond, WA 98010	smetcalf@blackdiamondwa.gov	P: 360-886-7784 F: 360-886-5354
Bothell Municipal Court	Courtney White Court Administrator 10116 NE 183 <sup>rd</sup> Street Bothell, WA 98011	courtney.white@bothellwa.gov	P: 425-487-5588 F: 425-487-5580
Des Moines Municipal Court	Jennefer Johnson Court Administrator 21630 11 <sup>th</sup> Ave South, Ste C Des Moines, WA 98198	jjohnson@desmoineswa.gov	P: 206-870-6517 F: 206-870-4387
Enumclaw Municipal Court	Shelly A. Undlin Court Administrator 1339 Griffin Ave Enumclaw, WA 98022	sundlin@ci.enumclaw.wa.us	P: 360-825-7771 F: 360-802-0107
Federal Way Municipal Court	Tiziana Giazzi Court Supervisor 33325 8 <sup>th</sup> Avenue South Federal Way, WA 98003	tiziana.giazzi@cityoffederalway.com	P: 253-835-3016 F: 253-835-3020
Issaquah Municipal Court	Lynne Campeau Court Administrator 135 E. Sunset Way P.O. Box 7005 Issaquah, WA 98027	Lynnec@issaquahwa.gov	P: 425-837-3170 F: 425-837-3178
Kent/Maple Valley Municipal Court	Margaret Yetter Court Administrator 1220 Central Ave S Kent, WA 98032	Myetter@kentwa.gov	P: 253-856-5735 F: 253-856-6730
Kirkland Municipal Court	Tracy Jeffries Court Administrator Taryn Weatherford Interpreter Coordinator Kirkland Municipal Court 11740 NE 118 <sup>th</sup> Street PO Box 678 Kirkland, WA 98034	Tjeffries@kirklandwa.gov Tweatherford@kirklandwa.gov	P: 425-587-3160 F: 206-587-3161

Mercer Island Municipal Court	Chery Lucero Court Administrator 9611 SE 36 <sup>th</sup> St Mercer Island, WA 98040	Cheryl.lucero@mercergov.org	P: 206-275-7984 F: 206-275-7980
Pacific Municipal Court	Kelly Rydberg Court Administrator Pacific Municipal Court 100 3 <sup>rd</sup> AVE SE Pacific WA 98047	Krydberg@ci.pacific.wa.us	P: 253-929-1141 F: 253-929-1195
Renton Municipal Court	Bonnie Woodrow Court Services Director Brenda Allred, Interpreter Coordinator Renton Municipal Court 1055 S Grady Way, 3 <sup>rd</sup> Floor Renton, WA 98057	<a href="mailto:Bwoodrow@rentonwa.gov">Bwoodrow@rentonwa.gov</a> <a href="mailto:Ballred@rentonwa.gov">Ballred@rentonwa.gov</a>	P: 425-430-6531 F: 425-430-6554 P: 425-430-6537
SeaTac Municipal Court	Gail Cannon Court Administrator 4800 S 188 <sup>th</sup> St SeaTac WA 98188	gcannon@ci.seatac.wa.us	P: 206.973.4610 F: 206.248.4327
Seattle Municipal Court	Emma Garkavi Interpreter Services Manager Seattle Municipal Court 600 Fifth Avenue, Room 312 PO Box 34987 Seattle, WA 98124-4987	emma.garkavi@seattle.gov	P: 206-733-9075 F: 206-684-8115
Tukwila Municipal Court	LaTricia Kinlow Court Administrator/L.A.P. Candace Morrison Interpreter Coordinator Tukwila Municipal Court 6200 Southcenter Blvd Tukwila, WA 98188	Trish.Kinlow@tukwilawa.gov Candace.Morrison@tukwilawa.gov	P: 206-433-1840 F: 206-433-7160

**ATTACHMENT B**

Court	Website
Black Diamond Municipal Court	<a href="http://www.ci.blackdiamond.wa.us/Depts/Court/court.html">http://www.ci.blackdiamond.wa.us/Depts/Court/court.html</a>
Bothell Municipal Court	<a href="http://www.bothellwa.gov/187/Municipal-Court">http://www.bothellwa.gov/187/Municipal-Court</a>
Des Moines Municipal Court	<a href="https://www.desmoineswa.gov/476/Municipal-Court">https://www.desmoineswa.gov/476/Municipal-Court</a>
Enumclaw Municipal Court	<a href="http://www.ci.enumclaw.wa.us/182/Court">http://www.ci.enumclaw.wa.us/182/Court</a>
Federal Way Municipal Court	<a href="https://www.cityoffederalway.com/page/municipal-court">https://www.cityoffederalway.com/page/municipal-court</a>
Issaquah Municipal Court	<a href="http://www.ci.issaquah.wa.us/Index.aspx?NID=303">http://www.ci.issaquah.wa.us/Index.aspx?NID=303</a>
Kent Municipal Court	<a href="https://www.kentwa.gov/government/public-safety/municipal-court">https://www.kentwa.gov/government/public-safety/municipal-court</a>
Kirkland Municipal Court	<a href="http://www.kirklandwa.gov/depart/Municipal_Court.htm">http://www.kirklandwa.gov/depart/Municipal_Court.htm</a>
Lake Forest Park Municipal Court	<a href="https://www.cityofflp.com/147/Municipal-Court">https://www.cityofflp.com/147/Municipal-Court</a>
Mercer Island Municipal Court	<a href="http://www.mercergov.org/SectionIndex.asp?SectionID=82">http://www.mercergov.org/SectionIndex.asp?SectionID=82</a>
Pacific Municipal Court	<a href="http://www.pacificwa.gov/departments/courts.htm">http://www.pacificwa.gov/departments/courts.htm</a>
Renton Municipal Court	<a href="https://rentonwa.gov/city_hall/municipal_court">https://rentonwa.gov/city_hall/municipal_court</a>
SeaTac Municipal Court	<a href="http://www.ci.seatac.wa.us/government/municipal-court">http://www.ci.seatac.wa.us/government/municipal-court</a>
Seattle Municipal Court	<a href="http://www.seattle.gov/courts">http://www.seattle.gov/courts</a>
Tukwila Municipal Court	<a href="http://www.tukwilawa.gov/departments/municipal-court">http://www.tukwilawa.gov/departments/municipal-court</a>