Circuit Court of Manitowoc County
Language Access Plan

Section I. Policy Directive

It is the policy of the Circuit Court of Manitowoc County to provide meaningful access for all Limited English Proficient (LEP) persons who use the courts' services. The purpose of this policy is to establish effective guidelines consistent with Title VI of the Civil Rights Act of 1964, Executive Order 13166 and the Americans with Disabilities Act (ADA).

Section 601 of Title VI of the Civil Rights Act of 1964, 42 U.S.C. Section 2000d *et. seq,* 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."

Executive Order 13166 requires all agencies receiving federal funds to address the needs of persons who, due to limited English proficiency (LEP), cannot fully and equally participate in the agency's programs without language assistance.

The Americans with Disabilities Act (ADA) and the ADA Amendments Act of 2008, 42 USC §§12101-12213, require that state and local government facilities, including courts, be accessible to individuals with disabilities and provide reasonable accommodations to qualified persons. The U.S. Department of Justice has published regulations implementing the ADA, found in 28 CFR Part 35. The regulations under ADA Title II require that courts and other public entities take "appropriate steps to ensure the communications with applicants, participants, members of the public, and companions with disabilities are as effective as communications with others." (28 CFR 35.160(a)). State and local governments are required to "furnish appropriate auxiliary aids and services where necessary to afford individuals with disabilities, including applicants, participants, companions, and members of the public, an opportunity to participate in, and enjoy the benefits of, a service, program, or activity." 28 CFR 35.160(b)(1).

In accordance with federal mandates and state requirements, this court and all its personnel shall provide free language assistance services to all LEP individuals who request such assistance. Members of the public shall be informed that language assistance services are available to qualified LEP individuals and that the circuit courts shall provide those services to them upon request.

Definitions

Limited English Proficiency or Limited English Proficient (LEP):

1. The inability, because of the use of a language other than English, to adequately understand or communicate effectively in English in a court proceeding.

2. The inability, due to a speech impairment, hearing loss, deafness, deaf-blindness, or other disability, to adequately hear, understand, or communicate effectively in English in a court proceeding. (See Wis. Stat. §885.38(1)(b)1-2))

Interpreting/interpretation: The oral conversion from one language to another language.

Machine translation: Internet-based technology (usually free) that automatically translates written material from one language to another without the involvement of a translator.

Remote interpreting: The provision of interpreting services using technology in a situation where the interpreter is at a location physically separate from the consumers of the interpreting service. Remote interpreting can be provided using audio or integrated audio and video technologies.

Sight translation/sight translate: The act of reading a document written in one language while converting it orally into another language.

Translating/translation: The written conversion of a document from one language to another language.

Section II. Implementation Plan

A. Local Contact Person

A staff member has been designated to coordinate all language assistance services for the courts [*or between county agencies and the courts*]. This person is responsible for identifying, scheduling and coordinating interpreters for both spoken and sign language; hiring translators if necessary; and responding to inquiries about language assistance services.

Name: Lynn Zigmunt **Title:** Clerk of Circuit Court
Telephone: (920) 683-4025 **Email:** Lynn.Zigmunt@wicourts.gov
Office Address: 1010 South 8th Street, Room 105, Manitowoc, WI 54220
Responsibilities: Court Administrator

*[**DIRECTIONS:** If applicable, provide the name, title, telephone, e-mail, and responsibilities of the local person who has been designated to fulfill this role. If a different person serves as the ADA coordinator for your courts our county, provide the name and contact information for that person as well and provide the ADA coordinator's responsibilities.]*

B. State Contact Person

For questions about interpretation and translation related issues at the state level contact Carmel Capati, Office of Court Operations, 110 East Main St. #410, Madison WI 53703. Phone: 608-266-8635; E-Mail: carmel.capati@wicourts.gov

C. Identification and Assessment of Limited English Proficiency (LEP) Communities

The LEP population in our county is identified by reviewing data from the US Census Bureau which is updated every ten years. Changes in the LEP population will be monitored using mid-census estimates and projections from the American Community Survey (ACS). Other data such as from the Department of Education, the Migration Policy Institute or other local or state agencies may be used.

LEP Population Estimates for County

a. Total county population is: 76,491.
b. Total LEP county population is 1,361.
c. LEP county percentage is 1.78%.
d. Top 5 languages spoken by individuals who identify as LEP:

Language	Total Speaking Language	Total Speaking English Less Than Very Well	% Speaking English Less than Very Well	% of County LEP
1. Spanish (or Spanish Creole)	1,910	668	35.0%	49.1%
2. Hmong	1,299	431	33.2%	31.7%
3. German	429	73	17.0%	5.4%
4. French (including (Patois, Cajun)	90	29	32.2%	2.1%
5. Vietnamese	42	25	59.5%	1.8%

e. Total LEP county population based upon a hearing disability is 3,006.
f. LEP county percentage based upon a hearing disability is 3.93%.

D. Responsibility to Provide Language Assistance Services

The clerk of court will ensure signage to the public on the availability of free language assistance services and the availability of translated forms is posted at visible and frequent points of contact throughout the courthouse. Interpreters for all in-court proceedings, counter interaction and other out-of-court approved activities will be provided on a continuing basis in accordance with state laws. (See Wis. Stat. §885.38(3)(a)(d) and (e))

1. **Frontline Counter Responsibilities.** It is important that all frontline court staff understand the importance of providing culturally competent assistance since they are often the first points of contact with all members of the public including LEP individuals and families. Deputy clerks of courts and other court personnel will be trained on the procedures for identifying persons with LEP, recommended procedures on how to obtain qualified language services, and other cultural competency issues. Training for court staff will also include requirements under the ADA and methods to address the needs of deaf and hard of hearing consumers. As new employees are hired, information on this Language Access Plan (LAP) will be included in their new employee orientation.

2. **Circuit Court Responsibilities.** The direct provision of spoken and sign language interpreters for all civil and criminal proceedings, which includes scheduling and payment, is the responsibility of the circuit courts. The obligation to identify and provide services to qualified LEP persons lies with the circuit courts under Wis. Stats. §§885.38(3)(a) and 885.38(8)(a). Initial identification may be done by the clerk of courts office, a judicial assistant, or other court staff. Interpreter needs may also be pointed out by the district attorney, public defender, private attorneys, community advocates, victim-witness coordinators, family members, or friends. The ultimate responsibility for appointment of an in-court interpreter belongs to the judge. Clerks of circuit court may appoint for interpreter services used in the clerk's office. (See Wis. Stat. §885.38(3)(d)).

   Court staff and judges are aware that many people who need an interpreter will not request one because they do not realize language assistance is available or because they do not recognize the high level of communication skills needed in court. When it appears an individual has difficulty communicating, it is the policy of this court to err on the side of providing an interpreter to ensure full access to the courts. Litigants can waive their right to an interpreter if the waiver is done knowingly and voluntarily in open court. (See §885.38(4)(a)).

3. **Director of State Court Responsibilities.** The Director of State Courts has made progress in improving court interpreter services statewide. The Supreme Court has supported this effort through requests for additional funding, statutory changes, and changes to court rules. The Director's office will continue its central role in training and testing interpreters, providing training for judges and court staff (judicial assistants and clerk of court personnel), translating vital court forms, and pursuing statutory changes and additional funding as needed.

4. **Securing Funding to Ensure Language Assistance Services are Available.** The primary obligation to pay for court interpreter services rests with the county. The costs of interpreter services will be borne by the county and will not be charged to the court user, indigent or not. Counties are reimbursed by the state for qualified interpreter services under Wis. Stat. §885.38(8)(a) and in a manner determined by the Director of State Courts under Wis. Stat. §758.19.

   The clerk of court will monitor the amount spent on court interpreter services and the amount reimbursed by the state. The clerk of court may need to ask for additional funding from the county board as needed and may consider cost-effective alternatives to providing language assistance services. Some of the options may include the use of remote interpreting for short, non-evidentiary hearings, block scheduling of interpreted cases, implementation of a county wide contract for interpreter services with an agency or individual, or hiring part-time or full-time staff interpreters.

E. Ensuring Quality Language Assistance Services

The circuit courts will strive to ensure quality language assistance services are being provided to LEP individuals at all times.

A certified interpreter will be the first choice for appointment for in-court proceedings whenever available. After a diligent effort has been made to locate a certified court interpreter and none is available, the court may appoint a non-certified court interpreter who is listed on the statewide roster. If neither a certified nor non-certified roster interpreter is available, the court may appoint an interpreter who is not listed on the statewide roster but who is otherwise deemed qualified. For hearings expected to last 2 hours or longer the court will schedule a team of two interpreters.

Sign language interpreters who work in court for compensation must hold legal certification or hold a license by the Wisconsin Department of Safety and Professional Services in accordance with state law. (See Wis. Stat. §440.032)

The court may use an interpreter remotely in appropriate circumstances. Remote interpreting will primarily be used if the hearing is short, if the distance an interpreter will have to travel is long, or if a rare language is needed. A well-qualified interpreter hired remotely is considered a better choice than a poorly-qualified local interpreter or a non-professional.

Court staff may use community resources to assist in locating interpreters or translators for rare languages and for emergency situations. These resources may include social service agencies, community based organizations and cultural centers, professional interpreting and translating agencies, college language departments, advocacy groups, local hospitals, and schools. The court understands that individuals from these sources may not necessarily be trained in court interpreting and will be questioned carefully by the judges to determine their qualifications.

Translated forms will be made available to the public but will not be used to replace the need for an interpreter, any colloquies mandated by law, or the responsibility of the court and counsel to ensure LEP individuals fully comprehend their rights and obligations.

All interpreters who work regularly in court are expected to understand and abide by the Code of Ethics for Interpreters when performing their duties. (See SCR Ch. 63) It is expected that all interpreters who accept assignments regularly in this court will have participated in orientation training offered by the Court Interpreter Program (CIP), and will continue to take full advantage of continuing education training opportunities locally, nationally and internationally to further develop their professional skills.

F. Monitoring, Evaluating and Updating the LAP

The clerk of court will monitor, evaluate and update its LAP policy directives and implementation procedures periodically. The LAP and all revised versions shall be approved by the presiding judge of the circuit court or other designated judge and filed with the Director's CIP. This LAP and any future revisions shall be communicated to all employees.

1. **Monitoring.** The clerk of courts will monitor the effectiveness of this LAP by periodically surveying staff to determine if changes regarding language access services should be modified, through observation of interactions between frontline staff and LEP individuals, soliciting feedback from community organizations when appropriate, or collaborating with other agencies throughout the county to ensure high-quality, cost-effective use of language services.

2. **Evaluating.** The Director of State Courts will routinely coordinate efforts with the circuit courts to review its LAP, to identify any problems and recommend action if necessary. Elements of the evaluation will include:

   ♦ assessment of the number of LEP persons requiring interpreter services (in-court and out-of-court) within the county and statewide
   ♦ assessment of whether staff members adequately understand language assistance policies and are implementing procedures established by the court
   ♦ training court staff on working with LEP litigants in a culturally competent manner
   ♦ determination if additional services or translated materials should be provided

3. **Updating.** This LAP will be updated as needed to reflect changes to policies or procedures both locally, statewide and nationally. Changes may include but are not limited to demographic shifts, modification in the method language assistance services are provided or changes in the vendors who provide the services.

Section III. Language Access Implementation Procedures

*[**DIRECTIONS**: If your court system has separate written procedures on how to obtain interpreter services (both in-court and out-of-court), attach them to this LAP.]*

Notice to the Public

Multilingual signs on the availability of language services are posted at visible points throughout of the courthouse, specifically at the counter and in all courtrooms. Signs on the availability of translated forms are posted at the counter and in all the courtrooms. A copy of the court's LAP is posted on the court's website and is available to the public upon request.

Out-of Court Situations

A. Encounters with LEP individuals over the telephone

*[**DIRECTIONS**: Check **all** that apply to your court system.]*

When an LEP person contacts the court by telephone, court staff will first attempt to identify the language of the caller and make an initial determination of the service the caller is trying to access or information the caller is seeking.

☒ The court's bilingual staff person will attempt to assist the caller. Bilingual court staff is available in the following language(s):
☒ Spanish ☐ Hmong ☐ Other, specify language:

☐ The court's staff interpreter will attempt to assist the caller. A staff interpreter is available in the following language(s):
☐ Spanish ☐ Other, specify language:

☒ A contract interpreter who is working in the court will be called to assist if available.

☒ Staff will initiate a three-way call with a commercial language line company and/or interpreting agency.

☒ Written procedures for how to conduct a three-way call are available to staff.

The court uses the following commercial language line company and/or interpreting agency to provide remote interpreting services:
SWITS

☐ Staff will initiate a three-way call with a contract interpreter from the Director of State Court's Roster to provide remote interpreting services.

☐ Other (describe the procedure staff uses, attach additional sheet if necessary):

If the caller is deaf and is calling through a Video Relay Service (VRS) or TTY:
☒ Any available court staff person will assist the caller as needed.

☐ Other (describe the procedure staff uses, attach additional sheet if necessary):

B. Encounters with LEP individuals in-person
*[**DIRECTIONS**: Check **all** that apply to your court system.]*

When an LEP person appears in-person at the clerks counter, court staff will first attempt to identify the language of the individual and make an initial determination of the service he/she is trying to access or information being sought. (e.g. obtain general information, fill out a court form, pay a fine, file a petition, etc.) If staff cannot readily determine the language, Language ID cards which are available at the counter will be used to allow the individual to point to the language he/she speaks.

☒ Staff will initiate communication with the individual's friend of family member who is accompanying him/her.

☒ Staff will attempt to convey very basic information using a machine translation service such as Google Translate.

☒ The court's bilingual staff person will attempt to assist the individual.

☐ The court's staff interpreter will attempt to assist the individual.

☒ A contract interpreter who is working in the court will be called to assist if available.

☒ Staff will obtain a spoken language interpreter remotely for a telephonic interpreted session.

☒ Appropriate technology is available to facilitate interpretation at the counter (e.g. telephone with speaker capabilities)

☒ Written procedures for how to obtain a spoken language interpreter remotely are available to staff.

The court uses the following commercial language line company and/or interpreting agency to provide remote interpreting services:
SWITS

☐ Other (describe the procedure staff uses, attach additional sheet if necessary):

If the individual is deaf:

☒ Staff will attempt to convey very basic information through the exchange of simple written notes.

☒ Staff will initiate communication with the individual's friend of family member who is accompanying him/her.

☒ Staff will obtain a sign language interpreter remotely for a video interpreted session.

☐ Appropriate technology is available to facilitate interpretation at the counter (e.g. video equipment)

☐ Written procedures for how to obtain a sign language interpreter remotely are available to staff.

The court could use the following commercial language line company and/or interpreting agency to provide remote interpreting services:
Professional Interpreting Enterprise (PIE)

☐ Other (describe the procedure staff uses, attach additional sheet if necessary):

C. Documents submitted to the court in a language other than English

Wis. Stat. §757.18 requires all writs, process, proceedings and records in any court within this state to be in the English language. The court may order the party to pay for a translation of the document that will be submitted as evidence under Wis. Stat. §901.09.

When a document will first attempt to identify the nature of the document and the language in which it is written.

If the document is a letter, email, or other (e.g. birth certificate, will, etc. to the court):
*[**DIRECTIONS**: Check all that apply to your court system.]*

☒ **In very limited circumstances**, the court's bilingual staff or a machine translation service such as Babelfish or Google Translate may be used to ascertain the general meaning of the text in order for staff to follow up appropriately.

☐ The court's bilingual staff person or staff interpreter will translate the document into English.

☐ The court will obtain a translation of the document into English by an outside interpreter or translator.

☒ As a general practice, the court will require the submitting party to translate the document into English before receiving it.

☐ Other (describe the procedure staff uses, attach additional sheet if necessary):

If the document is a court form with responses in a language other than English:
*[**DIRECTIONS**: Check all that apply to your court system.]*

☒ The court will require the submitting party to translate the non-English responses into English.

☐ Staff will use in-person interpreting services to sight translate the non-English responses to English. Staff will record the interpreted English responses on the form.

☐ Staff will use remote interpreting services to sight translate the non-English responses to English. Staff will record the interpreted English responses on the form. Staff may need to scan or fax a copy of the document to the remote interpreter.

☐ Other (describe the procedure staff uses, attach additional sheet if necessary):

_____
_____
_____

D. Tracking and Recording LEP data

The clerk of court tracks the following information on LEP individuals in our service area:
*[**DIRECTIONS**: Check **all** that apply to your courts.]*

☒ Language
☒ Who used the interpreting services
☐ Frequency of encounters with LEP individuals
☒ Types of cases where interpreters were used
☒ Interpreter hours
☐ Other (describe other data staff may record):

_____
_____
_____

The clerk of courts or other staff tracks and records LEP data:
☐ Daily ☐ Weekly ☐ Monthly ☒ Quarterly ☐ Yearly
(via Interpreter Reimbursement Reports)
☐ Our courts do not maintain this information

In-Court Situations

Coordination and cooperation between judicial staff and clerk of court staff is required at all times in order to ensure the timely provision of language assistance services.

The person responsible for scheduling an interpreter for the courts is:
☐ Interpreter Coordinator or Scheduler
☒ Judicial Clerk
☒ Clerk of Court Staff
☐ Other, provide responsible person:

☐ The county or the court has a contract with an interpreting agency to schedule and provide all interpreting services; provide agency:

E. Advance Notice

When advance notice is given that an interpreter is required for an in-court proceeding:
*[**DIRECTIONS**: Check **all** that apply to your courts.]*

☐ The court's staff interpreter will be scheduled.

☒ Staff will use the Director of State Courts' Roster to schedule an interpreter to provide either in-person interpreting services or remote interpreting services when appropriate. A certified interpreter will be the first choice for appointment and will be scheduled whenever available.

☒ Staff will use an interpreting agency to schedule an interpreter to provide either in-person interpreting services or remote interpreting services when appropriate. A certified interpreter will be the first choice for appointment and will be requested whenever available

☒ Staff will use a commercial language line company to schedule an interpreter to provide remote interpreting services when appropriate.

☒ Staff will use interpreters from other states or jurisdictions either in-person or remotely.

☒ Staff may contact the court interpreter program for assistance in locating an interpreter.

☒ Staff uses the CCAP calendaring system to schedule interpreters.

☐ Staff uses scheduling software to schedule interpreters.

☐ The following software is used:

☒ Staff uses block scheduling of interpreted cases

☐ Other (describe the procedure staff uses, attach additional sheet if necessary):

_____

_____

_____

F. Short Notice

When little or no advance notice is given that an interpreter is required for an in-court proceeding: *[**DIRECTIONS**: Check **all** that apply to your courts.]*

☒ Staff will use the Director of State Courts' Roster to schedule an interpreter to provide either in-person interpreting services or remote interpreting services when appropriate.

A certified interpreter will be the first choice for appointment and will be scheduled whenever available.

☒ Staff will use a commercial language line company, interpreting agency or individual not on the Roster to provide remote interpreting services (spoken and sign language).

☐ The court's staff interpreter will be used to provide in-person interpreting services.

☒ The court's bilingual employee will be used to provide in-person interpreting services.

☒ A bilingual attorney will be used to provide in-person interpreting services, if approved by the court.

☒ A bilingual advocate will be used to provide in-person interpreting services for temporary restraining order hearings or other emergency hearings, if approved by the court.

☒ An individual from a local community organization will be used to provide in-person interpreting services, if approved by the court.

☐ An interpreter from a local hospital will be used to provide in-person interpreting services.

☒ An individual from a local college will be used to provide in-person interpreting services, if approved by the court.

☒ A family member or friend will be used to provide in-person interpreting, if approved by the court.

☒ Real-time reporting will be used (deaf and hard-of-hearing litigants), if the request can be accommodated by a court reporter who utilizes Real Time court reporting, and is approved by the court.

☒ Staff may contact the court interpreter program for assistance in locating an interpreter.

☐ Other (describe the procedure staff uses, attach additional sheet if necessary):

_____

_____

_____

G. Ensuring an Interpreter is Provided for Subsequent Hearings

In order to ensure an interpreter is scheduled for all subsequent hearings:

*[**DIRECTIONS**: Check **all** that apply to your courts.]*

☒ Staff uses the CCAP calendaring system to indicate an interpreter is needed throughout the pendency of the case.

☒ The judicial clerk may provide a hearing notice to the interpreter in-court to ensure he/she provides services during all subsequent hearings.

☒ The judicial clerk or clerk of court staff will send a hearing notice to the interpreter or agency by US mail or e-mail.

☐ Other (describe the procedure staff uses, attach additional sheet if necessary):

_____

_____

_____

H. Deaf Jurors

*[**DIRECTIONS**: Check **all** that apply to your courts.]*

When a deaf or hard of hearing person receives a jury summons, the court has developed a process for facilitating communication with the individual prior to service and during jury service.

☒ The juror summons form has a contact number and instructions on how the deaf or hard of hearing individual can contact the court (e.g. to report for jury duty or to request an accommodation).

☒ The court will contact the deaf or hard of hearing individual to arrange an accommodation once the need is made known.

☒ Other (describe the procedure staff uses, attach additional sheet if necessary):
Requester should complete CCAP form GF-149 Interpreter Request or GF-153 ADA Accommodation Request and file with Clerk of Court prior to hearing.
Handwritten communication back and forth between parties is also an option.

If a deaf individual will be included in the jury panel, staff will ensure a team of sign language interpreters, a real time reporter, or other reasonable accommodation is provided during voir dire as requested.

If a deaf individual is chosen to serve as a juror, court staff will ensure a team of sign language interpreters, a real time reporter, or other reasonable accommodation is provided during the trial including jury deliberations as requested.

I. LEP Jurors (not including deaf individuals)

In order to serve as a juror in Wisconsin, Wis. Stat. §756.02 requires individuals to be able to understand the English language. Individuals who appear for jury duty who cannot

understand the English language (not due to a disability) are not qualified to sit for jury duty in accordance with state law. Court staff will convey this information to the individual using appropriate procedures.

Translated Forms

*[**DIRECTIONS**: Check **all** that apply to your courts.]*

A. Translation of Statewide Court Forms

The court uses statewide forms that have been translated by the Director's Offce to assist the interpreter and to give the court user an opportunity to read along if he/she is able to read. Staff will provide copies of frequently used translated forms to interpreters and litigants.

☒ Frequently used translated forms are available in each courtroom.

☒ Frequently used translated forms are available at the counter.

☐ Other (describe the procedure staff uses, attach additional sheet if necessary):

_____

_____

_____

B. Translation of Local Informational Materials

☒ The court has translated local materials into **Spanish.**

Describe information that has been translated: Plea Questionnaire/Waiver of Rights; Waiver of Right to Preliminary Hearing; Waiver of Right to Attorney; Information sheet entitled "Probation in Wisconsin"; Brochure handed out by law enforcement w/citation payment envelopes; and Domestic Abuse TRO brochure.

☒ The court uses the following procedure to identify local documents to be translated and how a translation is obtained:
Frequently used forms. Translation provided by certified interpreter or translator.

_____

_____

☐ Our court has not translated local informational materials.

Complaints

*[**DIRECTIONS**: If your courts have developed a policy on how members of the public can file a complaint about language access services attach a copy of the policy to this LAP.]*

A. Language access related complaints

Complaints regarding lack of language assistance services or the quality of language assistance provided will be handled on an individual basis and may be brought to the attention of the presiding judge, clerk of court, district court administrator, or other court employee.

☒ A contact person has been designated to receive complaints regarding a lack of language assistance services or the quality of the language assistance provided:

Name: Lynn Zigmunt **Title:** Clerk of Circuit Court
Telephone: (920) 683-4025 **Email:** Lynn.Zigmunt@wicourts.gov
Office Address: 1010 South 8th Street, Room 105, Manitowoc, WI 54220
Responsibilities: Court Administrator

B. Interpreter related complaints

Complaints about interpreters who have allegedly engaged in unethical or unprofessional conduct in the course of performing their interpreter duties will be handled on an individual basis and may be brought to the attention of the presiding judge, clerk of court, district court administrator, or other court employee.

☒ The court may refer the complaint to the Director's CIP which has developed a disciplinary policy for complaints against interpreters who appear on the roster.

Public Resources

A copy of the court's LAP is available to the public upon request and is posted on court's website. The Manitowoc County Language Assistance Plan can be found at www.manitowoccounty.org , under "Departments", "Clerk of Circuit Court", then "Announcements."

If appropriate, the clerk of court may seek input from community based organizations or advocacy agencies whose clientele are affected by this LAP. The LAP may be modified to reflect suggestions or recommendations from such entities to improve language assistance services the court provides.

Information about the Director of State Courts CIP is available on the court's website at http://wicourts.gov/services/interpreter/certification.htm

Information on how to file a complaint against an interpreter is available on our court's website at http://wicourts.gov/services/public/interpretercomplaint.htm

Information on the Circuit Courts' ADA policy is available at the court's website at http://wicourts.gov/services/public/docs/adapublicnotice.pdf

The effective date of this plan is the 5 day of April, 2016.

By: _____
Honorable Jerome L. Fox, Presiding Judge
Manitowoc County Circuit Court, Br. 3

Attachment A	Manitowoc County LEP Plan Data (3 pages)
Attachment B	LEP Resources for the Court (2 pages)
Attachment C	Right to Interpreter (34 languages) – Source Unknown (2 pages)
Attachment D	Right to Court Appointed Interpreter (10 languages) – Source Unknown (1 page)
Attachment E	"I Speak" Language Identification Guide (63 languages) Ohio OCJS (16 pages)
Attachment F	Language Identification Flashcard (38 languages) (3 pages) – 2010 U.S. Census
Attachment G	Basic Spanish-English Phrases and Signs for Court Staff (3 pages)
Attachment H	Court Interpreter Statutes (2001 Act 16) effective 7-1-02 (4 pages)

Select County ---->	Manitowoc County

County LEP Population Summary	
Total LEP Population	1,361
Total County Population	76,491
LEP County Percentage	2%

Manitowoc County Top LEP Langauages					
Rank	Language	Total Speaking Language	Total Speaking English Less than Very Well	% Speaking English Less than Very Well	% of Manitowoc County LEP
1	Spanish or Spanish Creole	1,910	668	35.0%	49.1%
2	Hmong	1,299	431	33.2%	31.7%
3	German	429	73	17.0%	5.4%
4	French (incl. Patois, Cajun)	90	29	32.2%	2.1%
5	Vietnamese	42	25	59.5%	1.8%

ATTACHMENT A

Complete Manitowoc County Language Information

Language	State Total	State Percentage	Total Speaking Language	Total Speaking English Less than Very Well	% Speaking English Less than Very Well	% of Manitowoc County LEP
Spanish or Spanish Creole	103,190	59.3%	1,910	668	35.0%	49.1%
French (incl. Patois, Cajun)	1,678	1.0%	90	29	32.2%	2.1%
French Creole	12	0.0%	0	0	0.0%	0.0%
Italian	1,206	0.7%	18	8	44.4%	0.6%
Portuguese or Portuguese Creole	333	0.2%	6	0	0.0%	0.0%
German	6,583	3.8%	429	73	17.0%	5.4%
Yiddish	9	0.0%	0	0	0.0%	0.0%
Other West Germanic languages	2,998	1.7%	59	2	3.4%	0.1%
Scandinavian languages	324	0.2%	16	3	18.8%	0.2%
Greek	548	0.3%	0	0	0.0%	0.0%
Russian	2,482	1.4%	0	0	0.0%	0.0%
Polish	1,666	1.0%	2	0	0.0%	0.0%
Serbo-Croatian	1,848	1.1%	30	9	30.0%	0.7%
Other Slavic languages	987	0.6%	44	14	31.8%	1.0%
Armenian	43	0.0%	0	0	0.0%	0.0%
Persian	283	0.2%	0	0	0.0%	0.0%
Gujarati	531	0.3%	21	10	47.6%	0.7%
Hindi	1,472	0.8%	14	0	0.0%	0.0%
Urdu	989	0.6%	0	0	0.0%	0.0%
Other Indic languages	2,050	1.2%	0	0	0.0%	0.0%
Other Indo-European languages	1,755	1.0%	54	24	44.4%	1.8%
Chinese	8,142	4.7%	16	6	37.5%	0.4%
Japanese	725	0.4%	24	2	8.3%	0.1%
Korean	2,398	1.4%	32	18	56.3%	1.3%
Mon-Khmer, Cambodian	454	0.3%	0	0	0.0%	0.0%
Hmong	17,202	9.9%	1,299	431	33.2%	31.7%
Thai	394	0.2%	10	0	0.0%	0.0%
Laotian	1,767	1.0%	16	16	100.0%	1.2%
Vietnamese	2,151	1.2%	42	25	59.5%	1.8%
Other Asian languages	2,762	1.6%	53	0	0.0%	0.0%
Tagalog	1,336	0.8%	41	13	31.7%	1.0%
Other Pacific Island languages	445	0.3%	0	0	0.0%	0.0%
Navajo	11	0.0%	0	0	0.0%	0.0%
Other Native North American language	454	0.3%	2	0	0.0%	0.0%
Hungarian	136	0.1%	6	0	0.0%	0.0%
Arabic	2,816	1.6%	42	0	0.0%	0.0%
Hebrew	192	0.1%	10	10	100.0%	0.7%
African languages	1,500	0.9%	14	0	0.0%	0.0%
Other and unspecified languages	266	0.2%	0	0	0.0%	0.0%

Source: 2014 American Community Survey (ACS)

Disability Information for Manitowoc County					
Disability	Under 5	5 to 17	18 to 64	65+	Total with Diability
With a hearing difficulty	19	36	968	1,983	3,006
With a vision difficulty	32	70	614	663	1,379
With a cognitive difficulty	N/A	526	2,036	776	3,338
With an ambulatory difficulty	N/A	84	2,309	2,583	4,976
With a self-care difficulty	N/A	110	954	863	1,927
With an independent living difficulty	N/A	N/A	1,722	1,695	3,417
Total Disabled Population					9,812

*Note: Because a person may have multiple disabilities, the "Total with Disability" column will not equal the "Total Disabled Population".

ATTACHMENT B

LEP Resources for the Courts

- Director of State Courts Roster
  - http://wicourts.gov/services/interpreter/index.htm
- Statewide Vital Forms: 32 forms in Spanish and Hmong
  - http://wicourts.gov/forms1/circuit/ccform.jsp?FormName=&FormNumber=&Language=es&beg_date=&end_date=&StatuteCite=&Format=&Category=
- Right to an Interpreter Signage:
  - 31 Languages (Language Access Committee of the Diversity Coalition)
    - http://www.transcend.net/library/legalCourts/MASS_Right2Interpreter.pdf
  - 5 Languages (Transcend) "Need an Interpreter?" (Spanish, Tagalog, Russian, Vietnamese & Chinese)
    - http://www.transcend.net/library/legalCourts/interpreterMulti.pdf
  - 10 Languages (Source Unknown) – *Attachment B1*
- "I Speak" Cards:
  - 20 Languages (Transcend)
    - http://www.transcend.net/library/health/ISpeakCard_courts.pdf
  - 38 Languages (Dept. of Commerce)
    - http://www.transcend.net/library/legalCourts/SpeakCard_US_Commerce.pdf
  - 63 Languages including ASL (Ohio Criminal Justice Services)
    - http://www.lep.gov/resources/OhioLangIDcard.pdf
- How to use a court interpreter: English, Spanish and Chinese (San Francisco Superior Court)
  - http://www.transcend.net/library/proseLitigant/EN_SP_CH_UseInterpreter.pdf
- Procedural Guides
  - Sample Interpreter Scheduling Procedures (7th JAD Pilot) – *Attachment B2*
  - Basic Spanish-English Phrases, Signs and Directions for Court Staff – *Attachment B3*
  - Practice Papers for Judges and Court Staff (CIP)
    - http://wicourts.gov/services/judge/interpret1.htm
      - Using Telephonic Interpreting in the Courts
      - Determining Need and Working with Deaf Interpreters
      - Voir Dire the Court Interpreter (Spoken and Sign)
      - Team Interpreting
      - Voir Dire the Court User
  - Translations
    - Guide to Translation of Court Documents (Consortium for Language Access in the Courts) http://www.ncsc.org/Education-and-Careers/State-Interpreter-Certification/~/media/Files/PDF/Education%20and%20Careers/State%20Interpreter%20Certification/Guide%20to%20Translation%20Practices%206-14-11.ashx
  - Machine Translation
    - Babelfish http://babelfish.yahoo.com/translate_txt
    - Google Translate http://translate.google.com/#

- Legal Glossaries
    - Superior Court of CA, Sacramento County (English, Arabic, Armenian, Hindi, Hmong, Mong, Mien, Spanish, Romanian, Punjabi, Russian, Vietnamese) http://www.saccourt.ca.gov/general/legal-glossaries/legal-glossaries.aspx

- Useful Websites
    - LEP and ADA Technical Information (US Dept of Justice)
        - LEP Homepage http://www.lep.gov/
        - ADA Homepage http://www.ada.gov
    - LEP Data
        - US Census American Fact Finder http://factfinder2.census.gov/faces/nav/jsf/pages/index.xhtml
        - Migration Policy Institute http://www.migrationpolicy.org/

Your Right to an Interpreter

You have the right to an interpreter at no cost to you. Please point to your language. An interpreter will be called. Please wait.

Albanian

Shqip

Keni të drejtën për përkthyes falas gjatë vizitës mjeksore. Ju lutem tregoni me gisht gjuhën që flisni. Ju lutem prisni, do t'ju gjejmë një përkthyes për viziten mjekësore.

Amharic

አማርኛ

ያለምንም ወጪ አስተርጓሚ የማግኘት መብት አለዎት። የሚናገሩትንና የሚርዱትን ቋንቋ በመጠቆም ያመልክቱ። አስትርጓሚ እስኪጠራ ድረስ እባክዎ ይታገሱ።

Arabic

عربي

يحق لك الحصول على خدمات ترجمة فورية دون أي مقابل. يُرجى منك أن تشير بإصبعك الى لغتك كي نستدعي المترجم المعني . يُرجى منك الإنتظار لحين استدعاء المترجم.

Armenian

Հայերեն

Դուք իրավունք ունեք առանց որևէ վճարի թարգմանիչ ունենալ: Խնդրում ենք մատնանշեք ձեր լեզուն և ձեր համար թարգմանիչ կկանչենք: Խնդրում ենք սպասեք:

Bengali

বাংলা

আপনার অধিকার রয়েছে বিনামূল্যে একজন দোভাষী পাওয়ার। অনুগ্রহ করে আপনার ভাষা কোনটি তা দেখিয়ে দিন। একজন দোভাষীকে ডাকা হবে।অনুগ্রহ করে অপেক্ষা করুন।

Cape Verdean Creole

Criolu di Cabu Verdi

Nhôs tem direito a um intérprete gratuíto di nhôs língua. Mostra qual qui nhôs língua pa nô podi tchoma intérprete. Nhôs aguarda um momento, por favor.

Chinese - Simplified

中文

Cantonese	Mandarin	Taiwanese	Taiwanese/Fukienese	Min
广东话	国语	台山话	台湾语/福建话	闽语

你有权利要求一位免费的传译员。请指出你的语言。传译员将为你服务，请稍候。

Chinese - Traditional

中文

Cantonese	Mandarin	Taiwanese	Taiwanese/Fukienese	Min
廣東話	國語	台山話	台灣語/福建話	閩語

你有權利要求一位免費的傳譯員。請指出你的語言。傳譯員將為你服務，請稍候。

Dari

دری

شما حق دارید که یک مترجم داشته باشید بدون آنکه پولی بابت آن بدهید. لطفاً به زبان خود اشاره کنید. یک مترجم برایتان درخواست خواهد شد. لطفاً منتظر بمانید.

French

Français

Vous avez droit gratuitement aux services d'un interprète. Veuillez indiquer votre langue. Nous allons contacter un interprète. Veuillez patienter si'il vous plaît!

German

Deutsch

Sie haben kostenlosen Anspruch auf eine/n Dolmetscher/in. Bitte deuten Sie auf Ihre Sprache. Ein/e Dolmetscher/in wird gerufen. Bitte warten Sie.

Greek

Ελληνικά

Είναι δικαίωμά σας να χρησιμοποιήσετε διερμηνέα χωρίς καμία χρηματική επιβάρυνση. Σας παρακαλούμε, υποδείξτε τη γλώσσα που μιλάτε. Θα ειδοποιήσουμε ένα διερμηνέα. Παρακαλώ περιμένετε.

Haitian Creole

Kreyòl Ayisyen

Ou gen dwa a yon entèprèt gratis. Tanpri montre nou lang pa w la. N ap rélé yon entèprèt pou ou. Tanpri ret tann.

Hebrew

עברית

יש לך את הזכות למתורגמן ללא כל עלות לך. אנא הצבע על השפה שלך. המתורגמן ייקרא. אנא המתן.

Hindi

हिंदी

आपको बिना कोई शुल्क दिए दुभाषिया सेवा पाने का अधिकार है। कृपया अपनी भाषा को इंगित करें। दुभाषिया को बुलाया जाएगा। कृपया प्रतीक्षा करें।

Hmong

Hmoob

Koj muaj cai txais kev pab txhais lus dawb tsis them nyiaj. Thov taw tes rau koj hom lus nov. Mam hu tus txhais lus. Thov nyob tos.

Italian

Italiano

Avete diritto ad un interprete. Il servizio è gratuito. Indicate la vostra lingua e attendete; un interprete sarà chiamato al più presto.

Japanese

日本語

通訳を無料でご利用になれます。該当する言語を指示して下さい。通訳を手配いたしますのでお待ち下さい。

Khmer **ខ្មែរ** លោកអ្នក- នសិទ្ធិឲ្យមានអ្នកបកប្រែដោយឥតគិតថ្លៃ។ សូមមេត្តាចង្អុលទៅភាសារបស់លោកអ្នក។ គេនឹងហៅ: ហៅឲ្យអ្នកបកប្រែម្នាក់មក។ សូមមេត្តារង់ចាំ។	*Korean* **언어** 여러분은 무료로 전문 통역자의 도움을 받을 권리가 있습니다. 왼쪽의"한국어"를 손가락으로 가르켜 주십시요. 전문 통역자에게 연결될 것입니다. 잠시만 기다려 주십시요.	*Laotian* **ລາວ** ທ່ານມີສິດຂໍນາຍແປພາສາໂດຍບໍ່ເສັງຄ່າ. ກະຣຸນາຊີ້ໃສ່ພາສາຂອງທ່ານ. ນາຍພາສາຈະຖືກເອີ້ນມາ. ກະຣຸນາລໍຖ້າ.
Persian **فارسی** شما حق دارید که یک مترجم داشته باشید بدون آنکه پولی بابت آن بدهید. لطفاً به زبان خود اشاره کنید. یک مترجم برایتان درخواست خواهد شد. لطفاً منتظر بمانید.	*Polish* **Język Polski** Macie prawo do korzystania z usług polskiego tłumacza. Usługa ta jest na nasz koszt. Proszę wskazać swój język. Proszę czekać. Łączymy z tłumaczem.	*Portuguese* **Português** Você tem o direito a um intérprete de graça. Por favor aponte para a língua que você fala. Um intérprete será chamado. Por favor espere.
Russian **Русский** Вы имеете право на услуги бесплатного переводчика. Укажите, пожалуйста, на Ваш язык. Переводчик будет вызван. Пожалуйста, подождите.	*Serbo-Croatian* **Srpsko-Hrvatski jezik** Vi imate pravo na besplatnog prevodioca. Molimo vas da pokažete na vaš govorni jezik. Prevodilac ce biti pozvan. Hvala i molimo vas da sačekate.	*Somali* **Soomaali** Waxaad xaq u leedahay in tarjumaan lacag la'aan ah laguugu yeero. Fadlan farta ku fiiq luqaddaada. Tarjumaan ayaa laguugu wacayaa. Ee fadlan sug!
Spanish **Español** Usted tiene derecho a un intérprete gratis. Por favor, señale su idioma y llamaremos a un intérprete. Por favor, espere.	*Swahili* **Swahili** Ni haki yako kuwa na mtafsiri bila malipo yoyote. Tafadhali chagua lugha yako kati ya hizi. Mtafsiri ataitwa. Tafadhali ngoja.	*Tagalog* **Tagalog** Ikaw ay may karapatan na magkaroon ng tagapagsalin na walang bayad. Ituro ang iyong wika. Ang tagapagsalin ay tatawagin. Maghintay.
Thai **ไทย** ท่านมีสิทธิ์ขอล่ามแปลภาษาโดยไม่เสียค่าใช้จ่ายใดๆ กรุณาชี้ที่ภาษาของท่าน กรุณารอสักครู่ เราจะโทรศัพท์เรียกล่ามให้ท่าน	*Ukrainian* **Українська** У Вас є право на безплатного перекладача. Будь ласка, вкажіть на Вашу мову, і Вам покличуть перекладача. Почекайте, будь ласка.	*Urdu* **اردو** آپ مفت ترجمانی کی خدمات کے مستحق ہیں۔ براہ کرم اپنی زبان کی طرف اشارہ کیجئے۔ آپ کے لئے ایک ترجمان کا انتظام کیا جائیگا۔ براہ کرم انتظار کیجئے۔
Vietnamese **Tiếng Việt** Quý vị có quyền được một thông dịch viên miễn phí. Xin chỉ vào ngôn ngữ của quý vị. Chúng tôi sẽ gọi một thông dịch viên. Vui lò ng chờ trong giây lát.		

ATTACHMENT D

You may have the right to a court-appointed interpreter in a court case.
Please ask someone at the court information desk.

قد يحق لك الحصول على مترجم تعينه المحكمة في دعوى قضائية.
يرجى الاستفسار لدى مكتب استعلامات المحكمة.

Arabic

Koj muaj txoj cai tau ib tug neeg txhais lus uas yog tsev hais plaub muab los nyob rau ib qho kev hais plaub. Thov nug ib tug neeg twg ntawm tsev hais plaub lub rooj muab lus qhia pab neeg.

Hmong

អ្នកមានសិទ្ធិសំរាប់រកអ្នកបកប្រែភាសា ដែលតុលាការចាត់ឲ្យមានក្នុងរឿងជាមួយតុលាការ។
សូមសួរនរណាម្នាក់ នៅការិយាល័យ ពត៌មានរបស់តុលាការ។

Khmer/Cambodian

ທ່ານອາດມີສິດຂໍໃຫ້ສານຈັດຫານາຍພາສາໃຫ້ທ່ານ ເມື່ອເວລາຂึ้นສານ.
ກະຊຸນາສອບຖາມ ເຈົ້າໜ້າທີ່ທີ່ເຮັດວຽກຢູ່ໂຕະປະຊາສໍາພັນ ຂອງສານ.

Lao

Dhimma mana murttittiif, nama afaan siif hiikuu kan mana murttiitin qacarame dhaabbaachuuf mirga ni qabda. Kanaaf nama bikka mana murttitti tajajjiila odeffanno keennu gaafadhu.

Oromo

Возможно, Вы имеете право на помощь назначенного судом переводчика при судебном рассмотрении Вашего дела. Спросите об этом в столе справок (Information Desk) суда.

Russian

U slučaju parnice imate pravo da vam sud odredi tumača.
Molimo da o tome upitate osobu kod šaltera za informacije.

Serbo-Croatian

Waxaa dhici karto in aad xaq u yeelatid turjubaan maxkamada magacaawday inta u socdo kiiska maxkamada. Fadlan weydii qofka joogo miiska macluumaadka maxkamada.

Somali

Usted podría tener derecho a un intérprete nombrado por el tribunal para asistirle con su caso judicial. Por favor, pregunte en la mesa de información del juzgado.

Spanish

Quý vị có quyền được một người thông dịch do tòa chỉ định trong vụ kiện toàn án.
Xin hỏi nhân viên làm việc tại bàn thông tin của tòa.

Vietnamese

ATTACHMENT E

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.

OCJS
Office of Criminal Justice Services

OHIO DEPARTMENT OF PUBLIC SAFETY
SAFETY · SERVICE · PROTECTION

Summit County Sheriff's Office

The National Association of Judiciary Interpreters and Translators

American Translators Association

2nd Edition – 7/15

The Purpose of This Language Identification Guide

As the limited English proficient (LEP) population continues to increase in the state of Ohio and nationwide, the number of LEP defendants, victims, and witnesses processed through the Ohio 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.

I speak ...

A

Arabic

أنا أتحدث اللغة العربية

Armenian

Ես խոսում եմ հայերեն

B

Bengali

আমী ঝংলা কথা ঝেলতে পারী

Bosnian

Ja govorim bosanski

Bulgarian

Аз говоря български

Burmese

ကျွန်တော်/ကျွန်မ မြန်မာ လို ပြောတတ် ပါတယ်။

C

Cambodian
ខ្ញុំនិយាយភាសាខ្មែរ

Cantonese
我講廣東話 (Traditional)
我讲广东话 (Simplified)

Catalan
Parlo català

Croatian
Govorim hrvatski

Czech
Mluvím česky

CGJS

D

Dari

من دری حرف می زنم

Dutch

Ik spreek het Nederlands

F

Farsi

من فارسی صحبت می کنم

French

Je parle français

G

German

Ich spreche Deutsch

CGJS

G

Greek
Μιλώ τα ελληνικά

Gujarati
હુ ગુજરાતી બોલુ છુ

H

Haitian Creole
M pale kreyòl ayisyen

Hebrew
אני מדבר עברית

Hindi
मैं हिंदी बोलता हूँ ।

Hmong
Kuv has lug Moob

Hungarian
Beszélek magyarul

I

Ilocano
Agsaonak ti Ilokano

Italian
Parlo italiano

J

Japanese
私は日本語を話す

CCJS

K

Kackchiquel
Quin chagüic´ká chábal´ ruin´ rí tzújon cakchiquel

Korean
한국어 합니다

Kurdish
man Kurdii zaanim

Kurmanci
man Kurmaanjii zaanim

L

Laotian
ຂ້ອ້ຍປາກພາສາລາວ

CCJS

Latvian
Es runâju latviski

Lithuanian
Að kalbu lietuviškai

M

Mandarin
我講國語 (Traditional)
我讲国语/普通话 (Simplified)

Mam
Bán chiyola tuj kíyol mam

Mon
အဲ ဟိုဒ် အငရပ်ဆုန်

N

Norwegian
Jeg snakker norsk

P

Persian
من فارسی صحبت می کنم.

Polish
Mówię po polsku

Portuguese
Eu falo português do Brasil
(for Brazil)

Eu falo português de Portugal
(for Portugal)

Punjabi
ਮੈਂ ਪੰਜਾਬੀ ਬੋਲਦਾ/ਬੋਲਦੀ ਹਾਂ।

CGJS

Q

Qanjobal
Ayin tí chí wal q´anjob´al

Quiche
In kinch´aw k´uin ch´e quiche

R

Romanian
Vorbesc româneşte

Russian
Я говорю по-русски

S

Serbian
Ја говорим српски

CCJS

S

Sign Language (American)

I, ME

SIGN, SIGN LANGUAGE

Slovak
Hovorím po slovensky

Somali
Waxaan ku hadlaa af-Soomaali

Spanish
Yo hablo español

Swahili
Ninaongea Kiswahili

Swedish
Jag talar svenska

T

Tagalog
Marunong akong mag-Tagalog

Thai
พูดภาษาไทย

Turkish
Türkçe konuşurum

U

Ukrainian
Я розмовляю українською мовою

Urdu
میں اردو بولتا ہوں

CGJS

V

Vietnamese
Tôi nói tiêng Việt

W

Welsh
Dwi'n siarad

X

Xhosa
Ndithetha isiXhosa

Y

Yiddish
איך רעד יידיש

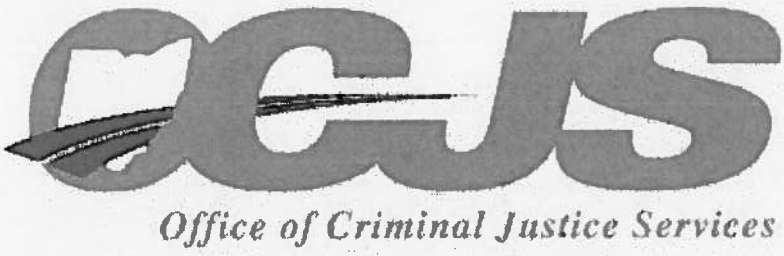
CGJS

Yoruba
Mo nso Yooba

Z

Zulu
Ngiyasikhuluma isiZulu

CGJS



Ohio Office of
Criminal Justice Services

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www.ocjs.ohio.gov

CJS 0007 7/15 [760-1109]

2004 Census Test

United States Census 2010

LANGUAGE IDENTIFICATION FLASHCARD

☐ ضع علامة في هذا المربع إذا كنت تقرأ أو تتحدث العربية.	1. Arabic
☐ Խնդրում ենք նշում կատարեք այս քառակուսում, եթե խոսում կամ կարդում եք հայերեն:	2. Armenian
☐ যদি আপনি বাংলা পড়েন বা বলেন তা হলে এই বাক্সে দাগ দিন।	3. Bengali
☐ លូមបញ្ជាក់ក្នុងប្រអប់នេះ បើអ្នកអាន ឬនិយាយភាសា ខ្មែរ ។	4. Cambodian
☐ Motka i kahhon ya yangin ûntûngnu' manaitai pat ûntûngnu' kumentos Chamorro.	5. Chamorro
☐ 如果你能读中文或讲中文，请选择此框。	6. Simplified Chinese
☐ 如果你能讀中文或講中文，請選擇此框。	7. Traditional Chinese
☐ Označite ovaj kvadratić ako čitate ili govorite hrvatski jezik.	8.Croatian
☐ Zaškrtněte tuto kolonku, pokud čtete a hovoříte česky.	9. Czech
☐ Kruis dit vakje aan als u Nederlands kunt lezen of spreken.	10. Dutch
☐ Mark this box if you read or speak English.	11. English
☐ اگر خواندن و نوشتن فارسي بلد هستيد، اين مربع را علامت بزنيد.	12. Farsi

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☐ Cocher ici si vous lisez ou parlez le français.	13. French
☐ Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen.	14. German
☐ Σημειώστε αυτό το πλαίσιο αν διαβάζετε ή μιλάτε Ελληνικά.	15. Greek
☐ Make kazye sa a si ou li oswa ou pale kreyòl ayisyen.	16. Haitian Creole
☐ अगर आप हिन्दी बोलते या पढ़ सकते हों तो इस बक्स पर चिह्न लगाएँ।	17. Hindi
☐ Kos lub voj no yog koj paub twm thiab hais lus Hmoob.	18. Hmong
☐ Jelölje meg ezt a kockát, ha megérti vagy beszéli a magyar nyelvet.	19. Hungarian
☐ Markaam daytoy nga kahon no makabasa wenno makasaoka iti Ilocano.	20. Ilocano
☐ Marchi questa casella se legge o parla italiano.	21. Italian
☐ 日本語を読んだり、話せる場合はここに印を付けてください。	22. Japanese
☐ 한국어를 읽거나 말할 수 있으면 이 칸에 표시하십시오.	23. Korean
☐ ໃຫ້ໝາຍໃສ່ຊ່ອງນີ້ ຖ້າທ່ານອ່ານຫຼືປາກພາສາລາວ.	24. Laotian
☐ Prosimy o zaznaczenie tego kwadratu, jeżeli posługuje się Pan/Pani językiem polskim.	25. Polish

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☐ Assinale este quadrado se você lê ou fala português.	26. Portuguese
☐ Însemnaţi această căsuţă dacă citiţi sau vorbiţi româneşte.	27. Romanian
☐ Пометьте этот квадратик, если вы читаете или говорите по-русски.	28. Russian
☐ Обележите овај квадратић уколико читате или говорите српски језик.	29. Serbian
☐ Označte tento štvorček, ak viete čítať alebo hovoriť po slovensky.	30. Slovak
☐ Marque esta casilla si lee o habla español.	31. Spanish
☐ Markahan itong kuwadrado kung kayo ay marunong magbasa o magsalita ng Tagalog.	32. Tagalog
☐ ให้กาเครื่องหมายลงในช่องถ้าท่านอ่านหรือพูดภาษาไทย.	33. Thai
☐ Maaka 'i he puha ni kapau 'oku ke lau pe lea fakatonga.	34. Tongan
☐ Відмітьте цю клітинку, якщо ви читаєте або говорите українською мовою.	35. Ukranian
☐ اگر آپ اردو پڑھتے یا بولتے ہیں تو اس خانے میں نشان لگائیں۔	36. Urdu
☐ Xin đánh dấu vào ô này nếu quý vị biết đọc và nói được Việt Ngữ.	37. Vietnamese
☐ באצייכנט דעם קעסטל אויב איר לייענט אדער רעדט אידיש.	38. Yiddish

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ATTACHMENT G

BASIC SPANISH-ENGLISH PHRASES AND SIGNS FOR COURT STAFF*
(December 2011)

GENERAL INFORMATION

ENGLISH	SPANISH	HOW TO PRONOUNCE
Name	Nombre	*"gnome bray"*
Date of Birth	Fecha de nacimiento	*"fay cha day nasy miento"*
Address	Dirección	*"direxcion"*
Telephone Number	Número de telefono	*"numero day tel ay fo know"*
Son/Daughter	Hijo/Hija	*"E ho"/ "E ha"*

CONVERSATIONAL PHRASES

ENGLISH	SPANISH	HOW TO PRONOUNCE
Hello	Hola	*"O la"*
My name is _____	Me llamo _____	*"May yah mow"*
Do you speak English?	Habla usted ingles?	*"abla uu sted in glaze?"*
I do not know Spanish	No sé hablar español	*"no say abler es pah nyol"*
I cannot help you any further without an interpreter.	No le puedo ayudar más sin un interprete	*"no lay pwaydo I yu dar mahs seen un in ter preh tay"*
I do not know Spanish but I have a book of phrases that may help us communicate.	No hablo español pero tengo un libro de frases que nos puede ayudar con la comunicación	*"no hablo es pah nyol peh ro tengo un leebro day frases K nos pway day I you dar con la comunica see own"*
Thank you	Gracias	*"grahcias"*
You are welcome	De nada	*"day nah da"*
Yes	Sí	*"see"*
No	No	*"no"*
Please	Por favor	*"pour fah vor"*
Wait one moment	Un momento	*"oon mo mento"*
Have a seat. Someone will help you shortly.	Tome asiento. Alguien vendra pronto a ayudarle.	*"toe may ah see ento. All ghee en vendra pron toe ah I you dar lay"*
Do you understand?	Me entiende?	*"may en tee enday?"*
I cannot understand what it is that you need.	No entiendo lo que usted necesita.	*"no en tee en doh lo K ooh sted nese see ta"*
Sign your name here	Firme su nombre aquí	*"fear may su nom bray ah kee"*
Good-bye	Adíos	*"ah dee os"*
Please show me your identification	Por favor muéstrame alguna identificación suya"	*"pour fah vor mwestra may al goon ah E den ti fi ka see own sue ya"*
Do you have a driver's license?	Tiene licencia de manejar?	*"T N A lisen see ah day maanay har?"*

CASE INFORMATION

ENGLISH	SPANISH	HOW TO PRONOUNCE
What is your case number?	Cuál es el número de su causa	*"quall S L nuu-meh-row day su cow-sa?"*
What is your citation number?	Cuál es el número de citación	*"quall S L nuu-meh-row day su see tah syon?*
What are the names of the people involved?	Cuáles son los nombres de las personas involucradas?	*"quall ays son los nom brays day las personas in vol u crah daz?"*
Do you have a copy of your ticket?	Tiene copia de su multa?"	*"T N A co-pia day sue moohlta"*
Do you have a copy of your papers?	Tiene copias de sus documentos?"	*"T N A co-pias day sue's dock oo mentos?"*
What is your court date?	En qué fecha tiene que presentarse en el tribunal?	*"N K fay cha T N A K presentarse N L tri boo nall?"*

DIRECTIONAL INFORMATION

ENGLISH	SPANISH	HOW TO PRONOUNCE
You need to contact _____	Usted debe comunicarse con __	*"oo sted day bay co moo knee car say con"*
The telephone number is _____	El número de teléfono es _____	*"L knew mer O day telefo know S"*
Across the hall	Cruzando el pasillo	*"cruuzando el paw see yo"*
Down the hall	Por el pasillo	*"por el paw see yo"*
Turn right	Doble a la derecha	*"do blay ah la de ray cha"*
Turn left	Doble a la izquierda	*"do blay ah la izkeyerda"*
Upstairs	Arriba	*"ah ree bah"*
Downstairs	Abajo	*"ah ba ho"*
Across the street	Cruzando la calle	*Cruuzando la ca yay"*
_____ floor	Piso _____	*"peeso"*
You must go to:	Usted debir ir a _____	*"oo sted day bay ear ah"*

DIRECTIONS FOR FILLING OUT FORMS:

ENGLISH:

Once you have completed this form, please return it to the staff person at the front desk. If you have a family member or friend with you who can interpret for you, please ask that person to introduce him or herself to the staff person at the front desk. If you do not have someone with you who can interpret for you, we may not be able to complete your transaction. We may have to ask you to wait while we locate an interpreter, or return at a later date.

SPANISH:

Cuando haya completado este formulario, por favor, entrégueselo al empleado en el mostrador o escritorio de recepción. Si usted ha venido con un familiar o amigo que puede interpretar para usted, pídale a esa persona que se presente con el empleado en la recepción. Si no hay nadie quien le puede intérprete, quizás no se pueda completar esta transacción. Le pedimos que espere mientras que localizamos a un intérprete, o volver en otra fecha.

PHRASES FOR COURT HOUSE SIGNAGE

ENGLISH	SPANISH
Application for the Public Defender	Solicitud para el defensor publico
Child Support Office	Oficina de manutención infantil
Clerk of Courts Office	Oficina de secretario de actas del tribunal
Emergency exit only	Salida solamente de emergencia
Enter	Entrada
Exit	Salida
Family Court	Tribunal de familias
General Information	Información general
Juvenile Court	Tribunal de menores de edad
Keep closed	Mantener cerrada
Ladies' room (for door)	Damas
Lawyers and court personnel only	Solamente para abogados y empleados del tribunal
Men's room (for door)	Caballeros
No Exit	No es salida
No Smoking	Prohibido fumar
NOTE: This form must be completed in English	NOTA: Se debe completar este formulario en inglés
Please use other door	Pase por la otra puerta
Private – No Admittance	Privado – prohibido entrar
Staff Only	Solamente para empleados
Waiting room	Sala de espera
Watch your step	Tenga cuidado

**adapted from Washington Court Interpreter Program "Serving Non-English Speaking Court Customers" (Oct. 2007) and bilingual glossaries from North Carolina Court Interpreter Program and New Jersey's Glossary of Legal (and Related) Terms and Signs: Spanish and English (May 2009).*

20.625 Circuit courts.
(1) There is appropriated to the director of state courts for the following programs:
(c) Court interpreter fees. The amounts in the schedule to pay interpreter fees reimbursed under s. 758.19 (8). [$238,800 in 2001-02 and $595,000 in 2002-03]

48.315 Delays, continuances and extensions.
(1) The following time periods shall be excluded in computing time requirements within this chapter [children's proceedings]:
(h) Any period of delay resulting from the need to appoint a qualified interpreter.

758.19 Director of state courts.
(8) (a) From the appropriation under s. 20.625 (1) (c), the director of state courts shall reimburse counties up to 4 times each year for the actual expenses paid for interpreters required by circuit courts to assist persons with limited English proficiency under s. 885.38 (8) (a) 1. The amount of the reimbursement for mileage shall be 20 cents per mile going and returning from his or her residence if within the state; or, if without the state, from the point where he or she crosses the state boundary to the place of attendance, and returning by the usually traveled route between such points. The amount of the maximum hourly reimbursement for court interpreters shall be as follows:
1. Forty dollars for the first hour and $20 for each additional 0.5 hour for qualified interpreters certified under the requirements and procedures approved by the supreme court.
2. Thirty dollars for the first hour and $15 for each additional 0.5 hour for qualified interpreters, as defined in s. 885.38 (1) (c).
(b) To receive reimbursement under par. (a), a county must submit, on forms provided by the director of state courts, an accounting of the amount paid for expenses related to court interpreters that are eligible for reimbursement under par. (a). The forms must include expenses for the preceding 3-month period and must be submitted within 90 days after that 3-month period has ended. The director of state courts may not reimburse a county for any expenses related to court interpreters that are submitted after the 90-day period has ended. Reimbursement under par. (a) first applies to court interpreter expenses incurred on July 1, 2002.

814.67 Fees of witnesses and interpreters.
(1) The fees of witnesses and interpreters shall be as follows:
(a) For attending before a municipal judge, an arbitrator, or any officer, board or committee:
1. For witnesses, $5 per day.
2. For interpreters, $10 per one-half day or such higher fees as the municipality or county board may establish.
(am) For witnesses attending before a circuit court, $16 per day.
(b) For attending before the court of appeals or the supreme court:
1. For witnesses, $16 per day.
2. For interpreters, a fee determined by the supreme court.
(c) For traveling, at the rate of 20 cents per mile going and returning from his or her residence if within the state; or, if without the state, from the point where he or she crosses the state boundary to the place of attendance, and returning by the usually traveled route between such points.
(2) A witness or interpreter is entitled to fees only for the time he or she is in actual and necessary attendance as such; and is not entitled to receive pay in more than one action or proceeding for the same attendance or travel on behalf of the same party. A person is not entitled to fees as a witness or interpreter while attending court as an officer or juror. An attorney or counsel in any cause may not be allowed any fee as a witness or interpreter therein.

885.37 Interpreters in municipal courts and administrative agency contested cases.
(1) (b) If a municipal court has notice that a person who is a juvenile or parent subject to Ch. 938, or who is a witness in a proceeding under Ch. 938, has a language difficulty because of an inability to speak or understand English, has a hearing impairment, is unable to speak or has a speech defect, the court shall make a factual determination of whether the language difficulty or the hearing or speaking impairment is sufficient to prevent the individual from communicating with his or her attorney, reasonably understanding the English testimony or reasonably being understood in English. If the court determines that an interpreter is necessary, the court shall advise the person that he or she has a right to a qualified interpreter and that, if the person cannot afford one, an interpreter will be provided for him or her at the public's expense. Any waiver of the right to an interpreter is effective only if made voluntarily in person, in open court and on the record.
(2) A municipal court may authorize the use of an interpreter in actions or proceedings in addition to those specified in sub. (1)(b).
(3)(a) In this subsection:
1. "Agency" includes any official, employee or person acting on behalf of an agency.
2. "Contested case" means a proceeding before an agency in which, after a hearing required by law, substantial interests of any party to the proceeding are determined or adversely affected by a decision or order in the proceeding and in which the assertion by one party of any such substantial interest is denied or controverted by another party to the proceeding.
(b) In any administrative contested case proceeding before a state, county or municipal agency, if the agency conducting the proceeding has notice that a party to the proceeding has a language difficulty because of the inability to speak or understand English, has a hearing impairment, is unable to speak or has a speech defect, the agency shall make a factual determination of whether the language difficulty or hearing or speaking impairment is sufficient to prevent the party from communicating with others, reasonably understanding the English testimony or reasonably being understood in English. If the agency determines that an interpreter is necessary, the agency shall advise the party that he or she has a right to a qualified interpreter. After considering the party's ability to pay and the other needs of the party, the agency may provide for an interpreter for the party at the public's expense. Any waiver of the right to an interpreter is effective only if made at the administrative contested case proceeding.
(3m) Any agency may authorize the use of an interpreter in a contested case proceeding for a person who is not a party but who has a substantial interest in the proceeding.
(4) (a) The necessary expense of furnishing an interpreter for an indigent person in a municipal court shall be paid by the municipality.
(b) The necessary expense of furnishing an interpreter for an indigent party under sub. (3) shall be paid by the unit of government for which the proceeding is held.
(c) The court or agency shall determine indigency under this section.
(5) (a) If a municipal court under sub. (1)(b) or (2) or an agency under sub. (3) decides to appoint an interpreter, the court or agency shall follow the applicable procedure under par. (b) or (c).
(b) The department of health and family services shall maintain a list of qualified interpreters for use with persons who have hearing impairments. The department shall distribute the list, upon request and without cost, to courts and agencies who must appoint interpreters. If an interpreter needs to be appointed for a person who has a hearing impairment, the court or agency shall appoint a qualified interpreter from the list. If no listed interpreter is available or able to interpret, the court or agency shall appoint as interpreter another person who is able to accurately communicate with and convey information to and receive information from the hearing-impaired person.

(c) If an interpreter needs to be appointed for a person with an impairment or difficulty not covered under par. (b), the court or agency may appoint any person the court or agency decides is qualified.

885.38 Interpreters in circuit and appellate courts.
(1) In this section:
(a) "Court proceeding" means any proceeding before a court of record.
(b) "Limited English proficiency" means any of the following:
1. The inability, because of the use of a language other than English, to adequately understand or communicate effectively in English in a court proceeding.
2. The inability, due to a speech impairment, hearing loss, deafness,deaf-blindness, or other disability, to adequately hear, understand, or communicate effectively in English in a court proceeding.
(c) "Qualified interpreter" means a person who is able to do all of the following:
1. Readily communicate with a person who has limited English proficiency.
2. Orally transfer the meaning of statements to and from English and the language spoken by a person who has limited English proficiency in the context of a court proceeding.
3. Readily and accurately interpret for a person who has limited English proficiency, without omissions or additions, in a manner that conserves the meaning, tone, and style of the original statement, including dialect, slang, and specialized vocabulary.
(2) The supreme court shall establish the procedures and policies for the recruitment, training, and certification of persons to act as qualified interpreters in a court proceeding and for the coordination, discipline, retention, and training of those interpreters.
(3) (a) In criminal proceedings and in proceedings under ch. 48, 51, 55, or 938, if the court determines that the person has limited English proficiency and that an interpreter is necessary, the court shall advise the person that he or she has the right to a qualified interpreter and that, if the person cannot afford one, an interpreter will be provided at the public's expense if the person is one of the following:
1. A party in interest.
2. A witness, while testifying in a court proceeding.
3. An alleged victim, as defined in s. 950.02 (4).
4. A parent or legal guardian of a minor party in interest or the legal guardian of a party in interest.
5. Another person affected by the action, as deemed necessary and appropriate by the court.
(b) The court may appoint more than one qualified interpreter in a court proceeding when necessary.
(c) If a person with limited English proficiency, as defined in sub. (1) (b) 2., is part of a jury panel in a court proceeding, the court shall appoint a qualified interpreter for that person.
(d) If a person with limited English proficiency requests the assistance of the clerk of circuit courts regarding a legal proceeding, the clerk may provide the assistance of a qualified interpreter to respond to the person's inquiry.
(e) A qualified interpreter appointed under this subsection may, with the approval of the court, provide interpreter services outside the court room that are related to the court proceedings, including during court-ordered psychiatric or medical exams or mediation.
(f) The court may authorize the use of a qualified interpreter in actions or proceedings in addition to those specified in par. (a).
(4) (a) The court may accept a waiver of the right to a qualified interpreter by a person with limited English proficiency at any point in the court proceeding, if the court advises the person of the nature and effect of the waiver and determines on the record that the waiver has been made knowingly, intelligently, and voluntarily.

(b) At any point in the court proceeding, for good cause, the person with limited English proficiency may retract his or her waiver and request that a qualified interpreter be appointed.
(5) Every qualified interpreter, before commencing his or her duties in a court proceeding, shall take a sworn oath that he or she will make a true and impartial interpretation. The supreme court may approve a uniform oath for qualified interpreters.
(6) Any party to a court proceeding may object to the use of any qualified interpreter for good cause. The court may remove a qualified interpreter for good cause.
(7) The delay resulting from the need to locate and appoint a qualified interpreter may constitute good cause for the court to toll the time limitations in the court proceeding.
(8) (a) Except as provided in par. (b), the necessary expenses of providing qualified interpreters to persons with limited English proficiency under this section shall be paid as follows:
1. The county in which the circuit court is located shall pay the expenses in all proceedings before a circuit court and when the clerk of circuit court uses a qualified interpreter under sub. (3) (d). The county shall be reimbursed as provided in s. 758.19 (8) for expenses paid under this subdivision.
2. The court of appeals shall pay the expenses in all proceedings before the court of appeals.
3. The supreme court shall pay the expenses in all proceedings before the supreme court.
(b) The state public defender shall pay the expenses for interpreters assisting the state public defender in representing an indigent person in preparing for court proceedings.

905.015 Interpreters for persons with language difficulties, limited English proficiency, or hearing or speaking impairments. If an interpreter for a person with a language difficulty, limited English proficiency, as defined in s. 885.38 (1) (b), or a hearing or speaking impairment interprets as an aid to a communication which is privileged by statute, rules adopted by the supreme court, or the U.S. or state constitution, the interpreter may be prevented from disclosing the communication by any person who has a right to claim the privilege. The interpreter may claim the privilege but only on behalf of the person who has the right. The authority of the interpreter to do so is presumed in the absence of evidence to the contrary.

938.315 **Delays, continuances and extensions.**
(1) The following time periods shall be excluded in computing time requirements within this chapter [juvenile justice]:
(h) Any period of delay resulting from the need to appoint a qualified interpreter.