

2025

**Language Assistance Plan (LAP) for
Partnering Courts of Eastern Washington:**

Airway Heights Municipal Court

Cheney Municipal Court

Cle Elum Municipal Court

Columbia County District Court

Garfield County District Court

Grant County District Court

Lincoln County District Court

Lincoln County Superior Court

Lower Kittitas County District Court

Othello District Court

Pend Oreille County District Court

Ritzville District Court

Roslyn Municipal Court

Spokane County District Court

Spokane Municipal Court

Stevens County District Court

Upper Kittitas County District Court

Yakima Municipal Court

Zillah Municipal Court

Language Access Plan of the *Partnering District Municipal and Superior Courts of Eastern Washington*

I. PURPOSE

This LAP sets forth the ***Partnering District, Municipal and Superior Courts of Eastern Washington*** 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 the Partnering District, Municipal and Superior Courts of Eastern Washington for 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 to develop a written language access plan pursuant to RCW 2.43.090.

It is the policy of the ***Partnering District, Municipal and Superior Courts of Eastern Washington*** to provide foreign language interpreter services at no cost to LEP parties, witnesses, and victims with an interest in all court proceedings, 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.

The Partnering District, Municipal and Superior Courts of Eastern Washington 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 person*** or Court Administrator for the ***Partnering District, Municipal and Superior Courts of Eastern Washington*** will, track every request by an LEP or DHH person for language access services, including, but not limited to interpreters, bilingual staff, and translated materials written and audio visual. The person responsible will track requests by language, case type and proceeding and/or location of service request. The person responsible will also track whether the language access service requested was granted or denied and the reason for the denial, if any. Courts will collect data on the court's LEP and DHH users; requests for and use of language access services at all points of contact with the court and use of all language access services including court interpreters, bilingual staff, and translations. The collection of this data will continue throughout the person's contact with the court from beginning until conclusion. The courts will ensure that LEP and DHH court users are identified in the JIS system or CLJ court management system as well as indicating on or in the court file that the person has requested language assistance. The data will be tracked by case type and proceeding, service, or court program for which an interpreter is

needed. The duration of interpreting event, interpreter rate billing. Requests for bilingual staff at all points of contact, and if applicable tracking “hits” on translated materials on the court’s website. The court will review annually to determine whether the courts’ allocation of language access resources is appropriate the data is from sources such as the following:

- Most recent and relevant U.S. Census and American Community Survey (ACS)
- Local school districts
- County health department
- Public Defender’s Office/Office of Assigned Counsel
- Prosecuting 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.
- Law enforcement and Jails

The ***Partnering District, Municipal and Superior Courts of Eastern Washington*** will 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 ***Partnering District, Municipal and Superior Courts of Eastern Washington*** will track this internal data in a case management system where available, and/or case files if case management is not automated. On a quarterly 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.

A. Identified Current Needs

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

- Spanish
- Marshallese
- Russian
- Arabic
- ASL – American Sign Language

The ***Partnering District, Municipal and Superior Courts of Eastern Washington*** have identified the following additional less-frequently used non-English languages among court users in the area:

- Chuukese

- Nepali
- Vietnamese
- Swahili
- *Kirundi*
- Tagalog
- Karen, Zayein
- Kinyarwanda
- Ukrainian
- Burmese

IV. LANGUAGE ASSISTANCE IDENTIFICATION AND RESOURCES

A. Designated Language Access Coordinators

Each ***Partnering District, Municipal and Superior Courts of Eastern Washington*** has designated a person, through employment or by contract, responsible for coordinating language access services and to whom requests for interpreters and other language access services may be addressed ***[see attachment A]***. The designated person for each court 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, 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 hearings or activities or to acquire such services or information for themselves or their clients, may contact the designee for each court. ***[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, or through other means. In addition, there are various points of contact within the ***Partnering District, Municipal and Superior Courts of Eastern Washington*** 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, the ***Partnering District, Municipal and Superior Courts of Eastern Washington*** 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, if available, in translated form to access court proceedings.

1. Identifying Language Needs at Points of Access

The ***Partnering District, Municipal and Superior Courts of Eastern Washington*** will identify language access needs at the listed points of contact with the court, such as the following:

- Telephone calls to court staff
- Clerks' offices front counters
- Jury offices
- Courtroom(s)
- Probation offices
- Other [*video hearings*]

To ensure the earliest possible identification of the need for language access services, the ***Partnering District, Municipal and Superior Courts of Eastern Washington*** have established internal protocols with the various justice partners which routinely interact with our courts 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 justice partners to be notified include:

- LEP or D/HH/DB person notifies the Court of their 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 request via phone or in person

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 ***Partnering District, Municipal and Superior Courts of Eastern Washington*** 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 ***Partnering District, Municipal and Superior Courts of Eastern Washington*** display this notice on posters, and/or “I Speak” cards on their websites [see attachment B] and at the following locations: court lobbies, entrances to our courtrooms, courtrooms, elevators, and restrooms adjacent to the court facilities.

Additionally, the ***Partnering District, Municipal and Superior Courts of Eastern Washington*** 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:

- Language identification “I Speak” cards at appropriate contact points.
- Multi-lingual notices at all 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

When it appears that an individual has difficulty communicating due to a language barrier, the ***Partnering District, Municipal and Superior Courts of Eastern Washington*** staff will inform the LEP or D/HH/DB person of his or her right to have language access services provided by the courts, 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 ***Partnering District, Municipal and Superior Courts of Eastern Washington*** 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 ***Partnering District, Municipal and Superior Courts of Eastern Washington*** are as follows:

- 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

The Partnering District, Municipal and Superior Courts of Eastern Washington will also track the number of continuances requested or issued in order to obtain an interpreter, together with information regarding delays in processing of cases due to language access issues. This information will assist court in determining strategies for early identification of interpreter and language service needs and if that has resulted in efficiencies to prevent delays in processing these cases. It will also assist the courts in identifying areas requiring attention such as the need for more effective interpreter

provisions, addition of bilingual staff, increase or improvement of translations, and better communication with stakeholders regarding language access policies and staff training.

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 ***Partnering District, Municipal and Superior Courts of Eastern Washington*** will comply with the following order of preference in appointing an interpreter or when contracting for interpreter services as required 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 ethics for language interpreters established by court rules.

In-person interpreter may be present via video with audio appearance when permitted by the court. 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.

Partnering District, Municipal and Superior Courts of Eastern Washington 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. [As required by the Code of Conduct for Court Interpreters. GR11.2(d)]

2. Practices in the Appointment and Use of Interpreters

In appointing interpreters or when contracting for interpreter services, staff at the ***Partnering District, Municipal and Superior Courts of Eastern Washington***, will ensure that the interpreter and the LEP or D/HH/DB participant can effectively communicate. It is also the practice of ***Partnering District, Municipal and Superior Courts of Eastern Washington*** 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 for 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

Partnering District, Municipal and Superior Courts of Eastern Washington will provide interpreter services in a timely manner. In order to provide high quality language access services in an efficient manner, ***Partnering District, Municipal and Superior Courts of Eastern Washington*** may 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-managed services

4. Remote Interpreting

For short non-evidentiary hearings, or for other hearing types when virtual court proceedings are determined necessary by the court, the ***Partnering District, Municipal and Superior Courts of Eastern Washington*** use the following remote interpreting technologies. Virtual court proceedings are video remote hearings using online video conferencing system technologies authorized by the Administrative Office of the Courts included but not limited to Zoom, Cisco WebEx, Skype, Microsoft Skype, Microsoft Teams or GoToMeeting.

- 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 with preference given to in-person interpreters.
- Video remote and telephonic interpreting may be used at other times as determined necessary and in the interest of justice by the court.
- Telephonic interpreting will be a last resort for courtroom proceedings, and reserved for non-evidentiary proceedings given that non-verbal cues – not visible when on the telephone – are critical for communication.
- 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, contracted interpreters, and appointing authorities on VRI, virtual court systems, 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 and virtual court systems shall not be the only options available to the court and should be used when in-person interpretation services are not available or under circumstances determined necessary by the court.

B. Language Services Outside the Courtroom

The ***Partnering District, Municipal and Superior Courts of Eastern Washington*** are responsible for taking reasonable steps to ensure that LEP and D/HH/DB impaired individuals have meaningful access to services outside the courtroom. It is the practice of the court to provide interpreters for court services and operations consistent with state and federal language access mandates. In compliance with such mandates, the court may provide language access services at:

- ☐ Alternative dispute resolution programs
- ☐ Anger management class
- ☐ Cashiers
- ☐ CASA Programs
- ☐ Court Facilitator services
- ☐ Criminal diversion programs
- ☐ Guardian Ad Litem
- ☐ Electronic Home monitoring
- ☐ Clerks counters
- ☐ Intake or filing offices
- ☐ Juvenile detention or diversion programs
- ☐ Mandatory Mediation
- ☐ Parenting classes
- ☐ Probation offices
- ☐ Records

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, 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 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 ***Partnering District, Municipal and Superior Courts of Eastern Washington*** 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 machine translation or 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.

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 use of translated signs as well as other translated print information may assist in the efficient management of court. Having printed translated information available in the courtroom and in the court contact points can significantly reduce the need for oral interpretation of basic information. Languages other than Spanish may need to be added to the courts translated documents, such as advice of rights, and waivers of any rights. Courts will rely on the data collected to determine translation needs. The languages for which translations will be prioritized are as follows:

- Spanish
- Russian
- Arabic
- Marshallese

The Partnering District, Municipal and Superior Courts of Eastern Washington will not translate any local forms and rely solely on translated general pattern forms provided by the AOC. Any translated documents will be translated by certified translation services. If translated documents are not available the courts may:

- ☐ Provide sight translation of the form using bilingual staff
- ☐ Provide information regarding the content of the form using bilingual staff
- ☐ Have an in-person interpreter sight translate the form
- ☐ Use telephonic interpreting

D. Providing Emergency Information to LEP Court Customers

The ***Partnering District, Municipal and Superior Courts of Eastern Washington*** 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

VI. TRAINING

The ***Partnering District, Municipal and Superior Courts of Eastern Washington*** are committed to providing training for judicial and court staff members who come in contact with LEP and D/HH/DB individuals in order to ensure the successful delivery of language access services. The court will provide staff training on all requirements in this Language Access Plan. Additional training opportunities may include:

- Proper appointment and scheduling of interpreters for court proceedings
- How to voir dire a non-credentialed court interpreter

- Role of an interpreter, modes of interpreting, and Code of Professional Conduct Responsibility for Judiciary Interpreters
- Courtroom management when interpreters work in a courtroom
- Use of remote technologies for interpreting
- Cultural competence

Annual review of training for all court personnel, of legal obligations and court policies and expectations surrounding providing language services.

Partnering District, Municipal and Superior Courts of Eastern Washington request the Interpreter Commission develop webinars for court administrators/court interpreter coordinators on best practices of working with and appointing 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 via:

- The court's intranet
- The court's Language Access Coordinator/Interpreter Coordinator [see *attachment A*]

VII. COMPLAINT PROCESS FOR NON-COMPLIANCE

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, in consultation with the presiding judge, or submits it to the Court Interpreter Commission for further action
3. The Court will respond to the complaint in writing

B. Complaint Filed with the Court Interpreter Commission

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.

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.

2. 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:
Leonard Alvarez
Court Program Analyst Supreme Court Commissions
Alvarez, Leonard, Leonard.Alvarez@courts.wa.gov

3. 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. 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.

- b. 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.
- c. 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.

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 factfinder 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 factfinder's report, if any, shall be referred to the WA Supreme Court Interpreter Commission for any further action deemed necessary by the Commission.

- d. The person making the complaint will be notified promptly regarding the conclusion of the Commission's review.

III. PUBLIC NOTIFICATION AND EVALUATION OF LAP

A. LAP Approval & Notification

The ***Partnering District, Municipal and Superior Courts of Eastern Washington*** 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 submitted to the *Court Administrator/Court Interpreter Coordinator* for approval, and then forwarded to the Interpreter Program Coordinator. Copies of the ***Partnering District, Municipal and Superior Courts of Eastern Washington*** LAP shall be provided upon request. In addition, the court shall post its LAP on its own website at: [see attachment B for all court's website links]

B. Outreach and Communication of Plan

The ***Partnering District, Municipal and Superior Courts of Eastern Washington*** shall inform the public of the existence of the LAP and to this end, the court will:

- Post the LAP on court websites

C. Annual Evaluation of the LAP

The ***Partnering District, Municipal and Superior Courts of Eastern Washington*** will conduct an annual needs assessment to determine whether changes to the LAP are needed.

This assessment will be done by the designated language access person and/or the Court Administrator and/or the Presiding Judge reviewing various areas in which the courts provide language access services, taking into consideration, at a minimum, the number of interpreters requested by language in the courts 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
- Identification of challenges or trends the courts are 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 website. In addition, the ***Partnering District, Municipal and Superior Courts of Eastern Washington*** will submit to the AOC a copy of any updated information contained in this LAP within 60 days of its approval.

D. Ideas for Future Improvements in Language Access

Partnering District, Municipal and Superior Courts of Eastern Washington will review the results of its annual needs assessment and conduct the following activities:

- Identify any challenges or trends the courts are 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 the courts to improve language access services that are within the scope of this LAP

LAP Contact Person

State Contact:

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Court Program Analyst
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PO Box 41170
Olympia, WA 98504-1170
Leonard.Alvarez@courts.wa.gov
(360) 350-5373

Leonard Alvarez
AOC Court Program Analyst
leonard.alvarez@courts.wa.gov

Local Contact:

Renee Honey, Court Administrator
Lincoln County District Court
PO Box 329
Davenport, WA 99122
rhoney@co.lincoln.wa.us
(509) 725-2281

Jessica Mayfield, Judicial Operations Manager
Spokane County District Court
PO Box 2352
Spokane WA 99210
jmayfield@spokanecounty.org
DCJOM@spokanecounty.org
(509) 477-2903

This Language Access Plan is effective for state fiscal year 2025 - July 1, 2024 - June 30, 2025.

Attachment A

Court	Designated Person/Position	Email	Phone
Airway Heights Municipal Court	Kati Dorman Court Administrator 1208 S Lundstrom St Airway Heights, WA 99001-9000	kdorman@cawh.org	509-309-2264
Cheney Municipal Court	Dave Lucas Court Administrator 611 2 nd St. Cheney, WA 99004-1697	dlucas@cityofcheney.org	509-498-9232
Columbia County District Court	Diana Dill Court Administrator 341 E Main St Ste 4 Dayton, WA 99328-1279	diane_dill@co.columbia.wa.us	509-382-4812
Garfield County District Court	Katie Magill Court Administrator PO Box 817 Pomeroy, WA 99347	mmagill@co.garfield.wa.us	
Grant County District Court	Maricela Guzman Interpreter Clerk PO Box 37 Ephrata, WA 98823	mguzman@grantcountywa.gov	509-754-2011 Ext 3165
Lincoln County District Court	Renee Honey Court Administrator PO Box 329 Davenport, WA 99122	rhoney@co.lincoln.wa.us	509-725-2281
Lincoln County Superior Court	Rena Hills Court Administrator PO Box 396 Davenport, WA 99122	rlhills@co.lincoln.wa.us	509-725-3081
Lower Kittitas County District Court	Barbara Demory Court Administrator 205 W 5th Ave, Suite 180 Ellensburg, WA 98926	lkd@co.kittitas.wa.us	509-962-7511
Pend Oreille County District Court	Rachel Johnson Court Administrator PO Box 5030 Newport, WA 99156-5030	rjohnson@pendoreille.org	509-447-1961
Ritzville and Othello District Courts	Lazaro Martinez Court Administrator 210 W Broadway Ave #305 Ritzville, WA 99169	lazarom@co.adams.wa.us	509-659-1002
Spokane County District Court	Jessica Mayfield Judicial Operations Manager PO Box 2352 Spokane, WA 99210-2352	Jmayfield@spokanecounty.org DCJOM@spokanecounty.org	509-477-2903

Spokane Municipal Court	Jeanine Sword Judicial Administrative Assistant 1100 W Mallon Spokane, WA 99260	jsword@spokanecity.org	509-622-5867
Othello Municipal Court	Jessica Melo Court Administrator 500E Main St Othello, WA 99334	jmelo@othellowa.gov	509-488-3935
Stevens County District Court	Nadine Borders Court Administrator 215 S Oak St, Room 213 Colville, WA 99114	nborders@stevenscountywa.gov	509-684-5533
Upper Kittitas County District Court	Kara L. Lesarge Court Administrator 700 East 1st Street Cle Elum, WA 98922	kara.lesarge@co.kittitas.wa.us	509-674-5533
Cle Elum Municipal Court	Kara L. Lesarge Court Administrator 700 East 1st Street Cle Elum, WA 98922	kara.lesarge@co.kittitas.wa.us	509-674-5533
Roslyn Municipal Court	Kara L. Lesarge Court Administrator 700 East 1st Street Cle Elum, WA 98922	kara.lesarge@co.kittitas.wa.us	509-674-5533
Yakima Municipal Court	Jodi Stephens Court Services Manager 200 3 rd St Yakima, WA 98901	Jodi.Stephens@yakimawa.gov	509-575-3050
Zillah Municipal Court	Tracie Palomarez Court Administrator 1117 th St Zillah, WA 98953	tracie.palomarez@mail.courts.wa.gov	509-829-3543

Attachment B

Court	Website
Airway Heights Municipal Court	http://www.cawh.org/departments/municipal-court
Cheney Municipal Court	https://www.cityofcheney.org/246/Municipal-Court
Columbia County District Court	http://www.columbiaco.com/index.aspx?nid=70
Grant County District Court	Grantcountywa.gov/324/District-Court
Lincoln County District Court	https://www.co.lincoln.wa.us/districtcourt/
Lower Kittitas County District Court	www.co.kittitas.wa.us/courts/lower
Othello District Court	https://www.co.adams.wa.us/departments/district_courts/district_court_othello.php
Pend Oreille County District Court	https://pendoreilleco.org/your-government/district-court/
Ritzville District Court	http://www.co.adams.wa.us/departments/district_courts/district_court_ritzville.php
Spokane County District Court	http://www.spokanecounty.org/467/District-Court
Spokane Municipal Court	https://my.spokanecity.org/courts/municipal-court/
Stevens County District Court	http://www.co.stevens.wa.us/distcourt/index.htm
Upper Kittitas County District Court	www.co.kittitas.wa.us/courts/upper
Cle Elum Municipal Court	www.co.kittitas.wa.us/courts/upper
Roslyn Municipal Court	www.co.kittitas.wa.us/courts/upper
Zillah Municipal Court	https://www.cityofzillah.us/departments/municipal_court/index.php