



State of Michigan  
**Court of Claims**

MICHAEL J. TALBOT  
CHIEF JUDGE  
PAT M. DONOFRIO  
DEBORAH A. SERVITTO  
AMY RONAYNE KRAUSE  
JUDGES

JEROME W. ZIMMER JR.  
CLERK

Administrative Order 2014 - 05

**LANGUAGE ACCESS PLAN**

In accordance with Supreme Court Administrative Order 2013-8, the court establishes this Language Access Plan (LAP) to provide for the language access needs of court users.

This LAP is the plan for the court to ensure meaningful access to court services for persons with limited English proficiency (LEP). A limited English proficient person is a person who does not speak English as his or her primary language, and who has a limited ability to read, write, speak, or understand English, and by reason of his or her limitations, is not able to understand and meaningfully participate in the court process.

The purpose of the plan is to provide a framework for the provision of timely and effective language assistance to LEP persons who come in contact with the court.

The court has appointed a language access coordinator to be a contact person for the public, court staff, and SCAO concerning this plan and its implementation. The language access coordinator may be contacted through the court administrator's office.

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**IT IS ORDERED:**

**Section I. Needs Assessment**

**A. Census Data**

The court will make every effort to provide service to all LEP persons in the court's service area. The following list shows the non-English languages most frequently spoken in the court's physical jurisdiction.

1. Spanish
2. Arabic
3. Chinese (Mandarin)
4. Hmong
5. Korean
6. Russian
7. Serbo-Croatian
8. Vietnamese

DETROIT OFFICE  
CADILLAC PLACE  
3020 W. GRAND BLVD. SUITE 14-300  
DETROIT, MICHIGAN 48202-6020  
(313) 972-5766

TROY OFFICE  
COLUMBIA CENTER  
201 W. BIG BEAVER RD. SUITE 800  
TROY, MICHIGAN 48084-4127  
(248) 524-8744

GRAND RAPIDS OFFICE  
STATE OF MICHIGAN OFFICE BUILDING  
350 OTTAWA, N.W.  
GRAND RAPIDS, MICHIGAN 49503-2349  
(616) 456-0278

LANSING OFFICE  
925 W. OTTAWA ST.  
P.O. BOX 30185  
LANSING, MICHIGAN 48909-7522  
(517) 373-0807

## **B. Court Experience**

Based on court usage, the following list shows other non-English languages spoken in the court and not reflected in the US Census data.

None at this time.

## **C. Identification of LEP Persons**

Court staff use the following methods to identify LEP persons:

1. Use “I-speak” cards.
2. Bi-lingual employees will be utilized when available.
3. In-person and phone requests from friends, family, or attorneys on behalf of the LEP person(s) seeking assistance with matters pending in this court.

## **Section II. Language Assistance Resources**

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

The court will offer assistance to LEP persons in the courtroom by providing foreign language interpreters as required by Michigan Court Rule 1.111.

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

The court will take reasonable steps to ensure that LEP persons have meaningful access to services outside the courtroom. This is one of the most challenging situations facing court staff, because in most situations they will encounter LEP persons without an interpreter present. LEP persons may come in contact with court personnel via:

- Security Personnel.
- Clerk’s Offices in Detroit, Lansing, Troy and Grand Rapids.
- Telephone calls.

Court staff will consult with the court’s language access coordinator to determine what type of language service should be made available, based on the nature and importance of the court service to be provided and resources available. The following language services are available:

- “I speak” cards will be used at the counters in the clerk’s offices
- Bi-lingual employees will be used when available
- Telephonic interpreter services will be used when employees or in-person interpreters are not available.
- In-person interpreters will be appointed to assist when feasible.
- Exchanging basic information with the assistance or family or friends that are present will be permitted.

### **C. Service Referrals**

The court will make reasonable efforts to ensure that a non-federally funded entity to which the court refers LEP persons for services has provisions for addressing their needs. The court will

consider viable alternatives if language access is not provided by such a non-federally funded entity.

#### **D. Forms & Documents**

The State Court Administrative Office (SCAO) makes select translated forms available to the courts at <http://courts.michigan.gov/Administration/SCAO/Forms/Pages/default.aspx>.

- 1) Additional translated forms available to court users include:

The court does not have any additional forms that are translated.

When in-person interpreters are hired for court proceedings, they are expected to provide sight interpretation of documents for LEP persons.

- 2) Courthouse translation for LEP:

- o The court will use a list of interpreters maintained by the local circuit and district courts and request contact information when needed.
- o Bi-lingual staff is utilized when available.
- o Telephonic interpretation services are utilized.

#### **E. Other Provisions**

In an effort to provide LEP persons language access to court information, the court also provides the following:

- None at this time.

### **Section III. Training**

The court is committed to training its judges and court staff, and coordinating with county clerks on providing LEP persons with meaningful access to court services. When the court provides training sessions, it will include a component addressing LEP policy and procedure and the court's LAP. The court is aware that staff members having contact with the public are more likely to need in-depth training on LEP policy and procedure.

The court will work with SCAO and MJI to ensure that all employees are trained on LEP policy and procedure. Training will be offered to assist judges and staff to: identify and respond to LEP persons, increase awareness of the types of language services available, guide when and how to access those services, and effectively use language services.

The court provides to judges and court staff the following training regarding language access:

- Make written plan available to all employees.
- During employee meetings, staff made aware of services available, how to use "I speak" cards and how to contact the language access coordinator for assistance in providing services to LEP persons.

**Section IV. Public Notification and Evaluation of Language Access Plan**

**A. Language Access Plan Approval and Notification**

The court's LAP has been approved by the State Court Administrative Office. The court will post its LAP on its public website (if available) or public notification area within the courthouse and will make copies of the LAP available upon request.

**B. Evaluation and Review of the LAP**

At the direction of SCAO, or on its own initiative, the court will assess whether the LAP needs updating. The LAP will remain in effect unless modified or updated. Review of the following areas may indicate a need to update the LAP:

- Number of LEP persons requesting court interpreters or language assistance
- Funding provided or available for languages services
- Current language needs to determine if additional services or translated materials should be provided
- Feedback from LEP communities within the county
- Court staff (turnover, new hires, etc.)
- Feedback from trainings provided by the court or SCAO/MJI
- Viability of identified language services and resources
- Problem areas and corrective action strategies
- Updated census data

The language access coordinator for this court ensures this plan is followed, advises the court on potential updates to this plan, and coordinates the language access needs for the court as they arise. The court has identified the name and contact information of the language access coordinator and advised the State Court Administrative Office. The court will notify the SCAO regional office of any changes to the language access coordinator's contact information, or if a new language access coordinator is named.

Effective Date: \_\_\_\_\_

5/27/14  
Date: \_\_\_\_\_ Chief Judge Signature: \_\_\_\_\_

**Language Access Coordinator  
Contact Information**

This form identifies the court's language access coordinator. The court or language access coordinator will notify the SCAO regional office if there are any changes to the contact information, or if the court names a different language access coordinator.

Name (required): Jerome W. Zimmer, Jr. Clerk  
Bar Number (if appropriate):  
Court Number/Name (required): Court of Claims  
Court Address: 925 W. Ottawa St.  
City, State, ZIP: Lansing, MI 48909  
Phone Number: 517-373-0807  
E-mail Address: jzimmer@courts.mi.gov  
  
Date (required): 5/27/14

Provide the above information to the SCAO regional office.

LANGUAGE IDENTIFICATION FLASHCARD

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

- 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 kazyè sa a si ou li oswa ou pale kreyòl ayisyen. 16. Haitian Creole
- अगर आप हिन्दी बोलते या पढ़ सकते हैं 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 beszél 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

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