



**SECOND JUDICIAL
DISTRICT COURT**

LANGUAGE ACCESS PLAN

&

**AMERICANS WITH
DISABILITIES ACT PLAN**

SECOND JUDICIAL DISTRICT COURT LANGUAGE ACCESS PLAN

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I. DEFINITIONS

Definition of “Second Judicial District Court” and “the Court”:

“Second Judicial District Court” and “the Court,” as used throughout this plan, means the District Court located in the city of Albuquerque and county of Bernalillo, New Mexico. The Court operates at the following sites:

Downtown Courthouse
400 Lomas Blvd NW
Albuquerque, NM 87102

Children's Court
5100 2nd Street NW
Albuquerque, NM 87104

Judicial Supervision and Diversion Programs
Public Safety Building - 6th Floor
401 Roma NW
Albuquerque, NM 87102

UNM Mental Health Center
2600 Marble Ave NE
Albuquerque, NM 87106

II. LEGAL BASIS AND PURPOSE

This document serves as the plan for the Second Judicial District Court to provide to persons with limited English proficiency (“LEP”) services that are in compliance with Title VI of the Civil Rights Act of 1964 and Executive Order 13166.¹ Language access services are further provided for in the New Mexico Constitution and in State Statute (*see* Section IV A).

The purpose of this plan is to provide a framework for the provision of timely and reasonable language assistance to LEP persons who come into contact with the Second Judicial District Court.

For a list of Second Judicial District Court language access planning (“LAP”) team members, *see Attachment A*.

III. NEEDS ASSESSMENT

A. Statewide by Language

The State of New Mexico provides court services to a wide range of people, including those who speak limited or no English and those who are deaf or hard-of-hearing.

¹ Executive Order 13166 was rescinded on March 1, 2025. On April 8, 2025, the New Mexico Supreme Court reaffirmed its commitment to provide language services for people who don’t speak English. *See:* <https://nmcourts.gov/wp-content/uploads/2025/04/NM-Supreme-Court-reaffirms-Judiciarys-commitment-to-language-access.pdf>

According to the New Mexico Administrative Office of the Courts (“AOC”), the most frequently encountered languages in New Mexico's courts in FY 2023-2024 were:

- 1) Spanish
- 2) American Sign Language (“ASL”)
- 3) Navajo
- 4) Arabic
- 5) Vietnamese

In Fiscal Year 2024, interpretation was provided in New Mexico’s courts in a total of 67 different languages.

The Migration Policy Institute reports that 33% of New Mexicans speak a language other than English in the home. The number one language statewide is Spanish, with 25% of New Mexicans speaking Spanish in the home. Among those speaking Spanish in the home, 27% are Limited English Proficient.

B. Second Judicial District Court by Language

Demographic Data for Bernalillo County:

The Second Judicial District Court will make every effort to provide services to all LEP persons. For purposes of anticipating need, the following data shows the spoken (ie., not signed) languages other than English that are most frequently used in the Court's geographic area.

1) Modern Language Association Data:

The following information comes from the Modern Language Association (“MLA”). The MLA data indicates the percentage of county residents above the age of five who speak the language at home; it does not indicate proficiency or lack of proficiency in English.

The top five languages other than English in Bernalillo County are as follows:

- 1) Spanish 25.87%
- 2) Navajo 0.93%
- 3) “Other specified North American Indian languages” 0.67%
- 4) Vietnamese 0.49%
- 5) Chinese 0.45%

In addition to those top five languages, the MLA data lists 24 additional languages for Bernalillo County, each spoken by between 0.03% and 0.35% of the population. These listings can be accessed via the following web address: <https://www.mla.org/Resources/Guidelines-and-Data/MLA-Language-Map>

2) Migration Policy Institute Data:

The following data comes from the Migration Policy Institute (“MPI”).

The MPI data indicates the percentage of county residents above the age of five who are classified as Limited English Proficient. MPI only lists a language if it is spoken by 5% or more of a county's total population or by 500 or more persons within a county, and if those speakers are also Limited English Proficient.

MPI lists the following LEP data for Bernalillo County:

- 45,600 Spanish-speaking LEP persons (7.3% of population)
- 2,300 Vietnamese-speaking LEP persons
- 1,200 Chinese-speaking LEP persons
- 800 Navajo-speaking LEP persons

The LAP team will update demographic data in this plan as it becomes available.

Courthouse Users:

The Second Judicial District Court also assesses its language needs on an ongoing basis based on what it identifies about courthouse users. This is achieved through two methods:

- 1) Tracking the use of interpreters in the courtroom.
- 2) Tracking encounters between staff and LEP persons in out-of-courtroom settings.

1) Courtroom interpreter use:

The Second Judicial District is responsible for tracking courtroom interpreter statistics. The LAP team is responsible for ensuring data is updated in this plan annually.

Interpreter usage data for the most recent fiscal year (July 1, 2023 – June 30, 2024) is appended to this plan as *Attachment B*.

2) Out-of-courtroom encounters:

In addition to tracking the use of interpreters in the courtroom by language, the Courts track requests for out-of-courtroom services, both in person and over the telephone, by language. The LAP team is responsible for updating the data in this plan at its annual meetings.

Data for out-of-courtroom encounters for the most recent fiscal year (July 1, 2023 – June 30, 2024) accompanies this plan as *Attachment C*.

The Deputy Court Executive Officer is responsible for compiling the logs and providing updated data at the LAP team's annual meeting so the team can update it in this plan.

IV. LANGUAGE ASSISTANCE PROCEDURES AND RESOURCES INSIDE THE COURTROOM

A. Provision of Interpreters in the Courtroom

The provision of spoken language and signed language interpreters in court proceedings is based in

New Mexico State Statute and the Constitution. The Constitution references language access in multiple sections, including Article II, Section 14 and Article VII, Section 3. In the Second Judicial District Court, interpreters will be provided, consistent with the Court Interpreter Standards of Practice and Payment Policies, at no cost to court customers, witnesses, jurors and other parties who need such assistance under the following circumstances:

- For a deaf or hard-of-hearing litigant, juror, observer (when an observer has submitted a request to the court prior to the proceeding), or witness in any type of court proceeding. Title II of the ADA requires local and state courts to provide qualified signed language interpreters or other accommodation to ensure effective communication with deaf and hard-of-hearing individuals.
- For a non-English speaking person who is a principal party in interest or a witness in a criminal case.
- For a non-English speaking person who is a principal party in interest or a witness in a domestic violence case, domestic relations case, and/or Children's Court case, including court-ordered domestic relations mediation.
- For a non-English speaking person who is a principal party in interest in a civil case or that party's witness.
- For victims who are active case participants, i.e., testifying as a witness or when making a statement at sentencing.
- For any non-English speaking juror. A certified court interpreter shall be provided to petit and grand jurors, including jury orientation, voir dire, deliberations, and all portions of the trial.

It is the responsibility of the private attorney, Public Defender or District Attorney to provide qualified interpretation and translation services for pre-trial witness interviews, transcriptions and translations and for attorney/client communications during proceedings.

The AOC has issued Guidelines for audio recorded, video recorded or written materials in languages other than English pursuant to Rule 1-103(E)(8) NMRA. These Guidelines address circumstances in which interpreters may and may not be used to perform sight translation in the courtroom. The AOC provided updated guidance on November 22, 2024, *see* the revised on-the-spot translation guidelines for audio/video recordings and written materials in languages at:

<https://languageaccess.nmcourts.gov/wp-content/uploads/sites/59/2024/12/11-on-the-spot-translation-memo-11-13-2024-1.pdf>.

B. Determining the Need for an Interpreter in the Courtroom

The Second Judicial District Court may determine whether an LEP or deaf/hard-of-hearing court customer needs an interpreter for a court hearing or for jury duty in the following ways:

- Request for interpreter form which is available in a paper version, on the public internet, and on the intranet (the Court's internal website).
- Attorneys are aware of the need to contact the Court to request interpreters for criminal hearings and regularly do so via phone and email.
- To further improve communication with attorneys about the need for advance notice, the Deputy Court Executive Officer composed a letter explaining that the Court needs advance notice of interpreter required at each hearing in order to be able to successfully serve attorneys' LEP clients. The letter was sent out by the Chief Judge to the Bernalillo County Public

Defender, Bernalillo County District Attorney and Albuquerque Bar Association; in addition, a notice was placed in the NM Bar Bulletin.

- The Metropolitan Jail intake sheet has an “interpreter needed” checkbox.
- The Judicial Supervision and Diversion Programs flag interpreter need. Judicial Specialists are responsible for flagging cases at first contact or contacting the Interpreter Supervisor.
- Language on the domestic violence petition inquires whether any party needs an interpreter.
- The jury questionnaire includes a request for interpreter.
- The Court has access to a multilingual interpreter needed check sheet/rights advisory for pro se clients, created by the AOC. The sheet informs clients in 11 languages that they are entitled to an interpreter free of charge, and asks them to check the box by the language they need. The sheet is available to staff on the intranet and to the public in courtrooms and at clerk counters.
- At the Court's main facility in downtown Albuquerque, once the need has been identified through the above sources, the Judicial Specialists flag interpreter needs in the Court's case management system.

The need for a court interpreter may be identified prior to a court proceeding by the LEP or deaf/hard-of-hearing person or on the person’s behalf by: the Court's counter staff, Self Help Center staff, Family Court Services staff, Trial Court Administrative Assistants, or Jury Division staff; or by the client/customer's advocate, family member or attorney; or by outside justice partners such as probation/parole officers, attorneys, social workers or correctional facilities. Also, the judge may determine that it is appropriate to provide an interpreter for a court matter.

The Second Judicial District Court displays signs in English, Spanish, Navajo and Vietnamese that state: “You have the right to an interpreter at no cost to you. If you cannot speak or understand English, or if you need an American sign language interpreter, please contact the clerk for assistance.”

The Second Judicial District Court displays these signs at the following locations: near building entrances, at information desks, at clerk's windows, in the Domestic Violence Division, in the Self-Help Division, outside every courtroom, on the Court's website, and on the Court's internal intranet. The Human Resources Division is responsible for ensuring signs are posted in all appropriate areas.

In a case where the Court is mandated to provide an interpreter, but one is not available at the time of the proceeding even after the Court has made all reasonable efforts to locate one, the case will be postponed and continued on a date when an interpreter can be provided.

C. Remote Interpreting

With the exception of jury trials and in compliance with Supreme Court rules and AOC policies, a remote interpreter may be used. Details to assist courts with telephone and video interpreting are posted at: <https://languageaccess.nmcourts.gov/services-programs/for-staff-judges>.

D. Court Interpreter Scheduling

The Second Judicial District Court schedules spoken and signed language interpreters for courtroom hearings in compliance with Supreme Court rules and AOC policies.

In the Second Judicial District Court, there are two full time Spanish interpreters on staff. The Court

Interpreter Supervisor coordinates the scheduling of additional certified interpreters. For instructions to court employees on how to request an interpreter, *see Attachment D*.

V. LANGUAGE ASSISTANCE PROCEDURES AND RESOURCES OUTSIDE THE COURTROOM

The Second Judicial District Court is also responsible for taking reasonable steps to ensure that LEP individuals have meaningful access to services outside the courtroom. Language services outside the courtroom include routing, daily communications and interactions between court staff and LEP individuals as they request information, file documents, schedule appointments, and so on. In the Second Judicial District Court, LEP individuals may come in contact with court personnel via the phone; the public information desks; the clerk's windows; the self-help center; or inquiries for directions in all divisions having publicly accessible offices.

Language Access Specialists are bilingual employees of the Court who have successfully completed training and continuing education through the New Mexico Center for Language Access. They are a category of employee specifically created by the NM Judiciary to ensure the delivery of meaningful language access services in out-of-courtroom settings. LASs are the primary staff members who are equipped and should be called on to handle out-of-courtroom needs. *Attachment E* details which divisions employed qualified LASs as of the latest revision of this plan. Information regarding locations and working hours of LASs is included in the Court Directory, and an LAS policy has been distributed to all staff.

To facilitate communication between LEP individuals and staff outside the courtroom, the Second Judicial District Court uses the following resources:

- Language Access Specialists and other bilingual employees, as detailed above.
- “I Speak” cards in over 60 languages, to identify the individual’s primary language. Employees have access to the cards in both hard and electronic copy.
- Multilingual signage throughout courthouse locations, as detailed in Section IV C.
- Telephonic interpreting services, which are available to provide assistance at every area that is accessible to the public. The telephonic interpreting services are provided in over 175 languages, through Certified Languages International. Employees have access to CLI instruction cards in both hard and electronic copy.
- Callers to the Court are served by a bilingual (English/Spanish) phone menu.
- Bilingual (English/Spanish) voicemail is set up in the Self-Help Division and the Judicial Supervision and Diversion Programs. No other divisions have voicemail in any language.
- During office hours, if a phone call is received in Spanish, staff should consult the Court Directory and transfer the caller to an LAS. If a phone call is received in a language other than Spanish, staff should utilize CLI.
- Self-Help Center services include Language Access Specialists, other bilingual staff and telephonic language assistance.
- A bilingual (English/Spanish) DVD for juveniles regarding their rights is available at JJC and screened before detention hearings.
- The Court provides interpreters at the Family Court Clinic for custody and visitation matters.

- The Court provides interpreters for Children, Youth and Families Department abuse and neglect mediations.
- The Court provides interpreters for civil arbitrations.
- The Court provides interpreters for competency evaluations.
- For non-record specialty courts, the Court provides interpreters, including for legal assessments.
- Drug Court and Judicial Supervision and Diversion Programs have Language Access Specialists or Spanish-speaking staff.
- The AOC Memorandum, “Providing Interpreters for Court-Ordered Programs, Services or Events,” explains when the obligation to provide language access for programs, services or events falls on the court and when it falls on outside agencies. *See*: <https://languageaccess.nmcourts.gov/services-programs/for-staff-judges>.

VI. TRANSLATED RESOURCES (WRITTEN AND AUDIOVISUAL)

The Court understands the importance of having forms and documents professionally translated so that LEP individuals have greater access to needed information and services. Translation requests should be submitted to the AOC’s vendor via an online portal. For further details, *see* “New Translation Portal Instructions” at <https://languageaccess.nmcourts.gov/services-programs/for-staff-judges>.

Currently, the following translated resources are available statewide:

- Supreme Court forms in bilingual format, available at <https://languageaccess.nmcourts.gov/forms-files>:
 - *Spanish*: Domestic Violence, Domestic Relations, Interpreter request, Adult Guardianship
 - *Spanish, Vietnamese, Chinese and Arabic*: Landlord Tenant
- The website of the NM Judiciary at <https://nmcourts.gov>, including the Second Judicial District Court page, has been professionally translated into Spanish. The Court’s webmaster is responsible for notifying the AOC Language Access Planning Consultant whenever updates are made in English so that AOC can make the corresponding updates on the Spanish mirror page.
- Resources posted on the AOC Language Access Services website at: <https://languageaccess.nmcourts.gov>. To help users who are LEP, blind/low-vision; low literacy/computer literacy or deaf/hard-of-hearing to navigate the site, an avatar is included. This virtual assistant speaks English, Spanish and Navajo and can respond to either written or verbal commands.
- Informational videos for Self-Represented Litigants in ASL, Spanish and Navajo (with closed captioning) are posted throughout the Language Access Services website.
- Guardian and Conservator orientation program videos in Spanish are posted at: <https://adultguardianship.nmcourts.gov/acerca-de/programa-de-orientacion/?lang=es>.
- A District Court Self Help Guide (Spanish and Navajo) is available on the Language Access Services website.
- Bilingual (English and Spanish) handouts from community partners such as Legal Aid NM, covering topics such as guardianship, foreclosure, and access to a legal helpline, available in the Self-Help Center and the Domestic Violence Division.
- As the only state in the United States that seats LEP jurors, the New Mexico AOC provides the following materials (available at <https://jury.nmcourts.gov>).

- *Spanish*: juror questionnaire, qualification form, handbook, FAQs, creed, tips for after jury service, medical excuse form, orientation video open-captioned in Spanish.
- *Navajo*: juror questionnaire and qualification form.

VII. LANGUAGE ACCESS STAFFING

The Second Judicial District Court is an equal opportunity employer and recruits and hires/contracts with bilingual staff/contractors to serve its LEP constituents. Bilingual staff/contractors serve the Second Judicial District Court in the following capacities:

- Two certified court interpreters (Spanish) who serve as permanent employees of the Court.
- Certified court interpreters who serve the Court on an on-call basis, funded by the AOC.
- Language Access Specialists, as detailed in Section V. At the discretion of the Court CEO, the Court provides compensation and incentives in the form of a \$1 per hour increase to employees who become certified as LASs.
- Other bilingual staff who are on call to assist with out-of-courtroom contacts from LEP individuals as needed.

VIII. JUDICIAL AND STAFF TRAINING

The New Mexico State Courts and the Second Judicial District Court are committed to providing language access training opportunities for all judicial officers and staff members. Training and learning opportunities currently offered by the New Mexico Supreme Court and the Second Judicial District Court will be expanded or continued as needed. These opportunities include:

Statewide Opportunities:

- Mandatory language access training for all new and continuing employees, posted on the AOC Human Resources website. The training includes information on the legal basis for language access and goes into detail on procedures for providing services. A policy directive mandating the training was issued by the Supreme Court in the form of an Order in April 2011. A subsequent policy directive was issued by AOC in October 2011 in the form of a Language Access Training Policy. AOC distributed an accompanying training acknowledgment form which is to be signed by each employee and added to his or her personnel file after training has been completed.
- Scholarships and wage incentives, which may be available on a case-by-case basis, to encourage the enrollment of current bilingual employees in the Language Access Specialist certificate program offered through the New Mexico Center for Language Access.
- A twice-yearly Language Access Specialist symposium, the benefits of which include a full year's worth of Continuing Education Units, as well as LAS webinars throughout the year. For schedule, see: <https://nmcenterforlanguageaccess.org/cms/en/>
- A Judges' Portal containing video content, guidelines and other resources on the following topics: Fundamentals; Tips for Interpreted Proceedings; Deaf and Hard of Hearing and LEP Jurors; Native Americans in our Courts. See: <https://nmcenterforlanguageaccess.org/cms/en/for-judges/welcome-to-the-judges-portal>

- Video Remote Interpreting training, available at: <https://languageaccess.nmcourts.gov/services-programs/for-staff-judges>.
- Conferences, judicial conclaves, webinars and videos that include sessions dedicated to language access topics, delivered by AOC Language Access Services and its partner, the NM Center for Language Access.
- The AOC and national colleagues have developed the Language Access Basic Training (LABT), an interactive training program available online at: <http://www.nmcenterforlanguageaccess.org/lafund>. The training is geared toward all judicial employees, and also contains more intense modules of practice and skills assessment for bilingual employees. Training topics include Legal Basis; Ethics; Roles of Court Staff and Cultural Competency.

Second Judicial District Court Opportunities:

- In addition to screening the mandatory DVD, sessions included: explanation of the distinction between a certified court interpreter and an LAS; hands-on role play practice with CLI; Q&A sessions; and familiarization with the right to interpreter signs, “I Speak” cards, CLI instructions, and Supreme Court Order.
- Training acknowledgment forms were added to employees' personnel files and were also scanned and sent to AOC.
- Judges were notified about mandatory training and some judges attended the training sessions. The Human Resources Division distributed a copy of the DVD and a training acknowledgment form to the remaining judges.
- A Language Access Specialist policy/informational document and accompanying acknowledgment form was distributed to all employees in 2017.
- Future training content may include: continued instruction on the Court's language access policies, procedures and legal obligations; refresher on language access resources; refresher on the role of the LAS; instruction on serving the deaf and hard-of-hearing.
- It is the intention of the ADA/Language Access planning team to hold court-wide, hybrid ADA/language access training annually.
- New employees and judges receive language access orientation shortly after assuming their responsibilities. Additionally, the Human Resources Division conducts new employee orientations that include familiarizing employees with language access resources.
- In September 2023, the Second Judicial District included content on how to use interpreters as part of its annual training program.

IX. FUNDING AND PROCUREMENT ISSUES

The New Mexico Supreme Court and Administrative Office of the Courts commit significant resources to the following language access efforts to benefit all state courts on a regular basis: signage; assistive listening/interpreting equipment; certified interpreter services for court proceedings for spoken and signed languages; training and certification of interpreters and Language Access Specialists; 24/7 telephonic interpreting available in 175 languages for out-of-courtroom communication with LEP individuals; and the development of related training materials for court personnel and language access service providers. The NM Judiciary will continue to support the Second Judicial District Court's language access efforts through these services and will work to identify new funding opportunities to

support language access efforts across the judiciary and specific to the needs of the Second Judicial District Court, as identified through current or future language access planning efforts.

X. PUBLIC NOTIFICATION OF LAP AND SERVICES

The Second Judicial District Court understands the importance of communicating to the LEP and deaf/hard-of-hearing public that courthouses are accessible. In addition to using signage, “I Speak” cards, voicemail, and written/audiovisual materials as detailed above, the Court undertakes the outreach measures detailed below.

The Court possesses an extensive database of community stakeholder organizations, whom it surveyed at the time this LAP was first being compiled to solicit community input.

The LAP team has developed an English/Spanish brochure informing the public of their rights to language access and the services available at the Court. This was made available at the Court and was also distributed to community organizations shortly after development. The Deputy Court Executive Officer is responsible for ensuring copies of the brochure are available at the Court on an ongoing basis and updated the brochure in 2023.

Upon signature of each annual update of the LAP and ADA Plan, the Chief Judge, with the assistance of the Deputy Court Executive Officer, sends a notice to known local legal and community stakeholders, including a link to the plan. The notice is intended to advise the LEP and deaf/hard-of-hearing community that the Court is accessible and to familiarize them with the specific provisions of the Court's plan.

For distribution of this plan to the public and court employees, *see* ADA Plan, Section XIV.

XI. COMPLAINT PROCEDURE

The Second Judicial District Court has a complaint procedure for persons who feel their rights to language access have been violated. Should any individual wish to make a complaint, the attached complaint procedure and form will be provided to them by the LAP Coordinator. The procedure and form are available in English and Spanish and can be translated into additional languages as needed (*see Attachment E*).

XII. APPROVAL AND EVALUATION OF LAP

A. LAP Approval

The Second Judicial District Court's LAP is subject to approval by the Chief Judge and Court Executive Officer. Any future revisions to the plan will be submitted to the Chief Judge and Court Executive Officer for approval, and then forwarded to the AOC.

B. Annual Evaluation of LAP

Annually, or more frequently if needed, the Court's LAP team will review the effectiveness of the Court's LAP and update it as necessary. The evaluation will include identification of any problem areas and development of corrective action strategies. Elements of the evaluation will include:

- Number of LEP persons requesting court interpreters and out-of-courtroom language assistance.
- Assessment of current language needs to determine if additional services or materials should be provided.
- Assessment of whether language access procedures are operating smoothly.
- Identifying gaps in LAS coverage and suitable candidates to undergo LAS training.
- Assessment of whether court staff adequately understand LEP policies and procedures and how to carry them out.
- Review of feedback from court employee training sessions.
- Surveys to judges, employees, and community stakeholders and/or revisiting information obtained in earlier surveys, if deemed necessary.
- Ensuring that all time-sensitive references, rules or policies that are subject to change, and individuals mentioned in this plan are up to date.

C. Second Judicial District Court LAP Coordinator

Monica Baca
Deputy Court Executive Officer
Second Judicial District Court
400 Lomas Boulevard NW, Albuquerque, New Mexico 87102
albdmyb@nmcourts.gov
505-841-7607

D. AOC LAP Coordinator

Freda Valdez, Statewide Language Access Program Manager
New Mexico Administrative Office of the Courts
111 Lomas Blvd. NW, Albuquerque NM 87102
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(505) 231-9229

E. Effective Date and Approval

See: Americans with Disabilities Act Plan signature page

**SECOND JUDICIAL DISTRICT COURT
ADA PLAN
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I. DEFINITIONS

Definition of “Second Judicial District” and “the Court”:

“Second Judicial District” and “the Court”, as used throughout this plan, means the court located in New Mexico’s Second Judicial District, namely: Bernalillo County District Court (located in Albuquerque), and Bernalillo County Children’s Court (located in Albuquerque).

II. LEGAL BASIS AND PURPOSE

The New Mexico Administrative Office of the Courts is committed to ensuring equal access to and full participation in court programs, court services, and court activities for qualified individuals with disabilities, including attorneys, litigants, defendants, probationers, witnesses, victims, potential jurors, and public observers of court proceedings.

The Americans with Disabilities Act of 1990 (ADA) was enacted to prohibit discrimination against people with disabilities. Under Title II of the ADA, no qualified individual with a disability shall, by reason of such disability, be excluded from participation in or be denied the benefits of programs, services, or activities of a public entity. This prohibition applies to the New Mexico state courts as providers of public programs, services, and activities. Pursuant to the ADA, people with disabilities have an equal opportunity to access, use, and fully participate in court programs, services, and activities and not be discriminated against because of their disability.

A person is considered disabled for purposes of the ADA if he or she has a mental or physical impairment that substantially limits a major life activity. “Major life activities” include, but are not limited to: reading, communicating, performing manual tasks, seeing, hearing, standing, walking, breathing, and the operation of a major bodily function.

The ADA also protects people who have a record of such an impairment or who are regarded as having such an impairment, if being perceived as having a disability results in discrimination.

It is important to remember that not all disabilities are obvious. “Invisible disabilities,” such as psychological or cognitive conditions, can substantially limit a person’s ability to engage in major life activities.

Any individual with an interest in participating in or attending any proceeding before any court may make a request for an accommodation. This includes jurors, parties, attorneys, witnesses, and spectators.

Whenever reasonable, New Mexico Court policies, practices, or procedures must be modified to make court programs, court services, and court activities readily accessible to and usable by people with disabilities. This includes removing architectural barriers by altering existing facilities where feasible or relocating services to an ADA-accessible site.

The ADA also includes removing communication barriers by providing auxiliary aids and services that would allow a person with a disability to effectively represent a client, be a party in a lawsuit, testify as a witness, serve on a jury, observe a hearing or trial, or otherwise participate in all programs, services and activities. In providing reasonable accommodations, the New Mexico Courts give ADA Title II

primary consideration to the accommodations requested by the person with a disability when reasonable and practicable. To ensure ADA effective communications with people who are deaf or hard of hearing, the New Mexico Courts provide sign language and oral interpreters, TTYs, or other appropriate auxiliary aids and services free of charge. The New Mexico Courts may also provide information in Braille and Large Print for people with visual disabilities as a reasonable accommodation request.

III. NEEDS ASSESSMENT

A. New Mexico Data

The Centers for Disease Control and Prevention publish the latest Disability and Health Data System (DHDS) on their website at:

<https://www.cdc.gov/ncbddd/disabilityandhealth/dhds/data-guide/status-and-types.html#status>.

DHDS is an online source of state level data on adults with disabilities. In the state of New Mexico 499,492 adults have a disability. This is equal to nearly 30% or roughly 1 in 3 adults.

According to DHDS, in New Mexico the percentages of disabled individuals 18 years or older were reported in 2022 as follows:

- Cognitive Disability 15.4%
- Mobility Disability 12.8%
- Independent Living Disability 7.5%
- Hearing Disability 6.6%
- Vision Disability 5.8%
- Self-Care Disability 3.7%

Definitions:

- Cognitive: serious difficulty concentrating, remembering or making decisions.
- Hearing: serious difficulty hearing or deafness.
- Mobility: serious difficulty walking or climbing stairs.
- Vision: serious difficulty seeing or blindness.
- Self-care: difficulty dressing or bathing.
- Independent living: difficulty doing errands alone.

B. Second Judicial District Court Data

The Second Judicial District Court assesses its ADA accommodation needs on an ongoing basis based on what it identifies about courthouse users. This is achieved through two methods:

- 1) Tracking ADA Accommodations inside and outside of the courtroom.
- 2) Tracking Scribing requests from court users and jurors who need assistance with filling out court forms and juror questionnaires due to disability, limited English proficiency, illiteracy, or limited internet or computer access, or other qualifying reasons.

1) ADA Accommodations in and out of the Courtroom:

The Courts track ADA accommodation requests inside and outside of the courtroom. These accommodation requests are tracked in Odyssey (the statewide case management system), Interpreter Intelligence (the statewide interpreter scheduling system), the Clearview Jury Portal (the statewide jury management system), and the Second Judicial District's ADA Accommodations Request Google Sheet.

The District's ADA Title II Coordinators Griffin Hardy and Alison Orona enter requests for ADA Accommodations onto the Google Sheet, which is shared with the Statewide ADA Title II Coordinator's Office. The Statewide ADA Title II Coordinator's Office is responsible for ensuring data received from the Second Judicial District is updated in this plan annually.

During the most recent fiscal year (July 1, 2023, through July 1, 2024), the following ADA accommodations were requested and provided in and out of the courtroom:

1. American Sign Language (ASL) = (175)
2. Certified Deaf Interpreter (CDI) = (1)
3. Communication Access Real-Time Captioning (CART) = (3)
4. ADA Accommodations Requested/Provided to Jurors= (324)
5. ADA Accommodations for other parties (Defendants, Plaintiffs, Attorneys, etc.)= (28)

In FY24, the ADA Title II Coordinator for the Second Judicial District managed 28 different ADA Accommodation Requests. Upon receiving each request, the ADA Title II Coordinator, through extensive research, communication with court staff and the Statewide ADA Title II Coordinator, and by engaging in the interactive process with each requestor, was able to provide the accommodation requested, offer alternative options, or referred the requestor to a secondary resource.

Among the ADA accommodation requests received from jurors and other parties provided by the Second Judicial District include ASL and CDI interpreters, Assistive Listening Devices, CART captioning, additional time to process information, access to personal cell phones, smartwatches and food or drinks for health purposes, requests for remote hearings, hand-written or typed communication, assistance with accessing Zoom video platform, approval to bring a support person to a court hearing, use of personal service animal, assistance with documents due to vision disability, readers and notetakers, court documents delivered electronically, physical access to move throughout the courthouse and courtroom, access to personal medical devices and medication, elevator access, accessible parking, frequent restroom and mobility breaks, juror accommodations due to PTSD, and supportive/ergonomic seating while in the courtroom.

2) Scribing Requests:

The Courts track scribing requests from self-represented litigants. The District's Program Manager in the Center for Self Help and Dispute Resolution, DeAnne Romero, maintains a Scribing Request Intake Google Form for all scribing requests. The entries from the Google Form are instantly emailed to the Statewide ADA Title II Coordinator upon submission. The Statewide ADA Title II Coordinator's Office is responsible for ensuring data received from the Second Judicial District is

updated in this plan annually.

During the most recent fiscal year (July 1, 2023 through June 30, 2024), scribing requests for self-represented litigants and jurors were as follows:

Month	Number of Scribing Requests
July 2023	8
August 2023	10
September 2023	15
October 2023	7
November 2023	9
December 2023	1
January 2024	4
February 2024	9
March 2024	3
April 2024	4
May 2024	10
June 2024	4
Total	84

IV. ADA COORDINATOR DUTIES

A. Duties of the AOC Office of the Statewide ADA Title II Coordinator

The Office of the Statewide ADA Title II Coordinator within the Administrative Office of the Courts provides resources, guidance and training to all judiciary employees. It also oversees the enforcement of the Act in each district and their programs and activities.

Among the duties of the Statewide ADA Title II Coordinator are to:

- Plan and coordinate compliance efforts.
- Develop and distribute notice about ADA Title II compliance.
- Respond to general inquiries from the public.
- Coordinate requests for auxiliary aids and services and reasonable modifications of policies, practices and procedures.
- Train staff, boards and commissions on ADA Title II requirements.
- Interact and consult with staff, boards and commissions on ADA Title II.
- Develop a grievance procedure.
- Investigate complaints.
- Conduct a self-evaluation.
- Develop a transition plan.
- Ensure districts are complying with all ADA Title II mandates.

Statewide ADA Title II Coordinator:
Peggy Cadwell

ADA@nmcourts.gov
(505) 414-5313

B. Duties of the Local ADA Title II Coordinator

Among the duties of the local ADA Title II Coordinator are to:

- Manage all ADA Title II requests from the public. Receive requests for accommodations, communicate with the person making the request to clarify the nature of the accommodation needed, and facilitate implementation. Engage in the Interactive Process as needed and follow up on the effectiveness of the accommodations. Collaborate with court staff and judicial officers to participate in the interactive process and assist with facilitating reasonable accommodations.
- Provide information about and arrange for the use of appropriate auxiliary aids and devices.
- Ensure ADA Title II-related signage and other information is in place and accurate.
- Suggest or assist in making modifications to court operations and practices to ensure that court programs and services are fully accessible.
- Ensure their courts are complying with all ADA Title II mandates.
- Conduct investigations of all grievances, complaints, and provide all requested information to the Statewide ADA Title II Coordinator's Office.
- Cooperate with the Statewide ADA Title II Coordinator's Office by providing all requested information during an investigation.
- Maintain a record of filed grievances and results and share them with the Statewide ADA Title II Coordinator's Office.
- Maintain contact with staff and judges to ensure that services provided are effective.
- Conduct and participate in all activities related to the self-evaluation process and provide the results to the Office of the Statewide ADA Title II Coordinator.
- Maintain a record of all accommodations granted and denials.
- Maintain a record of grievances filed and results.

Court personnel who become aware of a need for an accommodation may consult with the ADA Title II Coordinator for their district for assistance. In turn, the local ADA Title II Coordinator may request additional assistance from the Statewide ADA Title II Coordinator.

Second Judicial District Court ADA Title II Coordinator:
Griffin Hardy, Attorney Senior
albdgsh@nmcourts.gov
(505) 222-4574

Should Griffin Hardy be unavailable, employees and the public may contact:

Alison Orona, General Counsel
albdag@nmcourts.gov
(505) 841-7615

V. PROVISION OF ASL INTERPRETERS AND OTHER ACCOMMODATIONS

The provision of spoken language and signed language interpreters, and other communication access accommodations, in court proceedings is based in New Mexico State Statute and the Constitution. The Constitution references language access in multiple sections, including Article II, Section 14 and Article VII, Section 3.

Title II of the ADA requires courts to provide qualified sign language interpreters or other accommodations to ensure effective communication with deaf and hard-of-hearing individuals. Among other accommodations provided to ensure effective communication are: TTY, CART, or other appropriate auxiliary aids or services free of charge.

Interpreters will be provided at no cost to deaf or hard-of-hearing litigants, witnesses, jurors and observers (when an observer has submitted a request to the court prior to the proceeding) in any type of proceeding in the New Mexico courts.

VI. TRANSLATED RESOURCES

The ADA Accommodation Request Form, ADA Complaint Form, ADA Grievance Procedure and ADA Notice of Rights are available in Spanish. Additionally, the ADA Accommodation Request Form and ADA Complaint Form are provided in a fillable PDF format in Spanish. Informational brochures in printed and electronic formats and public service announcements regarding scribing services have been translated into Spanish/Navajo. These resources can be found on the Judiciary's ADA webpage at: <https://nmcourts.gov/ada-accommodations/>.

VII. RESOURCES IN ALTERNATIVE FORMATS

The New Mexico AOC provides an open-captioned orientation video for Deaf and hard-of-hearing jurors: <https://www.youtube.com/watch?v=enNQ0PSDWd0>

Additional resources in alternative formats available from the Statewide ADA Title II Coordinator's Office include providing court forms and requested court information in Braille or large print, and fillable PDF forms.

The ADA Notice of Rights is available in ASL, a video is posted on the Statewide ADA Title II Coordinator's webpage <https://nmcourts.gov/ada-accommodations/about-ada-accommodations/>.

Additionally, several videos and webinars regarding general information for court users, jurors, self-represented litigants, witnesses, scribing, Judicial employee training, and other informational videos are available in ASL on the NM AOC Language Access YouTube page: <https://www.youtube.com/@nmaoclanguageaccessservice8616/videos> and on the NM AOC Language Access webpage: <https://languageaccess.nmcourts.gov/district-court-videos/>

VIII. RESOURCES FOR JURORS

The AOC Jury Division provides captioning on its orientation video as an accommodation for Deaf and hard of hearing jurors:

<https://www.youtube.com/watch?v=enNQ0PSDWd0>

ADA resources and accommodations available for jurors include: juror questionnaires and court documents in alternative formats, ASL and Certified Deaf interpreters, Assistive Listening Devices, CART captioning, access to personal cell phones and smartwatches, hand-written or typed communication, use of personal service animal, readers and notetakers, court documents delivered electronically, documents in Braille, physical access to move throughout the courthouse and courtroom, access to personal medical devices and medication, elevator access, access to food and water, accessible parking, frequent restroom and mobility breaks, juror accommodations due to PTSD, and supportive/ergonomic seating while in the courtroom.

IX. OUT-OF-COURTROOM CONTACTS

The Second Judicial District Court reports that the first point of contact for members of the public in the Court is the Sheriff's Department, who provides security. The security team is familiar with the questions that are permissible to ask regarding service animals:

- 1) Is the animal required because of a disability?
- 2) What task has the animal been trained to perform?

Service animal signage has been provided to the Downtown Courthouse and the Public Safety Building (which houses Second Judicial District Court Pretrial Services), and the Children's Court for posting at the public points of entry, indicating service animals are allowed. The Second Judicial District Court has also purchased supplemental service animal signage to post at the Downtown Courthouse, Children's Court, and Public Safety Building. Additionally, the Statewide ADA Title II Coordinator's Office has provided ADA Title II Bench Cards to be distributed to staff and the Sheriff's Department containing basic information about accommodation requests, regulations around service animals, and ADA Title II Coordinator contact details. More detailed specifications regarding service animals, including FAQ cards, were provided to the Second Judicial District in August 2023. Additionally, ADA signage and stickers advising court patrons to ask court staff if they need assistance were also provided to the District in May, 2025.

The Second Judicial District Court also displays animal service signage on their informational television monitors located near each elevator.

The most frequent point of contact with Self Represented Litigants in the Second Judicial District Court is the Center for Self Help and Dispute Resolution, followed by the Information Desk.

In July 2023, the NM AOC added Video Remote Interpreting (VRI) through Certified Languages International (CLI), for interactions with court users requesting ASL interpretation outside of the courtroom. In 2024, Center for Self Help and Dispute Resolution Program Manager DeAnne Romero utilized the ASL VRI services on three occasions to assist a scribing customer in their office.

Information cards with detailed instructions for accessing the VRI service were provided to the Second Judicial District in October 2024.

The Center for Self Help and Dispute Resolution in the Second Judicial District Court has microphones that are used to assist in communicating with hard of hearing individuals.

X. ASSISTIVE LISTENING AND SPEECH DEVICES

The Second Judicial District Court currently utilizes four (4) ALDs in the Jury Division and has an additional fifty to sixty (50-60) devices for use in the Courthouse, with two (2) ALDs also available in the Children's Court.

In addition to the ALD equipment, in August 2023, the Statewide ADA Title II Coordinator's Office purchased four (4) PocketTalker devices for the Second Judicial District Court Center for Self Help and Dispute Resolution, Clerk's Office, Children's Court, and Pretrial Services. An additional PocketTalker device and speech amplifier device is available for loan from the Office of the Statewide Title II Coordinator's Office as needed.

XI. SCRIBING SERVICES

In 2018 the NM AOC, in collaboration with the National Center for State Courts and the State Justice Institute, launched a scribing pilot program in the Ninth and Second Judicial Districts. During the pilot phase, the scribing program assisted court users who signed a Statement of Need testifying that they needed scribing help due to illiteracy, Limited English Proficiency, disability, or limited computer access/literacy. Court staff read forms or jury questionnaires aloud and filled in the blanks on their behalf, using the exact words spoken by the self-represented litigant or juror.

As a pilot site for the scribing program, the Second Judicial District utilized volunteer scribes with ReadWest, a local literacy nonprofit organization, to perform scribing duties alongside court staff for court users with disabilities, low literacy, limited English proficiency or limited computer access. After the scribing program was expanded throughout the entire Judiciary in 2022, the Second Judicial District Court began solely utilizing court staff as scribes, and currently has all staff members in the Center for Self Help and Dispute Resolution trained in performing scribing duties. Currently, scribing sessions are scheduled in advance, and walk-ins are available for emergency filings.

During the pilot phase, a Facilitation Guide, training videos, flyers, and brochures were developed to train all court staff and volunteers on the scribing process. Public outreach materials such as brochures, flyers, and public service announcements (PSAs) were produced in English, Spanish and Navajo. The Second Judicial District Court also advertises scribing services to the public on their informational television monitors near the elevators.

The leadership demonstrated by the Second Judicial District Court during the scribing pilot program contributed to its success, resulting in New Mexico Supreme Court Order No. 22-8500-036 dated November 9, 2022, implementing the scribing program throughout the Judiciary. The Scribing program was further expanded on February 27, 2024 in NM Supreme Court Order No. S-1-AO-2024-00009 by providing scribing services to any self-represented litigant requesting the services.

The Second Judicial District created a strong scribing program during the pilot phase, which has continued through statewide scribing implementation. The District has been proactive in creating detailed internal policies and procedures to create a workflow that allows them to provide scribing services for self-represented litigants and ensures each scribing interaction is recorded in their Scribing Request Intake Google Forms. To further assist other New Mexico courts in launching their own scribing programs, the Second Judicial District Court Center for Self Help and Dispute Resolution has collaborated with the Statewide ADA Title II Coordinator's Office by inviting members of the Judiciary to observe their scribing sessions. The Court also participated in a panel discussion with the National Center for State Courts at the 2023 Court Language Access Coordinator's conference. In September 2023, the Second Judicial District's Center for Self Help and Dispute Resolution partnered with the Statewide ADA Title II Coordinator's Office to produce a live webinar training, "*ADA Title II and the Courts and Scribing: Legal Information vs. Legal Advice*," which was also recorded and has been disseminated to Judiciary staff.

The Second Judicial District has advertised scribing services in their Courts by posting the public outreach materials provided by the Statewide ADA Title II Coordinator's Office in their customer service areas and by informing staff who to contact in the court should a court user or juror request the scribing services.

To keep track of scribing numbers in each District, the Statewide ADA Title II Coordinator's Office created a Scribing Request Intake Google Form for each district. Once a scribing session is completed, court staff enter demographic information from the scribing session onto the Form, and the results are instantly emailed to the Statewide ADA Title II Coordinator's Office.

Scribing Statement of Need forms have also been provided to District ADA Title II Coordinators, Court Managers, Project/Program Managers, Center for Self Help and Dispute Resolution staff, Jury staff, and CEOs by the Statewide ADA Title II Coordinator's Office.

Scribing PSAs in English, Spanish, and Navajo, and scribing explainer videos in English, Spanish and Navajo are available at the following link:

<https://www.youtube.com/@nmaoclanguagesservice8616/videos>

Scribing training modules, quizzes and certificates of completion for Judiciary staff are available on the Court Education Institute's Learning Management System: <https://nmcourts.geniussis.com/>.

In June 2024, the Statewide ADA Title II Coordinator's Office began holding monthly check-ins with each judicial district to discuss the progress of scribing services provided in courts, answer questions, discuss training ideas, share statistics, and acquire staff feedback. DeAnne Romero, Center for Self Help and Dispute Resolution Program Manager, regularly attends these check-ins and provides positive and meaningful feedback.

Additional training assistance with scribing is available to the Second Judicial District Court on request by contacting the Office of the Statewide ADA Title II Coordinator.

XII. LIVE CHAT DEVICES

In an effort to lead the way in augmenting accessibility for Deaf and hard-of-hearing court users, AOC has begun piloting the use of live chat UbiDuo devices. This technology enables live chat to take place between the court customer and staff, with each party typing into their respective station. Walk-in Deaf and hard of hearing court users who have not submitted advance notice of interpreter need can now converse immediately at the counter, eliminating the need to pass paper notes back and forth or to wait for an interpreter. Live chat devices have also been helpful in the provision of services to individuals with speech difficulties.

As of the latest revision of this plan, the Second Judicial District Court has three (3) UbiDuo devices, located in the Center for Self Help and Dispute Resolution, the Court Interpreter Supervisor's Office, and in the Children's Court location.

The District will provide the following link to staff for training in how to use the devices:

https://www.youtube.com/watch?v=3OxaGxgKP_o

XIII. JUDICIAL AND STAFF TRAINING

The Statewide ADA Title II Coordinator's Office offers regular training in partnership with the Southwest ADA Center, New Mexico Governor's Commission on Disability, Professor Bruce Adelson, Esq. and other disability organizations. The Statewide ADA Title II Coordinator notifies all judiciary employees of upcoming training via email. Training is offered to judiciary employees free of charge and is recorded and broadcast on the Language Access YouTube channel at:

<https://www.youtube.com/@nmaoclanguagesservice8616/videos>

The Statewide ADA Title II Coordinator's Office also holds regular in-person and virtual trainings and meetings with Judges, District ADA Title II Coordinators and Judiciary staff, and offers the opportunity for District ADA Title II Coordinators to enroll in the ADA Coordinator Training Certification Program (ACTCP) and attend the annual ADA National Symposium. In October 2023, the Second Judicial District Center for Self Help and Dispute Resolution collaborated with the Statewide ADA Title II Coordinator's Office in presenting a webinar for a statewide audience. In 2022, the Second Judicial District Court hosted three training sessions led by the Southwest ADA Center on the basics of ADA, reaching a total of 100 employees. It is the intention of the ADA/ language access planning team to hold court-wide, hybrid ADA/ language access training annually. The Second Judicial District Court will also include ADA training in its new employee orientation.

Effective 2023, AOC Human Resources Department's new employee orientation training includes ADA Title I and ADA Title II compliance information, and the Statewide ADA Title II Coordinator's contact information.

Additional training assistance is available to the Second Judicial District Court on request by contacting the Statewide ADA Title II Coordinator's Office.

XIV. EMERGENCY PLAN AND EVACUATION

Under Title II of the ADA, public entities must ensure that emergency and evacuation plans for their facilities, activities and programs include emergency preparedness plans for people with disabilities.

To date, the Second Judicial District Court has provided in-person training with the courtroom bailiffs on evacuating jurors from the courtrooms. As of the current revision of this plan, the Second Judicial District Court is in the process of updating their emergency and evacuation plan for the Downtown Courthouse, Children's Court and Pretrial Services. The updated plan will include staff training on evacuation procedures for individuals with disabilities, providing exit signage in Braille, and creating dedicated "safe rooms" with a direct communication link to Sheriff Deputies. The updated training will be available for all employees on Google Classroom, and will also be shared with the Statewide ADA Title II Coordinator.

XV. ADA SELF-EVALUATION AND TRANSITION PLAN

The ADA requires all public entities with over 50 employees must complete an ADA Self-Evaluation and Transition Plan, to find barriers that may prevent individuals with disabilities from participating in court activities, programs, or services, or prevent them from entering or moving throughout the building. In 2024, the Statewide ADA Title II Coordinator's Office, through a Request for Proposal (RFP) process selected a vendor to perform a Self-Evaluation and Transition Plan of 80 courthouse facilities in the New Mexico Judiciary. The Statewide Title II ADA Coordinators Office will work with the Second Judicial District on their district's Self-Evaluation and Transition plan in this Fiscal Year.

In October 2024, the Second Judicial District was scheduled to undergo the ADA Self-Evaluation and Transition Plan in the District and Children's Court, and the Public Safety Building which houses Pretrial Services. During their kick-off meeting, Second Judicial District ADA Title II Coordinators Griffin Hardy and Alison Orona met with Statewide ADA Title II Coordinator Peggy Cadwell and the selected vendor, Altura Solutions to develop a timeline of each phase of their Plan. A public participation component was also developed, including public surveys, a project website, and public engagement meetings and reports to incorporate input from the public and disability communities.

In October 2024, during the first phase of their Plan, Altura Solutions conducted a physical evaluation of each courthouse location and Pretrial Services in the Second Judicial District. During this evaluation, each facility was surveyed to determine if any architectural or rights-of-way barriers may exist within each facility. In the upcoming phases of the Plan, the programs, services, activities, and Second Judicial District website will be evaluated to further locate and remedy barriers.

XVI. PUBLIC NOTICE

All public entities must provide information to the public, program participants, program beneficiaries, applicants and employees about the ADA and how it applies to the public entity.

An Americans with Disabilities Act page was created (in English and Spanish) and added to the New Mexico Courts website in October 2021. The page includes the Notice of Rights (in English, Spanish and ASL); the Request for Accommodations, Grievance Procedure and Complaint Forms (in English and Spanish); and contact information for the Statewide Title II ADA Coordinator.

<https://nmcourts.gov/ada-accommodations/>

<https://nmcourts.gov/ley-para-estadounidenses-con-discapacidades-ada-y-adaptaciones/?lang=es>.

If these forms are needed in an alternative format, they can be requested by contacting the Statewide ADA Title II Coordinator's office at ada@nmcourts.gov

The Second Judicial District Court has created its own Americans with Disabilities Act page, in English and Spanish, located at <https://seconddistrict.nmcourts.gov/ada-accommodations/> and

<https://seconddistrict.nmcourts.gov/adaptaciones-de-la-ada/?lang=es>. Included are the Notice of Rights; Request for Accommodations; Grievance Procedure; Complaint form and Second Judicial District Court Notice of Non Discrimination and Courthouse Access Policy, as well as contact information for the local ADA Title II Coordinator. The Second Judicial District has created an ADA email address, ADA.2nddistrictcourt@nmcourts.gov in order to keep track of any incoming email requests from the public.

A hard copy of the Second Judicial District Court's LAP/ADA Plan (in English and Spanish) shall be kept at the public information desk. Copies are also viewable at the public access computer kiosks, via a shortcut link. Copies of the plan will be provided to the public on request, in English, Spanish or alternative formats. In addition, the Second Judicial District Court posts the plan in English and Spanish at <https://seconddistrict.nmcourts.gov/language-access-services/> and the AOC posts the plan at <https://nmcourts.gov/ada-accommodations/publications-and-resources/>.

The plan is also accessible to court staff and judges on the Court's internal intranet.

In 2023, the AOC Statewide Title II Coordinator's Office worked with the AOC Judicial Information Division (JID) to incorporate detailed language on all Notice of Hearing documents for the District, Magistrate and Metropolitan Courts regarding ADA Title II and contact information for the courts in regards to ADA accommodation requests.

XVII. GRIEVANCE PROCEDURE

The Second Judicial District Court ADA Grievance Procedure is attached to this plan and also posted on the court's website in English and Spanish:

<https://seconddistrict.nmcourts.gov/ada-accommodations/> and

<https://seconddistrict.nmcourts.gov/adaptaciones-de-la-ada/?lang=es>

XVIII. APPROVAL AND EVALUATION OF ADA PLAN

A. ADA Plan Approval

The Second Judicial District Court's ADA plan is subject to approval by the Chief Judge and Court Executive Officer. Any future revisions to the plan will be submitted to the Chief Judge and Court Executive Officer for approval, and then forwarded to the AOC.

B. Annual Evaluation

Annually, or more frequently if needed, the Court will review the effectiveness of its ADA plan and update it as necessary.

C. Second Judicial District Court ADA Title II Coordinator

Second Judicial District Court ADA Title II Coordinator:
Griffin Hardy, Attorney Senior
albdgsh@nmcourts.gov
(505) 222-4574

D. Statewide ADA Title II Coordinator

Peggy Cadwell
New Mexico Administrative Office of the Courts
111 Lomas Blvd. NW Suite 300 Albuquerque, NM 87102
ADA@nmcourts.gov
(505) 414-5313

**LANGUAGE ACCESS PLAN &
AMERICANS WITH DISABILITIES ACT PLAN
SIGNATURE PAGE**


A. Effective Date:

LAP original effective date: July 20, 2012

ADA plan original effective date: July 31, 2022

Latest revision of LAP and ADA plan: June 6, 2025

B. Approved By:

Honorable Marie Ward, Chief Judge:  Date: _____

Katina Watson, Court Executive Officer:  Date: 6/25/25

ATTACHMENTS

LANGUAGE ACCESS PLAN:

- A) Members of the Second Judicial District Court LAP/ADA Planning Team**
- B) Interpreter Statistics Fiscal Year 2024**
- C) Out-of-Courtroom Encounters Fiscal Year 2024**
- D) Interpreter Scheduling Instructions**
- E) Language Access Complaint Procedure and Form**

ADA PLAN:

- 1) Notice of Rights**
- 2) Request for Accommodations**
- 3) Grievance Procedure**
- 4) Complaint Form**

Second Judicial District Court
LAP/ADA Committee (as of June 2025)

Name	Title	Division
Alejandra Cordova*	Leadworker	Judicial Supervision and Diversion
Genaro Garcia	Court Manager II	Criminal/Children's Court
Griffin Hardy	ADA Coordinator/Deputy General Counsel	Court Administration
Luke Tessman	Program Manager	Jury
Monica Baca	Deputy Court Executive Officer	Court Administration Clerk's
Erick Aguilar*	Judicial Specialist	Criminal Division
Lisa O'Grady	Interpreter Supervisor	Court Interpreters
Sherree Jones	Court Operations Human Resource Manager	Human Resources
Venessa Glance*	Court Manager II	Civil/Special Services Division
Steven Sierra	Program Manager	Domestic Violence
Megan Kalm	Attorney Associate	Criminal Division
Gabe Nimms	Deputy Court Executive Officer	Judicial Supervision and Diversion
Timothy Reed	Clinical Director	Court Clinic
Amanda Jimenez	Judicial Specialist Supervisor	Children's Court

*Language Access
Specialist

Interpreters Statistics

NMODYSSEYPROD

Date Range: 07/01/2023 to 06/30/2024

Languages: Acholi,Afghani,Afrikaan,Akan,Akateco,Albanian,Amharic,Anuak,Ap...

Report Options: Summary

Second Judicial District

Second Judicial District

Month and Year	Language	Number of Assignments	Total
July 2023	Chinese	1	
	Kinyarwanda	1	
	Navajo	2	
	Portuguese (Brazil)	1	
	Romanian	3	
	Sign Language	8	
	Spanish	232	
	Swahili	3	
	Urdu	1	
	Vietnamese	3	255
August 2023	Arabic	5	
	Chinese	2	
	Chinese Cantonese	1	
	Chinese Mandarin	1	
	Communication Access Realtime Translation	1	
	Farsi	1	
	French	2	
	Lao	1	
	Navajo	6	
	Romanian	5	
	Russian	1	
	Sign Language	2	
	Spanish	288	
	Vietnamese	13	329
September 2023	Arabic	4	
	Chinese Cantonese	1	
	Dari	1	
	Farsi	1	
	Romanian	3	
	Sign Language	8	
	Spanish	278	
	Swahili	1	
	Vietnamese	5	302
October 2023	Arabic	4	
	Chinese Mandarin	1	
	Dari	2	
	German	2	
	Japanese	4	
	Romanian	5	
	Russian	1	
	Sign Language	6	
	Spanish	259	

Interpreters Statistics

NMODYSSEYPROD

Date Range: 07/01/2023 to 06/30/2024

Languages: Acholi,Afghani,Afrikaan,Akan,Akateco,Albanian,Amharic,Anuak,Ap...

Report Options: Summary

Second Judicial District

Second Judicial District continued...

Month and Year	Language	Number of Assignments	Total
October 2023	Swahili	2	290
	Vietnamese	4	
November 2023	Arabic	3	
	Chinese Mandarin	1	
	German	1	
	Japanese	4	
	Kirundi	1	
	Navajo	2	
	Romanian	5	
	Russian	1	
	Sign Language	6	
	Spanish	248	
	Vietnamese	7	
	Arabic	4	
	Chinese	1	
	Chinese Mandarin	3	
December 2023	Dari	1	279
	German	1	
	Kinyarwanda	1	
	Kirundi	2	
	Navajo	3	
	Romanian	2	
	Sign Language	2	
	Spanish	183	
	Swahili	1	
	Vietnamese	5	
	Arabic	5	
	Chinese	1	
	Chinese Cantonese	1	
	Chinese Mandarin	1	
	Kirundi	1	
	Lao	1	
	Navajo	1	
January 2024	Russian	1	209
	Sign Language	10	
	Spanish	271	
	Swahili	3	
	Vietnamese	5	
	Arabic	6	
	Chinese	1	
	Dari	2	
	Kirundi	1	
	Navajo	3	
February 2024			301

Interpreters Statistics

NMODYSSEYPROD

Date Range: 07/01/2023 to 06/30/2024

Languages: Acholi,Afghani,Afrikaan,Akan,Akateco,Albanian,Amharic,Anuak,Ap...

Report Options: Summary

Second Judicial District

Second Judicial District continued...

Month and Year	Language	Number of Assignments	Total
February 2024	Sign Language	12	
	Spanish	306	
	Swahili	1	
March 2024	Vietnamese	3	335
	Arabic	1	
	Chinese Cantonese	1	
	Communication Access Realtime Translation	1	
	Dari	8	
	Farsi	1	
	Russian	1	
	Sign Language	35	
	Spanish	303	
	Swahili	2	
April 2024	Tagalog (Filipino)	1	360
	Vietnamese	6	
	Arabic	16	
	Chinese Cantonese	1	
	Chinese Mandarin	1	
	Dari	2	
	Sign Language	17	
	Spanish	299	
	Arabic	7	
	Chinese Cantonese	1	
May 2024	Chinese Mandarin	1	308
	Farsi	2	
	German	1	
	Kirundi	1	
	Lao	1	
	Polish	4	
	Romanian	1	
	Russian	2	
	Sign Language	12	
	Spanish	274	
	Tagalog (Filipino)	1	
	Chinese Cantonese	1	
	Chinese Mandarin	1	
	Japanese	2	
	Laotian	2	
June 2024	Portuguese (Brazil)	1	
	Romanian	2	
	Russian	6	
	Sign Language	11	

Interpreters Statistics

NMODYSSEYPROD

Date Range: 07/01/2023 to 06/30/2024

Languages: Acholi,Afghani,Afrikaan,Akan,Akateco,Albanian,Amharic,Anuak,Ap...

Report Options: Summary

Second Judicial District

Second Judicial District continued...

Month and Year	Language	Number of Assignments	Total
	Spanish	231	
June 2024	Vietnamese	2	
Grand Total:			3563

Second Judicial District

Total Out-of-Courtroom Encounters (FY 2024)

Month	Number of Contacts
July	245
August	252
September	169
October	215
November	202
December	168
January	240
February	249
March	218
April	199
May	212
June	214
Annual Total	2,583

Language Access Specialists

Alejandra Cordova	Guadalupe Marrufo
Alma Lerma	Karla Rios-Moreno
Argelia Barraza	Luz Maria Garcia
Cathy Guzman	Maria Guerrero
Coral Mendez-Flores	Morayma Marquez de Molina
Dora Rubio	Pamela Tianguistengo
Erick Augilar	Venessa Glance
Gloria Perea	Veronica Ortega
Yarely Carrete	

Scheduling an Interpreter for a Hearing at NM Second District Court

COURT INTERPRETATION DIVISION:

Rosa López-Gastón
Court Interpreter Supervisor
505.841.7471

There is voicemail, but no interpreter requests will be accepted through voicemail.

E-MAIL ADDRESS FOR INTERPRETER REQUESTS:

sjdcinterpreterrequest@nmcourts.gov

2ND LOOK FILLABLE INTERPRETER REQUEST FORM

- Log in to 2nd Look
- Under “This Site” [left margin], click on “Court Interpreters”
- “Court Interpreter Request Form” [right margin] is a fillable form that will automatically be sent to the new court interpreter request address: sjdcinterpreterrequest@nmcourts.gov
- You will receive an e-mail message confirming receipt.

SCANNED INTERPRETER REQUESTS

- Send to: sjdcinterpreterrequest@nmcourts.gov.
- You will receive an e-mail message confirming receipt.

NEED AN INTERPRETER AT THE LAST MINUTE:

- Call 841.7471. If no one answers, use Google Hangouts.
- Use Google Hangouts to send a message to: albdlog@nmcourts.gov.

PRINTED INTERPRETER REQUESTS

- Court interpreter slot in the mailroom in the Purchasing Division, directly above of the Fiscal Services Division slot.

Second Judicial District Language Access Plan Attachment E – Complaint Procedure & Form

Should a court client/customer feel that his/her rights to meaningful language access have not been met by the Court, the following procedure may be followed to register a complaint:

1. The person with the complaint (the complainant) should contact the Second Judicial District Court Language Access Plan (LAP) Coordinator to report the complaint by completing and submitting the attached Complaint Form, or by telephone.

Contact information:

Monica Baca, Deputy CEO, Second Judicial District Court, 400 Lomas Boulevard NW, Albuquerque, New Mexico 87102; albdmyb@nmcourts.gov, (505) 841-7607.

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

Contact information:

Freda Valdez, Statewide Language Access Program Manager, New Mexico Administrative Office of the Courts; 111 Lomas Blvd. NW, Albuquerque NM 87102; aocfev@nmcourts.gov; (505) 231-9229.

3. The complainant may also, at any time in this process, contact the United States Department of Justice.

Contact information:

Federal Coordination and Compliance Section, Civil Rights Division, United States Department of Justice, 950 Pennsylvania Avenue NW, Washington, D.C. 20530; 1-888-TITLE-06 (1-888-848-5306) (Voice / TTY).

**Second Judicial District Language Access Plan
Attachment E – Complaint Procedure & Form**

**Second Judicial District Court
Language Access Complaint Form**

The following information is necessary to assist us in processing your complaint.
Should you require assistance in completing this form, please contact us at:

Second Judicial District Court – Monica Baca, LAP Coordinator
400 Lomas Boulevard NW, Albuquerque, New Mexico 87102
albdmyb@nmcourts.gov
(505) 841-7607

Please complete and return this form to:

Second Judicial District Court – Monica Baca, LAP Coordinator
400 Lomas Boulevard NW, Albuquerque, New Mexico 87102,
albdmyb@nmcourts.gov, (505) 841-7607
Fax: (505) 841-7446 (marked Attention: Monica Baca)

1. Name of person filing complaint (the complainant):
2. Complainant's Address:
3. Complainant's Contact Information: Home Phone: Work Phone: Mobile Phone: E-mail:
4. If you are filing on behalf of another person, please include your name, address, phone number, and relation to the complainant: Name: Address: Phone: E-mail: Relationship to Complainant:

Second Judicial District Language Access Plan
Attachment E – Complaint Procedure & Form

5. Please describe, in your own words, in what way you believe that your rights to language access were not met and whom you believe was responsible. Please use the back of this form or additional pages as needed.

6. Please indicate the date/s when the above occurred:

7. Please sign below:

Signature_____

Date Signed_____

Return this form to:

Second Judicial District Court – Monica Baca, LAP Coordinator
400 Lomas Boulevard NW, Albuquerque, New Mexico 87102,
albdmyb@nmcourts.gov, (505) 841-7607
Fax: (505) 841-7446 (marked Attention: Monica Baca)

Americans with Disabilities Act Notice of Rights

The New Mexico Administrative Office of the Courts is committed to ensuring equal access to and full participation in court programs, court services, and court activities for qualified individuals with disabilities, including attorneys, litigants, defendants, probationers, witnesses, victims, potential jurors, and public observers of court proceedings.

What is the American with Disabilities Act?

The Americans with Disabilities Act of 1990 (ADA) was enacted to prohibit discrimination against people with disabilities. Under Title II of the ADA, no qualified individual with a disability shall, by reason of such disability, be excluded from participation in or be denied the benefits of programs, services, or activities of a public entity. This prohibition applies to the New Mexico state courts as providers of public programs, services, and activities. Pursuant to the ADA, people with disabilities have an equal opportunity to access, use, and fully participate in court programs, services, and activities and not be discriminated against because of their disability.

Who is considered a person with a disability under the ADA?

According to the ADA, a person with a disability has a physical, mental, or communication disability that substantially limits one or more major life activities such as:

caring for oneself,
performing manual tasks,
walking,
seeing,
hearing,
speaking,
breathing,
learning,
and working.

An ADA-disability may also restrict the person's way of doing things and/or where and for how long the person can do a certain activity or function.

If I have a disability, what do the courts have to do to help me access the courts?

Whenever reasonable, New Mexico Court policies, practices, or procedures must be modified to make court programs, court services, and court activities readily accessible to and useable by people with disabilities. This includes removing architectural barriers by altering existing facilities where feasible or relocating services to an ADA-accessible site.

The ADA also includes removing communication barriers by providing auxiliary aids and services that would allow a person with a disability to effectively represent a client, be a party in a lawsuit, testify as a witness, serve on a jury, observe a hearing or trial, or otherwise participate in all programs, services and activities. In providing reasonable accommodations, the New Mexico Courts give ADA Title II primary consideration to the accommodations requested by the person with a disability when reasonable and practicable. To ensure ADA effective communications with people who are deaf or hard of hearing, the New Mexico Courts provide sign language and oral interpreters, TTYs, or other appropriate auxiliary aids and services free of charge. The New Mexico Courts may also provide information in Braille and Large Print for people with visual disabilities as a reasonable accommodation request.

How do I request an accommodation?

ADA accommodation requests should be submitted to the local Chief Executive Officer, ADA Coordinator for the District or their designees as soon as possible.

Reasonable notice must be given for the New Mexico Courts to consider an accommodation request without causing undue disruption to court proceedings. If the request concerns a particular court proceeding, the request should be made as soon as possible, preferably as soon as the person needing accommodation receives notice of the proceeding to allow consideration of the request and to arrange for a potential reasonable accommodation.

How do decisions about accommodations get made?

Once the request for accommodation has been received, the district's Chief Executive Officer, the District's ADA Coordinator or their designees will review the request and engage in an interactive process with the requestor to evaluate and provide a reasonable accommodation. The Statewide ADA Coordinator will be available for consultation as requested.

Every effort shall be made to meet the specific needs of the individual, and Primary Consideration will be given to the aid or service requested. However, if that aid or service results in an undue burden for the court or fundamental alteration of the court proceeding, program, service, or activity, the New Mexico Courts may suggest an equally effective accommodation. In providing reasonable accommodations, New Mexico Courts are not required by the ADA to make modifications that would fundamentally alter the affected service or program or cause undue financial or administrative burden.

The Chief Executive Officer, ADA Coordinator for the district or their designees, will notify the requestor whether the request has been approved or denied. If the request has been approved, the accommodation will be provided at no charge to the requestor. If the party requesting accommodation disagrees with the decision, a grievance may be filed.

ADA ACCOMMODATION REQUEST FORM

The _____ Court is committed to its policy of providing equal access to the Court consistent with the Americans with Disabilities Act of 1990 (“ADA”), as amended, and all other applicable state and federal laws. If you have a disability that may restrict your ability to meaningfully participate in Court proceedings, programs, activities, or services, we will provide you with reasonable and appropriate accommodations at no cost to you. If you need assistance with or an accommodation for completing this form because of disability or limited English proficiency, please contact us at: _____

Please provide us with the following information:

Today’s date: _____

Your First Name: _____

Your Middle Initial: _____

Your Last Name: _____

Your Home Address: _____

City, State and Zip Code: _____

Your Phone Number: _____ Home ____ Cell Phone ____

Your Email Address: _____

Your Court Case Number: _____

ADA ACCOMMODATION REQUEST FORM

Date and Time: _____

What specific accommodation are you requesting?

Please provide any additional information that might be useful in the ADA Coordinator's review of your accommodation request:

ADA Grievance Procedure

The ADA grievance procedure may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in court proceedings, the provision of services, or programs and activities of the New Mexico Courts. To file a grievance, complete the Grievance Form below. Alternative means of filing a grievance will be made available upon request for an ADA accommodation or an accommodation for limited English proficiency pursuant to Title VI of the Civil Rights Act of 1964. The grievance should be submitted by the requestor and/or his/her designee as soon as possible but not later than thirty (30) calendar days after the alleged discrimination occurred to:

Peggy Cadwell
Statewide ADA Title II Coordinator
New Mexico Administrative Office of the Courts
ADA@nmcourts.gov
(505) 414-5313

Within fifteen (15) calendar days after the receipt of the grievance, the Statewide ADA Coordinator will meet with the requestor to discuss the alleged discrimination and possible resolution.

Within thirty (30) calendar days after this meeting, the Statewide ADA Coordinator will respond in writing and, where appropriate, in a format accessible to the requester, such as large print, Braille, audio or accessible video tape. The response will explain the position of the New Mexico Courts and offer options for substantive resolution of the grievance.

In the event the grievance cannot be resolved by the Statewide ADA Coordinator, further appeal may be made to the Administrative Director of the Courts. The requestor shall submit their appeal to the Administrative Director of the Courts within fifteen (15) calendar days of receiving the written decision by the Statewide ADA Coordinator.

Upon receipt of the appeal, the Administrative Director of the Courts will review the alleged discrimination as well as the proposed resolution and within thirty (30) calendar days, provide the requestor with a written decision. All grievances received by the Statewide ADA Coordinator and the corresponding responses to the grievances shall be maintained by the Administrative Office of the Courts for a minimum period of three years.

Applicable federal statutes and regulations: Section 504 of the Rehabilitation Act of 1973, which prohibits discrimination by federally funded organizations on the basis of disability in the delivery of services and employment practices (29 U.S.C. § 794) and 28 C.F.R. Part 42, Subpart G; Title II of the Americans with Disabilities Act of 1990, which prohibits discrimination on the basis of disability in the delivery of services and employment practices (42 U.S.C. § 12132) and 28 C.F.R. Part 35

Americans with Disabilities Act Complaint Form

For Staff Completion Only

Date Received: ____/____/____

Received by: _____

Date of Resolution: _____

Please complete all boxes and sections on the information form. Print or type all entries.

PERSON MAKING THE COMPLAINT:

Last Name: _____

First Name: _____

M.I: _____

Address: _____

Your Home/Cell phone: (____) ____-____

Your Work number: (____) ____-____

Email Address: _____

What is the best way to contact you? Home Phone Cell Phone Work
Mail Email Other: _____

What is the best time to contact you? _____

Check: Yes ____ No ____: I require an accommodation for filing and resolving my complaint. Please contact me at the phone numbers and email addresses I listed to make accommodation arrangements.

DETAILS OF COMPLAINT

Date of Incident: ____/____/____

Court

Location _____

Identify the person and/or division in the Court

Please describe the concern in your own words. Use the back of the form if additional space is needed. Attach any letters or other documentation that detail the issues. Please be as specific as possible, including all names and dates.

DESIRED RESOLUTION

In your opinion, what action should be taken by the Court to resolve this matter?

HOW YOUR COMPLAINT IS HANDLED

The vision of the New Mexico Courts is to be an efficient and fair forum built on a foundation of integrity and administered by a team committed to efficient, timely, and innovative services. To this end, any complaint received by the Court will be processed in a timely manner. Complaints are processed in the order that they are received or by degree of severity. Each complaint is reviewed and investigated by a supervisor or designee. The outcome of the investigation or resolution will be disclosed to the person making the complaint.

FOR STAFF COMPLETION ONLY:

Investigation Date: ____/____/____

Resolution Date: ____/____/____

Complainant contacted and informed of resolution Yes/ No

Date Contacted: _____

Reason complainant not contacted: