



# City of Apache Junction Limited English Proficiency Plan

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## LEGAL BASIS AND PURPOSE

The City of Apache Junction has created a Limited English Proficiency Plan (LEP) in compliance with Title VI of the Civil Rights Act of 1964; 45 C.F.R. § 80 et seq; and 28 C.F.R. § 42 et seq. for the purpose of providing services to persons with limited English proficiencies and other proficiencies which hinder that person from having equal and meaningful access to city programs and services. The Plan is to provide a framework for the provision of timely and reasonable language assistance to LEP persons who come in contact with the city.

The City of Apache Junction has LEPs specific to the Police Department and the Municipal Court. These Plans supersede the citywide LEP in order to provide specialized services to the public pertaining to their area of need. See Attachments A and B.

## NEEDS ASSESSMENT

The City of Apache Junction referred to the 2008-2012 American Community Survey in order to determine the potential ethnic make-up of the community in which a determination of potential language barriers may occur. The city also took into account the potential for non-resident customers and their needs by examining the make-up of the State of Arizona. The Census data determined the following:

### DP02: SELECTED SOCIAL CHARACTERISTICS IN THE UNITED STATES

#### 2008-2012 American Community Survey 5-Year Estimates

Subject	Arizona		Apache Junction city, Arizona	
	Estimate	Percent	Estimate	Percent
Total population	6,410,979		35,663	
Total households	2,357,158		14,889	
Average household size	2.66	(X)	2.39	(X)
Average family size	3.26	(X)	2.99	(X)
LANGUAGE SPOKEN AT HOME				
Population 5 years and over	5,955,604	5,955,604	33,976	33,976
English only	4,352,680	73.1%	29,420	86.6%
Language other than English	1,602,924	26.9%	4,556	13.4%
Speak English less than "very well"	593,745	10.0%	1,369	4.0%
Spanish	1,224,570	20.6%	3,739	11.0%
Speak English less than "very well"	478,054	8.0%	1,210	3.6%
Other Indo-European languages	123,243	2.1%	525	1.5%

Speak English less than "very well"	29,243	0.5%	31	0.1%
Asian and Pacific Islander languages	109,419	1.8%	92	0.3%
Speak English less than "very well"	46,571	0.8%	62	0.2%
Other languages	145,692	2.4%	200	0.6%
Speak English less than "very well"	39,877	0.7%	66	0.2%
ANCESTRY				
Total population	6,410,979	6,410,979	35,663	35,663
American	322,395	5.0%	1,329	3.7%
Arab	29,952	0.5%	212	0.6%
Czech	28,419	0.4%	84	0.2%
Danish	45,211	0.7%	231	0.6%
Dutch	97,738	1.5%	677	1.9%
English	602,782	9.4%	3,689	10.3%
French (except Basque)	170,919	2.7%	1,360	3.8%
French Canadian	32,153	0.5%	192	0.5%
German	982,299	15.3%	9,478	26.6%
Greek	22,601	0.4%	14	0.0%
Hungarian	29,886	0.5%	122	0.3%
Irish	657,978	10.3%	4,329	12.1%
Italian	287,625	4.5%	1,945	5.5%
Lithuanian	12,570	0.2%	198	0.6%
Norwegian	117,022	1.8%	745	2.1%
Polish	160,320	2.5%	1,112	3.1%
Portuguese	16,570	0.3%	20	0.1%
Russian	54,997	0.9%	141	0.4%
Scotch-Irish	61,421	1.0%	570	1.6%

Scottish	126,096	2.0%	1,029	2.9%
Slovak	9,645	0.2%	85	0.2%
Subsaharan African	28,631	0.4%	16	0.0%
Swedish	105,855	1.7%	1,195	3.4%
Swiss	18,478	0.3%	68	0.2%
Ukrainian	13,116	0.2%	179	0.5%
Welsh	41,976	0.7%	247	0.7%
West Indian (excluding Hispanic origin groups)	9,499	0.1%	6	0.0%

As a result of this data, the City has determined the areas of highest potential need would likely be:

1. Spanish speaking
2. American Sign Language (Hearing impaired). Although deaf and hearing impaired individuals are covered under the Americans with Disabilities Act (ADA) rather than Title VI of the Civil Rights Act the city felt it prudent to include this population.

#### **LANGUAGE ASSISTANCE RESOURCES**

The City of Apache Junction is responsible for taking reasonable steps to ensure that LEP individuals have meaningful access to all city programs and services. This is perhaps the most challenging situation facing city staff because in most situations they are charged with assisting LEP individuals without an interpreter. LEP individuals may come in contact with staff personnel via the phone, counter or other means.

All departments have the following resources available to them when encountering persons with limited English proficiency:

1. Staff members are available for translation for the Spanish speaking population. The City of Apache Junction created Administrative Procedure 10-14, a Bilingual program which provides for and establishes a certified list of city employees who may provide bilingual services. See attachment C.
2. Translation services are available through an outside agency when there is a need for a language other than Spanish. Requests for this service shall be made through the ADA and Civil Rights Coordinator under the request for modification procedure as outlined in the city's ADA and Civil Rights Plan.
3. Sign language interpretation services are available when there is a requested need. Requests for this service shall be made through the ADA and Civil Rights Coordinator under the request for modification procedure as outlined in the city's ADA and Civil Rights Plan.
4. TDD line (480) 983-0095.

Once a person has been determined to require translation services the staff person must take the following steps to ensure the request is accommodated in the most efficient manner possible.

1. Determine if the translation services be required immediately or in the future.
2. If immediate, contact either a city staff person (Spanish speaking only) or contact via telephone an approved translation service.

3. If the request is for the future:
  - a. Request the person fill out a request for modification form as found in the city's ADA and Civil Rights Plan and follow the require procedure.
  - b. Upon approval, contact either a city staff person (Spanish speaking only) or an approved translation service to make the necessary arrangements based upon the request.

It is not sufficient for a child to interpret legal documents and discuss legal matters for their parents.

The City of Apache Junction utilizes approved agencies listed on the State of Arizona procurement website <http://procure.az.gov/>. The list may change regularly therefore consultation of the list before obtaining services is required.

As of December 2014, the following companies located within the vicinity of Apache Junction were listed on the state procurement site for spoken languages:

A Foreign Language	(480) 813-4242
Arizona Interpreting Services, Inc	(480) 961-7331
Arvayo Diversified Services, LLC	(480) 677-1982
Landmark Associates, Inc.	(480) 922-1105
Net Transcripts, Inc.	(800) 942-4255
Translation Shoppe	(480) 389-1388
VRI Direct LLC	(480) 788-7437

Presently, the Apache Junction Municipal Court contracts with ADP Interpreting, LLC, to provide interpreters. ADP Interpreting, LLC, can provide interpretation service for more than fifty different languages. This agency is presently not listed on the state procurement website.

As of December 2014, the following company has successfully been used by the Apache Junction Public Library for American Sign Language interpretation:

Arizona Sign Language Interpreting for the Deaf (602) 705-6560  
<http://www.aslid.com/request-interpreter/>

#### Translated forms and documents

The City of Apache Junction understands the importance of translating forms and documents so that LEP individuals have greater access to city programs and services. The City of Apache Junction will work collaboratively with other agencies to translate a variety of forms and other documents.

#### **TRAINING**

The City of Apache Junction is committed to providing LEP training opportunities for all staff members who come in contact with LEP individuals.

The city provides training to inform staff of the department's responsibility to provide Americans with Disabilities Act (ADA) accommodations and interpreter services and to give staff the tools necessary to respond to such requests.

See the city's ADA and Civil Rights Plan for the proper procedures on requesting an accommodation.

#### **PUBLIC NOTIFICATION AND EVALUATION OF PLAN**

##### A. LEP Plan Approval & Notification

The City of Apache Junction LEP has been approved by the ADA and Civil Rights Coordinator and a copy has been forwarded to the Human Resources Director for the City of Apache Junction.

## B. Annual Evaluation of the LEP Plan

Each year the city will review the effectiveness of the LEP Plan. The evaluation will include identification of any problem areas and development of required corrective action strategies.

Elements of the evaluation will include:

1. Identification of LEP persons requesting interpreters
2. Assessment of current language to determine if additional services or translated materials should be provided
3. Assessing whether staff members adequately understand LEP policies and procedures and how to carry them out

### **CONTACT INFORMATION**

Name	Heather Patel
Position	ADA and Civil Rights Coordinator
Address	300 East Superstition Blvd, Apache Junction, Arizona 85119
Phone	480-474-2635
Email	<a href="mailto:adacoordinator@ajcity.net">adacoordinator@ajcity.net</a>

# Attachment A

## *LIMITED ENGLISH PROFICIENCY (LEP) PLAN*

### **I. LEGAL BASIS AND PURPOSE**

This document serves as the plan for Apache Junction Municipal Court to provide services to LEP individuals in compliance with Title VI of the Civil Rights Act of 1964; 45 C.F.R. § 80 et seq; and 28 C.F.R. § 42 et seq. The purpose of this plan is to provide a framework for the provision of timely and reasonable language assistance to LEP persons who come in contact with Apache Junction Municipal Court.

This LEP Plan was developed to ensure equal access to court services for persons with limited English proficiency and hearing impaired persons. Although deaf and hard of hearing individuals are covered under the Americans with Disabilities Act (ADA) rather than Title VI of the Civil Rights Act.

### **II. NEEDS ASSESSMENT**

#### **A. Apache Junction Municipal Court**

Apache Junction Municipal Court adjudicates misdemeanor crimes and civil traffic offenses under the Laws of the State of Arizona and the Apache Junction City Code. Apache Junction Municipal Court provides court services to a wide range of persons, including people who do not speak English or who are hearing impaired. On average the Apache Junction Municipal Court provides services to 1 or 2 persons per week who would require LEP services.

In preparation of the plan, the Apache Junction Municipal Court determined the most widely used languages for interpreters in Apache Junction Municipal Court are (in descending order of frequency):

1. Spanish
2. American Sign Language (Deaf)

Roughly one hundred court users in a twelve month period will require use of an interpreter. The vast majority are those who need Spanish interpreters for non contested civil traffic matters.

### **III. LANGUAGE ASSISTANCE RESOURCES**

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

The Apache Junction Municipal Court will provide spoken language interpreters at no cost to the court customers who are not competent to understand the court proceedings due to a language barrier under the following circumstances:



- Interpreters will be provided at no cost for litigants and witnesses in criminal hearings;
- Interpreters will be provided at no cost for litigants and witnesses in civil traffic hearings;
- Interpreters will be provided at no cost for litigants and witnesses in juvenile hearings; and
- Interpreters will be provided at no cost for litigants and witnesses in protective order hearings.

In the Apache Junction Municipal Court, sign language interpreters will be provided at court expense for all deaf court customers in compliance with the Americans with Disabilities Act.

### **1. Determining the Need for an Interpreter in the Courtroom**

There are various ways that Apache Junction Municipal Court will determine whether an LEP court customer needs an interpreter for a court hearing. First, the LEP person may request an interpreter. Apache Junction Municipal Court displays a sign translated into Spanish: *“You may have the right to a court-appointed interpreter in a court case. Please ask someone at the court counter.”* Apache Junction Municipal Court displays this sign at its customer service counter.

Second, court personnel and judges may determine that an interpreter is appropriate for a court hearing. Many people who need an interpreter will not request one because they do not realize that interpreters are available, or because they do not recognize the level of English proficiency or communication skills needed to understand the court proceeding. Therefore, when it appears that an individual has any difficulty communicating, the court administrator or judge should err on the side of providing an interpreter to ensure full access to the courts.

Third, Apache Junction Municipal Court will track interpreter needs through case records. Case record interpreter flags will assist staff in making sure that they know an interpreter is needed for the next hearing on a particular case.

Finally, outside agencies such as probation, attorneys, social workers or detention facilities may notify the court about an LEP individual’s need for an interpreter for an upcoming a court hearing. The Apache Junction Municipal Court has structured internal systems to efficiently communicate the need for interpreter services.

### **2. Court Interpreter Qualifications**

Apache Junction Municipal Court hires interpreters for contested courtroom hearings. The Apache Junction Municipal Court contracts with ADP Interpreting, LLC, to provide interpreters for contested proceedings. ADP Interpreting, LLC, maintains a roster of interpreters who may work in the courts. ADP Interpreting, LLC, can provide interpretation service for more than fifty different languages. The Apache Junction Municipal Court only sets contested court hearings when a professional interpreter is available. If the selected interpreter fails to appear for the contested hearing, then the hearing is reset to a time when the interpreter will be available.

The City of Apache Junction currently employs a workforce in excess of 200 individuals, approximately 10% of whom are bilingual. The City of Apache Junction has a sufficient number of bilingual staff available to meet the needs of our LEP individuals. There is currently a process in place to ensure that individual departments share bilingual and interpretive resources with other city departments, many language issues can be bridged by utilizing different city department resources.

Apache Junction Municipal Court may also use interactive telephone interpreting if no interpreters are available in person.

#### **B. Spoken Language Services Outside The Courtroom**

Apache Junction Municipal Court is also responsible for taking reasonable steps to ensure that LEP individuals have meaningful access to services outside the courtroom. This is perhaps the most challenging situation facing court staff because in most situations they are charged with assisting LEP individuals without an interpreter. LEP individuals may come in contact with court personnel via the phone, counter or other means. To that end, Apache Junction Municipal Court has the following resources to help LEP individuals and court staff communicate with each other:

- Interpreter Services
- Bilingual Staff
- Translated Right to Court Appointed Interpreter Signs
- Translated directional signs
- Telephone Interpreter Services

#### **C. Translated Forms & Documents**

The Apache Junction Municipal Court understands the importance of translating forms and documents so that LEP individuals have greater access to the courts' services. The Apache Junction Municipal Court will work collaboratively with other agencies to translate a variety of forms and other documents.

### **IV. TRAINING**

The Apache Junction Municipal Court is committed to providing LEP training opportunities for all staff members who come in contact with LEP individuals.

The Apache Junction Municipal Court provides training to inform staff of the court's responsibility to provide Americans with Disabilities Act (ADA) accommodations and interpreter services and to give staff the tools necessary to respond to such requests.

### **V. PUBLIC NOTIFICATION AND EVALUATION OF LEP PLAN**

#### **A. LEP Plan Approval & Notification**

Apache Junction Municipal Court's LEP Plan has been approved by the Court Administrator and a copy has been forwarded to the Human Resources Director for the City of Apache Junction.

**B. Annual Evaluation of the LEP Plan**

Apache Junction Municipal Court will conduct an annual needs assessment to determine whether changes to the LEP plan are required. This assessment may be done by tracking the number of interpreters requested by language in the courts, or by other methods.

Any revisions made to the Plan will be communicated to all court personnel, and an updated version of the plan will be provided to interested parties.

Each year the Apache Junction Municipal Court will review the effectiveness of the LEP Plan. The evaluation will include identification of any problem areas and development of required corrective action strategies. Elements of the evaluation will include:

- Number of LEP persons requesting court interpreters in Apache Junction Municipal Court;
- Assessment of current language needs to determine if additional services or translated materials should be provided; and
- Assessing whether staff members adequately understand LEP policies and procedures and how to carry them out

**LEP Contacts**

**Local Contact:**  
Shelly Fulcher  
Court Administrator  
Apache Junction Municipal Court  
300 East Superstition Boulevard  
Apache Junction, AZ 85119  
Tel: 480-982-8250

The effective date of this LEP plan is June 1, 2010

# Attachment B

## *LIMITED ENGLISH PROFICIENCY (LEP) PLAN*

### **I. LEGAL BASIS AND PURPOSE**

This document serves as the plan for Apache Junction Police Department (AJPD) to provide services to Limited English Proficiency (LEP) individuals in compliance with Title VI of the Civil Rights Act of 1964; 45 C.F.R. § 80 et seq; and 28 C.F.R. § 42 et seq. The purpose of this plan is to provide a framework for the provision of timely and reasonable language assistance to LEP persons who come in contact with the Apache Junction Police Department.

This LEP Plan was developed to ensure equal access to services for persons with limited English proficiency and hearing impaired persons. Although deaf and hearing impaired individuals are covered under the Americans with Disabilities Act (ADA) rather than Title VI of the Civil Rights Act.

### **II. NEEDS ASSESSMENT**

#### **A. Apache Junction Police Department**

AJPD recognized the importance of effective and accurate communication between AJPD personnel and the community they serve. Language barriers can impede effective and accurate communications in a variety of way. Language barriers can sometimes inhibit or even prohibit individuals with limited English proficiency (LEP) from accessing and / or understanding important rights, obligations and services or from communicating accurately and effectively in difficult situations. Hampered communications with LEP victims, witnesses, suspects and community members can present the AJPD with safety, evidentiary and ethical challenges. Ensuring maximum communication ability between law enforcement and all segments of the community serves the interest of both.

In preparation of the plan, the AJPD determined the most widely used languages for interpreters are (in descending order of frequency):

1. Spanish
2. American Sign Language (Hearing Impaired)

### **III. LANGUAGE ASSISTANCE RESOURCES**

#### **A. Procedures For Accessing Interpretation Services**

1. Communications with LEP Callers: When an AJPD Telecommunications Officer receives a call and determines the caller is LEP, the Telecommunication Officer will inform the caller that he / she will placed on hold. The Telecommunication Officer will survey the Communication Center to determine if there is appropriate translator on-duty. If a

translator is on-duty the Telecommunication Officer will transfer the call to the translator.

2. If no translator is available, the Telecommunication Officer will connect the caller with the Language Line. The Telecommunication Officer will stay on the line to receive the essential information.

The AJPD Telecommunication Officer will use the Telecommunication Device for the Deaf (TDD) to communicate with hearing impaired callers.

3. Field Contact: Personnel in the field in the need of an interpretation will attempt to identify the LEP individual's language then contact the communication center to determine if an appropriate translator is on-duty or to request assistance from the Language Line. Personnel may use family, friends or bystanders to obtain essential information until the Language Line Service can be contacted.
4. Criminal Investigations and Witness Interviews: These scenarios potentially involve statements with evidentiary value upon which a witness may be impeached in court. As such, accuracy is a priority. Moreover, a failure to protect the rights of LEP individuals during arrest and interrogation presents risk to the integrity of the investigation. AJPD personnel recognize that miscommunication during the interrogation or witness interviews may have a substantial impact on the evidence presented in any criminal related criminal prosecution. A qualified interpreter will be used for any interrogation or taking of a formal statement where the suspect or the witness legal rights could be adversely impacted.

## **B. Interpreter Qualifications**

AJPD has three officers and two dispatchers who are able to translate for Spanish speakers and one officer to translate through the use of sign language.

AJPD utilizes the Language Line to assist in communicating with LEP individuals. The Language Line is able to translate the primary languages that are spoken worldwide. The department also uses the TDD Line to communicate with the hearing impaired.

## **C. Spoken Language Services Outside the Department**

AJPD is also responsible for taking reasonable steps to ensure that LEP individuals have meaningful access to services outside the department. This is perhaps the most challenging situation facing staff because in most situations they are charged with assisting LEP individuals without an interpreter. LEP individuals may come in contact with personnel via the phone, in person or other means. To that end, AJPD has the following resources to help LEP individuals and staff to communicate with each other:

- Interpreter Services

- Bilingual Staff
- Telecommunication Device for the Deaf

**D. Translated Forms & Documents**

The AJPD understands the importance of translating forms and documents so that LEP individuals have greater access to the departments services. AJPD will work collaboratively with other agencies to translate a variety of forms and other documents.

**IV. TRAINING**

The AJPD is committed to providing LEP training opportunities for all staff members who come in contact with LEP individuals.

The AJPD provides training to inform staff of the department's responsibility to provide Americans with Disabilities Act (ADA) accommodations and interpreter services and to give staff the tools necessary to respond to such requests.

**V. PUBLIC NOTIFICATION AND EVALUATION OF LEP PLAN**

**A. LEP Plan Approval & Notification**

The AJPD LEP Plan has been approved by the Chief of Police and a copy has been forwarded to the Human Resources Director for the City of Apache Junction.

**B. Annual Evaluation of the LEP Plan**

Each year the AJPD will review the effectiveness of the LEP Plan. The evaluation will include identification of any problem areas and development of required corrective action strategies. Elements of the evaluation will include:

- Assessment of current language to determine if additional services or translated materials should be provided
- Assessing whether staff members adequately understand LEP policies and procedures and how to carry them out

Any revisions made to the Plan will be communicated to all personnel, and an updated version of the plan will be provided to interested parties.

**LEP Local Contact:**

Captain Troy Mullender  
Apache Junction Police Department  
300 East Superstition Boulevard  
Apache Junction, AZ 85119  
Tel: 480-982-8260

The effective date of this LEP plan is

## City of Apache Junction Administrative Procedures Manual

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Policy Name: Bilingual Program NO. 10-14  
Effective Date: May 10, 2009 Revised Date: 11/1/2012

Subject: Bilingual Program

**Definition:** The bilingual program provides competency certification to employees who have, through the City's certification process, qualified in a second language and are assigned to jobs that necessitate its use. Certification may initiate a monthly stipend.

**Scope:** City and Water District employees.

**Definitions:**

Eligible employee: an employee appointed to or assigned to a function which has regular and frequent interaction with the public and which has been designated by the department director as eligible for the bilingual program.

Level I: proficient oral communication skills which prove the employee has the ability to obtain and communicate basic information with citizens and includes such skills as using and understanding simple greetings, introductions, numbers, addresses, money, days of the week, months of the year, members of the family, interrogative words, pronouncing and using names correctly, and giving and following general directions in the second language.

Level II: Level I skills plus, written communication of intermediate level in the second language and the ability to orally communicate with a higher level of proficiency, which may include intermediate communication of technical language and instructions.

**Policy:** Employees participating in the program will be certified on two levels, dependent upon the department need, and will be available to all departments on an as needed basis.

**Level I**

Participating employees will be compensated a monthly stipend of \$50.00.

**Level II**

Participating employees will be compensated with a monthly stipend of \$95.00.

Program eligible employees and non-eligible employees shall submit a written memo to their department director indicating their interest in the bilingual program. Employees nominated by their department director to participate in the program must successfully pass a competency exam and become certified before receiving

bilingual pay. As a condition of remaining in the program, participating eligible employees are required to recertify annually for three (3) years and be assigned to a position that is identified by the department director as eligible for the bilingual program. The City will determine if an employee should be tested beyond three years to maintain certification.

Participating eligible employees who do not maintain certification at the designated level will automatically be removed from the program and the pay will discontinue.

Employees may retest a minimum of 90 days after their unsuccessful attempt for certification or recertification. The employee is responsible for requesting a retest. The employee must notify Human Resources in writing through their department director that they wish to retest. The department director may not support the request if the position is no longer designated as requiring bilingual services.

Human Resources administers the City's bilingual program, which includes the certification process; scheduling examinations, notification to the department director and the employee of the outcome of the examination and maintaining bilingual program nominations, certifications, etc. in the employee's personnel file

The employee's department is responsible for initiating the request for bilingual pay upon confirmation of the employee's certification. The effective date of participation in the bilingual program is the first day of the pay period in which the employee is certified for the full pay period and is eligible for participation in the program.

An employee certified in one department may no longer be eligible for bilingual pay, if appointed to a position in another department or a different position within the same department or assigned to a different function in the same department.

### **Policy Summary**

Bilingual pay will continue for the period it is authorized and the employee maintains the appropriate certification. In the event a participating employee changes shift, is demoted, is promoted, etc. he/she is subject to loss of bilingual pay.

Employees in positions designated by the department director as eligible for bilingual program must receive written authorization from their department director and successfully complete the required competency examination to participate in the program. Department directors should limit the number of participants based upon need or other criteria.



Procedure:

1. Department directors designate the number of positions and which positions for participation in the program and post the designated positions or assignments in the department.
2. Employees interested in participating in the bilingual program submit a written memo to the department director indicating their interest.
3. Employees who are not in a position or assignment that has been designated for participation in the bilingual program and who are interested in participating in the program shall submit a written request to their department director for participation in the program, the request shall include a justification.
4. Department directors submit, in writing, to Human Resources the names of employees who they authorize to participate in the bilingual program. This submission includes a written justification.
5. The request will be reviewed by Human Resources to determine compliance with the program and, if in compliance, schedules the employee for the examination.
6. Human Resources notifies the department director and the employee, in writing, of the examination date, location, and time.
7. Employee takes the examination.
8. Human Resources notifies the department director and the employee of the examination results.
9. Upon notification of the examination results, the department initiates the appropriate written notification to effect the stipend. The notification is submitted to Human Resources. The employee must be certified for a full pay period in order to receive the pay.
10. Certified employees participating in the bilingual program may be called upon by all City departments for interpretation tasks.
11. A list of certified, participating employees will be maintained by Human Resources and made available to departments for use. It is incumbent upon the certified and participating employees to provide Human Resources with up to date contact information.
12. Based on reasonable availability, employees participating in the program are expected to assist other departments with their interpretation needs.
13. Should an employee participating in the program be at work and not available to assist other departments, the unavailability will be reviewed.
14. To maintain participation in the program the employee must be recertified on or before the certification expiration date and be in a position designated in the program.
15. Employees who do not maintain certification will be removed from the program; no longer receive the bilingual pay. If the employee fails to notify his/her department and Human Resources in writing in a timely manner to remove the pay the removal of the bilingual pay shall be retroactive and adjusted in the employee's pay check

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

City Manager & Water Utilities Community Facilities District Manager

## **Apache Junction Public Library American Sign Language Accommodation Process**

If a library patron requests American Sign Language interpretation for a library program or event, please ask them to fill out a Request for Accommodation form and turn it in as quickly as possible (this form can be found on the City website ([www.ajcity.net/ada](http://www.ajcity.net/ada)) or in the file drawer at the Service Desk). If possible, they should fill out the form while they are present in the library that day. Make sure they are aware they should not wait to bring the form the day of the program. On the form it should state: "If you can, please try to give the library staff at least a week to secure an interpreter. The more lead time we have the more likely we will be able to get the interpreter scheduled. Regardless of the lead time, however, we will do our best to try to make accommodations for you." Give the form to Megan Sparks or a supervisor if she is not available.

### **Time Constraints**

Remember never to say "no" to a patron. Let them know we will accommodate their request to the best of our ability. If time appears to be an issue, you can ask the patron if they have a family member or friend who could assist them. We can also ask library employee Jennifer Meredith if she would be willing to assist. In the case of a computer class, if unable to arrange an interpreter in time, we could arrange for a PIT Stop at a later date with an interpreter so that the patron can still receive the benefit of instruction.

### **ASL Accommodation Process**

1. Ask the patron to fill out a Request for Accommodation Form. Please ensure they give us some form of contact information (two would be preferable).
2. Give the form to Megan Sparks or a supervisor.
3. Megan will contact a certified interpreting company and then contact the patron to let them know interpreting has been arranged.
4. If Megan is not available, a supervisor will contact the interpreting company (contact information below) and the patron, or arrange an alternative accommodation.
5. A copy of the completed form should be sent to Bryant Powell. Make sure there is a notation regarding whether or not the accommodation has been made. Include any information necessary for understanding how the accommodation was made. If no or only partial accommodation was made, please explain the reason why.

### **Interpreting Company Contact Information**

It is standard for interpreters to be paid a minimum of two hours even if they work for less time or if the person requiring the accommodation does not show up. Companies will also charge for less than 72 hours' notice. There are several companies under state contract that can be found here: <http://procure.az.gov/>

This is a company we have successfully used before:

#### **American Sign Language Interpreting for the Deaf**

*Does not charge travel fees to Apache Junction.*

Fill out this form: <http://www.aslid.com/request-interpreter/>

**Contact person:** Pamela Boucher [officemanager@aslid.com](mailto:officemanager@aslid.com)

State Contract #ADSP013-044179

Bid#ADSP013-00002282

Contract expires:3/26/15

Contract rate: (general base rate) \$70 per hour