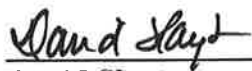


**Language Access Plan  
April 1, 2014**

**Office of Court Administration**

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**David Slayton  
Administrative Director**



## Office of Court Administration State of Texas

### Language Access Plan

#### I. Legal Basis and Purpose

This document serves as the plan for the Office of Court Administration (OCA) to provide to persons with limited English proficiency (LEP) services that are in compliance with Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d et seq.; 45 C.F.R. §80.1 et seq.; and 28 C.F.R. §42.101–42.112). 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 OCA. Under Chapter 72 of the Texas Government Code, the mission of the OCA is to provide resources and information for the efficient administration of the judicial branch of Texas, which is not a unified court system.

This LEP plan was developed to ensure meaningful access to OCA services for persons with limited English proficiency. Access services for persons with hearing loss are covered under the Americans with Disabilities Act rather than Title VI of the Civil Rights Act, and therefore will not be addressed in this plan.

#### II. Needs Assessment

OCA will make every effort to provide services to all LEP persons. The following list shows the top foreign languages that are most frequently used in Texas, from current U.S. Census Bureau statistics.<sup>1</sup>

1. Spanish
2. Vietnamese
3. Chinese
4. Korean

#### III. Language Assistance Resources

OCA has designated its Language Access Coordinator as the primary point of contact for all LEP services. All staff will be trained to direct anyone inquiring about LEP services to that coordinator. OCA is taking reasonable steps to ensure that LEP individuals have meaningful access to all services, though OCA's mission of providing services to the judiciary rather than the public has generally resulted in very limited requests for assistance in languages other than English. LEP individuals may come in contact with OCA personnel via the phone, the reception counter, e-mail or other means.

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<sup>1</sup> U.S. Census Bureau; American Community Survey, 2008-2012 American Community Survey 5-Year Estimates, Table B16001; generated by Marco Hanson; using American FactFinder; <<http://factfinder2.census.gov>>; (4 March 2014).

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1. **Spoken-language services.** The most common points of service are at OCA's reception counter and at the administrative boards that regulate court interpreters, court reporters, guardians and process servers. Bilingual assistance is provided at the reception counter by the placement of bilingual staff as is practical. OCA can also call on other bilingual staff from elsewhere in the building to assist at the reception counter. To facilitate communication between LEP individuals and staff, OCA will use the following resources to the degree that resources are available:
  - Bilingual employees;
  - "I Speak" cards, to identify the individual's primary language; and
  - When appropriate, Language Line, Lionbridge and other companies are available to provide assistance through remote interpretation and translation. These contractors provide interpretation services via the telephone in over 170 languages.
  
2. **Written documents.** OCA's Language Access staff will:
  - Translate key forms and OCA webpages, intended for the general public, into Spanish; and
  - Provide translations into English of Spanish-language forms and letters received by OCA.

#### **IV. Staff Training**

OCA is committed to providing LEP training opportunities for all staff members. Training and learning opportunities currently offered by OCA will be expanded or continued as needed. Those opportunities include:

- Training for current employees on OCA's Language Access Plan;
- Designated staff attending statewide and national conferences on language access or conferences that include sessions dedicated to topics on language access; and
- New employee orientation training on language access

#### **V. Public Notification and Evaluation of Language Access Plan**

The OCA Language Access Plan is subject to approval by the Administrative Director of OCA. Any revisions to the plan will be submitted to the director for approval. Copies of the plan will be provided to the public on request, and OCA will post this plan on its public website. Once each year, the Language Access Coordinator will assess whether changes to the plan are needed. The plan will remain in effect unless modified or updated. Period assessments may include identification of any problem areas and development of corrective action strategies. Elements of the assessment may include:

- Number of LEP persons requesting assistance and cost to OCA of providing this access;
- Assessment of current language needs to determine if additional services or translated materials should be provided;
- Solicitation and review of feedback from LEP communities and advocacy groups;

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- Assessment of whether staff adequately understand LEP policies and procedures and how to carry them out; and
- Review of feedback from staff training sessions.

Language Access Plan effective date: April 1, 2014

Approved by: David Slayton, OCA Administrative Director