



ELEVENTH JUDICIAL DISTRICT

LANGUAGE ACCESS PLAN & AMERICANS WITH DISABILITIES ACT PLAN

**ELEVENTH JUDICIAL DISTRICT
LANGUAGE ACCESS PLAN
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ELEVENTH JUDICIAL DISTRICT LANGUAGE ACCESS PLAN

I. DEFINITIONS

“Eleventh Judicial District” and “the Court,” as used throughout this plan, means all the courts in New Mexico's Eleventh Judicial District, namely: San Juan County District Court (courthouse locations in Aztec and Farmington), McKinley County District Court (located in Gallup), Aztec Magistrate Court, Farmington Magistrate Court and Gallup Magistrate Court.

For a list of language access and ADA planning team members from these courts, *see Attachment A*.

II. LEGAL BASIS AND PURPOSE

This document serves as the plan for the Eleventh Judicial District 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 language access plan (“LAP”) is to provide a framework for the provision of timely and reasonable language assistance to LEP persons who come into contact with the Eleventh Judicial District.

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.

According to the New Mexico Administrative Office of the Courts (AOC), the most frequently encountered languages in New Mexico's courts in FY 2024 – 2025 were:

1. Spanish
2. American Sign Language (ASL)
3. Navajo
4. Arabic
5. Vietnamese

In Fiscal Year 2025, interpretation was provided in New Mexico’s courts in a total of 87 different languages.

¹ Executive Order 13166 was rescinded on March 1, 2025.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>

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. Eleventh Judicial District by Language

Demographic Data by County:

The Eleventh Judicial District will make every effort to provide services to all LEP persons. For purposes of anticipating need, the following data shows the top spoken (i.e., 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 spoken languages other than English in each county are as follows:

San Juan County:

- Navajo 23.45%
- Spanish 9.74%
- “Other specified North American Indian languages” 0.41%
- German 0.17%
- Tagalog 0.10%

McKinley County:

- Navajo 36.12%
- “Other specified North American Indian languages” 14.19%
- Spanish 5.53%
- Arabic 0.15%
- Thai 0.13%

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 the Eleventh Judicial District:

- ✓ San Juan County: 3,300 (2.8%) Spanish-speaking LEP persons; 3,100 (2.6%) Navajo-speaking LEP persons
- ✓ McKinley County: 5,300 (8%) Navajo-speaking LEP persons; 1,600 (2.4%) Spanish-speaking LEP persons; 1,200 (1.8%) LEP speakers of “Other Native American languages.”

These listings can be accessed via the following web address:
<https://www.mla.org/Resources/Guidelines-and-Data/MLA-Language-Map>.

The LAP team is responsible for updating demographic data as it becomes available and adding any updates to this plan at its annual meeting.

Courthouse Users:

The Eleventh Judicial District 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 Court tracks courtroom interpreter requests through the Odyssey case management system. Twila Gibson (Aztec District Court) is responsible for compiling data and presenting it to the LAP team annually to update in this plan. Courtroom interpreter data for the most recent fiscal year (2024- 2025) accompanies the plan as *Attachment B*. **2) Out-of-courtroom encounters:**

In addition to tracking the use of interpreters in the courtroom by language, the Court tracks requests for out-of-courtroom services (in the clerks’ offices and over the telephone), using a form provided by AOC. Out-of-courtroom data for the most recent fiscal year (2024-2025) accompanies the plan as *Attachment C*.

Court Managers Betsy Mejía (Gallup District Court), Ashley Lucero (Aztec and Farmington District Courts), Yesenia Huazano (Gallup Magistrate Court), and Cruz Garcia (Aztec and Farmington Magistrate Court) are responsible for collecting out-of-courtroom data on an ongoing basis and submitting it monthly to Twila Gibson (Aztec District Court). Twila Gibson is responsible for presenting the compiled data at the LAP team's annual meetings, at which time the team will update the data in this plan.

IV. LANGUAGE ASSISTANCE PROCEDURES AND RESOURCES INSIDE THE COURTROOM

A. Provision of Interpreters in the Courtroom

The provision of 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. New Mexico Statutes 38-9-1 to -10 and 38-10-1 to -8 NMSA 1978 also cover the provision of court interpreters. In the Eleventh Judicial District, 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 referred by the Child Support Enforcement Division, and/or Children's Court case. In Children's Court matters, this extends to non-English-speaking parents, legal guardians, and foster parents who have a direct role in the case.
- 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. Additionally, all victims are entitled to language access services regardless of whether they are testifying or present solely to observe the proceedings.
- 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. For the AOC Memorandum dated November 22, 2024, , *see*:

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

C. Determining the Need for an Interpreter in the Courtroom

The Eleventh Judicial District may determine whether an LEP court customer needs an interpreter for a court hearing or for jury duty in the following ways:

- Request for interpreter forms for attorneys and pro se clients – The Eleventh Judicial District Court utilizes a consolidated version of the Supreme Court-approved Request for

- Interpreter form. These forms are available in the clerk's office and on the court website
- To improve communication with attorneys regarding the need for advance notice for scheduling and cancelling an interpreter, the Chief Judge sent a letter to the Bar in the Eleventh Judicial District at the time this LAP first came into effect. The Chief Judge may continue to do this in future as needed.
 - Request for hearing form – Available in the clerk's office and on the court website. The Eleventh Judicial District Court requests that notification of interpreter be submitted at least ten days prior to the hearing date.
 - Domestic violence petition includes language inquiring whether any party needs an interpreter. Available in the clerk's office and on the court website. Also available at local domestic violence offices and in the units of local law enforcement officers.
 - Jury forms – Spanish and Navajo jury forms are available at <https://jury.nmcourts.gov>. When staff receives a jury form in Spanish or Navajo, they flag the form for interpreter need.
 - The Court has access to a multilingual interpreter needed check sheet/rights advisory for pro se clients, created by 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 Magistrate Courts are frequently alerted of interpreter need by the jail in advance of arraignments.
 - Within the Odyssey case management system, cases can be easily flagged for interpreter need. This flagging system ensures that once the need for an interpreter has been identified, court staff will be alerted for every hearing. The flag will also transfer when cases are transferred from Magistrate to District Court.
 - Notices that Hearing Assistance Devices are available are posted in the courtrooms in Spanish and Navajo, as well as English.
 -

The need for a court interpreter may additionally be identified prior to a court proceeding by the LEP or deaf person or on the person's behalf by: the Court's counter staff, Trial Court Administrative Assistants, adult and juvenile court programs staff, 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, compliance officers, San Juan and McKinley County Detention facilities or any other correctional facilities. Additionally, the judge may determine that it is appropriate to provide an interpreter for a court matter.

The need for an interpreter also may be made known in the courtroom at the time of the proceeding. The Eleventh Judicial District 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 District Courts in Gallup, Farmington and Aztec display these signs at the following locations: near the clerk's offices in the lobby area, in court program offices and near the doors of every courtroom.
- The Farmington Magistrate Court displays the signs in the main lobby in the seating area,

in the main lobby near the clerk's window, and in the hallway adjacent to the civil clerk's window.

- The Gallup Magistrate Court displays the signs in the lobby near the clerk's office.
- The Aztec Magistrate Court displays the signs in the main lobby, on the wall near the conference room, and in the civil filing room.

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. In-person interpretation will be provided for evidentiary hearings and plea hearings, if at all possible, upon the request of the judge presiding over the case. 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 Eleventh Judicial District schedules spoken and signed language interpreters for courtroom hearings in compliance with Supreme Court rules and AOC policies.

Interpreters for all New Mexico state courts are scheduled using a centralized interpreter scheduling management system, Interpreter Intelligence (II), managed by AOC. Court staff enter requests for interpreters in all languages into the scheduling system. Requests are screened by an AOC coordinator, who broadcasts the interpreter assignments to interpreters located as close to the court as possible. Once the assignment has been filled, courts receive email notification of the interpreter assigned.

V. LANGUAGE ASSISTANCE PROCEDURES AND RESOURCES OUTSIDE THE COURTROOM

The Eleventh Judicial District 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 Eleventh Judicial District, the most common points of service outside the courtroom are: the court clerk's counter, self-represented litigant clinics, and legal fairs. Bilingual assistance is provided in these areas by the placement of bilingual staff as is practical in these positions.

Language Access Specialists (LASs) are bilingual employees of the Court who have successfully completed justice system language access training 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.

As of the most recent revision of this plan, the Eleventh Judicial District employed the following LASs:

- Aztec District: Charlene Henry (Navajo), Trial Court Administrative Assistant
- Aztec Magistrate: Alexa Velasquez (Spanish), Judicial Specialist II
- Gallup District: Monica Sanchez (Spanish), Judicial Specialist II
- Gallup District Court: Nohemi Morales (Spanish), Judicial Specialist II
- Gallup District Court: Lydia Guerrero (Spanish),
- Gallup District Court: Betsy Mejia (Spanish), Court Manager III
- Gallup Magistrate: Yesenia Huazano (Spanish), Court Manager II
- Gallup Magistrate: Nicole Peynetsa (Zuni), Judicial Specialist Senior
- Gallup Magistrate : Yolanda Johnson (Navajo),
- Farmington Magistrate: Julia Paredes - Mercado (Spanish), Judicial Specialist II

It is a long-term goal of the Court to have one Navajo and one Spanish LAS in each county, but this was not feasible as of the latest revision of this plan due to the limited number of bilingual employees. The Court will prioritize bilingual hires and encourage them to become LAS-certified and will revisit its long-term LAS goal at each annual LAP team meeting.

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

- Language Access Specialists and other designated bilingual employees, as detailed above.
- “I Speak” cards in over 60 languages, to identify the individual’s primary language.
- Telephonic interpreting services, which are available to provide assistance in the clerk’s office and at the Court’s self-help center. The telephonic interpreting services are provided in over 175 languages, through Certified Languages International (CLI).
- Legal Fairs organized by the Court, with Court staff and community service providers who serve LEP and indigent populations, for which interpreters are available in Spanish, Navajo and ASL, and at which assistive listening devices are available.
- Self-Represented Clinics, held monthly at the Court, with language assistance provided by an LAS or by the CLI phone service if needed.
- The Court provides interpreters for mediations and Alternative Dispute Resolutions. 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>.

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, Civil summons, Indigent defense eligibility determination and Extreme Risk Firearm Protection Order.
- ✓ Spanish, Vietnamese, Chinese and Arabic: Landlord Tenant.
- The website of the NM Judiciary at <https://nmcourts.gov>, including the Eleventh 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.
- Navajo resource pages are published on the AOC Language Access Services site at <https://languageaccess.nmcourts.gov/dine-home>.
- 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.
- A District Court Self Help Guide (Spanish and Navajo) is available on 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 Magistrate court personal data intake form in bilingual English/Spanish format.
- Eight Spanish pamphlets for self-represented litigants, explaining civil procedures and terminology in the magistrate courts, provided by AOC.
- 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.

The following additional translated resources are available in the Eleventh Judicial District:

- An "Information from the Clerk's Office" sign in Spanish and Navajo, in the District

courthouses.

- Legal Fair fliers, Assistance Statement and intake form in Navajo and Spanish.
- Gallup District Court Jury Panel Calendars in Navajo and Spanish.
- Gallup Public Defender Department Eligibility Notice in Spanish.
- The Gallup District Court has informational brochures from the State Bar of NM; the NM Crime Victims' Reparation Commission; Pegasus, Inc; AODA; the NM Attorney General, and United South Broadway Corp. These are available in English and Spanish in the clerk's lobby.
- The Aztec and Farmington District Court have informational brochures from the State Bar of NM; NM Legal Aid, and various state and community non-profit organizations. These are available in English, Navajo and Spanish in the lobby of the clerks' offices and/or in resource rooms.

VII. LANGUAGE ACCESS STAFFING

A. Recruitment of Bilingual Staff for Language Access

The Eleventh Judicial District is an equal opportunity employer and recruits and hires bilingual staff to serve its LEP constituents. Primary examples include:

- Court interpreters who serve the Court on an on-call basis (coordinated and funded by AOC).
- Language Access Specialists, as detailed in Section V. As funding permits, the Court provides compensation and incentives in the form of a \$1 per hour increase to employees who become certified as LASs.

B. Recruitment of Volunteers for Language Access

The Court also recruits and uses volunteers to assist with language access in the following areas:

- Court LAS employees are utilized at Legal Fairs and in legal clinics to assist the LEP public in Spanish, Dine, and Shiwí'ma.

VIII. JUDICIAL AND STAFF TRAINING

The New Mexico State Courts and the Eleventh Judicial District 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 Eleventh Judicial District will be expanded or continued as needed.

Statewide training 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 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 a schedule, *see*: <https://nmcenterforlanguageaccess.org/cms/>.
- 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, etc. that include sessions dedicated to language access topics, organized 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: <https://nmcenterforlanguageaccess.org/cms/en/services/about-language-access-basic-training>. 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.

Training in the Eleventh Judicial District:

- The Eleventh Judicial District conducted language access training for staff and judges in April and May 2012. At the trainings, the mandatory DVD was screened and a PowerPoint presentation, designed by and tailored to the Eleventh Judicial District, was used. The PowerPoint explained assistive listening devices; CLI; "I Speak;" right to interpreter signs; the role of LAS employees and their locations within the Court; and the Court's Language Access Plan. Trainers also gave demonstrations of how to use assistive listening devices and CLI.
- Judicial officer orientation on the use of court interpreters and language competency was done on an individual basis and completed prior to June 30, 2012.
- An optional training on working with deaf and hard-of-hearing individuals, led by the AOC signed language interpreter coordinator, was held in March 2014 at Farmington Magistrate Court and was open to all Eleventh Judicial District employees.
- A section in the Gallup District Court's employee quarterly newsletter regarding language access was presented in segments throughout 2014.
- A district-wide mandatory training was held in Fall 2016 and was attended by all staff. The training included reviewing this LAP, watching the mandatory DVD, and discussing language access resources and procedures.

- It is the goal of the LAP team to conduct language access training sessions annually. The Court Executive Officer (Jodie Schwebel) and Administrative Assistant (Twila Gibson) are responsible for coordinating the trainings, in collaboration with AOC Language Access Services staff.
- New employees receive language access orientation, administered by the AOC Human Resources Division, shortly after hire.

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 Eleventh Judicial District'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 Eleventh Judicial District, as identified through current or future language access planning efforts.

X. PUBLIC NOTIFICATION OF LAP AND SERVICES

The Eleventh Judicial District understands the importance of communicating to the LEP and deaf/ hard-of-hearing public that courthouses are accessible. In addition to using signage; phone messages; workshops; online materials, audiovisual materials, and written materials as detailed above, the Court undertakes the following outreach measures.

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. Twila Gibson (Aztec District Court) updates the community stakeholder database annually.

Eleventh Judicial District legal fairs are advertised in Spanish and English.

Future goals include: brochures informing the public about language access services; appearances on local radio or TV; press releases to local media; visits to community organizations. The LAP team will revisit these goals at its annual meetings.

Annually, once the latest revision of this LAP has been signed and translated, the Chief Judge (with the assistance of the Court Executive Officer) sends a notice to known local legal and community stakeholders, enclosing a link to the LAP. 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 LAP.

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

XI. COMPLAINT PROCEDURE

The Eleventh Judicial District 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 (*see Attachment D*). The procedure and form are available in English and Spanish and can be translated into additional languages as needed.

XII. APPROVAL AND EVALUATION OF LAP

A. LAP Approval

The Eleventh Judicial District's LAP is subject to approval by the Chief Judge and Court Executive Officer. Any revisions to the plan will be submitted to the above parties for approval.

B. Annual Evaluation of LAP

The Eleventh Judicial District will routinely assess whether changes to the LAP are needed. The plan may be changed or updated at any time but reviewed not less frequently than annually.

Every year, 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 any feedback from court employee training sessions.
- Surveys to judges, employees, and community stakeholders and/or revisiting information obtained in earlier surveys, if deemed useful.
- Ensuring that any outstanding tasks detailed in this plan are completed.
- 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. Eleventh Judicial District LAP Coordinator:

Jodie Schwebel, Court Executive Officer
Eleventh Judicial District Court
103 S. Oliver Drive, Aztec, NM 87410
aztdjos@nmcourts.gov
(505) 334-7808

D. AOC LAP Coordinator:

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New Mexico Administrative Office of the Courts
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(505) 231-9229

E. Effective Date and Approval

See: Americans with Disabilities Act Plan signature page.

**ELEVENTH JUDICIAL DISTRICT
ADA PLAN**

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I. DEFINITIONS

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

“Eleventh Judicial District” and “the Court,” as used throughout this plan, means all the courts in New Mexico's Eleventh Judicial District, namely: San Juan County District Court (courthouse locations in Aztec and Farmington), McKinley County District Court (located in Gallup), Aztec Magistrate Court, Farmington Magistrate Court, and Gallup Magistrate Court.

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 the person 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. “Non-visible 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, 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 (CDC) published 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. Eleventh Judicial District Data

The Eleventh Judicial District 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 the courtroom.

- 2) Tracking Scribing requests from self-represented litigants and jurors who need assistance with filling out court forms and juror questionnaires.

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 Eleventh Judicial District's ADA Accommodations Request tracking sheet.

The Eleventh Judicial District displays a message in English, Spanish, and Navajo on the television screens in their courtrooms informing court users to notify staff or the court bailiff if they need Assistive Listening Device (ALD) assistance due to hearing loss.

The District's ADA Title II Coordinators, Ruth Baldwin and Isaac Pike, enter requests for ADA Accommodations onto the tracking sheet, and share it 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 Eleventh Judicial District is updated in this plan annually.

During the most recent fiscal year (July 1, 2024 through June 30, 2025)(FY25), the following ADA accommodations were requested and provided in and out of the courtroom:

1. American Sign Language (ASL) =(30)
2. ADA Accommodations Requests Received from Jurors via Clearview Jury Portal Upon Receipt of Jury Summons=(336)
3. ADA Accommodations Requested/Provided Jurors During Jury Selection/Service Upon Arrival to Courthouse=(102)
4. ADA Accommodations for other parties (Defendants, Plaintiffs, Attorneys, etc.)=(104)

In FY25, the ADA Title II Coordinator for the Eleventh Judicial District managed one hundred and four (104) 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 received ADA accommodation requests from jurors and other parties and provided by the Eleventh Judicial District include ASL interpreters, Assistive Listening Devices, Communication Access Real-Time Captioning (CART), ability to lip read, access to personal cell phones and smartwatches for health monitoring, use of personal service animal, additional time to read or process information, physical access to move throughout the courthouse and courtroom, approval to bring a support person to a court hearing, access to personal medical devices and medication, access to food and water for health or medical purposes, accessible parking, frequent restroom and mobility breaks, accommodations due to

anxiety, depression, cognitive and learning disabilities, attention-deficit/hyperactivity disorder (ADHD), cognitive brain injury (TBI), post-traumatic stress disorder (PTSD), various medical diagnoses, voice amplifier equipment, and supportive/ergonomic seating while in the courtroom.

IV. ADA COORDINATOR DUTIES

A. Duties of the NM 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 commission 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 District 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.
- Provide information about and arrange for the use of the 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 District ADA Title II Coordinator may request additional assistance from the Statewide ADA Title II Coordinator.

Eleventh Judicial District ADA Title II Coordinator:
 Ruth Baldwin, Attorney Supervisor
11thADA@nmcourts.gov
 (505) 334-7776

Should Ruth Baldwin be unavailable, employees and the public may contact:

Isaac Pike, Legal Office Specialist
aztdibp@nmcourts.gov
 (505) 334-6151

ADA Coordinator information has been provided via email to all employees and is posted on the Eleventh Judicial District website.

The designated public point of contact for any ADA grievances is:
 John Guaderrama, Deputy Court CEO
11thADA@nmcourts.gov
 (505) 334-7807

Eleventh Judicial District personnel who have questions or a need for an accommodation may consult with the ADA Title I Coordinator for assistance:

Angela Curtis, Human Resources Supervisor
 Aztec District Court
 103 South Oliver
 Aztec, NM 87410
aztdakc@nmcourts.gov
 (505) 334-7799

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: 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 videos regarding scribing services have been translated into Spanish and 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 at <https://nmcourts.gov/ada-accommodations/about-ada-accommodations/> and on the New Mexico Courts YouTube channel:

<https://www.youtube.com/@NewMexicoCourts>.

Additionally, several videos and webinars regarding general information for court users, jurors, self-represented litigants, witnesses, Judicial employee training, and other informational videos are available in ASL on the New Mexico Courts YouTube channel:

<https://www.youtube.com/@NewMexicoCourts>.

VIII. RESOURCES FOR JURORS

The NM 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 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, accommodations due to anxiety, depression, cognitive and learning disabilities, autism, attention-deficit/hyperactivity disorder (ADHD), cognitive brain injury (TBI), post-traumatic stress disorder (PTSD), various medical diagnoses, and supportive/ergonomic seating while in the courtroom.

IX. OUT-OF-COURTROOM CONTACTS

The Eleventh Judicial District and Magistrate Courts report that the majority of out-of-courtroom contacts occur with court staff at the clerk's window, and the District Courts report that the first points of contact are the Sheriff's Departments, who provide security. Staff is aware of rules regarding service animals. The questions that are permissible to ask regarding service animals are:

- 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 Eleventh Judicial District and Magistrate Courts for posting at the public points of entry, indicating service animals are allowed. Additionally, the Statewide 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 Eleventh Judicial District in September and October 2023. Updated Service Animal FAQ cards containing additional information regarding the New Mexico Service Animal Act were provided to the District in January 2026. Additionally, ADA signage and stickers advising court patrons to ask court staff if they need assistance were also provided to the District in September 2024.

In July 2023, the NM AOC added ASL on-demand services through Certified Languages International (CLI), for interactions with court users requesting ASL interpretation outside of the courtroom. Information cards with detailed instructions for accessing the VRI service were provided to the Eleventh Judicial District in October 2023. In July 2025, updated CLI instruction cards were provided to each District, including a new secure password requirement to access the ASL on-demand service.

X. ASSISTIVE LISTENING AND SPEECH DEVICES

The Eleventh Judicial District currently has ALDs available for use in each of the District and Magistrate Courts: Three (3) ALD suitcases in Aztec and Farmington District Courts, two (2) ALD suitcases in Gallup District Court, and one (1) ALD suitcase in each of the Magistrate Courts in Aztec, Farmington, and Gallup.

In addition to the ALD equipment at the Eleventh Judicial District, a PocketTalker device is available for loan from the Office of the Statewide Title II Coordinator's Office as needed.

In 2024, The Eleventh Judicial District independently purchased eight (8) voice amplifier devices for use within their District. The District generously provided the Statewide ADA Title II Coordinator's Office with a device to share with other Judicial Districts.

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 court 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. Prior to the implementation of the pilot program, the Eleventh Judicial District had a long-standing scribing policy in which court staff would read a court form aloud to a self-represented litigant needing assistance on their form due to low literacy. The scribing session was audiotaped in the event there were any questions regarding what was written on the document.

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.

After successful implementation of the pilot program, NM Supreme Court Order No. 22-8500-036, dated November 9, 2022, implemented the scribing program throughout the Judiciary, providing these services due to disability, limited English proficiency, low literacy, or limited computer or internet access. The Eleventh Judicial District currently has all District court judicial specialists trained in scribing, and began conducting scribing services in July, 2023. 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 or juror requesting the services.

In 2023, Scribing Statement of Need forms were provided to District ADA Title II Coordinators, Court Managers, Project/Program Managers, Self-Help Office staff, Jury staff, and CEOs by the Statewide ADA Title II Coordinator's Office. The form serves as an affirmation that the court user does not have an attorney, understands court staff will not provide legal advice, and

confirms that what was scribed is accurate. After implementation of the statewide scribing program, the Eleventh Judicial District collaborated with the Statewide ADA Title II Coordinator's Office in creating a docketing code for the Statement of Need (code 1649). The docketing code is available for use for all Courts in the Judiciary. The Statewide ADA Title II Coordinator's Office notifies court staff accordingly of changes and updates to the form. In September 2025, the Statement of Need form was renamed Request for Scribing Services to reflect the expansion of scribing services for any self-represented litigant or juror requesting the services.

The Eleventh 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, main courthouse entry doors, courtroom doors, 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 for self-represented litigants and jurors in each District, the Statewide ADA Title II Coordinator's Office created a Scribing Request Intake Google Form for each District in 2023. Once a scribing session is completed, the District's ADA Title II Coordinators, Court Managers, Judicial Specialist Supervisors, Judicial Specialist Seniors, and Judicial Specialists 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. The Statewide ADA Title II Coordinator's Office is responsible for ensuring data received from the Eleventh Judicial District is updated in this plan annually.

During the most recent fiscal year (July 1, 2024 through June 30, 2025)(FY25), scribing requests for self-represented litigants and jurors in the Eleventh Judicial District were as follows:

Scribing Requests for Self-Represented Litigants and Jurors= (37)

In FY25, the Eleventh Judicial District conducted thirty-seven (37) scribing sessions for the following case types: divorce, domestic violence, paternity, civil complaint, civil lawsuit, juror questionnaires, and traffic/parking cases.

Scribing explainer videos in English, Spanish, and Navajo are available on the New Mexico Courts YouTube channel at the following link: <https://www.youtube.com/@NewMexicoCourts>.

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 August 2025, the scribing training modules were updated to reflect the expansion of scribing services for all self-represented litigants and jurors.

During FY25, the Statewide ADA Title II Coordinator's Office held 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. Staff from the Eleventh Judicial District regularly attend these check-ins and provides positive and meaningful feedback.

Additional training assistance with scribing is available to the Eleventh Judicial District 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, NM AOC has provided live chat UbiDuo devices for each Judicial District. 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 Eleventh Judicial District has one (1) UbiDuo device in the Farmington and Aztec District Courts, and one (1) UbiDuo device for use in the Gallup District and Magistrate courts.

The Court will provide the following link to staff for training in how to use the devices:
<https://www.youtube.com/@NewMexicoCourts>.

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 trainings via email. Training is offered to all judiciary employees free of charge and is recorded and broadcast on the New Mexico Courts YouTube channel at: <https://www.youtube.com/@NewMexicoCourts>.

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 when funding permits, 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. The New Mexico Governor's Commission on Disability also offers scholarships to enroll in the ACTCP program for ADA Title II Coordinators in New Mexico. In June 2023, the Eleventh Judicial District's ADA Title II Coordinator, Ruth Baldwin, attended the Virtual ADA National Symposium. Ruth Baldwin attended the Virtual ADA Symposium in May 2024 and obtained ACTCP certification in November, 2024. She has since attended the Winter 2025 and 2026 ADA Coordinator Conferences, and the 2026 Annual ACTCP Training on March 30-31, 2026.

In October 2023, in collaboration with the Statewide ADA Title II Coordinator's Office, and NM AOC Language Access Services, the Eleventh Judicial District held ADA Training at the Gallup Magistrate Court for staff and Judges titled: "*Language Access and Accessibility in the New Mexico Courts*". In July 2024, the Eleventh Judicial District ADA Title II Coordinators further collaborated with the Statewide Title II ADA Office in providing ADA Training for staff in the

Farmington and Aztec District Courts titled “*The Accessible Courtroom: A Practical Look at Title II, the Impact of Disability Stigma, and the Provision of Effective Communication in the Courts*”.

It is the intention of the ADA/ language access planning team to hold court-wide, hybrid ADA/ language access training annually.

The Statewide ADA Title II Coordinator’s Office holds monthly District ADA Title II Coordinator Meetings to discuss ADA topics, trends, upcoming trainings, and important updates from the AOC. The Eleventh Judicial District ADA Title II Coordinators Ruth Baldwin and Isaac Pike are in regular attendance at these meetings.

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.

Angela Curtis, ADA Title I Coordinator, is developing and implementing a Title I training program for all managers and supervisors. Training will occur in FY27.

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.

As of the current revision of this plan, the Eleventh Judicial District is in the process of updating their emergency and evacuation plan. The updated plan will include staff training on evacuation procedures for individuals with disabilities, and providing wheelchairs and an evacuation sled which can be used during an evacuation.

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.

In FY25, the Eleventh Judicial District began the ADA Self-Evaluation and Transition Plan process. During their kick-off meeting, key staff with the Eleventh Judicial District 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 FY25, during the first phase of their Plan, Altura Solutions conducted a physical evaluation of

each courthouse in the Eleventh Judicial District. During this evaluation, each courthouse facility was surveyed to determine if any architectural or rights-of-way barriers may exist within each facility. Additionally, the court programs, services, and activities within the District were evaluated, and an assessment was conducted on the New Mexico Judiciary website to locate accessibility barriers.

In FY26, the Statewide ADA Title II Coordinator's Office will continue working with Altura Solutions, and the Eleventh Judicial District to create a transition plan outlining barriers to accessibility, the methods required to remove each barrier, and a prioritization schedule for barrier removal. Additionally, the vendor will provide supplemental training sessions and answer follow-up questions for each District as they arise.

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 webpage was created 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 fillable PDF format (in English and Spanish), and contact information for the Statewide ADA Title II Coordinator. In August 2025, these forms were remediated to conform to ADA Section 508 WCAG 2.2 AA digital accessibility standards and disseminated to each District for posting on their district webpages.

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

<https://nmcourts.gov/ley-para-estadounidenses-con-discapacidades-ada-y-adaptaciones/formularios-y-solicitud-de-adaptaciones-en-virtud-del-titulo-ii-de-la-ada/?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 Eleventh Judicial District has also included this content in English, and Spanish on their own webpage at: <https://eleventhdistrict.nmcourts.gov/ada-accommodations/> and <https://eleventhdistrict.nmcourts.gov/ada-y-adaptaciones/?lang=es>

A hard copy of the Eleventh Judicial District Court's LAP and ADA Plan shall be kept at the public information desk. Copies of the plan will be provided to the public on request. The plan is available in Spanish as well as English, translated by certified translators contracted by AOC. In addition, the Eleventh Judicial District Court posts the plan on its website at:

<https://eleventhdistrict.nmcourts.gov/language-access-services/> and AOC posts the plan on the Statewide ADA Title II webpage at:

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

The District has created an ADA email address, 11thADA@nmcourts.gov, in order to keep track of any incoming email requests from the public.

In 2023, the Statewide ADA 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. DIGITAL CONTENT AND ACCESSIBILITY

Under the United States Department of Justice’s (DOJ) final rule updating the ADA Title II regulations, public entities falling under ADA Title II must ensure their web content and mobile apps are accessible to people with disabilities. Web Content Accessibility Guidelines (WCAG) Version 2.1, Level AA is the technical standard and must be adhered to by state and local governments for their web content and mobile apps. The full Rule can be found at: <https://www.ada.gov/assets/pdfs/web-rule.pdf>

To prepare for the upcoming rule, the AOC Statewide ADA Title II Coordinator’s Office has updated and remediated the ADA forms on their webpage, ensuring they are accessible to people with disabilities. The updated forms will be disseminated to each Judicial District for use on their public webpages.

XVIII. GRIEVANCE PROCEDURE

The statewide Grievance Procedure is attached to this plan and also posted on the ADA website in English and Spanish at: <https://nmcourts.gov/ada-accommodations/forms/>.

Any ADA grievances in the Eleventh Judicial District should be directed to: John Guaderrama, Deputy Court CEO, aztdjlg@nmcourts.gov, (505) 334-7807.

XIX. APPROVAL AND EVALUATION OF ADA PLAN

A. ADA Plan Approval

The Eleventh Judicial District Court's ADA plan is subject to approval by the Chief District Judge and Court Executive Officer. Any future revisions to the plan will be submitted to the Chief District 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. Eleventh Judicial District ADA Title II Coordinator

Ruth Baldwin, Attorney Supervisor
Aztec District Court
103 South Oliver
Aztec, NM 87410

11thADA@nmcourts.gov
(505) 334-7776

D. Eleventh Judicial District ADA Title I Coordinator

Angela Curtis, Human Resources Supervisor
Aztec District Court
103 South Oliver
Aztec, NM 87410
aztdakc@nmcourts.gov
(505) 334-7799

E. 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

F. ADA Plan Effective date:

See: LAP & ADA Plan signature page

**LANGUAGE ACCESS PLAN
& ADA PLAN SIGNATURE PAGE**

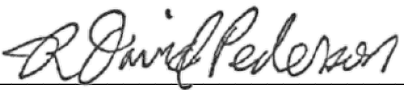
A. Effective Date:

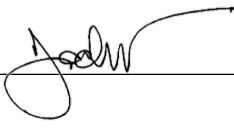
LAP original effective date: August 15, 2012

ADA plan original effective date: September 30, 2022

Latest revision of LAP and ADA plan: March 25, 2026

B. Approved By:

Hon. R. David Pederson, Chief District Judge  _____
Date 6/9/2026 _____

Jodie Schwebel, Court Executive Officer  _____
Date 6/8/26 _____

ATTACHMENTS

LANGUAGE ACCESS PLAN:

- A) Members of the Eleventh Judicial District Court LAP/ADA Planning Team**
- B) Interpreter Statistics Fiscal Year 2025**
- C) Out-of-Courtroom Encounters Fiscal Year 2025**
- D) Language Access Complaint Procedure and Form**

ADA PLAN:

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

**Eleventh Judicial District LAP
Revised 2026
Attachment A**

**Members of the Eleventh Judicial District
Language Access/ADA Planning Team**

Jodie Schwebel, Court Executive Officer (**LAP Coordinator**)
Ruth Baldwin, Attorney Supervisor (**ADA Coordinator, Title II**)
Angela Curtis, Human Resources Supervisor (**ASA Coordinator, Title I**)
John Guaderrama, Deputy Court Executive Officer
Ashley Lucero, Court Manager – Aztec and Farmington District Court
Betsy Mejia, Court Manager - Gallup District Court
Cruzita Garcia, Court Manager - San Juan County Magistrate Courts (Aztec and Farmington)
Yesenia Huazano, Court Manager - McKinley County Magistrate Court (Gallup)
Roberta Werito-Jones, CFO – Aztec District Court
Lydia Vidales, Jury Coordinator – McKinley County
Darcy Jones, Jury Coordinator – San Juan County
Rebecca Eldridge, Judicial Specialist Supervisor – San Juan County Magistrate Courts (Aztec)
Sierra Atencio, Judicial Specialist Supervisor – San Juan County Magistrate Courts (Farmington)

ELEVENTH JUDICIAL DISTRICT - LANGUAGE ACCESS STATISTICS IN COURT INTERPRETERS - FY25			
Courthouse	Language of Interpreter Assignment	Number of Assignments July 2024 to June 2025	
San Juan County (Aztec, Farmington Dist)	Spanish	188	
	Navajo	59	
	Thai	4	
	Sign Language	2	
	Chinese Mandarin	10	
	French	1	
	Cebuano	3	
	Arabic	3	
San Juan County, Aztec Magistrate	Navajo	29	
	Spanish	106	
	Chinese	4	
San Juan County, Farmington Magistrate	Chinese Mandarin	13	
	Navajo	10	
	Sign Language	1	
	Spanish	22	
	Arabic	2	
McKinley County, Gallup District	Tigringa	6	
	Chinese Mandarin	4	
	Pujabi	8	
	Sign Language	5	
	Amharic	1	
	Arabic	1	
	Navajo	35	
	Spanish	14	
McKinley County, Gallup Magistrate	Chinese	9	
	Vietnamese	1	
	Navajo	19	
	Punjabi	10	
	Russian	3	
	Hindi	5	
	Spanish	35	
	Tagalog (Filipino)	1	
	Korean	2	
	Ukranian	2	
TOTAL OF ALL COURTS:	AMHARIC	1	
	CHINESE	40	
	FRENCH	1	
	NAVAJO	152	
	PUNJABI	18	
	RUSSIAN	3	
	SIGN	8	
	SPANISH	365	
	TIGRINGA	6	
	TAGALOG (FILIPINO)	1	
	CART	0	
	CEBUANO	3	
	ARABIC	6	
	HINDI	5	
	THAI	4	
	KOREAN	2	
	VIETNAMESE	1	
	UKRANIAN	2	
		TOTAL:	618

ELEVENTH JUDICIAL DISTRICT - LANGUAGE ACCESS STATISTICS
LEP - Out of Courtroom Requests - FY25

Courthouse	Language of Interpreter Assignment	LEP Interpreter Requests Out of Courtroom July 1, 2024 to June 30, 2025
San Juan County (Aztec, Farmington Dist)	Chinese	1
	Navajo	14
	Spanish	13
San Juan County, Aztec Magistrate	Navajo	3
	Spanish	71
	Chinese	1
San Juan County, Farmington Magistrate	Spanish	53
McKinley County, Gallup District	Spanish	80
	Navajo	0
McKinley County, Gallup Magistrate	Spanish	62
	Zuni	1
	Navajo	1
	Hindi	1
TOTAL OF ALL COURTS:	Chinese	2
	Navajo	18
	Spanish	279
	Zuni	1
	Hindi	1
	TOTAL:	301

**Eleventh Judicial District
Language Access Plan
Attachment D - Complaint Procedure and 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 Eleventh Judicial District Language Access Plan (LAP) Coordinator to report the complaint by completing and submitting the attached Complaint Form, or by telephone.

Contact information:

Jodie Schwebel, Court Executive Officer, Eleventh Judicial District Court, 103 S. Oliver Dr., Aztec, New Mexico 87410; aztdjos@nmcourts.gov; (505) 344-7808.

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

Eleventh Judicial District 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:
Eleventh Judicial District Court: aztdjos@nmcourts.gov, (505) 344-7808

Please complete and return this form to:
Eleventh Judicial District Court - Jodie Schwebel, LAP Coordinator
103 S. Oliver Dr, Aztec, New Mexico 87410
aztdjos@nmcourts.gov
Fax: (505) 334-7760

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:
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

**Eleventh Judicial District
Language Access Plan
Attachment D - Complaint Procedure and Form**

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:

Jodie Schwebel, Eleventh Judicial District Court LAP Coordinator
103 S. Oliver Dr., Aztec, New Mexico 87410
aztdjos@nmcourts.gov
Fax: (505) 334-7760

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.



**Americans with Disabilities Act (ADA) Title II
Request for Accommodation Form
New Mexico State Courts
Statewide ADA Title II Coordinator's Office**

Instructions: _____ is dedicated to providing equal access to the courts according to the Americans with Disabilities Act (ADA). We provide aids and services, also known as accommodations, at no cost to people with disabilities so they can fully participate in all court programs, services, and activities. If you need to visit one of our courts and have a physical or mental disability, accommodations are available to you. **Some accommodations may need approval by the judge hearing the court case.** Please fill out this form and send it to the court at least five (5) business days before the hearing. If you have more than one court case, please fill out this form for each case.

Today's Date: _____

Person Needing the Accommodation:

Printed Name: _____ Signature: _____

Address: _____

Phone Number: _____ Email Address: _____

Is the Accommodation Needed For:

Party Juror Attorney Witness/Victim Child/Minor Family Member
Observer Other (specify): _____

Accommodation Information:

Date Accommodation Needed: _____ Case Number: _____

Type of Accommodation Requested (check all that apply):

Access to: Parking Restrooms Elevators Courtrooms Hearing Rooms

Sign Language Interpreter Captioning (CART) Assisted Listening Device (ALD)

Other (specify): _____

Please provide more information that might be helpful to the ADA Coordinator:

What Happens Next?

The ADA Title II Coordinator reviews all requests. The court may deny the request if it is an administrative or financial burden, or conflicts with court rules or functions. If the court can't provide the accommodation you asked for, we will work with you to provide the best possible option.

ADA Grievance Procedure

The ADA grievance procedure is available to anyone who wants to file a complaint regarding (1) discrimination based on disability or (2) the failure to provide a reasonable accommodation that would enable an individual to fully participate in court proceedings, services, or programs and activities of the New Mexico Courts.

- 1) **Filing a Grievance:** To file a grievance, complete the New Mexico Judiciary Complaint Form. Alternative ways to submit a complaint form are available if an ADA accommodation or help with language barriers are needed, as required by Title VI of the Civil Rights Act of 1964. The Complaint Form should be completed by the requestor or their designee as soon as possible, but not later than thirty (30) calendar days after the alleged discrimination occurred, and submitted to:

Peggy Cadwell
Statewide ADA Title II Coordinator
New Mexico Administrative Office of the Courts
ADA@nmcourts.gov

- 2) **Response:** The Statewide ADA Title II Coordinator will review all complaints submitted within fifteen (15) calendar days of receipt. The ADA coordinator may request additional information to fully and fairly review the grievance.

The Statewide ADA Title II Coordinator will respond in writing within thirty (30) calendar days. The response will be in a format that is accessible to the requester, such as large print, Braille, or audio, if needed. The response will explain the position of the New Mexico Courts and suggest ways to resolve the grievance.

- 3) **Appeal:** If the grievance is not resolved with the Statewide ADA Title II Coordinator, it can be appealed to the Director of the Administrative Office of the Courts. Appeals must be submitted within fifteen (15) calendar days after receiving the written decision from the Statewide ADA Title II Coordinator.

Upon receiving the appeal, the Director will review the discrimination claim and proposed solution, then send a written decision to the requester.

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 (ADA) Title II
Complaint Form
New Mexico State Courts
Statewide ADA Title II Coordinator's Office**

Instructions: Use this form to file a complaint regarding a denial of access to a New Mexico Court. Please complete and send the form as soon as you can, but no later than **thirty (30) calendar days** after the incident. Mail the complaint to:

202 East Marcy St., Santa Fe, NM 87501
or email it to
ADA@nmcourts.gov

Please let us know if you need help filling out the form or want it in a different format.

Today's Date: _____

Person Making the Complaint:

Printed Name: _____ **Signature:** _____

Address: _____

Phone Number: _____ **Email address:** _____

Court Case Number (if available): _____

Details of Complaint:

Date of incident: _____ **Court Location:** _____

Description of Complaint:

Please clearly describe the denial of access or the alleged discrimination. Include specific details such as staff names and your original request for accommodation, if available. You may attach extra pages, letters, or other documents, but do not send medical records.

What is your request for access to solve this issue?

What Happens Next?

Complaints are reviewed in the order they are received. You will receive a written response within **thirty (30) days**, setting out a process for the resolution of the complaint. If the decision is that no further action will be taken, the written response will explain the reasons for the decision.

Title II of the Americans with Disabilities Act of 1990 prohibits discrimination based on disability in State and local governments.

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 regardless of national origin.

FOR STAFF COMPLETION ONLY

Date of Receipt: _____ **Received By:** _____

Investigation Date: _____

Notes:

Resolution Date: _____

Notes:

Complainant Contacted and Informed of Resolution (Yes or No): _____

Date Contacted: _____

Reason the complainant was not contacted: