

FORMS •CAMP 2022•

Accommodating Litigants
with Limited English
Proficiency, Low Literacy,
and People with
Disabilities

with Paula Couselo-Findikoglu
and Peggy Cadwell

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www.ncsc.org/formscamp2022

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Forms Camp Topics

1. Form Design – On Demand
2. Plain Language – On Demand
3. **Accessibility – Today!**
4. User Testing – **8/10**
5. Form Review and Revision – **8/17**
6. Automation – **8/24**



Forms Camp Logistics



Campers are muted and off camera.



Webinar is being recorded and will be available at ncsc.org/webinars and on the Forms Camp page at ncsc.org/formscamp2022.



Use the Q&A box for questions.



Materials from will be posted on the Forms Camp page at ncsc.org/formscamp2022

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Forms Accessibility:

Accommodating Litigants
with Limited English
Proficiency, Low Literacy
and People with
Disabilities

The path begins here!

FORMS •CAMP 2022•



How did we get here?

And where is New Mexico?.....

New Mexico, The Land of Enchantment



About New Mexico

- 50.1% of population is Hispanic or of Latino origin¹
- 23 federally recognized tribes:²
 - 20 Pueblos
 - Diné, Mescalero and Jicarilla Apache Nations
- 10% of population reports speaking English “less than very well”³
- 8.1% of population are LEP speakers of Spanish *vs. 5.7% nationally*
- 36% of the population speak a language other than English at home:
 - 79% Spanish
 - 10% Navajo
 - 5% Pueblo languages
 - 92 languages other than English spoken at home

¹2021 US Census Bureau estimates

²NM Secretary of State

³2010 Census Data (MPI-MLA)

- **1 in 5 adults** in NM reads at or below a fifth grade level.¹
 - **29% of NM adults** read at the level of a 5 to 7 year old.²

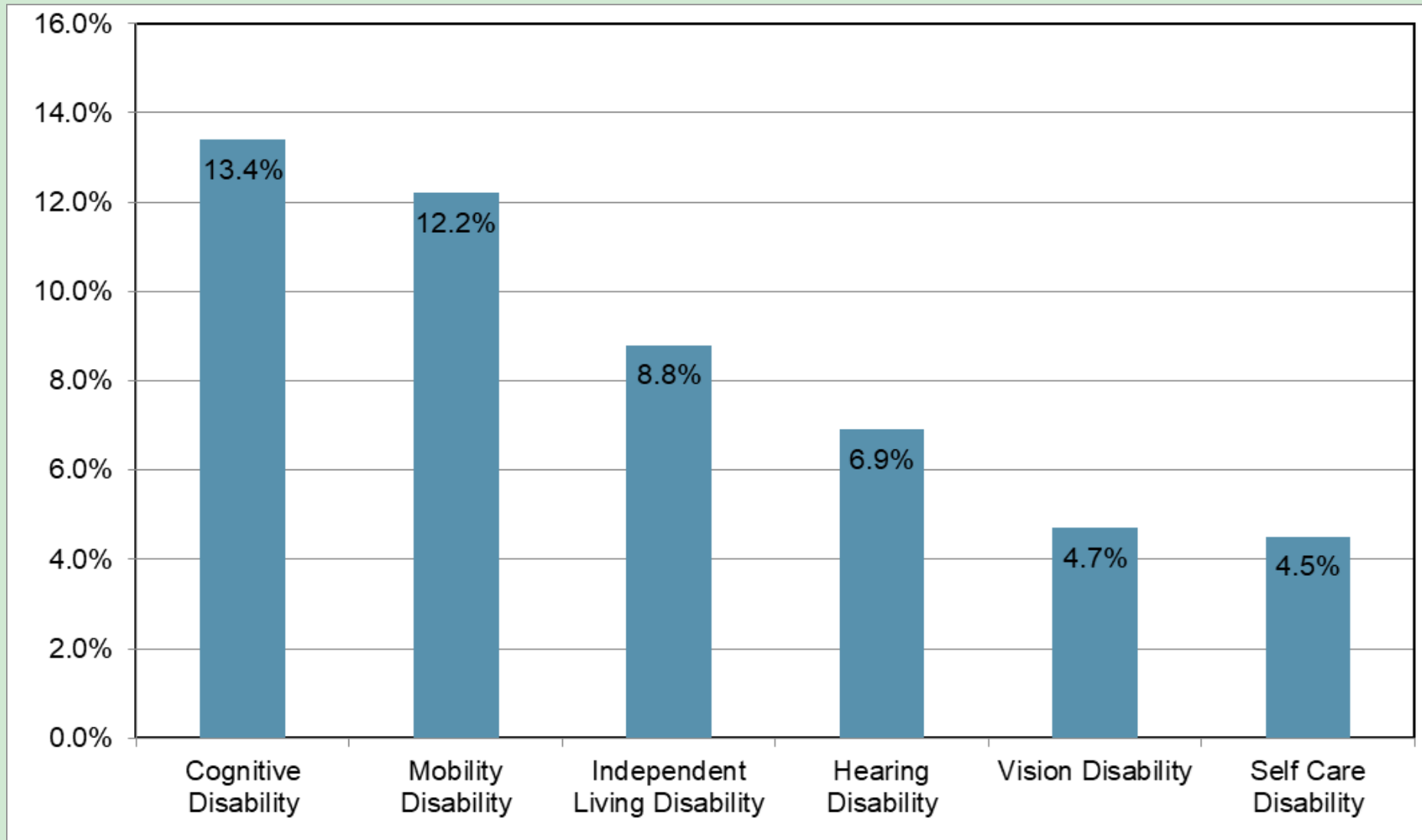
- 18.2% of New Mexicans live below the poverty line.³
 - 73.4% of NM students participate in the national schools lunch program.

¹ReadWest.org

²NM Kids Count Data Book (NM Voices for Children)

³ NM DWS

Disabilities in New Mexico

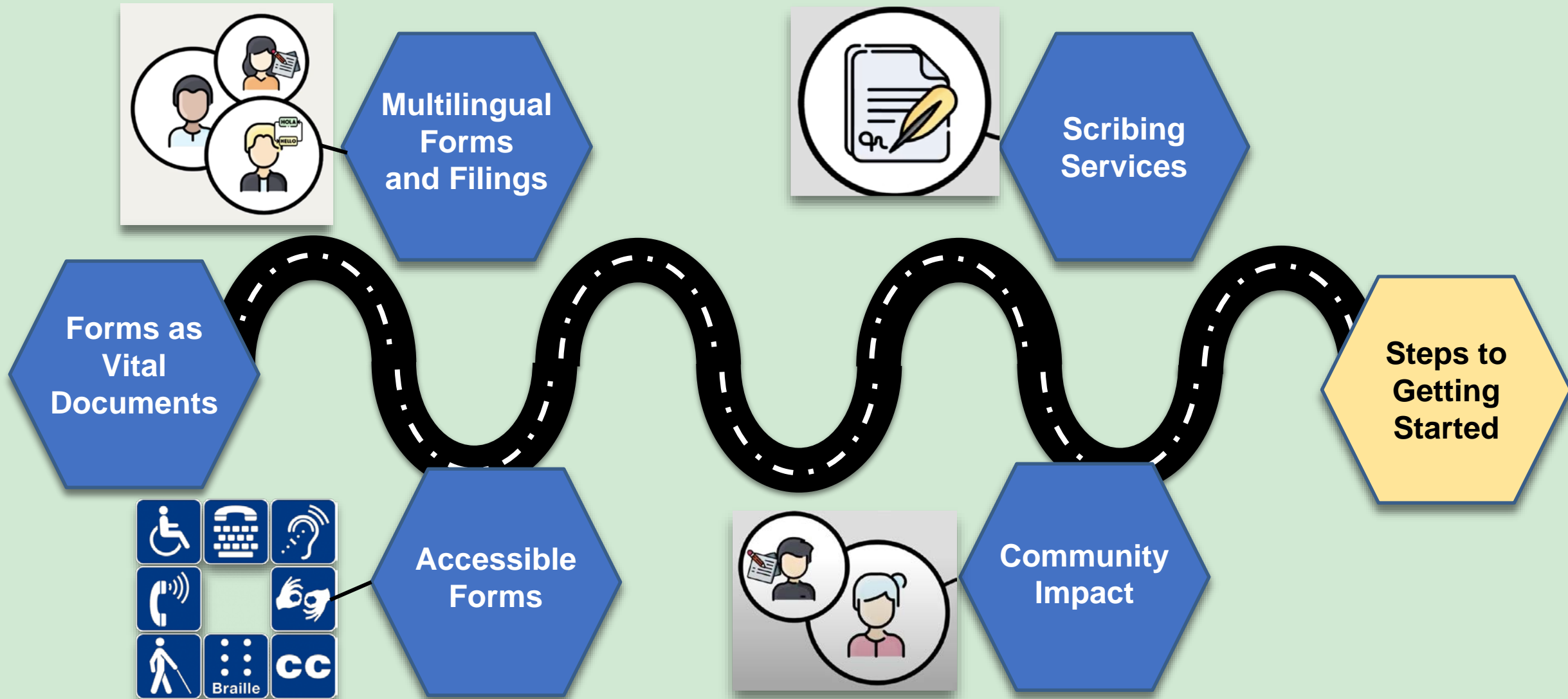


Centers for Disease Control and Prevention (CDC), [Disability and Health Data System \(DHDS\)](#)

Our Mission

Promote universal accessibility to forms in order to foster inclusive service in our courts.

Today's Camp Roadmap:



A stylized landscape illustration. The background is a light teal color. In the upper left, there is a white, fluffy cloud. In the upper right, there is a large, bright white sun. The middle ground features several layers of mountains in shades of blue and teal, with a small cluster of trees on a central peak. The foreground is filled with a dense forest of dark teal evergreen trees. The text "Let's get started!" is written in a bold, black, sans-serif font, centered in the upper half of the image.


Let's get started!

Filling out forms – A fundamental task in almost every court process for SRLs to be able to meaningfully participate in their case.

- **ADA Title II - Nondiscrimination on the Basis of Disability in State and Local Government Services** prohibits discrimination against qualified individuals with disabilities in all programs, activities, and services of public entities. It applies to all state and local governments, their departments and agencies, and any other instrumentalities or special purpose districts of state or local governments.
- **Title VI** provides that no person shall: “on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”
- Under **Department of Justice (DOJ)** regulations implementing **Title VI of the Civil Rights Act of 1964**, 42 U.S.C. 2000d, et seq. (Title VI), recipients of Federal financial assistance have a responsibility to ensure **meaningful access to their programs and activities by Limited English Proficient (LEP) persons.**
- **Title VI** further forbids recipients from **“restricting an individual in any way of the enjoyment of any advantage or privilege enjoyed by others receiving any service.**
- **Executive Order 13166** signed August 11, 2000 extended Title VI requirements to federal agencies and those agencies which they fund.

Forms as Vital Documents

- **Vital documents:** DOJ expects recipients to provide “vital documents” in frequently-encountered languages.
 - Criteria used by the NM to determine vital documents are:
 - Frequency of use
 - Use by Self-Represented Litigants
 - Risk of harm if misunderstood.
- **DOJ regulations** forbid recipients from “utilizing criteria or methods of administration which have the effect of subjecting individuals to discrimination because of their race, color, or national origin, or have the effect of defeating or substantially impairing accomplishment of the objectives of the program as respects individuals of a particular race, color, or national origin” (28 CFR 42.104(b)(2)). Law requires all recipients of Federal financial assistance from DOJ to provide meaningful access to LEP persons.
- **Effective communication at all points of contact:** DOJ states that language access implementation “requires ensuring effective communication at all points of contact between an LEP person and your agency.”
- **Onus on the recipient, not the LEP.** Per DOJ: “Agencies should avoid using family members, children, friends, and untrained volunteers as interpreters because it is difficult to ensure that they interpret accurately and lack ethical conflicts.”



Multilingual Forms and Filings

**Common
barriers SRLs
encounter
when filling
out forms**

- Lack of familiarity with court processes and legal language
- Limited English Proficiency
- Disabilities –Blindness, low vision, color blindness, hearing impairments, cognitive impairments, motor disabilities
- Low Literacy
- Digital Divide

NM Process for Creating Multilingual Forms

- **Working Group –Stakeholders**
- **Priority areas**
 - Domestic Violence
 - Domestic Relations
 - Case specific - court specific
 - Guardianship, Conservatorship
 - Landlord-Tenant, Eviction
- **Languages** –Spanish, Navajo, Vietnamese, Chinese, Arabic
- **Format** –Interlinear/bilingual vs. monolingual
- **Pilots** –Domestic Violence and Family Court
- **Funding** –Reallocated resources
- **Translation vendors** –Issued RFP
- **Community Outreach**
 - Advocacy organizations and Judiciary’s website

Translation of Pleadings?

- What happens once forms are provided in languages other than English?
- Can SRLs fill out forms in languages other than English?
- What does the translation process look like?
- How does the filing process look like?

Petition for Order of Protection

PETITION FOR ORDER OF PROTECTION FROM DOMESTIC ABUSE¹

PETICIÓN DE UNA ORDEN DE PROTECCIÓN CONTRA LA VIOLENCIA INTRAFAMILIAR¹

1. COURT ASSISTANCE REQUEST / *SOLICITUD DE ASISTENCIA DEL TRIBUNAL*

We will need an interpreter in / *Necesitaremos intérprete de* spanish
to translate at hearings for / *para interpretar en las audiencias para*
me / mí [] the respondent / *el demandado*.

[] We will need / *Necesitaremos* _____ (*describe other request for special help*) / (*describa si necesita otro tipo de ayuda especial*).

2. INFORMATION ABOUT THE RESPONDENT (*the person I am filing against*) *INFORMACIÓN SOBRE EL DEMANDADO (la persona contra quien presento esta petición)*

A. The respondent is: / *El demandado es:*

[] my husband / *mi esposo* or / o [] my wife / *mi esposa*

(describa en detalle qué le sucedió a usted o a un miembro de su hogar, cuándo y dónde.)

Physical abuse: / Maltrato físico: emotional + psychological abuse.

Threats which caused fear that you or any household member would be injured: / Amenazas que le causaron temor de que usted o algún miembro del hogar fuera lastimado: _____

Other abuse: / Otro tipo de maltrato: Drives drunk with Elizabeth in car

Date of abuse: / Fecha en que ocurrió el maltrato: on going 1-14-20

Place of abuse: / Lugar en que ocurrió el maltrato: Santa Fe.

B. Respondent is a credible threat to my physical safety because: / El demandado es una amenaza creíble a mi seguridad física porque: _____

C. Others present during the abuse: / Otras personas presentes durante el maltrato: Joaquin Valdez 11 years old

D. Did drugs or alcohol play a role in the domestic abuse? / ¿Tuvieron algo que ver las drogas o el alcohol con la violencia intrafamiliar?

yes / sí no / no

E. Were weapons used during the abuse? / ¿Se usaron armas durante el maltrato?

yes / sí no / no

If yes, what weapons? / Si responde sí, ¿qué armas? _____

Petition for Order of Protection –Narrative

Pido la orden de proteccion [REDACTED]
[REDACTED] porque su mamá maneja
intoxicada con ella y tengo miedo
que les pase algo [REDACTED]
Regresa a mi casa noranda que su
madre la maltrata cuando toma y
siempre tiene mucha gente tomando
con ella y por eso me gustaria
que se hagan pruebas de alcohol y
drogas porque tengo miedo por la
seguridad de mi hija y solo
quiero el bienestar de mi hija y

I'm asking for the order of protection for [REDACTED]
[REDACTED] because her mom drives
intoxicated with her and I'm afraid
that something's going to happen [REDACTED]
comes home to me crying that her
mom mistreated her when she drinks and
always has a lot of people drinking
with her. For that reason, I would like
for you to test her for alcohol and
drugs because I'm afraid for the
safety of my daughter and I just
want the well-being of my daughter and
her safety. There's a social
worker working on the case.

Post Judgment application for writ of restitution

4-904A. Post-judgment application for writ of restitution and request for hearing.

4-904A. Naaltsos bee á nihót'áá dóó bik'íjj' naaltsos bee ch'ihódit'oodzil siláo bá haz'ánígíí dóó baahwiidoot'íjj' jókeedígíí.

[For use in Magistrate, Metropolitan, and District Courts with the Eviction Prevention and Diversion Program]

[Magistrate, Metropolitan, áádóó District bi'aahwiinít'j bá hooghan díí naaltsos chodayool'j, Eviction Prevention and Diversion Program wolyéhígíí (doo hooghandéé' ch'ihódit'oodzil da yiniyé naalnishígíí) bitgo]

STATE OF NEW MEXICO

_____ COURT

_____ COUNTY

YOOTÓ HAHOODZO

_____ AAHWIINÍT'J BÁ HOOGHAN BÍZHI'

_____ IŁ DAHWISDZOH BÍZHI'

_____, Plaintiff(s), / Aa saad (da)hólóonii (da)bízhi',

v. / v. No. / No. _____

_____, Defendant(s). / Ádaqah dah (da)hast'áanii (da)bízhi'.

POST-JUDGMENT APPLICATION FOR WRIT OF RESTITUTION AND REQUEST FOR HEARING¹

(Uniform Owner-Resident Relations Act; Mobile Home Park Act)

NAALTSOOS BEE Á NIHÓT'ÁÁ DÓÓ BIK'ÍJJ' NAALTSOOS BEE

CH'IHÓDIT'OODZIL SILÁO BÁ HAZ'ÁNÍGÍÍ DÓÓ BAAHWIIDOOT'ÍJJ' JÓKEEDÍGÍÍ'

(Uniform Owner-Resident Relations Act (Beehaz'áanii bik'ehgo hooghan yit'inígíí

dóó yii' kééhat'inígíí bá haz'ánígíí dahool'aahígíí); Mobile Home Park Act

(Bee haz'áanii hooghan naadzjí yaa halne'ígíí)

Plaintiff, whose name is _____

_____ (include names of all Plaintiffs, if more than one), states as follows:

Aa saad hólóonii, bízhi' díí át'éego _____

_____ (Náánála' aa saad hólóogo, t'áa altso dabízhi' bee da'iizoh), ání:

1. Plaintiff is an owner, landlord, or authorized representative of management² that has a Aa saad hólóonii éí kéyah yit'inígíí át'é, doodaii' beehaz'áanii bik'ehgo aa bídahólníhii yá siz² dóó díí yistsooz

(check one of the following) / (T'áála'i baqah iizoh):

- Judgment for Restitution under the Uniform Owner-Resident Relations Act; or
Uniform Owner-Resident Relations Act bik'ehgo hooghan hast'áá' náádiit'aah

3-day Notice of Nonpayment of Rent

THREE (3)-DAY NOTICE OF NONPAYMENT OF RENT¹

إخطار بمهلة ثلاثة (3) أيام
لعدم دفع الإيجار¹

(Uniform Owner-Resident Relations Act)
(القانون الموحد لعلاقة المالك والمستأجر)

To/إلى: _____

Address/العنوان: _____

_____, New Mexico/نيو مكسيكو

You are notified that you are not in compliance with the rental agreement or separate agreement about the premises at:²
هذا إخطار لك بأنك لم تلتزم بعقد الإيجار أو الاتفاقية المنفصلة المتعلقة بالعمارة الموجود في:²

_____, New Mexico/نيو مكسيكو

by failure to pay rent as follows/حيث إنك لم تلتزم بدفع الإيجار كما يلي:

\$ _____
\$ _____
\$ _____

Total due/إجمالي المبلغ المستحق: \$ _____

If you do not pay this amount within three (3) days from the date of delivery of this notice, the owner may terminate the rental agreement and can file in court to evict you. You may receive a summons to appear in court. / إذا لم تدفع هذا المبلغ خلال ثلاثة (3) أيام / من تاريخ استلام هذا الإخطار، يجوز للمالك فسخ عقد الإيجار والتقدم بطلب إلى المحكمة بطردك من الشقة. وقد يُرسل إليك استدعاء للمثول أمام المحكمة.

You cannot be evicted from your home without a court order. This notice does not mean that you must leave your home without the opportunity to first go to court to challenge the owner's termination of the rental agreement. / لا يمكن طردك من منزلك / بدون أمر من المحكمة. ولا يعني هذا الإخطار أنه لا بد من أن تغادر منزلك دون أن تتاح لك فرصة الذهاب إلى المحكمة أولاً للطعن في طلب المالك لفسخ عقد الإيجار.

You have the right to challenge the termination of the rental agreement or the amount of the rent owed by going to the court hearing to respond to the owner's claims and tell your side of the story. If you do not attend the court hearing, the court may enter a judgment against you and issue a court order evicting you from the premises. / لديك الحق في الطعن في طلب فسخ عقد الإيجار أو / الطعن في مبلغ الإيجار المستحق، وذلك بالذهاب إلى جلسة المحكمة للرد على ادعاءات المالك والحديث عن الموضوع من وجهة نظرك. إذا لم تحضر جلسة المحكمة،

THREE (3)-DAY NOTICE OF NONPAYMENT OF RENT¹

租金欠付
限期三 (3) 天缴纳通知¹
(Uniform Owner-Resident Relations Act)
(统一业主-住客关系法令)

To / 致: _____

Address / 地址: _____

_____, New Mexico / 新墨西哥州

You are notified that you are not in compliance with the rental agreement or separate agreement about the premises at:²
现通知，您未遵守有关以下物业的租赁协议或另行签定的协议²：

_____, New Mexico / 新墨西哥州

by failure to pay rent as follows / 因您未缴纳以下租金

\$ _____
\$ _____
\$ _____

Total due / 共欠金额: \$ _____

If you do not pay this amount within three (3) days from the date of delivery of this notice, the owner may terminate the rental agreement and can file in court to evict you. You may receive a summons to appear in court. / 如果自以下送达日期起三 (3) 天内您不缴付上列金额，业主可终止租赁协议并向法院申请将您驱逐。您会收到传票，要求您出庭。

You cannot be evicted from your home without a court order. This notice does not mean that you must leave your home without the opportunity to first go to court to challenge the owner's termination of the rental agreement. / 没有法庭命令，您不会被从住所中驱逐出去。此通知不表示您没有机会先去法庭抗辩业主终止租赁协议而必须迁出您的住所。

You have the right to challenge the termination of the rental agreement or the amount of the rent owed by going to the court hearing to respond to the owner's claims and tell your side of the story. If you do not attend the court hearing, the court may enter a judgment against you and issue a court order evicting you from the premises. / 您有权去法院出席听证，回应业主的诉求并陈述你方的理由，以抗辩终止租赁协议或就所欠金额提出争议。

You are NOT required to leave the home voluntarily before you have had the chance to go to the court hearing and the judge has issued an order in the case. / 在您有机会出席法院听证及法官就此案发出命令之前，不要求您自动迁出。

Payment will be accepted only by / 只可用以下方式支付:

Translation Portal



New Mexico Judiciary Translation Requests

Welcome to Prisma's New Mexico Judiciary translation portal!

Please fill in the fields below, upload the file to be translated, and click "Submit" to begin the translation process. If you experience any technical issues while submitting your request, please email nm.aoc.translations@prisma.com or call us at (612) 349-3134.

First Name *

Please enter your first name here

Your answer

Last Name *

Please enter your last name here

Your answer

Is this a DV case number? *

Please select Yes or No

Yes

No

Translate From *

The document requiring translation is in this language

Spanish

English

Other:

Spanish

English

Other:

Translate Into *

I want the document translated into this language

English

Spanish

Other:

Notes (optional)

A place to provide additional details about your request

Your answer

Upload File *

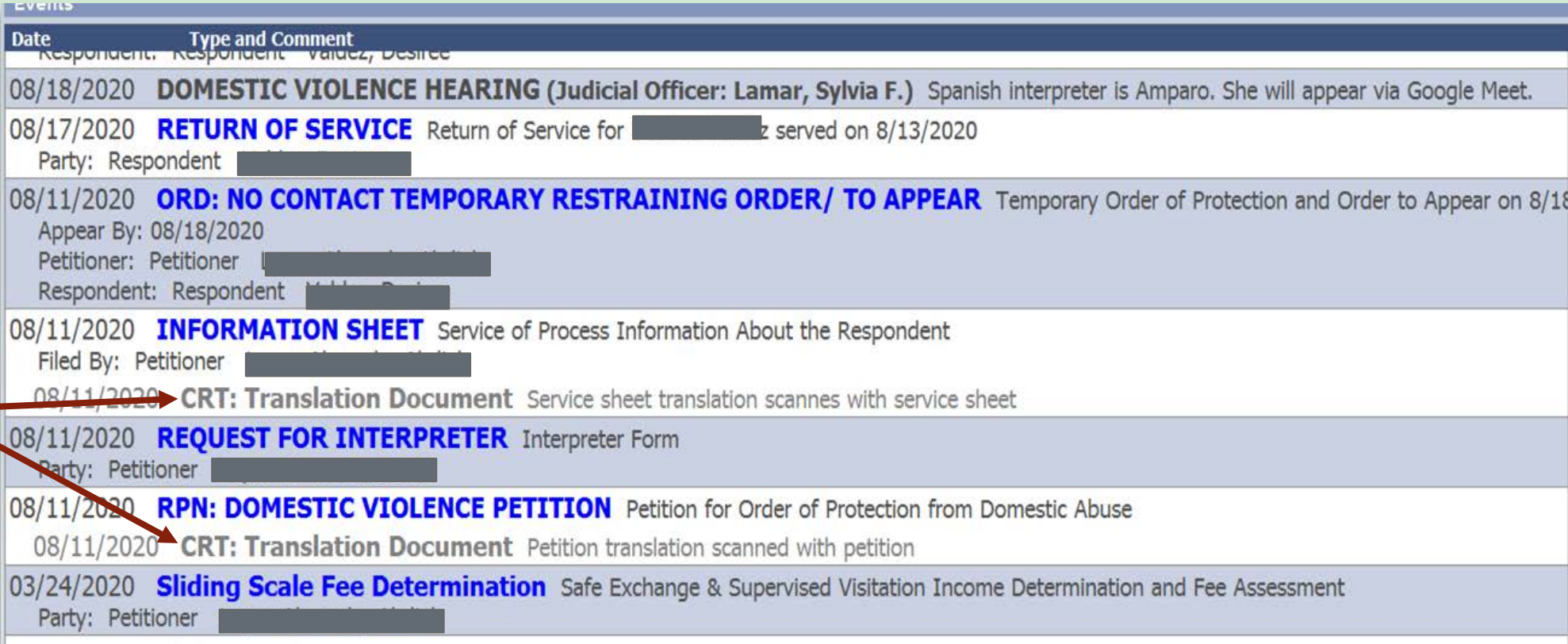
[Add file](#)

Submit

Clear form


Non-English Filings

The original document is filed with the English translation in Odyssey under CRT code.



Date	Type and Comment
08/18/2020	DOMESTIC VIOLENCE HEARING (Judicial Officer: Lamar, Sylvia F.) Spanish interpreter is Amparo. She will appear via Google Meet.
08/17/2020	RETURN OF SERVICE Return of Service for [REDACTED] served on 8/13/2020 Party: Respondent [REDACTED]
08/11/2020	ORD: NO CONTACT TEMPORARY RESTRAINING ORDER/ TO APPEAR Temporary Order of Protection and Order to Appear on 8/18/2020 Appear By: 08/18/2020 Petitioner: Petitioner [REDACTED] Respondent: Respondent [REDACTED]
08/11/2020	INFORMATION SHEET Service of Process Information About the Respondent Filed By: Petitioner [REDACTED]
08/11/2020	CRT: Translation Document Service sheet translation scannes with service sheet
08/11/2020	REQUEST FOR INTERPRETER Interpreter Form Party: Petitioner [REDACTED]
08/11/2020	RPN: DOMESTIC VIOLENCE PETITION Petition for Order of Protection from Domestic Abuse
08/11/2020	CRT: Translation Document Petition translation scanned with petition
03/24/2020	Sliding Scale Fee Determination Safe Exchange & Supervised Visitation Income Determination and Fee Assessment Party: Petitioner [REDACTED]

Accessible Forms

A stylized landscape illustration. In the foreground, there is a dense forest of dark green evergreen trees. Behind the forest, several layers of mountains are depicted in shades of blue and green, creating a sense of depth. A large, bright white circle representing the sun or moon is positioned in the upper right quadrant of the sky. A white, fluffy cloud is located in the upper left corner. The entire scene is set against a light green background. Two vertical orange lines run parallel to the left and right edges of the image, framing the central content.

Guidelines for Accessible Documents



Section 508

Section 508 of the Rehabilitation Act of 1973 (amended in 1998 and codified in 29 U.S.C. 794d) is a federal law requiring all electronic and information technology (EIT) used by the government and organizations receiving federal funding to be accessible to people with disabilities.



WCAG

The [Web Content Accessibility Guidelines \(WCAG\)](#) was created by [World Wide Web Consortium \(W3C\)](#) and covers a wide range of guidelines for making web content more accessible. 2018 brought the release of version 2.1. We expect version 2.2 soon and version 3 is in its draft stage.



HHS

The United States Department of [Health and Human Services \(HHS\)](#) establishes policies and responsibilities for implementing Section 508 compliance. Originally implemented in 2011, these internal standards apply to web pages, applications, and all attached and downloadable files.



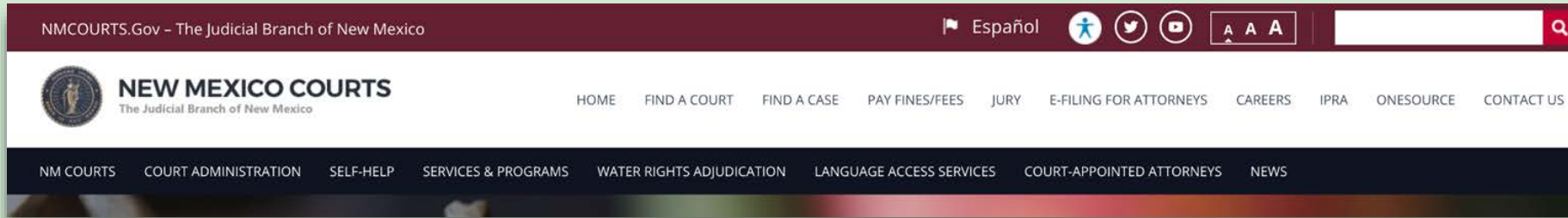
PDF/UA

Portable Document Format Universal Accessibility (PDF/UA) ISO 14289 is the standard for universally accessible PDF documents and forms. Compliance provides a top-quality reading and navigating experience for people using all types of confirming assistive technologies.

Quick Tips


- Offer forms in alternative formats. –*Braille, audio, electronic or large print, etc.*
- Let court users know how to obtain copies in alternative formats and languages. –*Make ADA/LAS contact information publicly available on your website*
- Staff training: Make sure staff know what materials are available and how to use them.
- Keep font size large/legible. –*Keep in mind multilingual forms will be longer!*
 - Don't use complicated or decorative fonts.
- Make sure that forms are readable by screen readers.
 - Left aligned text is easiest to read and works best with screen readers.
 - Include alternative text (alt text). –*Written description of images*
- Evaluate readability using free accessibility checkers. –*Intent Based, AChecker, Cynthia Says, FAE, Magenta, TAW, WAVE, SA11y*
- Use high contrast colors; no red or green. Don't use colors as identifiers.

Requesting Accommodations



Form directly to the courthouse

Coordinator, contact information



What do you need help with?

- I need forms.
- General information about the ADA.

A vertical panel on the right side of the image. It contains text at the top, a small image of a virtual assistant character in a red blazer, and a list of options for help. The character is positioned in front of a library background with bookshelves.

Americans with Disabilities (ADA)

Scribing Services



Scribing



What is Scribing?

Court staff or volunteers write in the answers in forms to help individuals who are not able to fill out court forms

Who is it for?

- LEPs
- Individuals with low Literacy
- People with disabilities
- Populations with limited access to a computer/internet

Who can provide assistance?

- Court Staff
- Volunteers: A person who is not employed by the judicial branch, but who is authorized and scheduled by the court to provide scribing assistance.
- MOU with [ReadWest](#) –Literacy Organization provides volunteers

Scribing Process

How does the process work?

- Statement of Need from the individual
- Staff Assessment
- Scheduling with a volunteer and interpreter if needed

What happens during the session?

- Volunteer reads out the form
- Writes down the exact answer
- Volunteer does not provide legal advice or personal opinions
- Maintains confidentiality
- Documents the interaction by filling out the Needs Assessment Data



Statement of Need – Court User

Part 1:

Volunteer/court staff reads the statement to the litigant and ask them to sign or mark the form in any way that is appropriate for that person.

Attach this form to the form you are filing with the court.
Adjunte este formulario al formulario que presenta en este juzgado.

I, _____, need help filling out court-approved forms because I am unable to read and/or complete forms in English due to disability, limited English proficiency, or illiteracy, and I do not have an attorney. I understand that the individuals assisting me are not permitted to explain the forms or give legal advice. I hereby affirm under penalty of perjury under the laws of the State of New Mexico that the contents contained in this Statement of Need are true and correct.

Printed Name

Signature

Date

Declaración de Necesidad de Servicios de Redacción

Yo, _____, necesito ayuda para llenar formularios aprobado por el Tribunal porque no tengo la capacidad de leer y/o de completamente llenar formularios en inglés debido a discapacidad, dominio limitado del inglés o analfabetismo, y no tengo un abogado. Entiendo que las personas que me ayudan no se les permiten explicar los formularios ni dar asesoramiento legal.

Por la presente afirmo bajo pena de perjurio bajo las leyes del Estado de Nuevo México que lo contenido en esta Declaración de Necesidad es verdadero y correcto.

Nombre en letra de molde

Firma

Fecha

Statement of Need – *Volunteer/Court Staff*

Part 2:

Completed by volunteer/court staff providing the service, including the interpreter or Language Access Specialist, if present.

Part 3:

Completed by the volunteer/court staff for data collection purposes.

(To be completed by ReadWest volunteer)

I, _____, hereby certify that I have assisted Mr./Ms. _____ in completing this form to the best of my ability with the assistance of interpreter _____.

Printed Name

Signature

Date

(To be completed by ReadWest volunteer)

PILOT DATA:

Start time: _____ End time: _____

Form(s) used: _____

Service needed (check all that apply): Reading Scribing

Criteria for service (check all that apply): Disability LEP Illiteracy Other-explain below

Primary language of litigant: _____

Reading and/or Scribing Service Provided by (check all that apply):

Court Staff Volunteer LAS Interpreter

Language Access Service (if needed):

On-site interpreter Remote Interpreter LAS CLI (phone)

Service: Walk-in By appointment

Comments and Concerns (attach additional pages if necessary):

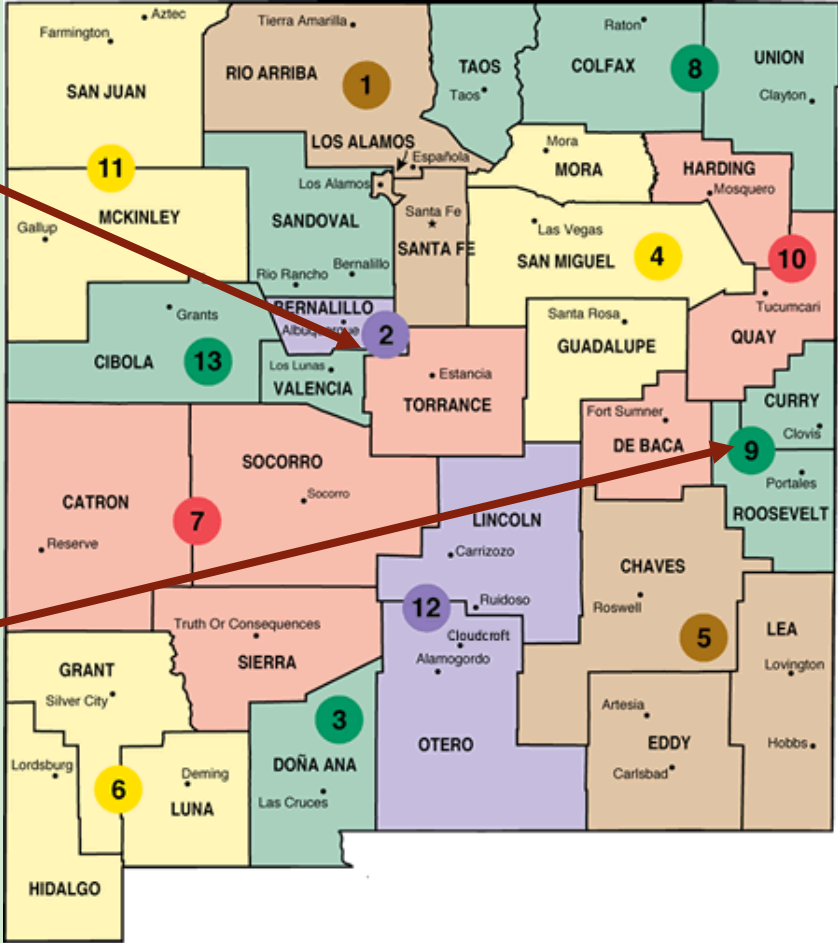
Scribing Pilots

Ninth Judicial District Courts

- **Low volume court; rural population**
- **Scribers:** Primarily Judicial Specialists and Language Access Specialists
- **Priority areas:**
 - 80% provided to potential jurors who are not able to access a computer or the internet
 - 20% of services provided to LEP and individuals with disabilities in DV and DR cases

Second Judicial District Court

- **High volume court; metropolitan area**
- **Scribers:** Trained ReadWest Volunteers and Court Interpreters
- **Priority areas:** Self-Help center –Predominantly domestic violence/relations cases



New Mexico Scribing Program: Training and Multilingual Communication Resources Grant

2020 State Justice Institute awarded the NM AOC a grant to receive technical assistance from NCSC in order to expand the Scribing Pilots.

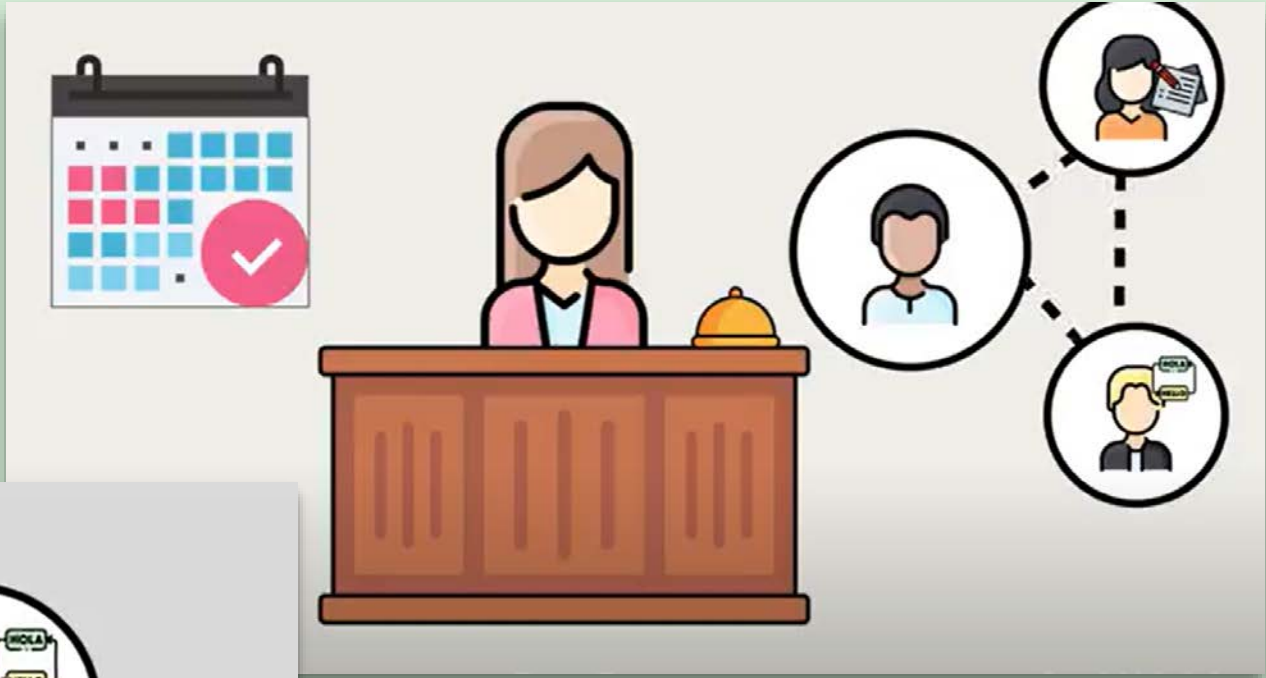
Project Phases:

- 1) Telephonic Interviews
- 2) Review of the AOC's online content and hard-copy resources
- 3) Development of multilingual informational resources and online training modules for court staff and scribing volunteers

Scribing Materials



Video with infographics let the court user know about Scribing services



 **NEW MEXICO COURTS**
The Judicial Branch of New Mexico

Other Services

- Self-help center
- Court navigators

Scribing video available in English, Spanish and Navajo



NEW MEXICO COURTS
The Judicial Branch of New Mexico

Scribing Program

- Reading the form aloud
- Writing the answers



NEW MEXICO COURTS
The Judicial Branch of New Mexico

Na'a dzoh Bee' Oonish

- Saad naaltsos biká'ígíí ho diits'a' go yíníł ta'
- Na'idíkid gi ná't'áá' bee háá'odzíí' naaltsoso bikáá' nii jááh



NEW MEXICO COURTS
The Judicial Branch of New Mexico

Programa de escribiente

- Leer el formulario en voz alta
- Escribir las respuestas

Flyers let the court users know which services are available at their local courts.

NEED HELP IN COURT?

THE NEW MEXICO COURTS HAVE MANY PROGRAMS AND SERVICES TO HELP YOU.



Self-Help Centers

Self-help centers have lawyers and paralegals available to help you. Self-help staff can:

- Help you find and fill out court forms
- Give legal information (explain legal processes and terms)
- Help you locate other resources or a lawyer

Self-help staff cannot give you legal advice (tell you what to do or say).

Court Navigators

Court navigators can give you information about the courthouse, court forms, and steps in a case. They can also:

- Help you organize your documents for your court hearing
- Come with you to your hearing to help you understand the outcome and next steps to take

Court navigators are not practicing attorneys and cannot give you legal advice (tell you what to do or say).



Scribing Services

Do you have trouble reading or writing? Scribes can help you read and fill out your court forms. A scribe can:

- Read the court form aloud and help you understand it
- Write down the answers you give
- Read your answers back to you

Scribes cannot give you legal advice (tell you what to do or say).

Also ask about: Help in person or online Help in your language



Not all programs and services are available at all courts. Check with your local court for more information.

¿NECESITA AYUDA EN LOS TRIBUNALES?

LOS TRIBUNALES DE NUEVO MÉXICO TIENEN MUCHOS SERVICIOS Y PROGRAMAS PARA AYUDARLE.



Centros de autoayuda

Los centros de autoayuda cuentan con abogados y asistentes jurídicos para ayudarle. El personal de autoayuda puede:

- Ayudarle a encontrar y rellenar los formularios judiciales
- Dar información legal (explicar los procesos y términos legales)
- Ayudarle a localizar otros recursos o un abogado

El personal de autoayuda no puede darle asesoramiento legal (decirle lo que debe hacer o decir).

Navegantes judiciales

Los navegadores judiciales pueden darle información sobre el tribunal, los formularios judiciales y los pasos de un caso. También pueden:

- Ayudar a organizar sus documentos para su audiencia judicial
- Acompañarle a la audiencia para ayudarle a entender el resultado y los siguientes pasos a dar

Los navegadores judiciales no son abogados en ejercicio y no pueden dar asesoramiento legal (decirle lo que debe hacer o decir).



Servicios de escribiente

¿Tiene problemas para leer o escribir? Los escribientes pueden ayudarle a leer y rellenar sus formularios judiciales. Un escribiente puede:

- Leer el formulario judicial en voz alta y ayudarle a entenderlo
- Anotar las respuestas que usted da
- Leer sus respuestas

Los escribientes no pueden darle asesoramiento legal (decirle lo que debe hacer o decir).

Pregunte también por: Ayuda en persona o en línea Ayuda en su idioma



No todos los programas y servicios están disponibles en todos los tribunales. Consulte con su tribunal local para obtener más información.

Bilingual flyer provides general information about scribing and language access services.


GET HELP FILLING OUT COURT FORMS


OBTENER AYUDA PARA RELLENAR LOS FORMULARIOS JUDICIALES



Do you have trouble reading or writing? Do you have difficulty filling out forms? We have a program to help you fill out your court papers. To schedule an appointment, talk to the court clerk or scan the code below.

¿Tiene problemas para leer o escribir? ¿Tiene dificultades para rellenar formularios? Tenemos un programa para ayudarle a rellenar sus documentos judiciales. Para concertar una cita, hable con el secretario del tribunal o escanee el código que aparece a continuación.

 **Get help in person or online**
Obtener ayuda en persona o en línea

 **Get help in your language**
Obtener ayuda en su idioma

 **Volunteers cannot give legal advice**
Los voluntarios no pueden proporcionar asesoramiento jurídico

ENGLISH

ESPAÑOL

DINÉ

MORE INFORMATION

MÁS INFORMACIÓN



<https://www.nmcourts.gov/americans-with-disabilities-ada/scribing-services/>



Community Outreach

If you need help filling out your court forms, ask about the court's scribing services.



NEED MORE INFORMATION?

For more information, go to <https://www.nmcourts.gov/americans-with-disabilities-ada/scribing-services/> or scan the code below. You can also visit your local court.



Judicial Branch of New Mexico,
Administrative Office of the Courts

NEED HELP FILLING OUT YOUR COURT FORMS?



WHAT ARE SCRIBING SERVICES?

Scribing services help you fill out your court forms. A trained volunteer (a scribe) reads the form aloud and writes your answers on the form for you. When you are done, you get a completed form that you can turn in at the court.



WHO CAN USE SCRIBING SERVICES?

Scribing services are for anyone who needs help reading or filling out their court forms. This may be because of:

- a disability,
- difficulty with reading or writing,
- limited ability to read and write in English,
- difficulty accessing or using a computer, or
- another reason.

HOW CAN A SCRIBE HELP ME?

A scribe **can**:

- read the form to you,
- write down your answers on the form,
- read your answers back to you, and
- help you understand the form.

A scribe **cannot**:

- give you legal advice (tell you what you should do or say).

HOW DO I GET SCRIBING SERVICES?

Contact your local court for more information and to schedule an appointment.

You will also need to fill out a Statement of Need. (A scribe can help you fill this out, too.)

WHAT OTHER HELP CAN I GET FROM THE COURT?

Besides scribing services, you can get other help from the court. Visit the court's self-help center or court navigator.* They can help you understand your court process and what you need to do next. They can also help you find more resources.

Like scribes, self-help staff and court navigators can only give you legal information (tell you what you can do). They cannot give you legal advice (tell you what you should do).

* *Self-help centers and court navigators are only available in some judicial districts.*

CAN I GET HELP IN MY LANGUAGE?

Yes! Let the court know if you need an interpreter. The interpreter can help you work with a scribing volunteer and court staff. You can also get an interpreter in the courtroom.

Community Outreach –Spanish

Si necesita ayuda para rellenar sus formularios judiciales, pregunte por los servicios de escribiente del tribunal.



¿NECESITA MÁS INFORMACIÓN?

Para más información, visite <https://www.nmcourts.gov/americans-withdisabilities-ada/scribing-services/> o escanee el siguiente código. También puede visitar su tribunal local.



¿NECESITA AYUDA PARA RELLENAR SUS FORMULARIOS JUDICIALES?



¿QUÉ SON LOS SERVICIOS DE ESCRIBIENTE?

Los servicios de escribiente le ayudan a leer y rellenar sus formularios judiciales. Un voluntario capacitado (un escribiente) lee el formulario en voz alta y escribe sus respuestas en el formulario. Cuando haya terminado, obtendrá un formulario completo que podrá entregar en el juzgado.



¿QUIÉN PUEDE UTILIZAR LOS SERVICIOS DE ESCRIBIENTE?

Los servicios de escribiente son para cualquier persona que necesite ayuda para leer o rellenar sus formularios judiciales. Esto puede ser debido a:

- una discapacidad,
- dificultad para leer o escribir,
- capacidad limitada para leer y escribir en inglés,
- dificultad para acceder o utilizar un ordenador, u
- otra razón.

¿CÓMO PUEDE AYUDARME UN ESCRIBIENTE?

Un escribiente **puede**:

- leerle el formulario,
- escribir sus respuestas en el formulario,
- leerle sus respuestas, y
- ayudarle a entender el formulario.

Un escribiente **no puede**:

- darle asesoramiento jurídico (decirle lo que debe hacer o decir).

¿CÓMO PUEDO OBTENER SERVICIOS DE ESCRIBIENTE?

Póngase en contacto con su tribunal local para obtener más información y concertar una cita.

También tendrá que rellenar una Declaración de Necesidad. (Un escribiente puede ayudarle a rellenarla también).

¿QUÉ OTRA AYUDA PUEDO OBTENER DEL TRIBUNAL?

Además de los servicios de escribiente, puede obtener otra ayuda del tribunal. Visite el centro de autoayuda del tribunal o el navegador del tribunal. * Ellos pueden ayudarle a entender el proceso judicial y lo que debe hacer a continuación. También pueden ayudarle a encontrar más recursos.

Al igual que los escribientes, el personal de autoayuda y los navegadores judiciales sólo pueden darle **información legal** (decirle lo que puede hacer). No pueden dar **asesoramiento legal** (decirle lo que debe hacer).

* Los centros de autoayuda y los navegadores judiciales sólo están disponibles en algunos distritos judiciales.

¿PUEDO OBTENER AYUDA EN MI IDIOMA?

¡Sí! Comunique al tribunal si necesita un intérprete. El intérprete puede ayudarle a trabajar con un escribiente y con el personal del tribunal. También puede conseguir un intérprete en la sala del tribunal.

PSA: Availability of Scribing Services

- **English:** [Availability of Scribing Services PSA English.mp3](#)
- **Spanish:** [Availability of Scribing Services PSA Spanish.mp3](#)
- **Navajo:** [Availability of Scribing Services PSA Navajo.mp3](#)

Training Modules

Scribing Volunteers and Court Staff

- Overview of Court System
- Scribing Process
- Role of the Scribe
- Types of cases
- Population Served
- Remote Scribing Services
- General Rules
- Scenarios

NEW MEXICO COURTS
The Judicial Branch of New Mexico

Civil Cases



This slide features a dark background with a faint map of New Mexico. At the top, the New Mexico Courts logo and name are displayed. The title 'Civil Cases' is centered in large white font. Below the title, five white icons are arranged horizontally, each with a corresponding label underneath: a speech bubble with an exclamation mark for 'Petition', an envelope for 'service', a document with a pencil for 'answer', a magnifying glass for 'discovery', and a document with lines for 'motions'.

Petition service answer discovery motions

NEW MEXICO COURTS
The Judicial Branch of New Mexico

Domestic Relations



This slide features a dark background with a faint map of New Mexico. At the top, the New Mexico Courts logo and name are displayed. The title 'Domestic Relations' is centered in large white font. Below the title, there are two white icons: a document with a dollar sign and a scale of justice. The icon of the document is labeled 'Order of Protection'. To the right of these icons is a bulleted list of legal issues.

Order of Protection

- Divorce (dissolution)
- Child custody and visitation
- Child support
- Spousal support
- Adoptions
- Domestic violence
- Sexual assault
- Stalking

Community Impact

The image is a stylized landscape illustration. It features a large, rounded mountain peak in the background, rendered in a light blue-grey color. In the foreground and middle ground, there are several layers of evergreen trees, with the closest ones being dark blue and the ones further away becoming progressively lighter and more faded. A large, bright white circle, representing the sun or moon, is positioned in the upper right quadrant of the sky. The sky itself is a light, pale green color. There are a few small white dots scattered across the sky, possibly representing stars or distant planets. The entire scene is framed by two vertical orange lines, one on the left and one on the right.

I absolutely love the scribing program!

“In small rural communities such as ours, there are no agencies that assist pro-se filers. There are no free or reduced-cost services nor are there any self-help programs. Therefore, the scribing service is greatly needed and appreciated in our community.

Over the past several years, cases have shifted from those where litigants were predominantly represented by lawyers to those where pro-se filers are most common. According to the Odyssey case management system, in Roosevelt County in 2018 approximately 96% of Domestic Violence cases were filed pro-se. 76% of Dissolution with Custody cases had at least one pro-se party and Kinship/Guardianship was at 75% pro-se. I think it’s safe to say that in these areas of the courts, pro-se is no longer a matter of growth, but rather the status quo at a saturated level.

The courts have responded to the growth of self-represented litigants by becoming more user-friendly. Pro-se packets are available and some courts provide a monthly Domestic Clinic. Information is available through the Internet which includes an online Self-Help Guide and downloadable forms in multiple languages, as well as new interactive fillable forms. The larger courts are fortunate enough to have self-help centers that provide information, directions and answers for an array of procedural questions. But if the self-represented litigant cannot use the tools provided to them due to disability, illiteracy or a language barrier, then they are of no value to the filer.

Again, in our small rural communities, attorney services are out of reach for some, and free or reduced-cost services are not readily available to those who need assistance. The New Mexico Courts have taken long strides to accommodate people’s differences. Now it is now time to implement the next step: Scribing.”

–Vicki Wilkerson, Judicial Specialist Supervisor, Ninth Judicial District, Portales, NM

Fair Family a little bit fuller

“I walked in one day and Vickie told me she was glad to see me and that now she could help me fill out the paperwork because of this pilot program,” Grace said.



July 22, 2020 John and Grace Fair of Portales, with their newly adopted sons, Josiah, Jeremiah, and Jayven. PORTALES — After 40 years of marriage — and at the ages of 70 and 85, respectively — Grace and John Fair of Portales became new parents. Williamson, Betty. “Fair Family a little bit fuller.” *The Eastern New Mexico News*, July 2020.



Improving Forms Accessibility **- Getting Started**

Tips to Getting Started!

1. Identify stakeholders
2. Identify priority areas
3. Select languages
4. Decide the format –bilingual/interlinear vs. monolingual
5. Launch pilots
6. Assess results and viability of expansion
7. Train courts and provide public notice
8. Implement forms statewide (phased approach)
9. Assess progress and make program adjustments
10. Move on to the next set of forms


A graphic illustration of a mountain range with evergreen trees in the foreground. The sky is light green with white clouds and a large white sun or moon. The text 'FORMS •CAMP 2022•' is written in bold black letters. The NCSC logo is visible in the center of the graphic.

FORMS •CAMP 2022•

NCSC
National Center for State Courts

This camp promoted the following qualities...

- Intellectual curiosity
- Develop problem-solving skills
- Collaborative Learning
- Team building
- Service and Support to others



**It's been a pleasure being your
camp guides today!**

Your Guides Today:

Paula Couselo-Findikoglu

Deputy Director, Court Services Division

Diversity and Inclusion

New Mexico Administrative Office of the Courts

Cell: (505) 270 0206 - Email: aocpvc@nmcourts.gov

Website: nmcourts.gov/services-programs

Peggy Cadwell

Statewide ADA Title II Coordinator

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