



# **LOUISIANA LANGUAGE ACCESS PLAN**

## **Caddo Parish Juvenile Court**

**1835 Spring Street  
Shreveport, LA. 71101  
318-226-6772**

**Adopted September 1, 2021**



**Caddo Parish Juvenile Court**  
**1835 Spring Street**  
**Shreveport, LA. 71101**  
**318-226-6772**

**Hours of Operation Monday-Friday 8:00am-5:00pm (except legal holidays)**

**Language Access Plan General Information Sheet**

This court's Language Access Coordinator is Bobby L. Stromile. Mr. Stromile's contact information is:

Email: [bstromile@caddo.org](mailto:bstromile@caddo.org)

Phone: 318-226-6756

Address: 1835 Spring Street, Shreveport, LA. 71101

The LEP individual will need to come to the Court in person and be directed by Sheriff's security staff to the second floor to contact the Court's receptionist. The Language Access Coordinator will be contacted immediately and if the Spanish interpreter is not on the Court's premises, she will be contacted immediately to speak with the LEP individual. Should another language be needed then the coordinator will call Language Line Solutions.

The information sheet will be translated by Valentina Poggioli who has been certified by the Louisiana Supreme Court as a certified Spanish Interpreter. Any other language needed, Language Line will be contacted.

The Caddo Parish Juvenile Court will provide language interpretation services in court or out of court for Delinquency, Family In Need of Services (FINS), Temporary Restraining Orders (TRO), Child In Need of Care (CINC), Traffic Court, Child Support, Truancy, and Probation Officers' reviews and counseling with adjudicated youth, and their parents or guardian.



**Caddo Parish Juvenile Court**  
**Parish of Caddo, State of Louisiana**  
**Language Access Plan**

**A. Language Access Coordinator**

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Address: 1835 Spring Street, Shreveport, LA. 71101

**B. Compliance with Statewide Language Access Plan**

The Language Access Coordinator has posted the Language Assistance Services (LAS) sign(s) in the following publicly accessible place(s):

In the public waiting lobby of the Court, in the waiting area of the Caddo Parish Clerk of Court, Juvenile Section, and on the Caddo Parish Commission's website.

The Language Access Coordinator has placed the Language Assistance Services brochures in the following publicly accessible place(s):

In the public waiting lobby of the Court, in the waiting area of the Caddo Parish Clerk of Court, Juvenile Section, and on the Caddo Parish Commission's website.

**C. Identify commonly encountered non-English languages**

Based on the most recent Census data and other data collection methods including the court's case management system, this court's commonly encountered non-English languages are identified as:

1. Spanish
2. Vietnamese
3. French



#### **D. Translated Documents**

General Information Sheet attached.

#### **J. Data Collection**

1. The Court will collect data on the following:
  - A. The number of court interpreters requested by LEP individuals;
  - B. The number of court interpreters appointed to assist LEP individuals;
  - C. The amount of money spent on court interpreters, identified as in person or telephonic.
2. The Caddo Parish Clerk of Court, Juvenile Section, will collect data on the number of LEP individuals encountered in the Clerk's office.

#### **L. Language Access Complaint Process**

This court has taken the following steps to publicize Louisiana's centralized language access compliant process:

1. The complaint process is posted on the Caddo Parish Commission's website; and
2. Our receptionists are trained to assist individuals to fill out a written complaint form (with the assistance of an interpreter) if the is present at court.
3. Should the LEP individual decide that the complaint was not adequately addressed then the interpreter will access the Louisiana Supreme Court Language Access website and assist filing the complaint form.

## Key Points of Contact

### Caddo Parish Juvenile Court – Parish of Caddo, State of Louisiana

Type 2 Court with a Population of 237,848/LEP Population of 3217

Commonly encountered non-English languages: Spanish, Vietnamese, French

Key Point of Contact	Assistance Services Provided	Services Used
Caddo Parish Commission Website	Translated information about how to contact the Language Access Coordinator.	Contract for Spanish translation services with Valentina Poggioli.
Sheriff's Office courthouse security checkpoint	Translated information about the court and language assistance services; directions to the receptionist who will contact the Language Access Coordinator.	Contract for Spanish translation services with Valentina Poggioli.
Language Access Coordinator	Over-the-phone interpreter services available as soon as possible.	Contract for Spanish translation services with Valentina Poggioli and Language Line Solutions.
Clerk of Court's Office	Will immediately access the Language Access Coordinator.	N/A
Court Proceedings	Language Access Coordinator will Schedule	Contract for Spanish translation services with Valentina Poggioli and Language Line Solutions.
FINS & Probation Officers' Counseling and Reviews	Language Access Coordinator will Schedule	Contract for Spanish translation services with Valentina Poggioli and Language Line Solutions.

**Louisiana Language Access Plan Implementation Order**

**ORDER**

**Caddo Parish Juvenile Court  
Caddo Parish, State of Louisiana**

**WHEREAS**, the Louisiana Supreme Court signed a Memorandum of Agreement with the United States Department of Justice mandating that all courts phase-in a language access program that provides language assistance services at no cost to Limited English Proficient (LEP) individuals in all state court proceedings and operations;

**WHEREAS**, the Louisiana Supreme Court adopted a statewide Language Access Plan that, among other things, required the adoption of a language access plan in each court;

**WHEREAS**, federal law requires that courts provide language assistance services to LEP individuals, including court interpreters, at no cost to the individual;

**IT IS HEREBY ORDERED** that the Caddo Parish Juvenile Court (hereinafter "the Court") appoints a Language Access Coordinator who is responsible for coordinating language assistance services in the Court;

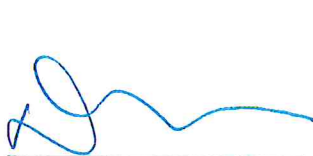
**IT IS FURTHER ORDERED** that the Court shall submit the name of its appointed Language Access Coordinator and all relevant contact information to the Supreme Court's Office of Language Access;

**IT IS FURTHER ORDERED** that the Court shall advise the Supreme Court's Office of Language Access if a new Language Access Coordinator is appointed;

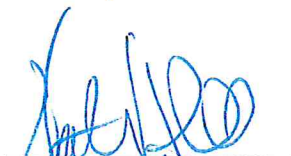
**IT IS FURTHER ORDERED** that the Court's Language Access Coordinator will cooperate with the Supreme Court's Office of Language Access to implement the statewide language access plan and will remain responsive to individual requests for language assistance services;

**IT IS FURTHER ORDERED** that the Court adopts the attached Language Access Plan for the Court and shall periodically review and adopt new language assistance services policies and procedures as required by law.

Ordered this 1st day of September 2021, Caddo Louisiana



David N. Matlock  
Chief Judge, Division A



Natalie R. Howell  
Judge, Division B



Ree J. Casey-Jones  
Judge Division C