



# OFFICE OF LANGUAGE ACCESS SERVICES

## IMPORTANT STATISTICS FISCAL YEAR 2018–19

### Foreign Language Court Interpreters

Spanish Classification Levels	Number of Interpreters
A1 – Master Certified	28
A2 – Certified	43
B – Conditionally Qualified	6
<b>TOTAL</b>	<b>77</b>

Languages Other Than Spanish	Certified Court Interpreters
French	1
Mandarin	2
Vietnamese	2
Russian	3

### Form Translations

- 53 NCAOC forms translated into Spanish
- 60 NCAOC forms translated into Vietnamese
- 41 NCAOC Spanish form updated
- 37 NCAOC Vietnamese form updated
- 275 total Spanish forms translated
- 280 total Vietnamese forms translated

### Interpreting Events

- 40,000 Spanish
- 1,491 Languages Other Than Spanish (LOTS)

### Translation Assignments and Transcription – Translation Assignments

Translation Assignments	81
Burmese to English	1
English to Cambodian	1
English to Farsi	1
English to Nepali	1
English to Pohnpeian	1
English to Spanish	62
English to Swahili	2
Karen to English	1
Serbian to English	1
Spanish to English	10

Transcription – Translation Assignments	28
Arabic to English	1
Karen to English	1
Spanish to English	26



The North Carolina Administrative Office of the Courts (NCAOC) is committed to removing barriers that hinder equal access to justice by individuals with limited English proficiency (LEP). This commitment includes providing language access policies, services, and resources that enhance the quality and availability of interpreting and translation services in North Carolina state courts. Fulfilling this commitment requires substantial time, effort, and resources, and NCAOC is committed to using all resources available to provide meaningful access to North Carolina state courts for all individuals, regardless of national origin, ethnicity, or limited ability to read, write, speak, or understand English.

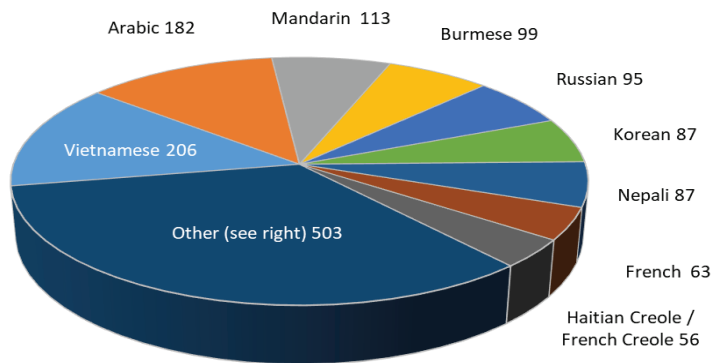
The NCAOC Office of Language Access Services (OLAS) serves the North Carolina court system by helping to facilitate equal access to justice for limited English-proficient individuals in our court system by:

- Developing standards for the efficient provision of language access services
- Providing daily support and guidance for questions, concerns, and issues involving interpreting and translating services
- Ensuring that proficient and ethical foreign language court interpreters are provided to the courts
- Administering court interpreter training and certification testing for court interpreters provided by the National Center for State Courts' Council of Language Access Coordinators (CLAC)

NCAOC offers a number of language access services to meet the needs of LEP individuals including certified staff court interpreters in nine counties, contract court interpreters, telephone interpreting, remote interpreting, translation, and transcription-translation services. Learn more at [www.NCcourts.gov/LanguageAccess](http://www.NCcourts.gov/LanguageAccess).

# COURT INTERPRETING SERVICES PROVIDED FOR LANGUAGES OTHER THAN SPANISH (LOTS) JULY 1, 2018–JUNE 30, 2019

**Languages Other Than Spanish (LOTS)** **TOTAL 1,491**



## “Other” Category Includes:

Portuguese	53	Thai	7	Ukrainian	2
Swahili	48	Romanian	6	Wolof	2
Marshallese	34	Somali	6	Acateco / Akateko	1
Hmong	29	Uzbek	6	Bhutanese	1
Karen	28	Bosnian / Croatia / Serbian	5	Cebuano	1
Urdu	28	Q'anjob'al	5	Igbo	1
Farsi	27	Dinka	4	Italian	1
Hindi	24	Polish	4	Malayalam	1
Lao	20	Rhade	4	Quiche	1
Tigrinya	16	Turkish	4	Sinhala	1
Cambodian / Khmer	13	Albanian	3	<b>TOTAL</b>	<b>503</b>
Jarai	12	Greek	3		
Kinyarwanda	12	Hausa	3		
Amharic	11	Mandingo	3		
German	11	Pohnpeian	3		
Gujarati	10	Bengali	2		
Punjabi	9	Cantonese	2		
Haka Chin / Hakha Chin	8	Moldovan / Moldovian	2		
Japanese	8	Pashto	2		
Dari	7	Telugu	2		
Tagalog (Filipino)	7				

## ABOUT THE OFFICE OF LANGUAGE ACCESS SERVICES

Services	Brief Description
<b>In-person Interpreting for Court Proceedings</b>	Staff court interpreters in nine counties: Alamance, Buncombe, Chatham, Durham, Forsyth, Guilford, Mecklenburg, Orange, and Wake • Contract court interpreters statewide
<b>Telephone Interpreting Service</b>	Brief routine matters in district court • Used by magistrates • Used in public access areas in clerks' and family court offices • Used by district attorneys and staff for brief communication
<b>T3 HD Remote Interpreting</b>	Used in district and superior court hearings when a certified Spanish court interpreter is not available locally • Used in Brunswick, Dare, and Pitt counties • NCAOC staff court interpreters provide services remotely
<b>Translation</b>	NCAOC forms and vital court documents
<b>Transcription-Translation</b>	Non-English audio / visual evidence for district attorneys and public defenders or assigned counsel
<b>Ombudsman</b>	Language Access Officer (LAO) to receive and respond to language access complaints and concerns

## IMPLEMENTATION TIMELINE

