



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	
TOTAL	77	

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

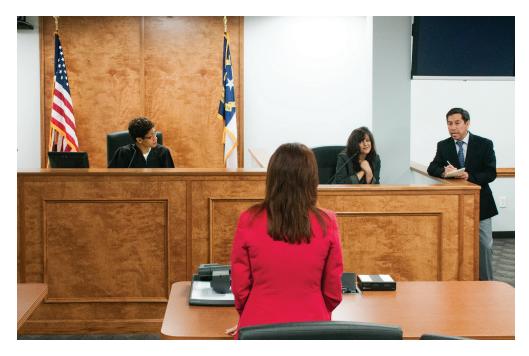
40,000 Spanish

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	

Karen to English	1	
Serbian to English	1	
Spanish to English	10	
Transcription –		
Translation Assignments	28	
	1	
Arabic to English Karen to English		
Arabic to English	1	



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.

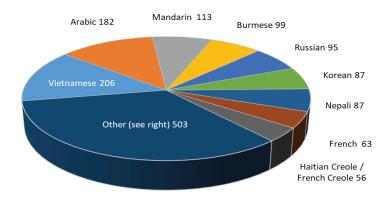
The NCAOC Office of Language Access Services (OLAS) serves the North Carolina court system by helping to facilitate equal access to justice for limited English-proficient individuals in our court system by:

- 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.

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

Languages Other TOTAL Than Spanish (LOTS) 1,491



"Other" Category Includes:

Portuguese	53	Thai	7
Swahili	48	Romanian	6
Marshallese	34	Somali	6
Hmong	29	Uzbek	6
Karen	28	Bosnian / Croatia /	5
Urdu	28	Serbian	
Farsi	27	Q'anjob'al	5
Hindi	24	Dinka	4
Lao	20	Polish	4
Tigrinya	16	Rhade	4
Cambodian/Khm	er 13	Turkish	4
Jarai	12	Albanian	3
Kinyarwanda	12	Greek	3
Amharic	11	Hausa	3
German	11	Mandingo	3
Gujarati	10	Pohnpeian	3
Punjabi	9	Bengali	2
Haka Chin/Hakha	1 -	Cantonese	2
Chin	' 8	Moldovan /	2
Japanese	8	Moldovian	2
Dari	7	Pashto	2
Tagalog (Filipino)	7	Telugu	2

Ukrainian	2
Wolof	2
Acateco / Akateko	1
Bhutanese	1
Cebuano	1
Igbo	1
Italian	1
Malayalam	1
Quiche	1
Sinhala	1
TOTAL	503

ABOUT THE OFFICE OF LANGUAGE ACCESS SERVICES

Services	Brief Description
In-person Interpreting for Court Proceedings	Staff court interpreters in nine counties: Alamance, Buncombe, Chatham, Durham, Forsyth, Guilford, Mecklenburg, Orange, and Wake • Contract court interpreters statewide
Telephone Interpreting Service	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
T3 HD Remote Interpreting	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
Translation	NCAOC forms and vital court documents
Transcription-Translation	Non-English audio / visual evidence for district attorneys and public defenders or assigned counsel
Ombudsman	Language Access Officer (LAO) to receive and respond to language access complaints and concerns

2000	2007	2008	2009	2012	2013	2015
N.C. began ministering the purt Interpreter Certification examination or the Spanish anguage on a oluntary basis 2017 January Expanded language cess services to al rict court proceedin July Expanded language cess services to al perior court matter sed the Standards guage Access Servi reflect full expansic	gs October Conducted statew update meet	ratewide Condu g up vide LAC	Court Interpreter Certification testing became mandatory for Spanish candidates 2019 April acted regional LAC date meetings	August The Interpreting Services Program was renamed the Office of Language Access Services (OLAS) Expanded services at state expense to all criminal, civil protective orders (508 and 50C), juvenile, civil commitment, incompetency proceedings, and child custody mediation October Convened first meeting of the Language Access Stakeholders Committee December Eliminated Level C – Minimally Qualified Spanish Language court interpreters from being used by the court system	January Implemented a continuing education requirement for all certified court interpreters September Expanded language access services at state expense to all child custody and support proceedings	January Expanded language access services to all summary ejectment an foreclosure proceeding May Standards for language access in North Carolin courts were adopted; language access service were expanded to all matters heard before magistrates September Implementation of language access coordinators to more efficiently and effectively schedule language access services