

# OFFICE OF LANGUAGE ACCESS SERVICES

The North Carolina Administrative Office of the Courts (NCAOC) is committed to removing barriers that hinder equal access to justice for limited English proficiency individuals. 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.



## IMPORTANT STATISTICS FISCAL YEAR 2021–22

Foreign Language Court Spanish Classification Levels	nterpreters Number of Interpreters	
A1 – Master Certified	29	
A2 – Certified	57	
B – Conditionally Qualified	1	
TOTAL	87	
Languages Other Than Spanish	Certified Court Interpreters	
Vietnamese	1	
Russian	2	

#### **Form Translations**

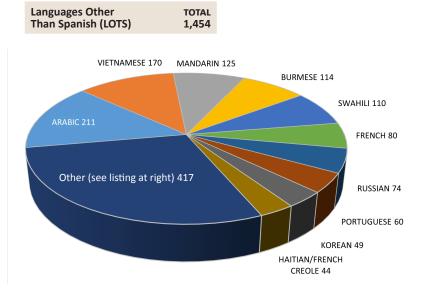
108 NCAOC Spanish forms updated 108 NCAOC Vietnamese forms updated 287 total Spanish forms translated 304 total Vietnamese forms translated

#### Completed Translation Assignments and Transcription – Translation Assignments

Translation Assignments	76
Arabic to English	2
English to Arabic	2
English to Burmese	1
English to French	1
English to Hmong	1
English to Portuguese	1
English to Spanish	41
English to Swahili	2
English to Vietnamese	2
Hindi to English	1
Spanish to English	20
Śwahili to English	1
Yourba to English	1

Transcription – Translation Assignments	19	
Spanish to English	17	
English to Spanish	1	
Hindi to English	1	

### COURT INTERPRETING SERVICES PROVIDED FOR LANGUAGES OTHER THAN SPANISH (LOTS) JULY 1, 2021-JUNE 30, 2022



URDU	36
KAREN	28
MARSHALLESE	26
NEPALI	26
AMHARIC	23
FARSI	20
HMONG	19
KINYARWANDA	16
JARAI (Montagnard)	13
TELUGU	13
THAI	13
CAMBODIAN/KHMER	12
TIGRINYA/KUNAMA	11
TURKISH	11
BENGALI	10
CANTONESE	10
ROMANIAN	10
GUJARATI	9
HINDI	9
HAKHA / HAKHA CHIN	7

"Other" Category Includes:

HUNGARIAN	7	MANDINGO
LAO	7	PASHTO
POLISH	6	POHNPEIAN
TAGALOG	6	QUICHE
JAPANESE	5	TAMIL
K'ICHE'	4	ZARMA
RHADE (Montagnard)	4	AKATEKO
BOSNIAN/SERBIAN/	3	AZERBAIJANI
GERMAN	3	CHUUKESE
	3	DINKA
YORUBA	3	EWE
101100.1	0	FALAM CHIN
BEMBE/KIBEMBE	2	KRIO
CZECH	2	MASALIT
GREEK	2	OROMO
HAUSA	2	PUNJABI
INDONESIAN	2	Q'EQCHI'
ITALIAN	2	Somali
KURDISH	2	UKRAINIAN
MALAYALAM	2	WOLOF
MAM	2	Total

## 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
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

## **IMPLEMENTATION TIMELINE**

2000	2007	2008	2009	2012	2013	2015
N.C. began administering the Court Interpreter Certification examination for the Spanish language on a voluntary basis	Centralized the interpreting services program at NCAOC by adopting policies and best practices and contracting with interpreters	Hired first staff court interpreters	Court Interpreter Certification testing became mandatory for Spanish candidates	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 (50B and 50C), juvenile, civil commitment, incompetency proceedings, and child	January Implemented a continuing education requirement for all certified court interpreters September Evented language	January Expanded language access services to all summary ejectment and foreclosure proceedings May Standards for language access in North Carolina courts wore adouted:
2017 January Expanded language access services to all istrict court proceedin July Expanded language access services to all superior court matters evised the Standards f anguage Access Servic to reflect full expansio	gs October Conducted statev update meet s; or es	atewide Condu g up vide LAC	2019 April ucted regional LAC date meetings	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	Expanded language access services at state expense to all child custody and support proceedings	e courts were adopted; language access services were expanded to all matters heard before magistrates <b>September</b> Implementation of language access coordinators to more efficiently and effectively schedule language access services