



IMPORTANT STATISTICS FISCAL YEAR 2021–22

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.

Foreign Language Court Interpreters

Spanish Classification Levels	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

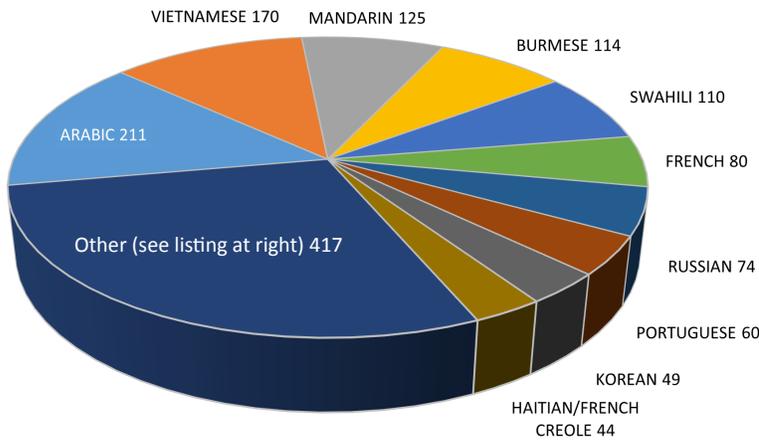
Completed Translation Assignments and Transcription – Translation Assignments

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
Swahili 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

Languages Other Than Spanish (LOTS) **TOTAL 1,454**



“Other” Category Includes:

URDU	36	HUNGARIAN	7	MANDINGO	2
KAREN	28	LAO	7	PASHTO	2
MARSHALLESE	26	POLISH	6	POHNPEIAN	2
NEPALI	26	TAGALOG	6	QUICHE	2
AMHARIC	23	JAPANESE	5	TAMIL	2
FARSI	20	K'ICHE'	4	ZARMA	2
HMONG	19	RHADE (Montagnard)	4	AKATEKO	1
KINYARWANDA	16	BOSNIAN/SERBIAN/CROATIAN	3	AZERBAIJANI	1
JARAI (Montagnard)	13	GERMAN	3	CHUUKESE	1
TELUGU	13	LINGALA	3	DINKA	1
THAI	13	YORUBA	3	EWE	1
CAMBODIAN/KHMER	12	BEMBE/KIBEMBE	2	FALAM CHIN	1
TIGRINYA/KUNAMA	11	CZECH	2	KRIO	1
TURKISH	11	GREEK	2	MASALIT	1
BENGALI	10	HAUSA	2	OROMO	1
CANTONESE	10	INDONESIAN	2	PUNJABI	1
ROMANIAN	10	ITALIAN	2	Q'EQCHI'	1
GUJARATI	9	KURDISH	2	SOMALI	1
HINDI	9	MALAYALAM	2	UKRAINIAN	1
HAKHA / HAKHA CHIN	7	MAM	2	WOLOF	1
				Total	417

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

