



# OFFICE OF LANGUAGE SERVICES

## STATISTICAL HIGHLIGHTS Fiscal Year 2022–23

### Foreign Language Court Interpreters Spanish Classification Levels

Spanish Classification Levels	Number of Interpreters
A1 – Master Certified	27
A2 – Certified	48
B – Conditionally Qualified	1
<b>TOTAL</b>	<b>76</b>

### Languages Other Than Spanish

Languages Other Than Spanish	Certified Court Interpreters
Portuguese	1
Russian	2
Vietnamese	1

### Form Translations

287 total Spanish forms updated  
303 total Vietnamese forms translated

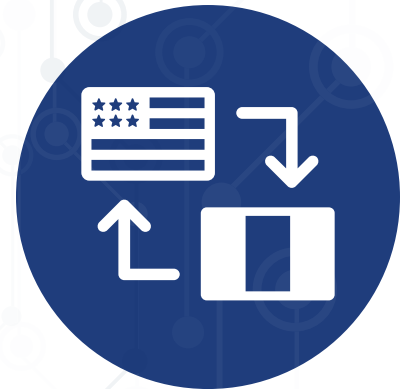
### Completed Translation Assignments and Transcription – Translation Assignments

Translation Assignments	60
English to Spanish	41
English to Romanian	2
English to Awakateko	1
Spanish to English	16

### Transcription – Translation Assignments

Transcription – Translation Assignments	26
Greek to English	1
Hindi to English	1
Spanish to English	24

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)

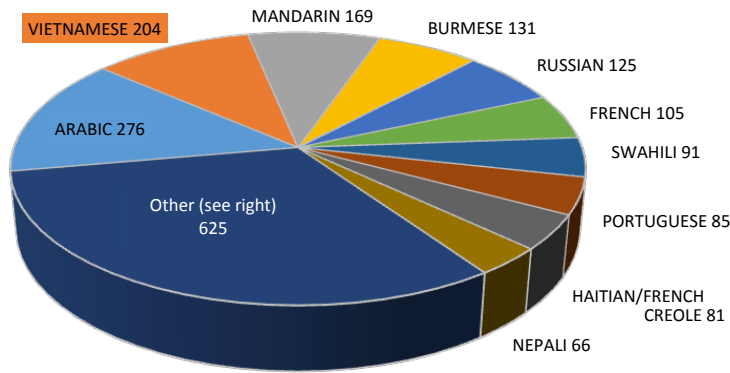
NCAOC offers a number of language access services to meet the needs of LEP individuals including certified staff court interpreters in nine counties, contract court interpreters, telephone interpreting, remote interpreting, translation, and transcription-translation services. Learn more at [www.NCcourts.gov/LanguageAccess](http://www.NCcourts.gov/LanguageAccess)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



Removing barriers that hinder equal access to justice by individuals with limited English proficiency

## COURT INTERPRETING SERVICES PROVIDED FOR LANGUAGES OTHER THAN SPANISH (LOTS) JULY 1, 2022–JUNE 30, 2023

**Languages Other Than Spanish (LOTS)** **TOTAL 1,958**



### “Other” Category Includes:

Language	Number of Assignments	Language	Number of Assignments	Language	Number of Assignments
Aguacateco	1	Indonesian	7	Otomi	2
Akateko	3	Italian	16	Pashto	3
Albanian	2	Japanese	16	Patois	2
Amharic	12	Jarai	9	Pohnpeian	7
Armenian	1	K'iche' / Quiché	7	Polish	9
Bengali	25	Karen	27	Punjabi	12
Bulgarian	1	Karenni	1	Q'anjob'al	4
Cantonese	18	Khmer / Cambodian	10	Q'eqchi'	4
Chatino	5	Kinyarwanda	28	Rhade (Montagnard)	3
Chuukese	1	Kirundi	3	Romanian	31
Dari	12	Korean	53	Tagalog	13
Ewe	1	Lao	14	Taishanese	2
Falam Chin	4	Lingala	3	Telugu	5
Farsi	23	Mam	6	Thai	21
German	3	Mandingo	2	Tigrinya / Kunama	25
Greek	4	Marshallese	17	Turkish	7
Gujarati	10	Mixteco	4	Tzotzil	2
Hakha / Hakha Chin	14	Mizo Chin	1	Ukrainian	25
Hausa	2	Mongolian	5	Urdu	21
Hebrew	1	Myanmar	2	Wolof	1
Hindi	24	Nuer	1	Yoruba	6
Hmong	18	Oromo	2	Zomi	1
				<b>TOTAL</b>	<b>625</b>

## 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>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

2000	2007	2008	2009	2012	2013	2015	2017	2018	2019	2023
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	<b>August</b> 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 custody mediation <b>October</b> Convened first meeting of the Language Access Stakeholders Committee <b>December</b> Eliminated Level C – Minimally Qualified Spanish Language court interpreters from being used by the court system	<b>January</b> Implemented a continuing education requirement for all certified court interpreters <b>September</b> Expanded language access services at state expense to all child custody and support proceedings	<b>January</b> Expanded language access services to all summary ejection and foreclosure proceedings <b>May</b> Standards for language access in North Carolina 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	<b>January</b> Expanded language access services to all district court proceedings <b>July</b> Expanded language access services to all superior court matters; revised the Standards for Language Access Services to reflect full expansion	<b>September</b> Conducted new statewide LAC training <b>October</b> Conducted statewide LAC update meeting	<b>April</b> Conducted regional LAC update meetings	<b>June</b> Reconvened Language Access Stakeholders Committee