

OFFICE OF LANGUAGE SERVICES



STATISTICAL HIGHLIGHTS Fiscal Year 2023–24

Foreign Language Court Interpreters

Spanish Classification Levels	Number of Interpreters
A1 – Master Certified	27
A2 – Certified	46
B – Conditionally Qualified	1
TOTAL	74

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

Form Translations

286 total Spanish forms translated

301 total Vietnamese forms translated

Completed Translation Assignments and Transcription – Translation Assignments

Translation Assignments	87
English to Spanish	59
English to Portuguese	1
English to Aguacateco	1
Spanish to English	26

Transcription – Translation Assignments

Spanish to English	23
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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.

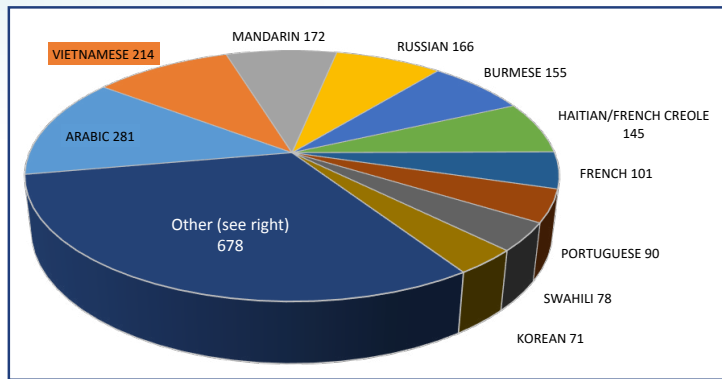


Removing barriers that hinder equal access to justice by individuals with limited English proficiency

COURT INTERPRETING SERVICES PROVIDED FOR LANGUAGES OTHER THAN SPANISH (LOTS) JULY 1, 2023 – JUNE 30, 2024

Languages Other Than Spanish (LOTS)

TOTAL
2,151



“Other” Category Includes:

Language	Number of Events	Language	Number of Events
NEPALI	49	RAHE (Montagnard)	5
ROMANIAN	49	DINKA	4
FARSI	48	HEBREW	4
UKRAINIAN	40	WOLOF	4
KAREN	32	XHOSA	4
LAO	25	FUZHONENSE	3
KINYARWANDA	22	GERMAN	3
MARSHALLESE	21	GREEK	3
URDU	21	HUNGARIAN	3
BENGALI	20	LAHU	3
HMONG	18	MALAY	3
JARAI (Montagnard)	18	MAM	3
AMHARIC	17	Q'EQCHI'	3
CAMBODIAN/KHMER	16	QUICHE	3
DARI	15	TSELTAL	3
CANTONESE	14	DUTCH	2
HINDI	14	LINGALA	2
TIGRINYA/KUNAMA	13	SOMALI	2
GUJARATI	11	TAMIL	2
JAPANESE	11	BOSNIAN/SERBIAN/CROATIAN	1
HAKHA / HAKHA CHIN	10	FILIPINO	1
ITALIAN	10	HAUSA	1
THAI	10	IGBO	1
TURKISH	10	KRIO	1
AKATEKO	9	MANDINKA	1
POHNPEIAN	9	MONGOLIAN	1
TAGALOG	9	PUNJABI	1
TELUGU	9	ROHINGYA	1
POLISH	8	TAISHANESE	1
ALBANIAN	7	TARASCO	1
Q'ANJOB'AL	7	TIBETAN	1
CHATINO	6	TWI	1
BULGARIAN	5	TZELTAL	1
FALAM CHIN	5	TZOTZIL	1
K'ICHE'	5	UZBECK	1
MANDINGO	5	TOTAL	678
PASHTO	5		

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 N.C. began administering the Court Interpreter Certification examination for the Spanish language on a voluntary basis	2007 Centralized the interpreting services program at NCAOC by adopting policies and best practices and contracting with interpreters	2008 Hired first staff court interpreters	2009 Court Interpreter Certification testing became mandatory for Spanish candidates	2012 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 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	2013 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	2015 January Expanded language access services to all summary ejection and foreclosure proceedings May Standards for language access in North Carolina courts were adopted; language access services were expanded to all matters heard before magistrates September Implementation of language access coordinators to more efficiently and effectively schedule language access services	2017 January Expanded language access services to all district court proceedings July Expanded language access services to all superior court matters; revised the Standards for Language Access Services to reflect full expansion	2018 September Conducted new statewide LAC training October Conducted statewide LAC update meeting	2019 April Conducted regional LAC update meetings	2023 June Reconvened Language Access Stakeholders Committee
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For more information about the Office of Language Access Services, visit [NCCourts.gov/LanguageAccess](https://nccourts.gov/LanguageAccess)