



OFFICE OF LANGUAGE ACCESS SERVICES

IMPORTANT STATISTICS FISCAL YEAR 2019–20

Foreign Language Court Interpreters

Spanish Classification Levels	Number of Interpreters
A1 – Master Certified	31
A2 – Certified	50
B – Conditionally Qualified	3
TOTAL	84

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

Form Translations

8 NCAOC forms translated into Spanish
 3 NCAOC forms translated into Vietnamese
 14 NCAOC Spanish forms updated
 14 NCAOC Vietnamese forms updated
 283 total Spanish forms translated
 283 total Vietnamese forms translated

Interpreting Events

40,000 Spanish
 1,177 Languages Other Than Spanish (LOTS)

Completed Translation Assignments and Transcription – Translation Assignments

Translation Assignments	62
English to Spanish	46
English to Marshallese	2
English to Swahili	1
Spanish to English	13

Transcription – Translation Assignments

Transcription – Translation Assignments	26
Spanish to English	24
Vietnamese to English	1
Nepali 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.

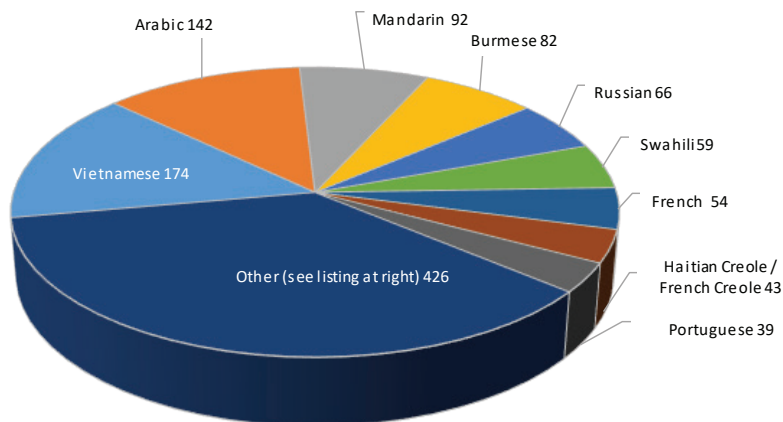
The NCAOC Office of Language Access Services (OLAS) serves the North Carolina court system by helping to facilitate equal access to justice for limited English-proficient individuals in our court system by:

- 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, 2019–JUNE 30, 2020

Languages Other Than Spanish (LOTS) **TOTAL 1,177**



“Other” Category Includes:

Urdu	36	Thai	6	Hausa	2
Korean	34	Turkish	6	Hebrew	2
Nepali	32	Hakha/ Haka Chin	4	Karenni	2
Hindi	28	Italian	4	Kurdish	2
Hmong	27	Mam	4	Lingala	2
Karen	26	Polish	4	Mandingo	2
Romanian	26	Uzbek	4	Telugu	2
Marshallese	19	Bengali	3	Yoruba	2
Jarai	17	Bosnian/Serbian/ Croatian	3	Bulgarian	1
Tigringna/Tigrinya/ Kunama	13	Cantonese	3	Dinka	1
Amharic	10	Cebuano	3	Ga	1
Farsi	10	Chuukese	3	Liberian Kissi	1
Filipino (Tagalog)	10	Greek	3	Mende	1
German	10	Gujarati	3	Pashto	1
Kinyarwanda	10	Japanese	3	Purepecha/ Tarasco	1
Lao	9	Cambodian/ Khmer	2	Q'anjob'al (Kanjobal)	1
Rhade/Ede	8	Chatino	2	Somali	1
Ukrainian	7	Fulani	2	Tamil	1
Dari	6			Total	426

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 custody mediation	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 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	2018	2019				
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	September Conducted new statewide LAC training October Conducted statewide LAC update meeting	April Conducted regional LAC update meetings		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		