



# OFFICE OF LANGUAGE ACCESS SERVICES

## IMPORTANT STATISTICS FISCAL YEAR 2017-18

### Foreign Language Court Interpreters

Spanish Classification Levels	Number of Interpreters
A1 – Master Certified	25
A2 – Certified	64
B – Conditionally Qualified	6
<b>TOTAL</b>	<b>95</b>

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

### Form Translations

48 NCAOC forms translated into Spanish  
 46 NCAOC forms translated into Vietnamese  
 230 total Spanish forms translated  
 231 total Vietnamese forms translated

### Interpreting Events

40,000 for Spanish  
 1,379 for Languages Other Than Spanish (LOTS)

### Translation Assignments and Transcription – Translation Assignments

Translation Assignments	81
English to Burmese	1
English to Russian	2
English to Spanish	66
Mandarin to English	1
Spanish to English	10
Wolof / French to English	1

### Transcription – Translation Assignments

Transcription – Translation Assignments	24
Arabic to English	1
Bosnian to English	1
Burmese to English	1
Hmong to English	1
Spanish to English	20



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.

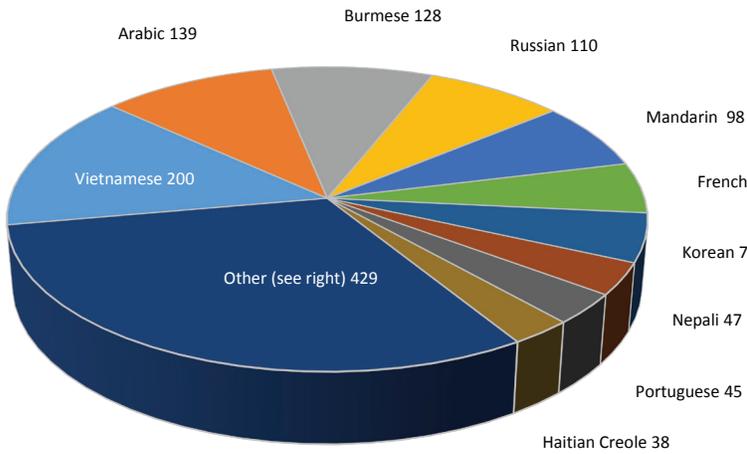
The NCAOC Office of Language Access Services (OLAS) serves the North Carolina court system by helping to facilitate equal access to justice for limited English-proficient individuals in our court system by:

- 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](http://www.NCcourts.gov/LanguageAccess).

# COURT INTERPRETING SERVICES PROVIDED FOR LANGUAGES OTHER THAN SPANISH (LOTS) JULY 1, 2017–JUNE 30, 2018

**Languages Other Than Spanish (LOTS) TOTAL 1,379**



## “Other” Category Includes:

Swahili	37	Hungarian	5	Igbo	2
Marshallese	36	Kinyarwanda	5	Lingala	2
Karen	24	Polish	5	Mam	2
Tigrinya	24	Q'anjob'al	5	Masalit	2
Hmong	22	Turkish	5	Rhade	2
Jarai	17	Chin Falam	4	Albanian	1
Amharic	16	Czech	4	Bosnian	1
Farsi	15	Dari	4	Bulgarian	1
Japanese	14	French Creole	4	Dinka	1
Urdu	14	Gujarati	4	Ewe	1
Lao	13	Telugu	4	Greek	1
Hindi	12	Croatian	3	Lahu	1
Tagalog	12	Dioula/Mande	3	Mnong	1
Haka Chin	11	Italian	3	Moldovan	1
Romanian	11	Tarasco	3	Mongolian	1
Khmer	10	Acateco	2	Pashto	1
Punjabi	10	Bengali	2	Rohingyan	1
Ukrainian	10	Cameroonian	2	Serbian	1
Thai	9	Pidgen (Kamtok)	2	Shona	1
Cantonese	8	Falam	2	Sicilian	1
Cambodian	7	Hakha	2	Yoruba	1
				<b>TOTAL</b>	<b>429</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>T3 HD Remote Interpreting</b>	Used in district and superior court hearings when a certified Spanish court interpreter is not available locally • Used in Brunswick, Dare, and Pitt counties • NCAOC staff court interpreters provide services remotely
<b>Translation</b>	NCAOC forms and vital court documents
<b>Transcription-Translation</b>	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

