

IMPORTANT STATISTICS FISCAL YEAR 2020–21

Foreign Language Court Spanish Classification Levels	nterpreters Number of Interpreters	
A1 – Master Certified	29	
A2 – Certified	51	
B – Conditionally Qualified	0	
TOTAL	80	
Languages Other Than Spanish	Certified Court Interpreters	

inan spanisn	interpreters
Vietnamese	1
Russian	2
Portuguese	1

Form Translations

30 NCAOC Spanish forms updated 31 NCAOC Vietnamese forms updated 283 total Spanish forms translated 283 total Vietnamese forms translated

Interpreting Events

40,000 Spanish

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1,116 Languages Other Than Spanish (LOTS)

Completed Translation Assignments and Transcription – Translation Assignments

Translation Assignments	84
Arabic to English	1
Burmese to English	1
English to Hakha-Chin	1
English to Spanish	65
English to Swahili	6
Spanish to English	10
Transcription – Translation Assignments	34
Spanish to English	32
English to Spanish	1
Haryanvi/Hindi to	1
English	T

OFFICE OF LANGUAGE ACCESS SERVICES



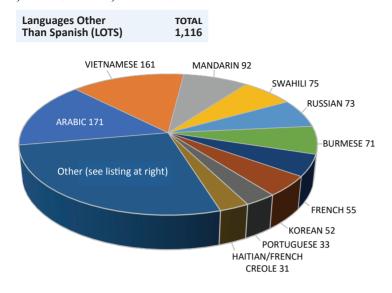
The North Carolina Administrative Office of the Courts (NCAOC) is committed to removing barriers that hinder equal access to justice by individuals with limited English proficiency (LEP). This commitment includes providing language access policies, services, and resources that enhance the quality and 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, 2020–JUNE 30, 2021



'Other" Cate	egory Inc	ludes:			
Kinyarwanda	21	Dinka	4	Yoruba	2
Karen	20	German	4	Bunong	1
Farsi	19	Mam	4	Chin Falam	1
Nepali	19	Pohnpeian	4	Chuukese	1
Hmong	15	Cebuano	3	Czech	1
Marshallese	14	Mandingo	3	Dari	1
Tagalog	14	Akateko	2	Hausa (Niger)	1
Amharic	13	Bosnian /		Igbo	1
Hindi	13	Serbian /	-	Indonesian	1
Urdu	12	Croatian	2	Italian	1
Cambodian /		Ga	2	Karenni	1
Khmer	11	Greek	2	Laotian	1
Lao	11	Gujarati	2	Lingala	1
Jarai (Montagnard)	10	Hakha / Hakha Chin	2	Mnong (Montagnard)	1
Thai	9	Japanese	2	Polish	1
Tigrinya /		Kpelle	2	Punjabi	1
Kunama	8	Rhade	2	Sudanese Arabic	1
Ukrainian	8	(Montagnard)	2	Tibetan	1
Bengali	7	Somali	2	Wolof	1
Cantonese	6	Telugu	2	T . 1. 1	
Romanian	6	Turkish	2	Total	30

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 ServiceBrief routine matters in district court • Used by magistrates • Used in public access area clerks' and family court offices • Used by district attorneys and staff for brief communicat	
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	January Implemented a continuing education requirement for all certified court interpreters September Expanded language	January Expanded language access services to all summary ejectment and foreclosure proceeding May Standards for language access in North Carolina courts were adopted;
2017 January Expanded language access services to al strict court proceedin July Expanded language access services to al uperior court matter vised the Standards is	LAC trainin ngs October Conducted statev update meet s; for	tatewide Condu ng up vide LAC	2019 April acted regional LAC date meetings	Costober 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	access services at state expense to all child custody and support proceedings	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
nguage Access Servio preflect full expansion						