



OFFICE OF LANGUAGE ACCESS SERVICES

IMPORTANT STATISTICS FISCAL YEAR 2020-21

Foreign Language Court Interpreters

Spanish Classification Levels	Number of Interpreters
A1 – Master Certified	29
A2 – Certified	51
B – Conditionally Qualified	0
TOTAL	80

Languages Other Than Spanish	Certified Court 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
 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

Transcription – Translation Assignments	34
Spanish to English	32
English to Spanish	1
Haryanvi/Hindi 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.

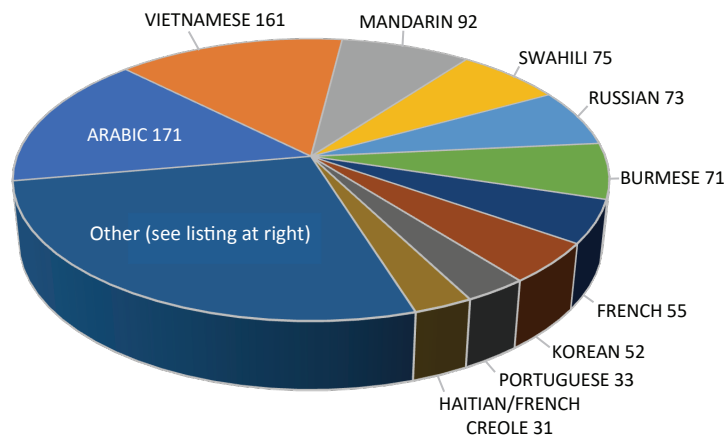
The NCAOC Office of Language Access Services (OLAS) serves the North Carolina court system by helping to facilitate equal access to justice for limited English-proficient individuals in our court system by:

- 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, 2020–JUNE 30, 2021

Languages Other Than Spanish (LOTS) **TOTAL 1,116**



“Other” Category Includes:

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 / Serbian / Croatian	2	Igbo	1
Hindi	13	Ga	2	Indonesian	1
Urdu	12	Greek	2	Italian	1
Cambodian / Khmer	11	Gujarati	2	Karenni	1
Lao	11	Hakha / Hakha Chin	2	Laotian	1
Jarai (Montagnard)	10	Japanese	2	Lingala	1
Thai	9	Kpelle	2	Mnong (Montagnard)	1
Tigrinya / Kunama	8	Rhade (Montagnard)	2	Polish	1
Ukrainian	8	Somali	2	Punjabi	1
Bengali	7	Telugu	2	Sudanese Arabic	1
Cantonese	6	Turkish	2	Tibetan	1
Romanian	6			Wolof	1
				Total	302

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

