



OFFICE OF LANGUAGE ACCESS SERVICES

IMPORTANT STATISTICS FISCAL YEAR 2016-17

Foreign Language Court Interpreters

Spanish Classification Levels	Number of Interpreters
A1 – Master Certified	25
A2 – Certified	60
B – Conditionally Qualified	2
TOTAL	87

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

Form Translations

46 NCAOC forms translated into Spanish
 51 NCAOC forms translated into Vietnamese
 225 total Spanish forms translated
 201 total Vietnamese forms translated

Interpreting Events

40,000 for Spanish
 1,255 for Languages Other Than Spanish (LOTS)

Translation Assignments and Transcription – Translation Assignments

Translation Assignments	78
English to Burmese	2
English to Spanish	53
English to Swahili	4
French to English	1
German to English	1
Italian to English	1
Portuguese to English	2
Spanish to English	14

Transcription – Translation Assignments

Spanish to English	21
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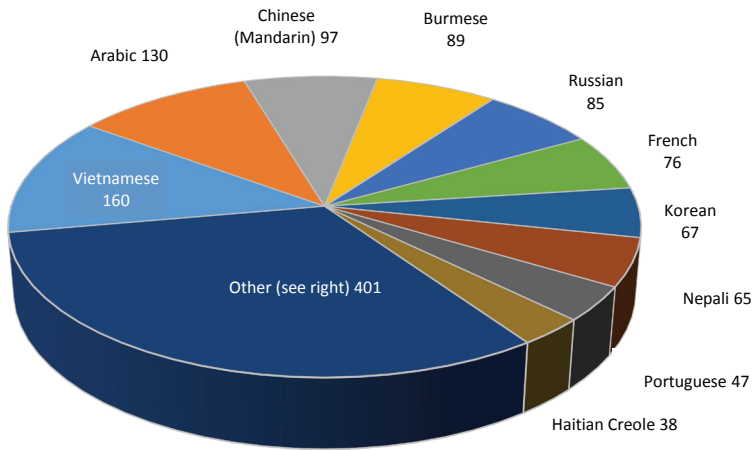
The North Carolina Administrative Office of the Courts (NCAOC) is committed to removing barriers that hinder equal access to justice by individuals with limited English proficiency (LEP). This commitment includes providing language access policies, services, and resources that enhance the quality and 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.org/LanguageAccess.

COURT INTERPRETING SERVICES PROVIDED FOR LANGUAGES OTHER THAN SPANISH (LOTS) JULY 1, 2016–JUNE 30, 2017



Other Category Includes:

Montagnard (Jarai)	40	Italian	4
Urdu	31	Polish	4
Hmong	30	Aguaateco/Awakateko	3
Lao	29	French Creole	3
Karen	23	Montagnard (Rhade)	3
Marshallese	21	Tagalog	3
Gujarati	17	Chatino	2
Tigrinya	16	Filipino	2
Amharic	15	Khmer	2
Romanian	15	Kinyarwanda	2
Swahili	15	Moldovian	2
Hindi	12	Tamil	2
Bengali	10	Tarasco	2
Farsi	9	Ukrainian	2
Somali	9	Cambodian	1
Q'anjob'al (Kanjobal)	8	Chin Falam	1
Dari	7	Chin Mara	1
Montagnard (Bunong/Mnong)	7	Chin Tedim	1
Albanian	6	Chuukese	1
Japanese	6	Haka Chin	1
Thai	6	Hindko	1
Serbian	5	Lingala	1
Telugu	5	Macedonian	1
Bosnian	4	Slovak	1
Chinese (Cantonese)	4	Taiwanese	1
German	4	TOTAL	401

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
T3 HD Remote Interpreting	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
Translation	NCAOC forms and vital court documents
Transcription-Translation	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

