North Carolina Administrative Office of the Courts

OFFICE OF LANGUAGE ACCESS SERVICES

STATEWIDE PROGRAM DATA
Fiscal Year 2014–15

Foreign Language Court Interpreters

Spanish Classification Levels	Number of Interpreters
A1–Master Certified	19
A2–Certified	59
B–Conditionally Qualified	4
Total	82

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

Forms Translations
There have been 133 NCAOC forms translated into Spanish and 113 NCAOC forms translated into Vietnamese.

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 will require 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 11 counties, contract court interpreters, telephone interpreting, remote interpreting, translation, and transcription/translation services. Learn more at www.NCcourts.org/LanguageAccess.

IMPLEMENTATION TIMELINE

2000
N.C. began administering the court interpreter certification examination for the Spanish language on a voluntary basis

2006
N.C. became a member of the Council for Language Access Coordinators (CLAC)

2007
Provided telephone interpreting service to magistrates for initial appearances, and district courts for first appearances

2008
Hired first staff court interpreters

2009
Court Interpreter Certification testing became mandatory for Spanish candidates

July 2012
The Interpreting Services Program was renamed the Office of Language Access Services (OLAS)

August 2012
Expanded telephone interpreting service to clerks' offices

August 2012
Expanded services at state expense to all criminal, civil protective orders (50B and 50C), juvenile, civil commitment, incompetency proceedings, and child custody mediation

September 2012
Expanded telephone interpreting service to family court offices

October 2012
Convened first meeting of the Language Access Stakeholders Committee

December 2012
Eliminated Level C-Minimally Qualified Spanish Language court interpreters from being used by the court system

January 2013
Implemented a continuing education requirement for all certified court interpreters

April 2013
Expanded language access services at state expense to specified child custody proceedings

January 2015
Expanded language access services to all summary ejectment and foreclosure proceedings

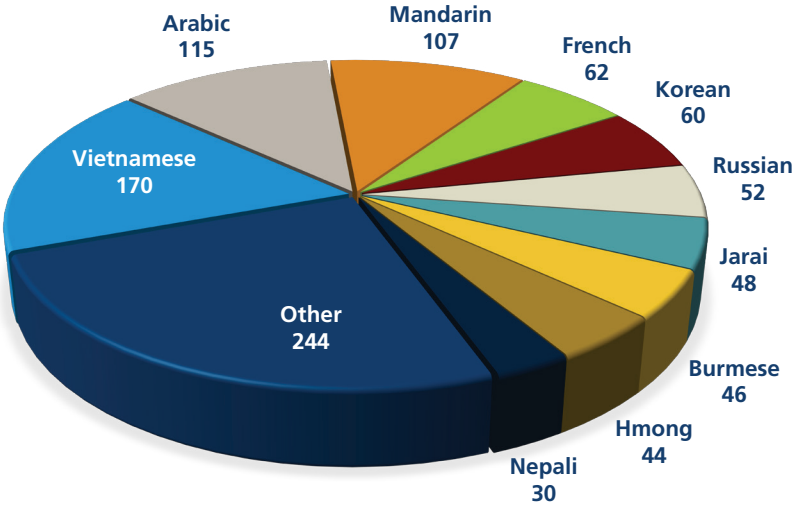
May 2015
Standards for language access in North Carolina courts were adopted; Language access services were expanded to all matters heard before magistrates

September 2015
Implementation of language access coordinators to more efficiently and effectively schedule language access services

Removing barriers that hinder equal access to justice by individuals with limited English proficiency

Court Interpreting Services Provided for Languages Other Than Spanish (LOTS) from January – December 2014

NUMBER OF EVENTS



"Other" category includes:

Haitian	25	Swahili	5
Karen	22	German	4
Laotian	17	Kinyarwanda	3
Tigrinya	15	Oromo	3
Cantonese	13	Czech	2
Gujarati	13	Haka Chin	2
Amharic	11	Kirundi	2
Hindi	11	Lao	2
Khmer	11	Mende	2
Pashto	11	Montagnard	2
Farsi	10	Pohnpeian	2
Tarasco	7	Thai	2
Urdu	7	Bulgarian	1
Italian	6	Japanese	1
Rhade	6	Koho	1
Tagalog	6	Lingala	1
Telugu	6	Moldovan	1
Bosnian	5	Portuguese	1
Chuukese	5	Total	244

ABOUT THE OFFICE OF LANGUAGE ACCESS SERVICES

SERVICE	BRIEF DESCRIPTION
In-person interpreting for court proceedings	■ Staff court interpreters in 11 counties: Buncombe, Chatham, Durham, Forsyth, Guilford, Harnett, Johnston, Lee, Mecklenburg, Orange, and Wake ■ Contract court interpreters: statewide
Telephone interpreting service	■ Brief routine matters in district court ■ Use by magistrates ■ Use in public access areas in clerks' and family court offices ■ Use 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

September 2015

For more information about the Office of Language Access Services, visit www.NCcourts.org/LanguageAccess