



GUIDE TO INTERPRETER LANGUAGE NEEDED AND INTERPRETER USED INDICATORS

This document is designed to assist with the use of the interpreter language needed and interpreter used indicators in the following systems: eCITATION, NCAWARE, ACIS, CCIS-CC, CCIS-DA, VCAP, and J Wise. These indicators should be used to indicate spoken foreign language interpreting services and sign language interpreting services for the deaf and hard of hearing. The interpreter language needed and interpreter used indicators should be used for managing cases that need or use an interpreter, and should not be used solely for scheduling interpreters.

Use of Interpreter Indicators

If a case is coded as interpreter language needed, an interpreter should not automatically be scheduled for every setting of that case. Judicial officials, attorneys, and court personnel always should check the case file to determine who needs the interpreter and if an interpreter actually will be needed for the proceeding. For example, the victim in a criminal case who needed an interpreter during a trial may not be present during the defendant's subsequent probation violation hearing, so the court would not schedule an interpreter for the subsequent proceeding. Courts should use interpreter resources efficiently by sharing interpreters between criminal and civil courtroom calendars, scheduling an interpreter only for the time the interpreter is needed and not requesting interpreters "just in case," as their services are often needed in another courtroom or county.

What is a court proceeding?

A court proceeding is any hearing, trial, or other appearance before any North Carolina state court in an action, appeal, or other proceeding, including any matter conducted by a judicial official.

Who is a judicial official?

A judicial official is a clerk, judge, magistrate, or justice of the General Court of Justice.

Interpreter Language Needed Data

- Interpreter language needed indicates that an interpreter is needed for a limited English proficient (LEP) individual in a case. Once it is turned on, it should never be turned off unless it was entered in the system incorrectly.
- Once the language is selected for the case, it should never be changed unless it was set incorrectly
- Use the [/Speak](#) cards to assist you in identifying the language needed
- Indicate the language needed and corresponding 3-digit code (see pg. 2) in the system
- The language information will appear on calendars generated from the automated systems
- If you are not able to update the interpreter language needed indicator, or if the system is down, please use the [Interpreter Indicator Request Form](#) to request that the clerk update the interpreter information in the appropriate system



- **Note to DA:** please use the [Interpreter Indicator Request Form](#) to request that the clerk update the interpreter information in ACIS / CCIS-CC or JWisE
- **Note to CaseWise users:** please use the [Interpreter Indicator Request Form](#) to request that the clerk update the interpreter information in VCAP
- This information may be used to identify the need for an interpreter at any point during the life of the case

Interpreter Used Data

- Interpreter used indicates that an interpreter was used in any court proceeding for an LEP individual in a case at some time. Once it is turned on, it should never be turned off unless it was entered in the system incorrectly.
- Indicate that an interpreter was used in the case by selecting Yes / Y
- A blank field or No / N indicates that an interpreter was never used in the case
- This applies to live, distance and telephone interpreting
- If you are not able to update the interpreter used indicator, or if the system is down, please use the [Interpreter Indicator Request Form](#) to request that the clerk update the interpreter information in the appropriate system
 - **Note to DA:** please use the [Interpreter Indicator Request Form](#) to request that the clerk update the interpreter information in ACIS / CCIS-CC or JWisE
 - **Note to CaseWise users:** please use the [Interpreter Indicator Request Form](#) to request that the clerk update the interpreter information in VCAP

Language Access Codes

Spanish	spa	Farsi (Persian)	pes	Mnong (Montagnard)	mng
Vietnamese	vie	Gujarati	guj	Nepali	nep
Russian	rus	Haitian Creole	hat	Pashto (Pushto)	pbt
French	fra	Hakka (Chinese)	hak	Polish	pol
Mandarin (Chinese)	cmn	Hausa	hau	Punjabi (Panjabi, Punjabi)	pan
Arabic	arb	Hindi	hin	Rhade (Montagnard)	rad
Portuguese	por	Hindko	hnd	Serbian	srp
Korean	kor	Igbo (Ibo)	ibo	Swahili	swh
Hmong	hnj	Indonesian	ind	Tagalog	tgl
Burmese	mya	Japanese	jpn	Thai	tha
Amharic	amh	Jarai (Montagnard)	jra	Tigrinya	tir
Bosnian	bos	Karen (Karen Languages)	kar	Urdu	urd
Bu Nong (Montagnard)	cmo	Khmer (Cambodian)	khm	American Sign Language	ase
Cantonese (Chinese)	yue	Krahn	kqo	Undetermined	und
Chatino	cly	Kru (Kru Languages)	klu	Other	999
Chuukese	chk	Lao	lao		
Czech	ces	Marshallese	mah		



Reference Charts

The following charts are intended to assist with determining when use the indicators.

Event	Indicator	May I change the indicator after the initial entry?
An interpreter will be needed for a limited English proficient (LEP) individual in a case	YES – Indicate the language needed	NO – unless it was entered in the system incorrectly
An interpreter was used in any court proceeding for an LEP individual in a case at some time	YES – Interpreter used	NO – unless it was entered in the system incorrectly

If an interpreter is needed / was used:	Do I set the indicator?	Is the cost of the interpreter currently covered at state expense?*
First appearances	Yes	Yes
All criminal / traffic proceedings	Yes	Yes
Criminal non-Support / show cause proceedings	Yes	Yes
Juvenile delinquency proceedings	Yes	Yes
Abuse / neglect / dependency proceedings (includes child planning conferences)	Yes	Yes
Chapter 50B proceedings	Yes	Yes
Chapter 50C proceedings	Yes	Yes
Child Custody proceedings	Yes	Yes
Civil commitment proceedings before a judicial official	Yes	Yes
Incompetency proceedings	Yes	Yes
Estate / adoption hearing before the clerk	Yes	Yes
Initial appearance before a magistrate	Yes	Yes
Any district or superior court pretrial hearing / conference presided over by a judicial official	Yes	Yes
VWLA conversation with victim outside of court proceeding	No	Yes
GAL home visit	No	Yes
Clerk answers a question about a court date outside of court proceeding	No	Yes
Probation home / office visit	No	No

**This column applies only to spoken foreign language court interpreters and not to services for the deaf and hard of hearing.*



FAQ

For additional information, please see [Frequently Asked Questions: Interpreter Needed and Interpreter Used Indicators](#).

Contact

For procedural questions on the use of the interpreter indicators, please contact the Office of Language Access Services at 919 890-1407 or OLAS@nccourts.org.

