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# Language Access Planning & Implementation: Lessons Learned



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Hawaii State Judiciary  
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Aloha!

Mogethin!

你好!

Iskwe!

Kabla-aw!

환영 합니다!

Malo e me'a mai!



The Judiciary State of Hawai'i

# Welcome!



Mabuhay!

Ran anim!

¡Bievenidos!

Kaselehli!

ようこそ!

Tālofa!

Xin Chào!

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## Hawai'i State Judiciary Office on Equality & Access to the Courts

We oversee programs and projects that provide access to the courts for all.

We are the Judiciary's Language Access Coordinator.

Administrative Director of the Courts

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Intergovernmental & Community Relations Department

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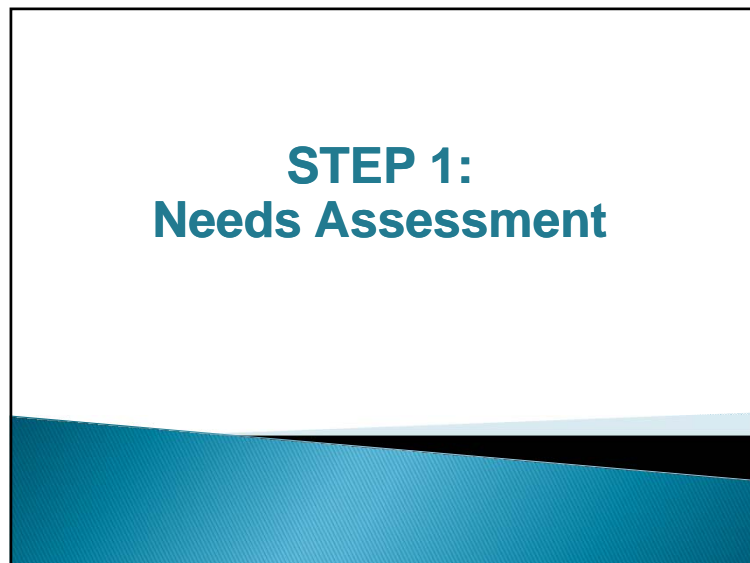
Office on Equality and Access to the Courts

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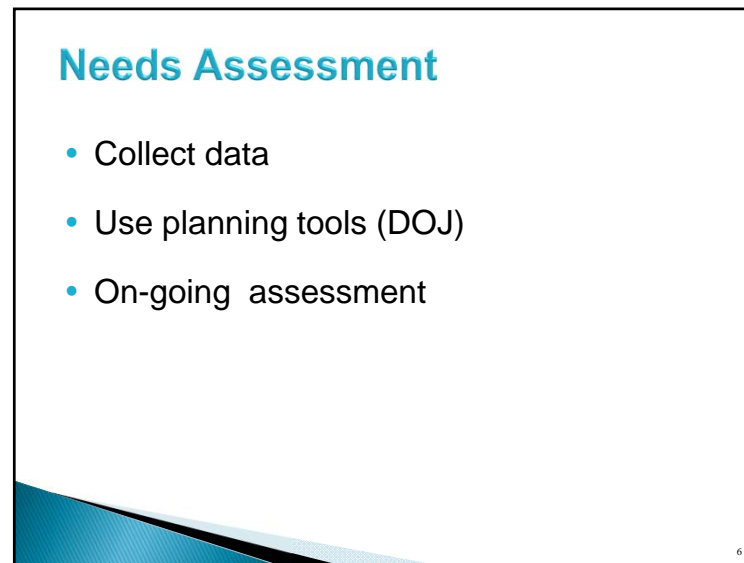
## Goal

Facilitate access to justice for limited English proficient (LEP) persons

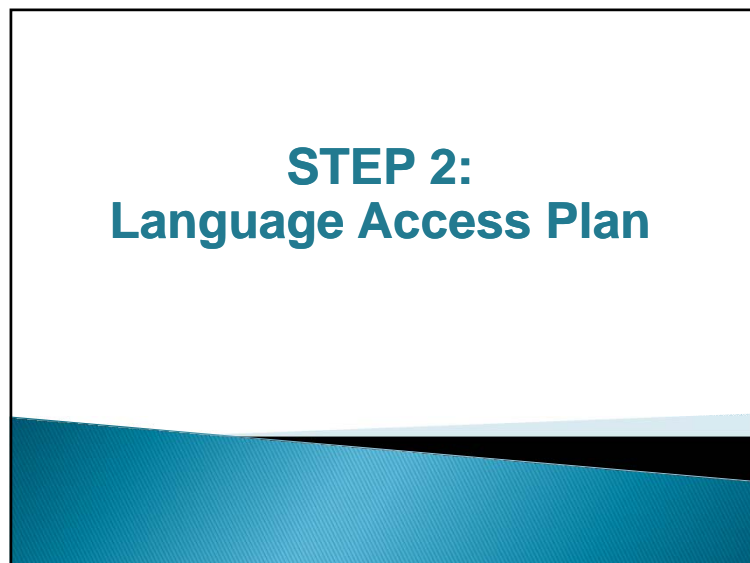
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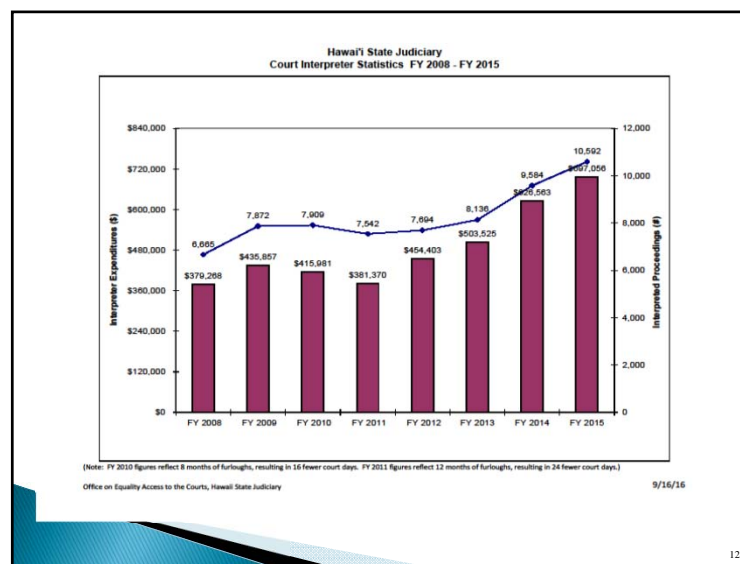
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## Court Interpreter Certification Program

### JOB OPPORTUNITY

The Hawai'i State Judiciary is seeking court interpreters in all languages

Are you bilingual? Do you like to help people?  
Willing to work flexible hours?  
You can earn \$25 to \$55 per hour with a 2-hour base minimum!

Are you:

- ✓ Bilingual
- ✓ 18 years or older?
- ✓ Eligible to work in U.S.?



Do you:

- ✓ Need additional income?
- ✓ Want to help your community?

**Applicants must meet these minimum requirements:**

1. SUBMIT Court Interpreter Certification Program Application (available online)
2. ATTEND a two-day Basic Orientation Workshop  
Registration fee includes 2-day training and interpreter insurance binder.  
Oahu: March 4-5, 2017 (Sat/Sun.)  
OR March 11-12, 2017 (Sat/Sun.)  
Kauai: February 7-8, 2017 (Tue/Wed.)  
Hilo: February 16-17, 2017 (Thu/Fri.)  
Maui: February 22-23, 2017 (Wed/Thu.)  
Kona: February 28-March 1, 2017 (Tue/Wed.)

Additional requirements: Applicants must pass Written English and Ethics Exams and clear a criminal background check to be placed on court interpreter roster.

**THIS IS A ONCE A YEAR OPPORTUNITY!**  
FOR MORE INFORMATION & APPLICATION, CONTACT:  
Hawai'i State Judiciary, Office on Equality and Access to the Courts  
(808) 539-4860 • [oeac@courts.hawaii.gov](mailto:oeac@courts.hawaii.gov) • [www.courts.state.hi.us/courtinterpreter](http://www.courts.state.hi.us/courtinterpreter)

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## U.S. Department of Justice Technical Assistance Review

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## DOJ Technical Assistance Review

Areas of concern:

- Court policy
- Accessing language assistance services
- Language access complaint system
- Court interpreter assignment system
- Title VI accountability system

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## Language Assistance Policy

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### Court Policy

The Hawai'i State Judiciary is committed to providing meaningful access to court processes and services to persons with limited English proficiency (LEP).

In all case types, the Judiciary shall reasonably provide, free of charge, and in a timely manner, competent court interpreters for parties, witnesses and individuals with a substantial interest in a case.

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### Court Policy

It shall also provide language assistance services at points of contact with the Judiciary, including over-the-counter and over-the-telephone encounters for all Judiciary-related business.

The Judiciary shall notify the public of the Judiciary's language assistance commitment.



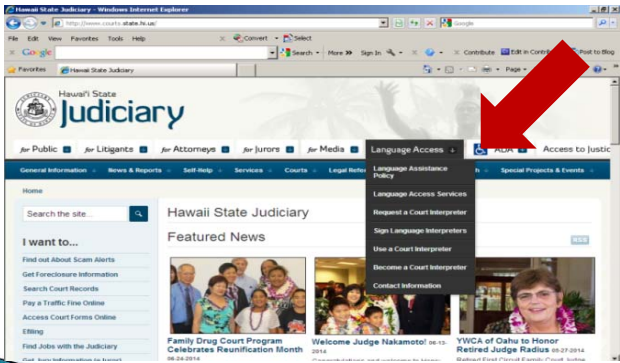
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### Accessing Language Assistance Services

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### Language Access Tab

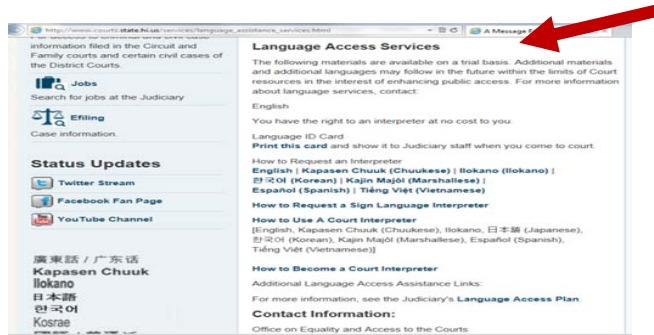


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## Language Access Services

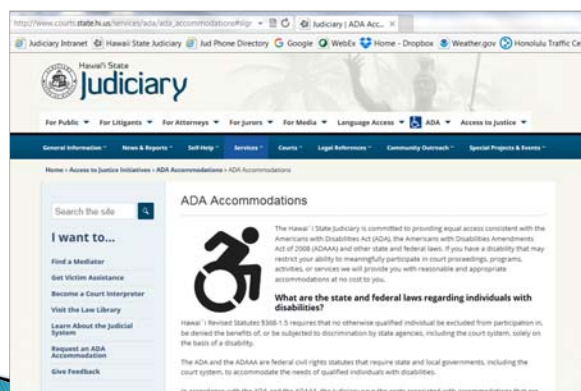


[http://www.courts.state.hi.us/services/language\\_assistance\\_services.html](http://www.courts.state.hi.us/services/language_assistance_services.html)

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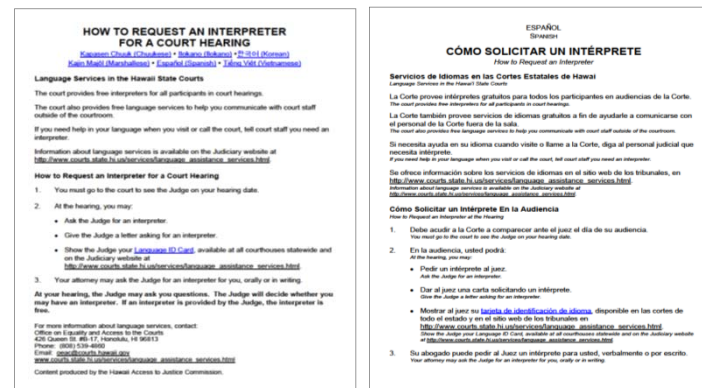
## How to Request a Sign Language Interpreter



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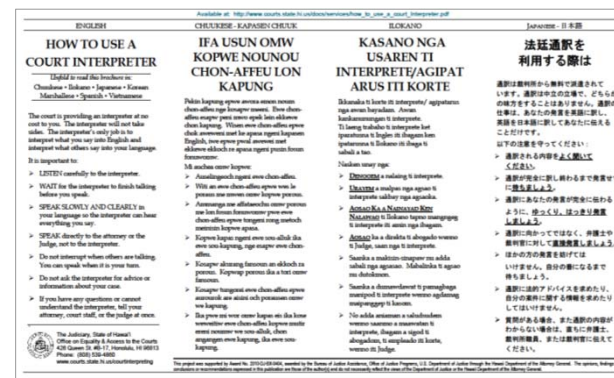
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## How to Request an Interpreter



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## How to Use a Court Interpreter





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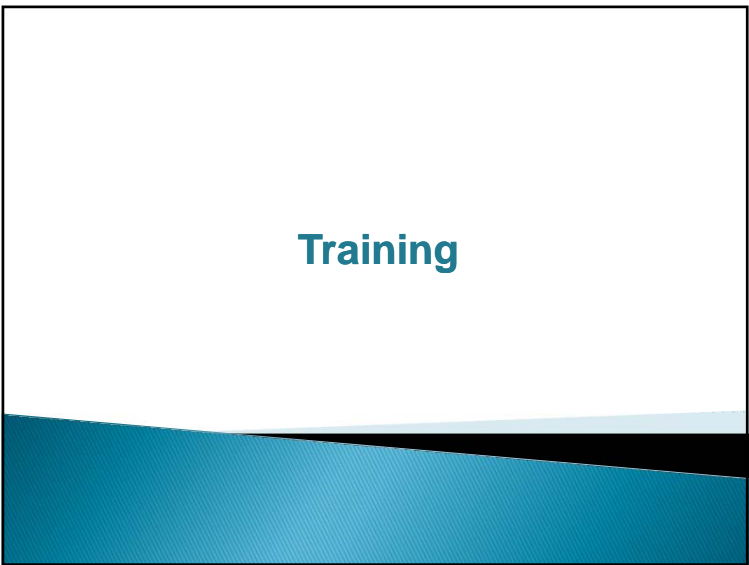
### Language Access Complaint System

Develop a clear, public complaint process for court users to express concerns about provision of language services

- OEAC contact information posted on language access webpages
- Feedback link on website
- Language access complaint form *coming soon!*

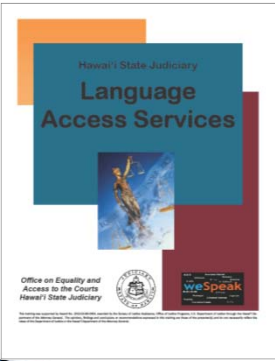
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### Staff Training on Language Access



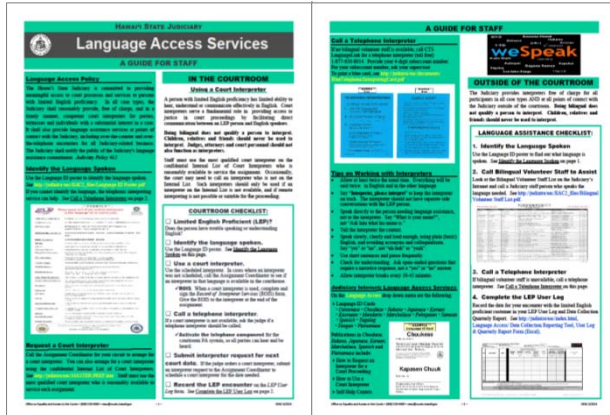
The cover of the "Language Access Services" manual for the Hawaii State Judiciary. It features the title in large blue letters, a small image of a person, and logos for the Office on Equality and Access to the Courts and "weSpeak".

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4.	How to Request an Interpreter
5.	Available in: Spanish, Vietnamese, Filipino, Japanese, Korean, Marshallese, Spanish, Vietnamese
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## Staff “Benchcard”



Language Access Services “benchcard” for staff

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## Interpreter Skills Building



Interpreter trainer Dr. Suzanne Zeng provides individualized feedback to interpreters

Interpreters paired off for exercises to practice interpreting skills

HILO - Interpreter Skills Building for Criminal Court Cases

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## Outreach and Collaboration

- Hawaii Office of Language Access
- State Language Access Coordinators
- Hawaii Department of the Attorney General
- Hawaii Access to Justice Commission
- Overcoming Barriers to Access to Justice Committee
- Language Access Roundtable
- Hawaii Immigrant Justice Center
- Inter-Agency Council / Refugee Immigrant Svc
- Legal Aid Society of Hawaii
- Criminal Justice Stakeholders

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**Mahalo**  
**Kinissow**  
**Kammagar**  
**Fa'afetai**  
**Kulo**  
**Kalahngan**  
**Thank you**  
**Doomo Arigato**

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