



## STATE OF HAWAII

DEPARTMENT OF BUSINESS, ECONOMIC DEVELOPMENT  
AND TOURISM

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# LIMITED ENGLISH PROFICIENCY PLAN

# DEPARTMENT OF BUSINESS, ECONOMIC DEVELOPMENT & TOURISM LIMITED ENGLISH PROFICIENCY PLAN

## INTRODUCTION

Hawaii's population is a diverse blend of people and cultures with many speaking a language other than English at home. They may have a limited ability to read, write, speak, or understand English. The Department of Business, Economic Development and Tourism (DBEDT) has developed this plan to exhibit commitment to ensure equal access to Limited English Proficiency (LEP) customers.

## LEGAL AUTHORITY

Title VI of the Civil Rights Act of 1964, 42 U.S.C. § 2000d ("Title VI") serves as the basis for Executive Order 13166. Title VI provides that no person shall "on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." DBEDT receives Federal funding from the U.S. Department of Energy and other Federal agencies, so Title VI applies to DBEDT operations. Accordingly, we seek to implement the initiatives set forth in this LEP Plan to meet its obligations under Title VI. The purpose of this LEP Plan is to take reasonable steps to ensure persons with limited English proficiency gain meaningful access to DBEDT services and programs.

The President signed on August 11, 2000, Executive Order 13166, on Improving Access to Services for Persons With Limited English Proficiency." All agencies receiving federal funds shall examine the services they provide, identify any need for services, and develop and implement a system to provide those services so LEP persons can have meaningful access to them.

The Hawai'i State Legislature enacted the Hawai'i's Language Access Law on July 10, 2006 to further reduce language barriers that can preclude individuals who have LEP from meaningful access to services, programs, and activities offered by the State of Hawai'i or by state-funded programs. Hawaii Revised Statutes, Chapter 312C, Office of Language Access, requires each State agency or covered entity to establish a language access plan.

## DEFINITION OF LIMITED ENGLISH PROFICIENT PERSONS/CUSTOMERS

For purposes of this LEP Plan, LEP persons or LEP customers mean individuals who do not speak English as their primary language and who have a limited ability to read, write, speak, or understand English. Such persons may be eligible to receive language assistance with respect to a particular service, benefit, or encounter.

## RELEVANT FACTORS

The U.S. Department of Justice LEP Guidance requires recipients of Federal and State funds to take reasonable steps to provide effective and meaningful access to LEP persons to agency programs and services. To determine if language access services must be provided, and if so, the extent of those services, requires an individualized analysis that balances the following 4 factors (68 FR 32290, 32294 May 29, 2003):

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by the program;
2. The frequency with which LEP persons come into contact with the program;
3. The nature and importance of the program, activity, or service provided by the program to LEP persons; and
4. The resources available to the program and the costs of providing interpretation/translation services.

The touchstone of this four-factor analysis is reasonableness, measured by balancing:

1. The size, needs, and the nature of assistance to the LEP population served; and
2. DBEDT's capacity and available resources.

The analysis can result in a combination of LEP services. Oral interpretation (in person or via telephone) and written translation are examples of main ways to provide language services. Decisions regarding oral interpretation and written translation services under the following LEP Plan shall be guided by the analysis.

### SUMMARY

This LEP Plan is comprised of seven (7) components that are explained on the following pages:

1. Development of a reporting system designed to obtain key information about the LEP population who use DBEDT services;
2. Compilation of multi-lingual listing of our employees;
3. Notice of interpretation/translation services for qualified LEP customers;
4. Providing interpretation/translation services for qualified LEP customers;
5. Designation of a LEP Plan Coordinator;
6. Training our staff on the implementation of this plan; and
7. Seeking stakeholder's input, review, and revision of the LEP plan.

### LEP PLAN

#### **I. DEVELOPMENT OF A REPORTING SYSTEM TO OBTAIN KEY INFORMATION ABOUT THE LEP CUSTOMERS WHO USE DBEDT SERVICES**

In order to provide meaningful access to LEP customers, we will first seek to gather information about what languages they speak, what DBEDT services they use, and

the frequency in which they use these services.

A survey form was designed to collect the information necessary to enable us to render meaningful access to LEP customers who use our services. This form seeks to collect, among other things, the following information: (1) the kinds of languages that LEP customers need translated; (2) the kinds of DBEDT services used by LEP customers; and (3) the frequency in which LEP customers use certain DBEDT services. DBEDT Personnel Staff is responsible for establishing a procedure for our Divisions/Agencies/Offices to complete the form, compiling the data on a semi-annual basis, and providing a report to the LEP Plan Coordinator. This data is used to complete the Language Access Reporting Tool (Appendix A).

## II. COMPILATION OF MULTI-LINGUAL LISTING OF DBEDT EMPLOYEES

To effectively service LEP customers, we must ascertain what language skills and resources DBEDT may already have available through its employees.

We will be gathering information on languages that DBEDT employees can speak and/or read, the degree of fluency in those identified languages, and contact information for those employees. The information is listed as Appendix E. An employee on the list may be contacted when a LEP customer of DBEDT services needs language assistance.

Although an employee may not be fluent in a particular language, depending on the circumstances, that employee's language skills may facilitate a certain comfort level that may contribute significantly to meeting a LEP customer's needs.

## III. NOTIFICATION OF INTERPRETATION/TRANSLATION SERVICES FOR LEP CUSTOMERS

### A. OFFICE NOTICE

LEP persons have the right to free language assistance in their spoken language. The Hawai'i Office of Language Access (OLA) developed a poster listing languages that are likely to be the primary languages spoken by LEP persons in Hawai'i. The intent of the poster is for the LEP person to point to the poster indicating the language they understand. The poster indicates that DBEDT provides free interpretation services and shall be placed in a prominent place in our offices having contact with the public. A copy of this poster is attached as Appendix D.

### B. NOTICE FOR REQUESTING WRITTEN TRANSLATION

Additionally, a written notice will be attached to documents that each Division/Agency/Office Administrator believes is important and/or believes, through the experiences of his/her program, needs to be translated. The notice will invite a person who needs translation of a DBEDT document to contact our LEP Plan Coordinator. The notice is attached as Appendix C.

## IV. PROVIDING INTERPRETATION/TRANSLATION SERVICES FOR LEP CUSTOMERS

### A. ORAL INTERPRETATION

In the course of serving our LEP customers, situations may arise where they are unable to negotiate through DBEDT programs without the assistance of interpreters in their preferred language. To ensure that the inability to communicate in English does not deprive the public of rights and privileges, we will provide an interpreter, at no cost to LEP customers, pursuant to the following procedures:

#### 1. In Person

If a customer approaches a DBEDT employee and appears to be asking for help, but has difficulty communicating what he or she needs, then the employee should attempt to determine what language that person speaks. If that language cannot be readily determined, the employee should use the poster mentioned in III.A. to find out what language the customer speaks. The employee should encourage the customer to point to the language for which he/she needs an interpreter.

As a general rule, a competent, in-person interpreter is preferred over a telephone one. Accordingly, if the customer points to a language on the poster, then the DBEDT employee should refer to the multi-lingual listing of our employees mentioned in II. and contact an available interpreter within the employee's own office. If no one is available to interpret within that office, then the employee should attempt to contact an interpreter in the proximity of his/her own office (i.e., on the same floor). If no one in the proximity of the office is available, then the employee should contact an interpreter within DBEDT. If no one is available within the Department, then the employee should contact an approved language service vendor (Appendix F).

DBEDT has contracted and made available telephone interpreters for use department wide to assist LEP persons (Appendix F). The employee will call an approved language service vendor and give the account number (if needed) and the interpreter will be connected to the call. The cost for oral interpretation shall be covered by the Division or Agency.

At the end of the service provided, the DBEDT employee shall do a Limited English Proficiency Questionnaire (Appendix B). DBEDT Divisions/Agencies/Offices shall complete the questionnaire and submit it to our LEP Plan Coordinator within 15 days after the end of each month.

#### 2. Telephone Calls

If a DBEDT employee receives a telephone call from a LEP customer or a representative of a LEP customer needing oral translation, the employee should encourage the LEP customer to come into DBEDT and the

employee shall obtain or help obtain oral translation services. The employee shall fill out a LEP Questionnaire after the service.

**B. WRITTEN TRANSLATION**

As indicated in III.B, a notice regarding a request for written translation shall be attached to important documents in order to provide meaningful access to LEP customers and/or sent with documents that DBEDT staff have sufficient reason to believe are addressed to a LEP customer.

For example, in a matter concerning business opportunities, a flyer on product promotion events in China is a document that might necessitate access to DBEDT services. Or with regard to exporting, information on Foreign Trade Zone services might be another such document.

When a request for a written translation is received by the LEP Plan Coordinator, the Coordinator shall notify the Division/Agency/Office which sent the document that such a request was made. The Coordinator and the Administrator of that Division/Agency/Office shall decide whether or not the request should be granted using the four-factor analysis discussed in the “RELEVANT FACTORS” section. It is at the discretion of the Coordinator and the Administrator to select a qualified translator.

If additional staff is required to provide language access to our LEP customers, as determined by the “RELEVANT FACTORS,” then DBEDT will hire qualified personnel who are bilingual to fill existing, budgeted, and vacant public contact positions. (Appendix F)

**V. DESIGNATION OF LEP PLAN COORDINATOR**

The DBEDT Departmental Human Resources Officer shall serve as the LEP Plan Coordinator. The Coordinator will be primarily responsible for, among other things:

1. The overall implementation of the LEP Plan;
2. Responding to any inquiries or comments/complaints regarding the Plan and its implementation;
3. Making revisions and modifications to the Plan as necessary;
4. Informing DBEDT staff of the Plan;
5. Serving as the primary contact for LEP customers who need a written translation of important DBEDT documents; and
6. Coordinating efforts to implement, monitor, and evaluate the Plan.

**VI. TRAINING DBEDT STAFF**

The LEP Plan Coordinator will be responsible for training DBEDT staff on the Plan. The primary purpose is to impart the necessary background and understanding to implement the objectives of the Plan.

**VII. SEEKING STAKEHOLDER’S INPUT, REVIEW, AND REVISION**

The LEP Plan Coordinator will seek input from DBEDT Programs that assist LEP

customers. All interested stakeholders are encouraged to contact the LEP Plan Coordinator directly.

This LEP Plan shall be reviewed and revised as needed every two years in light of comments from LEP customers, their representatives, interested stakeholders, and DBEDT employees. The provisions of this Plan shall remain in place until a revised one is adopted. The Plan will be filed with the Executive Director of the Office Language Access.

All DBEDT Division and Administratively Attached Agencies shall comply with this LEP Plan.

## APPENDICES

- A. Language Access Reporting Tool
  - B. Limited English Proficiency Questionnaire
  - C. Language Access Notice
  - D. Language Poster
  - E. Multilingual DBEDT Employee Volunteers
  - F. Interpreter – Translation Services
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**LANGUAGE ACCESS REPORTING TOOL**

Period Covered: January - July 2016

Department: Business, Economic Development & Tourism

DIV/BR/SEC/UNIT: \_\_\_\_\_

LEP Services by Language

Department: Business, Economic Development & Tourism

DIV/BR/SEC/UNIT: \_\_\_\_\_

Contact Person: Steven Sung

Email: steven.s.sung@hawaii.gov

Phone: \_\_\_\_\_

586-2562

Language	2		3				4		5				Totals (Columns 2 & 4)		
	# of Oral Language Encounters	Bilingual Staff (Provides Direct Services in Another Language)	Community Volunteer	In-Person Contracted Interpreter (Agency)	In-Person Contracted Interpreter (Independent)	Telephone Interpreter	Other (including sight Translation)	# of Documents Translated Upon Request	# of Vital Documents Translated	Staff	Contracted (Agency) Translation Services	Contracted (Independent) Translation Services		Community Volunteer	Other # Only (Specify on Separate Sheet)
Cantonese															0
Chuukese															0
Hawaiian															0
Ilokano															0
Japanese	3	3							3						3
Korean	2						2							2	2
Kosraean															0
LEP Hearing Impaired															0
Mandarin								1						1	1
Marshallese															0
Portuguese															0
Samoan															0
Spanish															0
Tagalog															0
Thai															0
Tongan															0
Vietnamese															0
Visayan (Cebuano)															0
Other Total #*															0
<b>Totals</b>	<b>5</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>6</b>

\*Specify Type of Other Language on a Separate Sheet

**Expenditures:**

Interpretation Total \$0.00

Translation Total \$0.00

Interpretation & Translation Total \$0.00

APPENDIX B

Limited English Proficiency (LEP) Questionnaire

This questionnaire is to be completed by DBEDT employees each time they provide services to or encounter a person with LEP. Completed questionnaires are to be sent to the LEP Plan Coordinator (Departmental Human Resources Officer) within 15 days after the end of each month.

Employee Name: \_\_\_\_\_ Date: \_\_\_\_\_

Division/Agency/Office: \_\_\_\_\_

Name of LEP person if known: \_\_\_\_\_

- L What is the primary language spoken by the LEP person?  
(e.g. Mandarin, Cantonese) Ilocano, Tagalog, Japanese, Korean, Samoan, etc.)
  
2. List the dates and types of program services you provided this person?  
(e.g. program information, processed application, etc.)
  
3. Was the program service provided within the same time frame as services provided to non-LEP clients?  
(Yes or No; if No, please indicate if the delay was due to need for LEP assistance?)
  
4. How often did you provide services to or encounter this person?  
(e.g. one time event, weekly, monthly, etc.)
  
5. What type of LEP services did you provide this person?  
(e.g. oral interpretation in person or by phone, written translation, none)
  
6. Who provided the interpreter services?  
(e.g. bilingual staff, contracted interpreter, telephone interpreter service, community volunteer, LEP person's family member, friend, OVITI interpreter, etc.)
  
7. Was this person satisfied with the interpreter services provided?  
(Yes or No; if No, please explain the dissatisfaction)

## APPENDIX C



ENGLISH	This document contains important information. If you need language assistance at no cost to you, please contact us by telephone or in person immediately.
ILOKANO	Daytoy nga dokumento ket addaan ti importante nga impormasyon. No masapul mo ti mangipatarus nga libre, pangngaasim ta awagan na kami ti telepono wenno umay na kami kitaen nga daras.
TAGALOG	Ang dokumentong ito ay naglalaman ng importanteng impormasyon. Kung nangangailangan kayo ng libreng tulong para maintindihan ito, mangyaring makipag-ugnay sa amin sa pamamagitan ng telepono o makipagkita kagaad sa amin.
CHINESE SIMPLIFIED 简体中文	此文件有重要信息。如果您需要免费的语言协助服务，请您立刻给我们打电话或来我们办公室寻求帮助。
CHINESE TRADITIONAL 繁體中文	此文件有重要信息。如果您需要免費的語言協助服務，請您立刻給我們打電話或來我們辦公室請求幫助。
SPANISH Español	Este documento contiene información importante. Si necesita los servicios de un intérprete sin costo alguno para usted, por favor llame de inmediato por teléfono o contacte con alguna persona de nuestra oficina.
JAPANESE 日本語	この書類には重要な情報が含まれています。無償で日本語の支援を受けたい場合は、早急に電話あるいは直接窓口にて申込を行ってください。
CHUUKESE Fosun Chuuk	Mei auchea met masowan ei taropwe. Ika pwe ke mochen aninis ren noumw chon chiaku esap kamo, kose mochen kokori kich won tengwa ika fen pusin chuto rech.
MARSHALLESE Kajin Majol	Ilo pepa in ewor melele ko aorok. Ne kwoj aikuj jiban na ukok ilo ejjelok wonen, jouj im kokkeitaak kem ilo talboon ak ilo wobij e ien eo emakaaj tata.
KOREAN 한국어	이 문서는 중요한 정보가 포함되어 있습니다. 무료로 언어 도움이 필요하시면, 바로 전화 하시거나 오셔서 상담하십시오.
VIETNAMESE Tiếng Việt	Tài liệu này bao gồm các thông tin quan trọng. Nếu bạn cần hỗ trợ ngôn ngữ miễn phí, xin vui lòng đến gặp trực tiếp chúng tôi hoặc liên lạc qua điện thoại ngay lập tức.



Please point here if you need an interpreter  
in this language (at no cost to you).

<b><u>Hawai'ian:</u></b>	E kuhikahi mai 'oe i 'ane'i ke pono ka mahole'olelo ('a'oha kākī).
<b><u>日本語 (Japanese):</u></b>	日本語の通訳が必要な方は、ここを指差してください (通訳費用はかかりません)。
<b><u>한국어 (Korean):</u></b>	통역을 필요로 하 시면 다음 약속일 전에 반드시 통역이 필요하다고 말씀하셔야합니다. 비용은 부담않하셔도됩니다.
<b><u>普通话(华语/國語) (Mandarin):</u></b>	如果您需要讲普通话的免费翻译，请指这里。(如果您需要講國語的免費翻譯，請指這裡。)
<b><u>廣東話 (Cantonese):</u></b>	如果您需要講廣東話的免費翻譯，請指這裡。
<b><u>Hokano:</u></b>	No masapulmo ti paraipatarus iti Ilokano nga awan bayadna, pakitudom ditoy.
<b><u>Tagalog:</u></b>	Kung kailangan mo ng libreng tagasalin sa Tagalog, pakituro lamang dito.
<b><u>Cebuano (Visayan):</u></b>	Kung kinahanglan nimo ug libre nga tighubad sa Binisaya, itudlo lang diri.
<b><u>Tiếng Việt (Vietnamese):</u></b>	Xin chỉ vào đây nếu bạn cần thông dịch viên cho ngôn ngữ này (bạn sẽ được cung cấp thông dịch viên miễn phí).
<b><u>မြန်မာ (Myanmar):</u></b>	သင်နားလည်သောဘာသာစုံ၊ ဘာသာပြန်အလိုရှိပါက ယခုနေရာသို့ညွှန်ပြပါ။ အထက်ပါဘာသာစုံအတွက်အခမဲ့အခါအကဲခတ်သူဖမ်းရန်လိုအကောင်းလိုပါသည်။
<b><u>ภาษาไทย (Thai):</u></b>	กรุณาชี้มาที่ข้อความนี้ ถ้าคุณต้องการล่ามภาษาไทย (โดยที่คุณไม่ต้องเสียค่าใช้จ่ายใดๆ)
<b><u>ភាសាខ្មែរ (Khmer):</u></b>	សូមបង្ហាញនៅក្នុងនេះមក បើសិនជាអ្នកត្រូវការអ្នកបកប្រែជាភាសានេះ (អ្នកមិនត្រូវការប្រាក់យថាហ្នឹងទាំងអស់)។
<b><u>ອັກສອນລາວ (Lao):</u></b>	ກະ, ນາລຸນີ້ໃສ່ 'ບ' ອັນນີ້ ຖ້າທ່ານຕ້ອງການລາວ ຈາກພາສາລາວ (ໂດຍທ່ານບໍ່ຈ່າຍຄ່າ ຫຼື ຈ່າຍໃຊ້ໃຈໃຫຍ່ໃດໆ)
<b><u>Marshallese:</u></b>	Jouj im jitōñe ijin elañe kwoj aikujī juōn am ri-ukok ilo kajin in (ejjelok wōnāñ fian yuk).
<b><u>Chuukese:</u></b>	Itini awenewenan ikeei ika pwun kopwe neñunéu emén chón chiakú nón fóosun eei fénu (kosap wisenméeni noum eei chón chiakú).
<b><u>Chamorro:</u></b>	Matka pat apunta este yangen un nesisita intetpiti gi fino Chamorro (dibadi este na sitbesio).
<b><u>Pohnpeian:</u></b>	Menlau idih wasa ma ke anahne soun kawehwe (sohte isais).
<b><u>Kosraean:</u></b>	Nunak munas srisngingac acn se nge fwın kom enenu met in top nukce kahs lom an sifacna (kom ac tia molı).
<b><u>Yapese:</u></b>	Fa'anra bet'uf bae' ninge ayweg nem nge abweg e thin rom (ni dabmu pii'pulwon) meere mog aray.
<b><u>Yapese (Outer Island):</u></b>	Gobe sor gare go tipeli bwo semal yebe gematfa kepatal menel le yetwai yor paluwal ngalug.
<b><u>Samoa:</u></b>	Fa'amolemole tusi lou lima i'i pe 'ā 'e mana'omia se fa'amatala'upu i le gagana lea (e te lē totofiina se tupē).
<b><u>Tongan:</u></b>	Tuhu ki heni kapau 'e fiema'u ha taha ke fakatonulea 'oku ta'etotongi.
<b><u>Русский (Russian):</u></b>	Если вам нужен бесплатный переводчик русского языка, пожалуйста укажите пальцем на это предложение.
<b><u>Español (Spanish):</u></b>	Por favor señale aquí con el dedo si necesita un intérprete (sin ningún costo para usted).

## APPENDIX E

### DBEDT Bilingual Volunteer Staff

<u>Language</u>	<u>Name</u>	<u>Office</u>	<u>Address</u>	<u>Location</u>	<u>Proficiency</u>	<u>Phone #</u>
Cantonese	Yim Mei Hui	HSEO	State Office Tower	Oahu	Fluent	587-3808
Mandarin	Eugene Tian	READ	Hemeter Building	Oahu	Fluent	586-2474
Mandarin	Binsheng Li	READ	Hemeter Building	Oahu	Fluent	586-5829
Dutch	Marika Metz-Hall	HSEO	State Office Tower	Oahu	Conversational	587-3991
Japanese	Joseph Roos	READ	Hemeter Building	Oahu	Fluent	586-2475
Japanese	Scott Yoshida	FTZ	Pier 2, Ala Moana Blvd	Oahu	Fluent	586-2515
Japanese	Gray-Ellis, Susan	HSEO	State Office Tower	Oahu	Conversational	587-9002
Korean	Yang-Seon Kim	READ	Hemeter Building	Oahu	Fluent	586-5830
Mandarin	David Shuai	HSEO	State Office Tower	Oahu	Fluent	586-2478
Russian	Leonid Bak	READ	Hemeter Building	Oahu	Fluent	586-2482
Vietnamese	Tammy Lam	READ	Hemeter Building	Oahu	Fluent	586-2473

# APPENDIX F

## DBEDT Language Assistance Resources

### TELEPHONE INTERPRETERS (ORAL)

- |   |   |
|---|---|
| 1) CTS Language Link                    | 1-877-650-8014 (Please call DBEDT Personnel for ACCOUNT CODE)<br><a href="http://www.ctslanguagelink.com">www.ctslanguagelink.com</a> |
| 2) Language Services Hawaii, LLC (Oral) | 393-7060<br><a href="mailto:lsh@languageserviceshawaii.com">lsh@languageserviceshawaii.com</a>  |
| 3) Linguistica International            | 801-262-4550  |

### INTERPRETATION (WRITTEN)

- |   |   |
|---|---|
| 1) Language Services Hawaii, LLC (Oral) | 393-7060<br><a href="mailto:lsh@languageserviceshawaii.com">lsh@languageserviceshawaii.com</a>  |
| 2) CTS Language Link                    | 1-877-650-8014 (Please call DBEDT Personnel for ACCOUNT CODE)<br><a href="http://www.ctslanguagelink.com">www.ctslanguagelink.com</a> |

### Braille Transcription

- |   |  |
|---|--|
| 1) Library for the Blind & Physically Handicapped | 733-8444<br><a href="http://www.librarieshawaii.org/location/oahu/ibph.htm">www.librarieshawaii.org/location/oahu/ibph.htm</a> |
|---|--|