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**STATE OF HAWAII**  
**DEPARTMENT OF HUMAN RESOURCES DEVELOPMENT**  
235 S. BERETANIA STREET  
HONOLULU, HAWAII 96813-2437

November 22, 2016

TO: Helena Y. L. Manzano, Executive Director  
Office of Language Access  
Department of Labor & Industrial Relations

FROM: Cindy S. Inouye, Deputy Director *Cindy S. Inouye*

SUBJECT: Department of Human Resources Development  
Language Access Plan

Pursuant to §371-34(b), Hawaii Revised Statutes, please find enclosed our Language Access Plan dated November 22, 2016.

If you should have any questions or concerns on the updated Plan, please contact Mary Calderon at 587-1110.

Attachments



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**DEPARTMENT OF HUMAN RESOURCES DEVELOPMENT**

**LIMITED ENGLISH PROFICIENCY (LEP) PLAN**

**INTRODUCTION**

The purpose of this Limited English Proficiency (LEP) Plan is to take reasonable steps to ensure persons with limited English proficiency gain meaningful access to the Department of Human Resources Development's (DHRD) services and programs. This LEP Plan speaks to DHRD's commitment to provide essential and meaningful access to LEP customers, as required by Hawaii Revised Statutes (HRS), Chapter 371, Part II ("Relating to Language Access"). This LEP Plan supersedes DHRD's previous Plan dated June 29, 2012.

**DEPARTMENT OVERVIEW**

DHRD is headed by the Director and is the central personnel department for the Executive Branch of government. The department is currently comprised of four divisions and two staff offices. The four divisions are:

- Employee Relations Division
  - Labor Relations
  - Employee Assistance
  - Personnel Transactions
  - Training
  - Exempt & Excluded Employees
- Employee Classification and Compensation Division
  - Classification
  - Compensation
- Employee Claims Division
  - Workers' Compensation and TDI
  - Safety

- Employee Staffing Division
  - Staffing/Production
  - Examination

The staff offices are comprised of:

- Administrative Services Office
  - Initiates, prepares, and executes annual operating budgets
  - Reviews, controls and processes all departmental expenditures
  - Provides personnel services to employees of the department
- Information Systems Office
  - Develops system design
  - Computerization of personnel functions

### **DATA COLLECTION – INTERPRETER REQUIREMENT**

HRS Section 371-33(a) requires that agencies take reasonable steps to provide meaningful access to programs and services for limited English proficient speaking individuals. In appropriate circumstances, the agency must provide language services to such individuals.

To determine whether to provide language services, DHRD has considered the totality of the circumstances as directed by the Office of Language Access using the following four-factor analysis:

- The number or proportion of LEP persons served or encountered in the eligible service population
- Frequency of contact with DHRD
- Nature and importance of services provided
- Resources available to DHRD and the costs of providing interpretation and translation services

Given the requirement of English proficiency for most (if not all) State jobs, DHRD has limited contact with LEP individuals. Nevertheless, the following LEP Plan has been implemented to ensure meaningful access to DHRD's services.

### **SUMMARY**

DHRD's LEP Plan is comprised of six (6) components, which are explained on the following pages:

- I. Departmental Reporting Tool;
- II. Listing of DHRD multi-lingual staff volunteers;
- III. Notice of interpretation/translation services for qualified LEP persons;
- IV. Providing interpretation/translation services for qualified LEP persons;
- V. The role of the Language Access Coordinator (LAC); and
- VI. Training of DHRD staff on the LEP Plan.

## **LEP PLAN**

### **I. DEPARTMENTAL REPORTING TOOL**

In order to provide meaningful access to the LEP population, a questionnaire has been developed and posted on the department's intranet site. (A blank copy of this questionnaire is attached). As staff members come into contact with LEP persons needing services, they will fill out the questionnaire and submit it to the LAC. The information on this form includes the following:

- DHRD office servicing the LEP person;
- The language requested by the LEP person;
- Date of service;
- Type of information or service being requested;
- The kind of service requested (oral interpretation; written translation, sight translation);
- The means to provide the service (staff volunteer, community volunteer, paid interpreter service); and
- Frequency of service.

### **II. LISTING OF DHRD MULTI-LINGUAL STAFF VOLUNTEERS**

Our survey revealed that there are a few in-house bilingual staff members available as resources. These staff members have agreed to be placed on a list to provide language assistance when needed by the department to initially assess the needs of an LEP customer. DHRD's LAC will be responsible for maintaining the master list of departmental volunteers and will post the list on the department's intranet site for review and information.

### **III. NOTIFICATION OF INTERPRETER/TRANSLATION SERVICES TO QUALIFIED LEP PERSONS**

A Notice of Language Service Multi-Lingual Poster provided by the Office of

Language Access will be posted in plain view in all reception areas. It will also be posted along with the posted Notices for meetings of the Merit Appeals Board and the Deferred Compensation Board.

DHRD will post the LEP Plan on the department's intranet site for the employees' review and information.

#### **IV. PROVIDING INTERPRETATION/TRANSLATION SERVICES FOR QUALIFIED LEP PERSONS**

##### **A. ORAL INTERPRETATION**

To ensure that LEP persons are not deprived of their rights and privileges due to their inability to communicate in English, DHRD will provide oral translation services pursuant to the following procedures:

###### **1. In Person**

If an LEP individual appears to be seeking assistance, but has difficulty communicating, the DHRD employee shall attempt to determine the person's native language through direct inquiry. If direct inquiry is unsuccessful, the employee shall refer the LEP person to the Notice of Language Service Multi-Lingual Poster posted in the worksite area in an attempt to identify a recognizable language.

As a general rule, DHRD will request a competent multi-lingual staff volunteer to interpret as the initial means of providing service. Should an in-person staff volunteer be unavailable, an over-the-phone interpreter will be requested to provide the service.

Considering that the preponderance of the Hawaii State jobs require English language proficiency it is assumed that there will be a relatively low number of LEP persons requesting assistance.

##### **B. WRITTEN TRANSLATION**

At this time, based upon a survey of DHRD employees, we have determined that there is no need for any written materials to be translated. Because the number of persons in a LEP group was found to be less than 50, notice will instead be provided to LEP persons that written material will be orally interpreted. The procedure for providing translation of written materials will be revised in the event future surveys evidence a change in DHRD's LEP population, or English proficiency requirements. Also, if a request to translate written documents is received, the reasonableness of the request will be assessed, and the document will be translated if reasonable.

## **V. THE ROLE OF THE LANGUAGE ACCESS COORDINATOR (LAC) COORDINATOR**

DHRD's Deputy Director's secretary has been assigned as the LAC. The role of the LAC includes:

- The coordination and overall implementation of the LEP Plan;
- Conducting surveys to monitor changes in DHRD's LEP population;
- Evaluating, reviewing and modifying the plan, as needed;
- Submitting the plan to the Office of Language Access every two years.
- Producing the necessary internal documents that outline the policy and procedures of the plan;
- Developing and providing appropriate education/training;
- Submitting reports as required by the Office of Language Access; and
- Maintaining a list of departmental staff that has multi-lingual proficiency.

## **VI. TRAINING**

The LAC will be responsible for developing and providing appropriate education/training for DHRD employees. At the time of hire, all new employees will be informed of the departmental procedures for LEP individuals.

## **CONCLUSION**

All DHRD divisions are required to comply with the department's LEP Plan in accordance with Presidential Executive Order 13166, Title VI of the Civil Rights Act of 1964, U.S.C. §2000d and Act 290, SLH 2006.

The LAC is required to review this Plan every two years for appropriateness; recommended revisions will be forwarded to the DHRD Director for approval. The LAC shall ensure that the revised LEP Plan is appropriately disseminated throughout the department.

*Cindy S. Inouye*

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CINDY S. INOUE, Deputy Director  
Department of Human Resources Development

Attachment

## LIMITED ENGLISH PROFICIENCY QUESTIONNAIRE

This questionnaire is to be completed by Staff providing services to an individual who is limited English proficient (LEP). **An LEP person is someone who does not speak English as their primary language and who self-identifies as having the limited ability to read, write, speak or understand the English language.** Please complete the questionnaire for each LEP individual served and promptly turn it in to Mary Calderon after the encounter.

Staff Name: \_\_\_\_\_ Date: \_\_\_\_\_

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

Name of LEP Individual (if known): \_\_\_\_\_

1. What is the primary language spoken by the LEP person?  
(Burmese, Cambodian, Chamorro, Chuukese, Ilokano, Japanese, Korean, Lao, Cantonese, etc.)

\_\_\_\_\_

2. List the type of services requested by this person:  
(e.g. applications, job information, benefits, etc.)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

3. What was the outcome? How did you assist the person?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

4. Was an interpreter used? If yes, who provided the interpreter service? (e.g. bilingual staff, contracted interpreter, telephone service, or community volunteer?)

\_\_\_\_\_  
\_\_\_\_\_

5. Was the LEP person satisfied with your assistance? If no, please explain.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Thank you for your assistance!!

DAVID Y. IGE  
GOVERNOR



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DIRECTOR

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TO: Helena Y. L. Manzano, Executive Director  
Office of Language Access  
Department of Labor & Industrial Relations

FROM: Cindy S. Inouye, Deputy Director *Cindy S. Inouye*

SUBJECT: Limited English Proficiency Reports

The Department of Human Resources Development has surveyed its divisions and branches since its last report, and there were no reported encounters that required translation assistance in order to access DHRD services.

If you should have any questions on the reports, please call Mary Calderon, at 587-1110.

cc: Rebecca P. Gardner  
Gail P. McGarvey