



**STATE OF HAWAII
DEPARTMENT OF COMMERCE AND
CONSUMER AFFAIRS**

LANGUAGE ACCESS PLAN



I. INTRODUCTION.

In accordance with Hawaii Revised Statutes §321C-4, the Department of Commerce and Consumer Affairs (Department) adopts this Language Access Plan (Plan) for the Department and its attached agencies.

For this Plan, limited English proficient (“LEP”) persons means individuals who do not speak English as their primary language and who self-identify as having a limited ability to read, write, speak, or understand English. Language for LEP persons can be a barrier to accessing important benefits or services, understanding and exercising important rights, complying with applicable responsibilities, or understanding other information. This Plan reinforces the Department’s policy of providing meaningful access to its services, programs and activities for LEP persons.

II. MEANINGFUL ACCESS TO SERVICES, PROGRAMS, AND ACTIVITIES; NOTIFICATION OF INTERPRETATION/TRANSLATION SERVICES TO LEP CUSTOMERS.

The Language Access Law requires State agencies to take reasonable steps to ensure meaningful access to services, programs, and activities by LEP persons.

According to the 2015-2019 American Community Survey (ACS), Public Use Microdata Sample (PUMS) data from the Department of Business, Economic Development & Tourism (DBEDT), the top 14 languages spoken by individuals with limited English proficiency (LEP) in the State of Hawaii are: Ilocano (36,962) Japanese (17,269), Tagalog (16,590), Korean (12,430), Spanish (7,971), Cantonese (7,466), Vietnamese (6,786), Chuukese (5,711), Mandarin (3,866), Marshallese (3,412), Hawaiian (2,875), Samoan (2,473), Cebuano (2,020), Thai (1,545). These are languages spoken by at least 5% of the state population or 1,000.00 people.

The Department uses the Language Access Reporting Tool created by the Office of Language Access to determine the number or proportion of LEP persons served or encountered in the eligible service population, and the frequency with which LEP persons encounter with any of the Department’s services, programs, or activities. On a semi-annual and annually basis the Department shall compile and file Language Access Reporting statistics in the format of the Reporting Tool to the Office of Language Access.

Each program tracks any encounter with an LEP person requesting interpretation and/or translation services.

DCCA offices that have contact with the public shall have at least one language identification “If You Need an Interpreter” notification poster displayed informing LEP customers that the Department provides free interpretation services.

III. LANGUAGE SERVICES.

Divisions and programs that directly serve the public and most serve and communicate with the LEP population are listed as follows:

1. Office of Administrative Hearings (OAH) - Responsible for conducting administrative hearings and issuing recommended decisions for all DCCA divisions that are statutorily required to provide contested case hearings.
2. Business Registration Division (BREG) – Ministerial responsibilities for business registration and operates the Business Action Center which provides information and assistance with state business and employer registrations. BREG also conducts statewide outreach through its Investor Education Program, providing free presentations and resources relating to investment fraud protection.
3. Cable Television Division (CATV) - Supports the DCCA director in the issuance of cable franchises, regulation of cable operators, and facilitation of expanded access and usage of broadband services throughout the State.
4. Division of Consumer Advocacy (DCA) - Represents, protects, and advances the interests of consumers of utility and transportation services before regulatory agencies, primarily the Hawaii Public Utilities Commission
5. Office of Consumer Protection (OCP) - Reviews, investigates, and conducts enforcement actions against unfair or deceptive trade practices in consumer transactions. OCP also provides consumer education and promotes awareness of important consumer protection issues.
6. Division of Financial Institutions (DFI) - Provides regulatory oversight for the State’s financial service providers, which include both bank and nonbank companies.
7. Hawaii Post-Secondary Education Authorization Program (HPEAP) - Authorizes accredited post-secondary degree-granting institutions and issues transcripts for former students of decommissioned degree-granting institutions.

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8. Insurance Division (INS) - Responsible for overseeing the State's insurance industry, which includes insurance companies, insurance agents, self-insurers, and captives.
 9. Professional and Vocational Licensing Division (PVL) - Responsible for implementing the licensing regulations of 52 different professions and vocations.
 10. Real Estate Branch (REB) - Administers real estate licensing and regulation, responds to requests for interpreting licensing laws and rules, and guides and assists with regulatory compliance issues.
 11. Regulated Industries Complaints Office (RICO) - Investigates and prosecutes licensing law violations by Hawaii licensees and unlicensed persons engaging in work performed that require a license. RICO also assists the public and licensees with understanding the importance of consumer protection and administers the State Certified Arbitration Program (SCAP) for "lemon" motor vehicle claims.
 12. Consumer Resource Center - Handles the complaints intake functions for the Regulated Industries Complaints Office (RICO) and the Office of Consumer Protection (OCP).
 13. Landlord Tenant Information Center - Offers information on the Residential Landlord Tenant Code.
 14. Consumer Education Program - Provides the community with various information relating to consumer protection.
 15. Public Utilities Commission (PUC) - Protects the public interest by overseeing and regulating public utilities to ensure that they provide reliable service at just and reasonable rates. The PUC is administratively attached to the Department.

Determination of Language Access Services

When a LEP person seeks to access the Department's services, programs, or activities, the employee contacted by the LEP person will attempt to identify the language spoken by the LEP person and assist as provided for in the Plan. The employee may contact the Division Supervisor and/or Department Language Access Coordinator for direction in establishing translation and/or interpretation services.

For oral and in-person interpretation services, the Department utilizes the state-contracted on-demand interpretation CTS LanguageLink service, Judiciary interpreter list, and the Disability Communication and Access Board's American Sign Language interpreter list. The CTS LanguageLink is also available to provide both telephonic or virtual meeting and written translations to LEP persons.

In the event of an emergency, an employee may request the assistance of a multi-lingual Department employee (internal list).

Provision of Language Access Services

To help ensure that all LEP customers can fully access the services and programs offered by the Department, the Department will provide oral interpretation services, at no cost.

Department employees are advised that the use of family members and/or friends of the LEP person to assist in providing translation and/or interpretation services is highly discouraged.

Telephone Interpreters. The Department, through the State's procurement program, has contracted with alternate translation/interpretation services and will provide over-the-phone interpretation services in situations where there is no employee volunteer interpreter available for the language requested. The cost for the telephone interpretation service will be charged to the respective divisions based on usage.

The Department utilizes the services of CTS LanguageLink as the state-contracted telephone-based interpreter services to provide LEP persons requesting translation in order to use Department services. Division/office staff have been informed of the availability and process to use this contracted service providers, if needed, and training for the use of the contractor's services has been made available and utilized by staff. As with any language access service issue, staff may also contact the Coordinator for further assistance with over-the-phone language translation service providers.

On-site Interpretation. The Department employee assisting an LEP person requesting Department services should attempt to determine the language that the requester speaks. This can be done with the use of the notification poster. The assisting employee will have the requester review the poster and encourage the customer to point to the language for which the requester needs an interpreter. If the requester identifies a language on the notification poster, then the employee will refer to the Department's listing of multi-lingual employee volunteer interpreters. The employee will attempt to contact a volunteer interpreter. The volunteer interpreter will be asked to go to the employee's location to assist the LEP person requesting service by providing interpretation services. If going to the employee's location to provide interpretation

services proves to be impractical, the interpretation services may be provided over the phone.

Written Translation. The Coordinator and division chiefs shall determine which, if any, vital documents should be translated and the languages into which the documents should be translated. If found to be reasonable under the Guidelines for Providing Language Access Services, vital documents shall be translated for LEP groups that number 1000 persons or comprise 5% of the Department's customer population, whichever is less. Attached is a version of the Department's general services directory that has been translated into various languages, including those for which interpreter services have been previously requested. In addition to on-site interpreting/translation assistance, the translation of this version of the DCCA general directory of services – including language focused on providing non-English language user assistance and being designed to cover additional specific programs – is to connect non-English speakers and limited-English speakers with the correct area of DCCA's services. The Department will continue to monitor needs and requests for services to determine additional languages requiring document translation.

Website. The Department's website, <https://cca.hawaii.gov>, provides guidance and contact information for users to request language access assistance. Additionally, the website furnishes the Department's translated general directory of services.

Do you need assistance in another language? We will work to get you free translation assistance. See below for listings of DCCA services and programs.

English	Traditional Chinese – 繁體中文	Simplified Chinese – 简体中文
Spanish – Español	Tagalog	Ilocano – Ilokano
Japanese – 日本語	Korean – 한국어	Vietnamese – Tiếng Việt

If you need a free interpreter or assistance in another language, please call **808-587-4272**.

Exclusions. If English is an essential aspect of a program, then the provision of language access services associated with that program will not be required. If a division determines that English is an essential aspect of a program that it administers, that division shall be prepared to justify the determination to OLA in the event the determination is challenged. If OLA disagrees with the determination, then the program shall be subject to the Language Access Law and this Plan.

Competency of Language Access Services

A competent oral interpreter can communicate effectively in English and the other language; knows specialized terms in both languages; and the follows the Interpreter Code of Ethics and confidentiality guidelines. Additionally, the employees should ask the LEP persons if they understand the interpreter and provide feedback on the quality of the interpretation.

For state-contracted Language Access vendors, the Department shall refer to State Procurement Office’s memorandum below.

NASPO Valuepoint On-Demand Remote Interpreting (OPI and VRI) and Document Translation	Memo: https://spo.hawaii.gov/wp-content/uploads/2022/10/20-17-Price-List-Change-No.-6-part-2-signed.pdf	Oral Interpretation Written Translation Expires: November 3, 2023
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IV. PERSONNEL TO PROVIDE LANGUAGE ACCESS SERVICES.

The Department continues to regularly compile its list of employee volunteer translators, with updates and redistribution within the Department of the list annually. To update this list, the Department surveys each of its major divisions/offices in order to:

- (1) Identify multi-lingual Department employees willing to voluntarily provide interpretation and/or translation services;
- (2) Identify the languages that they are able to speak, read, or understand; and
- (3) Obtained each volunteer employee’s office contact information.

Updating of the Department's list of employee volunteer translators is done no less than at the end of each calendar year, although more frequent updates may be done when necessary (i.e., identified retirement of a volunteer translator, etc.).

Once updated, the listing of employee volunteer translators is sent to divisions/offices within the Department for use. In addition, the updated listing is posted to the Department's shared computer drive for easy access by staff.

The Department's current list of employee volunteer translators includes over 20 employee volunteers throughout the Department's different divisions, covering languages that include Japanese, Cantonese and Mandarin, Ilocano and Tagalog, Laotian, Thai, sign language, and others.

V. NOTIFICATION TO EMPLOYEES.

The Coordinator is responsible for informing Department employees about the LEP Plan, as well as the availability of and procedures for providing language services. The Coordinator serves as point-of-contact and resource for Department divisions/offices when questions or special requirements for language access arise and can continue to inform the staff of the appropriate procedures when necessary.

The electronic version of the Department's Plan will continue to be filed in an appropriately labeled folder in the shared drive on the Department's computer system so that it is easily viewed by all Department employees. The Coordinator shall transmit periodic emails to Department employees reminding them of the location of the Plan on the Department's computer system and encourage them to review the Plan.

VI. MEASUREMENT, EVALUATION AND MONITORING.

To help determine the characteristics of LEP customers, the most common languages spoken by LEP persons that access Department services, the types of services provided, and the number and nature of complaints, the Department collects semi-annual reports from its divisions/offices. The Coordinator shall ensure that divisions/offices collect and provide the reporting information, which shall be consolidated and provided to OLA in addition to use for review of the Department's services and assessment of needed adjustments to the Plan.

Every two years thereafter, the Language Access Coordinator will review the plan and revise it, if appropriate, based on comments from LEP persons, their representatives, interested stakeholders, and Department employees. The Language Access Coordinator will conduct follow-ups with division supervisors working with any subcontractor to reinforce any applicable legal obligations to those subcontractors providing any language services to any LEP persons.

VII. LANGUAGE ACCESS COORDINATOR.

The Department's Communications Officer or Director's designee shall serve as the Department's Language Access Coordinator (Coordinator). The Coordinator shall be responsible for establishing and implementing the Plan for the Department, for acting as facilitator and point-of-contact for the Department on language access matters and attending meetings and functions for agency language access coordinators, and for timely updating the Plan.

VIII. TRAINING.

The Department shall conduct training to ensure its employees are aware of the Department's Plan and when and how to ensure meaningful access to services, programs, and activities by LEP persons.

IX. EFFECTIVE DATE.

This Plan shall take effect upon its approval by the Office of Language Access and shall be reviewed every two years.

APPROVED:



CATHERINE P/ AWAKUNI COLÓN
Director

Oct 26, 2022

Date

APPENDICIES

- A. Language Access Poster – If You Need An Interpreter
- B. DCCA Staff Volunteer Interpreter List
- C. CTS LanguageLink: How to Use



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



- Hawai'ian: E kuhikuhi mai 'oe i 'ane'i ke pono ka mahele'olelo ('a'ohe kākī).
日本語 (Japanese): 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)。
한국어 (Korean): 통역을 필요로 하시면 다음 약속일 전에 반듯이 통역이 필요하다고 말씀하셔야합니다. 비용은 부담않하셔도됩니다.
普通话(华语/國語) (Mandarin): 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。)
廣東話 (Cantonese): 如果您需要講廣東話的免費翻譯，請指這裡。
Ilokano: No masapulmo ti paraipatarus iti Ilokano nga awan bayadna, pakitudom ditoy.
Tagalog: Kung kailangan mo ng libreng tagasalin sa Tagalog, pakituro lamang dito.
Cebuano (Visayan): Kung kinahanglan nimo ug libre nga tighubad sa Binisaya, itudlo lang diri.
Tiếng Việt (Vietnamese): Xin chỉ vào đây nếu bạn cần thông dịch viên cho ngôn ngữ này (bạn sẽ được cung cấp thông dịch viên miễn phí).
မြန်မာ (Mvanmar): သင်နားလည်သောစကားနှင့် ဘာသာပြန်အလိုရှိပါက ယခုနေရာသို့ညွှန်ပြပါ။ အထက်ပါစကား အတွက်နောက်တစ်ခေါက်ဆက်သွယ်ရန်လိုအောင်းလိုပါမည်။
ภาษาไทย (Thai): กรุณาชี้มาที่ข้อความนี้ ถ้าคุณต้องการล่ามภาษาไทย (โดยที่คุณไม่ต้องเสียค่าใช้จ่ายใดๆ)
ភាសាខ្មែរ (Khmer): សូមបង្ហាញនៅត្រង់នេះមក បើសិនជាអ្នកត្រូវការអ្នកបកប្រែជាភាសានេះ (អ្នកមិនត្រូវការចំណាយអ្វីទាំងអស់)។
ອັກສອນລາວ (Lao): ກະ ອ ຸ ນ າ ຊ ັ ໃ ສ ັ ບ ື ອ ນ ນ ື ົ ຖ ັ ທ ັ ງ ນ ຕ ັ ອ ງ ກ າ ນ ວ ັ ມ ພ າ ສ າ ລ າ ວ (ໃດ ອ ທ ື ທ ັ ງ ນ ບ ື ຕ ັ ອ ງ ເ ສ ື ຕ ັ າ ໃ ຊ ັ ຈ ັ ອ ື ໃ ດ ງ)
Marshallese: Jouj im jitōñe ijin elañe kwoj aikuji juōn am ri-ukok ilo kajin in (ejjelok wōnāān ñan yuk).
Chuukese: Itini awenewenan ikeei ika pwún kopwe néúnéú emén chón chiakú nón fóosun eei fénú (kosap wisenmééni noum eei chón chiakú).
Chamorro: Matka pat apunta este yangen un nesisita intetpiti gi fino Chamorro (dibadi este na sitbesio).
Pohnpeian: Menlau idih wasa ma ke anahne soun kawehwe (sohte isais).
Kosraean: Nunak munas srisrningac acn se nge fwin kom enenu met in top nuke kahs lom an sifacna (kom ac tia moli).
Yapese: Fa'anra bet'uf bae' ninge ayweg nem nge abweg e thin rom (ni dabmu pii'pulwon) meere mog aray.
Yapese (Outer Island): Gobe sor gare go tipeli bwo semal yebe gematfa kepatal menel le yetwai yor paluwal ngalug.
Samoan: Fa'amolemole tusi lou lima i'i pe 'ā 'e mana'omia se fa'amatala'upu i le gagana lea (e te lē togiina se tupe).
Tongan: Tuhu ki heni kapau 'e fiema'u ha taha ke fakatonulea 'oku ta'etotongi.
Русский (Russian): Если вам нужен бесплатный переводчик русского языка, пожалуйста укажите пальцем на это предложение.
Español (Spanish): Por favor señale aquí con el dedo si necesita un intérprete (sin ningún costo para usted).

For more information, please contact:

Office of Language Access
830 Punchbowl Street, Room 322
Honolulu, Hawaii 96813

E-mail: Ola@doh.hawaii.gov
Call: (808) 586-8730
Neighbor Islands: 1 (866) 365-5955

DIVISION	NAME
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BREG

DCA

DFI

INS



CTS Language Link: How to Use



1. Explain to the client that language interpreter services are available to them free of charge.
 - Ask the client for his/her name, the language needed, and callback telephone number, including area code.
 - If the client says that their language is “Chinese,” “Filipino,” or another language with multiple dialects, please ask them what dialect.
2. Call 1-888-338-7394
3. Enter Account Number: Insert Account Number
4. Select 9: All other languages/Customer Service
Inform Customer Service which language is being requested and that they need to call the client back. Customer Service will call the client back and connect you, the client, and interpreter together.
5. When you are connected to the interpreter, inform the client as follows:
 - Everything that you say will be kept confidential;
 - The interpreter will interpret what you say to English;
 - You should speak as if the interpreter were not present;
 - Please speak slowly and allow the interpreter time to interpret.
6. Speak to the client as if the interpreter were not present. For example, when requesting the client’s email address, ask “what is your email address” rather than “ask him/her what his/her email address is.”

How to Access Over the Phone Interpretation Services

Step 1: Call 1-888-338-7394

Step 2: Enter Account Number, followed by # sign Select

Step 3: whether a 3rd party call is needed

- If a 3rd party call is selected, you will be prompted to enter and confirm the domestic phone number that will be used to reach the 3rd party.

Step 4: Select Language by Entering the Corresponding Number

- If the language you need is not listed in the options, Enter "9" for all other languages
- If you need to speak with a customer service rep. prior to being connected with the interpreter, Enter "9"

Step 5: Follow Additional Prompts (if applicable)

IVR FAQs:

What if I do not know my Account number?

In order to obtain interpretation services, an account number is required. If you do not know your account number please contact your account manager or Language Link's Client Relations team at 855-579-2704.

What is a third party call?

A third party call is when you need Language Link to call the LEP client and then bridge the call together with you and the interpreter.

I need another language other than the ones listed. How do I get my interpreter on the line?

Press 9 for other languages and let the CSR know which language you require and they will connect you. If the language is unknown, you may reference the "Point to your Language" visual for help with most requested languages or ask a representative for assistance.

What number should I call if my toll-free interpretation line isn't working?

Language Link understands that some telephone providers do not allow customers to access toll free lines. Because we want to ensure our customers have access to interpretation services, we assign backup local numbers for customers that may fall into this category. If you are unable to access the toll-free interpretation line assigned to your account, you may access interpretation services by dialing the backup number **360-314-0728**. Please note, you may incur long distance charges from your telephone provider when accessing the backup local number.

Please contact our Client Relations Team if you have any further questions:

Email: ClientRelations@Language.Link

Toll Free: 1-855-579-2704