

JOSH GREEN, M.D.  
GOVERNOR  
KE KIA'ĀINA




KEITH A. REGAN  
COMPTROLLER  
KA LUNA HO OMALU HANA LAULĀ

MEOH-LENG SILLIMAN  
DEPUTY COMPTROLLER  
KA HOPE LUNA HO OMALU HANA LAULĀ

**STATE OF HAWAI'I | KA MOKU'ĀINA O HAWAI'I**  
**DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES | KA 'OIHANA LOIHELU A LAWELAWE LAULĀ**  
P.O. BOX 119, HONOLULU, HAWAII 96810-0119

July 1, 2023

**TO:** Mr. Aphirak Bamrungruan, Executive Director  
Office of Language Access

**FROM:** Keith A. Regan   
Comptroller

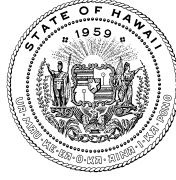
**SUBJECT:** Submission of Revised Language Access Plan

Pursuant to the requirements of the Language Access law (Section 321C-4, HRS), we are transmitting the July 1, 2023, Department of Accounting and General Services' Language Access Plan.

If you have any questions, please call me at 586-0400 or have your staff call Ms. Cassandra Toyofuku of our Administrative Services Office at 586-0693 or Mr. Andrew Choy, our designated Language Access Coordinator at 586-0670.

Attachment

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July 1, 2023

**DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES'**  
**LANGUAGE ACCESS PLAN**

**INTRODUCTION**

Presidential Executive Order 13166, "Improving Access to Services for Persons with Limited English proficiency" was created to ". . . improve access to . . . federally assisted programs and activities for persons, who as a result of national origin, are limited in their English proficiency . . ." 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." A few attached agencies of the State of Hawaii Department of Accounting and General Services (DAGS) receive Federal funding from various Federal agencies and, by virtue of that funding, Title VI applies to all DAGS' operations. *See* 29 CFR parts 31.1; 31.2(g); and 31.3. Accordingly, DAGS seeks to implement the initiatives set forth in this Limited English Proficiency (LEP) Plan to meet its obligations under Title VI.

Pursuant to HRS §321C-4, State agencies receiving federal financial assistance shall file an initial language access plan to Department of Labor and Industrial Relations - Office of Language Access (DLIR-OLA) no later than July 1, 2007, and every two years thereafter. Our LEP Plans have been submitted accordingly. This plan updates our July 1, 2021 LEP Plan. The purpose of this LEP Plan is to take reasonable steps to ensure persons with limited English proficiency gain meaningful access to DAGS' services and programs. This LEP Plan speaks to DAGS' commitment to provide essential and meaningful access to LEP customers.

## **DEPARTMENT OVERVIEW**

DAGS is headed by the Comptroller, who concurrently serves as the director of DAGS. The department is responsible for managing and supervising a wide range of State programs and activities. The department is comprised of seven divisions, three staff offices, three district offices, Office of Enterprise Technology Services, and eleven administratively-attached agencies. These include:

### **Divisions**

- The **Accounting Division** develops and maintains the State's accounting system, verifies expenditures, and keeps records and reports on the State's financial transactions.
- The **Archives Division** administers the Hawaii State Archives, the central repository for permanent government records of administrative, legal, and historic value – from the monarchical government of Kamehameha the Great to the most recent legislature. The records management program operates the State Records Center and microfilms state records.
- The **Audit Division** conducts annual and periodic audits of state executive departments and agencies to ensure complete compliance with the State Comptroller's established accounting procedures and internal controls.
- The **Automotive Management Division's** primary responsibilities are managing parking control and maintaining the State's central motor pool.
- The **Central Services Division** is responsible for a wide variety of centralized services to state departments and agencies. These include maintenance and repair of state and public buildings and facilities, mail and messenger services, custodial services and grounds maintenance for most public buildings, and a statewide Energy Management and Conservation Program.
- The **Public Works Division (PWD)** provides a variety of engineering and architectural services aimed at helping departments and agencies acquire the facilities and working spaces they require. These services include land acquisition, planning, designing, project management, and construction inspection. Designated as the expending agency for the majority of capital-improvement projects, the division directs the expenditure of funds for projects approved by the State Legislature.

- The **Survey Division** performs field and office survey work for state agencies and other governmental agencies. Additionally, the division performs other services including providing expert witness testimony on all land litigation cases involving the State, preparing and maintaining maps and descriptions of public lands, verifying boundaries, and reviewing and certifying shoreline maps for Oahu.

### **Staff Offices**

- The **Administrative Services Office** handles departmental fiscal services and administers the statewide risk management program. The **Personnel Office** administers the departmental personnel management program. The **Systems and Procedures Office** manages the department's data processing systems.

### **District Offices**

- The **Hawaii District Office, Kauai District Office, and Maui District Office** coordinate and implement the public works, administrative services, central services, and automotive management programs for their respective districts. Additionally, the districts maintain assigned public school facilities on the islands of Hawaii, Kauai, Molokai, Lanai, Maui and Hawaii in a safe and usable condition by providing repair and maintenance services in accordance with the terms and performance levels as established in the Service Level Agreement between DAGS and the Department of Education which became effective on July 1, 2005.

### **Office of Enterprise Technology Services**

- Act 84, SLH 2011 (the Act) authorized the establishment of the Chief Information Officer (CIO) position. The CIO reports directly to the Governor and provides governance for executive branch information technology (IT) projects and essential State oversight so that intended goals are achieved and positive return on investment is realized for the people of Hawaii. Also seeks to prioritize and advance innovation initiatives with the greatest potential to increase efficiency, reduce waste, and improve transparency and accountability in State government. Act 58, SLH 2016 effective July 2, 2016, amended the Act and consolidates the former Office of Information Management and Technology (OIMT) and former Information and Communication Services Division (ICSD) into the Office of Enterprise Technology Services (OETS). All IT functions are now under the direction of the CIO.

OETS also supports the management and operation of all State agencies by providing effective, efficient, coordinated, and cost-beneficial computer and telecommunication services such that State program objectives may be efficiently achieved.

The CIO chairs the Information Technology Steering Committee (the Committee) which was created by the Act to assist the CIO in developing the State's information technology standards, policies, strategic plans, etc.

### **Administratively Attached Agencies**

- The **State Foundation on Culture and the Arts (the Foundation)** manages programs that promote and stimulate the public's participation in the arts, culture, and humanities. Under the Art in Public Places Program, the Foundation – whose nine members are appointed by the Governor – serves as consultant to the State Comptroller to determine the funding available for works of art for capital-improvement projects, and is responsible for managing selection of works, commissioning of artists, and selecting locations for works of art. The Foundation receives federal funds on an annual basis.
- The **Procurement Policy Board (the Board)** has five members pursuant to Section 103D-201, HRS. The Board adopts, amends, or repeals administrative rules in accordance with Chapter 91, HRS, to carry out and effectuate the purpose and provisions of Chapters 103D and 103F, HRS, governing the procurement, management, control, and disposal of any and all goods, services, construction, and purchase of health and human services. Issues interim rules for Chapter 103D, HRS, by procurement directives. Considers and decides on matters of policy, including those referred to it by a Chief Procurement Officer. Has the authority to audit and monitor the implementation of its rules and the requirements of Chapters 103D and 103F, HRS. Reviews applicants for the Administrator of the State Procurement Office and submits to the Governor, for recommendation and appointment, a recommended list of applicants.
- The **State Procurement Office** manages the various procurement activities under Chapters 103D and 103F, through the development of rules and procedures to implement the requirements of the procurement law. The program is responsible for the centralized purchase of goods and services and administers the surplus property and inventory management programs, encouraging the reuse of property and ensuring proper accountability and disposal of surplus goods.
- The **King Kamehameha Celebration Commission**, a 15-member commission appointed by the Governor, coordinates and assists with planning the annual King Kamehameha Day celebration activities that are held statewide.
- The **Campaign Spending Commission (the Commission)** is a five member body that was created by the 1973 Legislature under Act 185. The Commission consists of five members of the general public appointed by the Governor from a list of nominees submitted by the Judicial Council. Commissioners serve a four year term and may be

reappointed and serve on a voluntary basis. The responsibility of the Commission is to enforce the campaign spending law that regulates campaign contributions and expenditures in the State of Hawaii. The Commission is assisted by a five member staff led by a full time executive director appointed by the Commission. The executive director along with an associate director, general counsel, secretary and election clerk make up the entire staff of the Commission.

- The **Office of Elections (the Office)** is established to supervise all state elections. The Office is administered by the Chief Election Officer who is appointed by the Elections Commission (the Commission), which consist of nine members. The Office previously received federal funds on an annual basis and may receive additional federal funds in the future.
- The **Enhanced 911 Board (the Board)** has 13 members that was created by the 2004 Legislature under Act 159 and amended by Act 168, SLH 2011. The Board oversees the implementation of Enhanced 911 service by wireless and Voice over Internet Protocol (VoIP) connection service providers and the Public Safety Answering Points (PSAPs) by administering polices and statutes applicable to the Board which includes collecting assessments from the connection service providers and overseeing disbursements to PSAPs to upgrade and maintain the Enhanced 911 system which is vital to identify and locate E911 callers.
- The **State Building Code Council (the Council)** has eleven voting members and one nonvoting member (the State Comptroller) that was created by the 2007 Legislature under Act 82 (the Act). The Council is responsible to establish and implement state building codes so that building owners, designers, contractors, and code enforcers within the State are able to apply current statewide building codes.
- The **Access Hawaii Committee (the Committee)** was established under Act 172, SLH 2007 and is attached to the Department of Accounting and General Services for administrative purposes. The Council has 15 voting members and is responsible for the following: 1) review of the annual strategic plan and periodic reports on potential new applications and services submitted by the portal manager; 2) review and approval of all charges to portal users; 3) review and approval of service level agreements negotiated by government with the portal manager; 4) review of the annual financial reports and audit of the portal manager; 5) review of annual customer satisfaction surveys conducted by the portal manager; and 6) review of performance measures of the portal submitted as part of the service management plan for portal-wide indicators and application specific indicators.
- The **Information Privacy and Security Council (the Council)** was established under Act 10, 2008 Special Session and has 13 voting members. The Council is responsible

for the following: 1) submission of a legislative report of the Council's assessment and recommendations on initiatives to mitigate the negative impacts of identity theft incidents on individuals; 2) development of guidelines to inform affected individuals of the loss, disclosure, or security breach of personal information that can contribute to identity theft; 3) review of individual annual reports from governmental agencies; and 4) submission to the legislature of a summary report and proposed legislation to amend HRS Chapter 487J.

- The **Office of Information Practices (OIP)** provides general advice and guidance to agencies and the public on the Uniform Information Practices Act (UIPA), Sunshine Law, and open data issues; assists the public in obtaining records and responses to record requests; conducts inquiries into an agency's compliance with the UIPA and Sunshine Law; and investigates alleged violations of these laws.

The major focus of DAGS is providing the physical, financial, and technical infrastructure to support the State departments and agencies in accomplishing their missions. Based on our survey, eight programs have been identified that provide direct services to the public. They are:

Archives Division  
Campaign Spending Commission  
Land Survey Division  
Office of the Elections  
Office of Information Practices  
Personnel Office  
Risk Management Office  
State Foundation on Culture and the Arts

### **DEFINITION OF LIMITED ENGLISH PROFICIENT PERSONS/CUSTOMERS**

For purposes of this Language Access Plan (the Plan), a Limited English Proficient (LEP) person or LEP customer means an individual who, on account of national origin, does not speak English as the person's primary language and self identifies as having a limited ability to read, write, speak, or understand the English language. Such persons may be eligible to receive language assistance with respect to a particular service, benefit, or encounter.

### **RELEVANT FACTORS**

In determining how to provide effective and meaningful access to LEP customers, the U.S. Department of Labor has established the following four guidelines (68 FR 32290, 32294 (May 29, 2003)):

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

The basis of this four-factor analysis is reasonableness--reasonableness as being measured by balancing (1) the size, needs, and the nature of assistance to the LEP population served and (2) DAGS' capacity and available resources.

Decisions regarding oral interpretation and written translation services under the following Plan shall be guided by the four-factor analysis cited above. The department foresees no limitations in its resources to acquire and/or obtain the necessary language service(s) to assist any LEP person and will assist all LEP persons in providing any oral, in-person, writing and/or telephonic language interpretation services as needed.

### **COMPONENTS OF THE PLAN**

This DAGS Plan is the policy of the department and contains eight (8) components:

- I. A reporting system with key information about the LEP population who use DAGS



services;

- II. Based on the information obtained in Section I., implement the Plan in accordance with the U.S. Department of Labor relevant factors guidelines.
- III. Compilation of comprehensive multi-lingual listing of DAGS employees;
- IV. Notice of interpretation/translation services to qualified LEP customers;
- V. Providing interpretation/translation services for qualified LEP customers;
- VI. Designation of a LEP Plan Coordinator; and
- VII. Coordination with DAGS staff on the implementation of this plan
- VIII. Complaints/Concerns

Each component will be explained below.

## **THE PLAN**

### **I. REPORTING SYSTEM TO OBTAIN KEY INFORMATION ABOUT THE PLAN CUSTOMERS WHO USE DAGS' SERVICES**

In order to provide meaningful access to LEP customers, DAGS has developed the attached forms (Refer to Exhibit A) to collect information about what languages they spoke, what DAGS' services they used, and the frequency in which they used these services. The initial survey was conducted in July 2007. On a semi-annual basis, the Language Access Reporting Tool form (first attachment in Exhibit A) is filed with the DOH-OLA on March 31 and September 30.

In February, 2009, using the form in Exhibit A (last attachment in Exhibit A), applicable programs were surveyed to determine the number of "Public Contact Positions" in the department. Based on the survey results, there were no positions that were considered "Public Contact Positions" as defined by DLIR-OLA, "a position in which a primary job responsibility consists of meeting, contacting, interfacing with, and dealing with the public in the performance of the duties of the position."

In June 2021, a survey was conducted to determine if there were any other programs with LEP interactions or needs as a result of the Coronavirus-19 pandemic and to determine how much the department has expended since 2012 for the written translation of vital documents. Based on the survey, the only program that had vital documents, such as ballot

tracking messages and voting information, translated was the Office of Elections as indicated in prior departmental surveys. The amount expended since 2012 was unavailable.

**II. Based on the information obtained in Section I., implement the Plan in accordance with the U.S. Department of Labor relevant factors guidelines.**

During the period of January 1, 2016 to December 31, 2018, there were a total of 37 LEP encounters for the Office of Elections and 14 for the other programs. The three-year average of non-election related LEP encounters was five (5) per year from July 1, 2016 through December 31, 2018.<sup>1</sup>

From January 1, 2019 through December 31, 2020, there were a total of 17 encounters for the Office of Elections and 0 for the other programs. Based on this result and applying the relevant four-factor analysis (reasonableness--reasonableness as being measured by balancing (1) the size, needs, and the nature of assistance to the LEP population served and (2) DAGS' capacity and available resources), DAGS will implement its Plan within the following parameters until such time survey results prove that LEP encounters have significantly increased in the department:

- A. The method for providing notice to LEP persons to identify themselves, language that they speak, and about the availability of language services will be by posting the 11" x 17" multilingual posters (Exhibit B) in a prominent place in all DAGS' offices on public-facing bulletin boards and/or doors having contact with the public and a plexiglass display with OLA's "I Speak" cards is now located in the Personnel Office;
- B. Multilingual notices of the availability of translated documents or requests for the translation of vital documents will not be sent out with any documents. Procedures set forth in Section V.B. on Written Translation will be followed;
- C. The State Procurement Office Price List Contract No. 20-17, NASPO ValuePoint On-Demand Remote Interpreting (Over the Phone Interpreting (OPI) and Video Remote Interpreting (VRI)) and Document Translation will be utilized whenever there is a need for immediate interpreter assistance (Exhibit E). Agencies only pay when utilizing services;
- D. If applicable, only basic training will be provided to front-line staff who may deal with LEP customers or with interpreters. Additionally, affected employees will be informed of training opportunities that are coordinated by DOH-OLA;

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<sup>1</sup> Although the Office of Elections are included in the departmental totals, because they have to comply with the strict federal language access requirements, they are treated as a separate entity when calculating the number of LEP encounters in the department.

- E. Because DAGS do not have “Public Contact Positions” with majority of their duties as public contact duties, DAGS will not be required to fill existing, budgeted vacant positions with qualified bilingual personnel; and
- F. DAGS will not set aside budget and resources for the implementation of its Plan other than the resources necessary for the development, coordination, and implementation of its Plan.

### **III. COMPILATION OF COMPREHENSIVE MULTI-LINGUAL LISTING OF DAGS’ EMPLOYEES AND PUBLIC CONTACT POSITIONS**

To effectively service LEP customers, surveys are conducted with the department staff for non-Office of Elections programs to ascertain what language skills and resources DAGS may already have available through its employees. The survey identifies the language or languages that the DAGS employee could speak, read and/or write, the degree of fluency in those identified languages, and the contact information for that DAGS’ employee. Ten (10) employees volunteered to be included in the 2023 LEP Plan to assist other DAGS programs.

Currently there are no positions in the department that are considered “Public Contact Positions” and therefore the requirements of HRS §321C-3(d) do not apply. A survey will be conducted every six to eight years to validate the prior survey results. If the results of the future survey confirm the existence of “Public Contact Positions”, DAGS will hire qualified personnel who are bilingual to fill existing, vacant public contact positions, to the extent that such bilingual services are determined to be needed.

### **IV. NOTIFICATION OF INTERPRETATION/TRANSLATION SERVICES TO LEP CUSTOMERS**

#### **A. OFFICE NOTICE**

Because DAGS has very infrequent LEP encounters, the department will not be compiling a list of languages that are likely to be the primary languages of LEP persons in Hawaii who may need access to DAGS’ services. Instead, at least one 11” x 17” poster informing LEP customers that DAGS’ provides free interpretation services have been placed in a prominent place in all DAGS’ offices having contact with the public. An 8 ½ x 11” copy of this poster developed by the DOH-OLA/UH is attached as Exhibit B. The following languages are included in the poster: Hawai’ian, Japanese, Korean, Mandarin, Cantonese, Ilokano, Tagalog, Cebuano (Visayan), Vietnamese, Myanmar, Thai, Khmer, Lao, Marshallese, Chuukese, Chamorro, Pohnpeian, Kosraean, Yapese, Samoan, Tongan, Russian, and Spanish.

## B. NOTICE FOR REQUESTING WRITTEN TRANSLATION

In a survey conducted in June 2021, only the Office of Elections has vital documents and already has procedures in place to comply with the federal language access requirements. The Office of Elections (OE) has in place staff training on how to respond to LEP requests at their various in-person outreach events that include voter registration drives, community event tabling, and presentations. Their Election staff are supplied with materials that indicate forms are available in the federally mandated languages. On Election Day, the OE staffs a Voter Hotline trained to connect callers with the Language Link interpreter services until the close of voting. For the public to utilize Language Link, staff asks the caller to leave their name, phone number, and requested language. Then, staff calls Language Link, secures the requested interpreter and the OE staff with the interpreter return the voter's call. In the future, if an administrator believes through the experiences of his or her office that there is a need to have their documents translated, DAGS will develop a written notice that will be attached to the documents for that applicable program. The notice will be translated into the languages identified in Exhibit B to invite person(s) who needs translation of a DAGS' document to contact the LEP Plan Coordinator at (808)586-0670 or the alternate at (808)586-0699.

## C. WEBSITE NOTICES

The DAGS website provides notices in 14 major languages to inform LEP persons of the right to free interpretation services and a telephone number to call to request interpretation services.

<https://ags.hawaii.gov/>

## V. PROVIDING INTERPRETATION/TRANSLATION SERVICES FOR LEP CUSTOMERS (REFER TO ATTACHMENT F – QUICK REFERENCE GUIDE)

### A. ORAL INTERPRETATION

In the course of serving our clients, situations may arise where LEP customers are unable to negotiate through DAGS' programs without the assistance of interpreters in their preferred language. The use of family members or friends as interpreters is highly discouraged throughout DAGS. To ensure that the inability to communicate in English does not deprive the public of rights and privileges, DAGS will continue to provide an interpreter, at no cost to the client, for LEP customers pursuant to the following procedures:

A customer approaches a DAGS' employee and appears to be asking for help, but has difficulty communicating what he or she needs.

## What does a DAGS' employee do?

### 1. Telephone Interpreter

The DAGS' employee helping that customer should attempt to determine what language that person speaks. If that language cannot be readily determined, the DAGS employee will use a poster (Exhibit B) with the different languages to help find out what language the customer speaks. The DAGS' employee will allow the customer to review the poster and encourage the person to point to the language in which he or she needs an interpreter.

After the customer points to a language on the poster, the DAGS' employee assisting the customer will use the State Procurement Office Price List Contract No. 20-17, NASPO ValuePoint On-Demand Remote Interpreting (OPI and VRI) and Document Translation (Exhibit E). This contract provides 365-days a year/7-days a week/24-hours a day on an "as needed" basis for LEP clients requiring immediate interpreter assistance.

The cost of the interpreter services will be charged to the program using the services.

At the end of the transaction, the DAGS' employee shall complete a Service Log entry, detailing the date of the call, the start and end times, the originating phone number, and the language involved. All DAGS' divisions/offices/attached agencies shall complete the Services Log (Exhibit D) and submit the Service Log to the Plan Coordinator within one month after the end of the semi-annual period (January 1 to June 30 and July 1 to December 31).

### 2. Language Not Listed on Poster

The DAGS' employee assisting the customer will contact the LEP Plan Coordinator. The administrator of the program servicing the LEP customer, and the LEP Plan Coordinator and the administrator of the program shall decide whether to grant the interpretation/translation request, in whole or in part, by using the four-factor analysis discussed in the "RELEVANT FACTORS" section above. If the request is granted, the DAGS' employee can contact the interpreter services listed on Exhibits C1 and C2 for assistance. Exhibit C3 is a list of sign language interpreters provided by the Disability and Communication Access Board (DCAB). The cost of the oral interpretation services will be paid by the program. At the end of the transaction, the DAGS' employee shall complete a Service Log entry, detailing the date of the call, the start and end times, the originating phone number, and the language involved.

All DAGS' divisions/offices/attached agencies shall complete the Services Log (Exhibit D) and submit the Service Log to the Plan Coordinator within one month after the end of the semi-annual period (January 1 to June 30 and July 1 to December 31).

### 3. Telephone Calls

Should a DAGS' employee receive a telephone call from a LEP customer or a representative of a LEP customer needing oral translation, the DAGS' employee should encourage that LEP customer to come into the DAGS' employee's office, so that oral interpretation services may be arranged as set forth above in this section.

### B. WRITTEN TRANSLATION

As discussed in Section IV.B above, when an administrator believes through the experiences of his or her office that there is a need to have their documents translated, DAGS will develop a written notice that will be attached to the documents for that applicable program.

When a request for a written translation is received by the LEP Plan Coordinator, the Coordinator has twenty-four (24) hours to notify the program that such a request was made for their document(s).

The LEP Plan Coordinator and the administrator of that particular program shall decide whether or not the request should be granted using the four-factor analysis discussed in the "RELEVANT FACTORS" section on page 7. It is within the sound discretion of the LEP Plan Coordinator and the administrator to select a qualified translator.

## VI. DESIGNATION OF A LANGUAGE ACCESS PLAN COORDINATOR

Mr. Andrew Choy (Management Analyst IV) of the Administrative Services Office shall serve as the LEP Plan Coordinator and Ms. Miyoke Ng (Management Analyst V) of the Administrative Services Office shall serve as the alternate LEP Plan Coordinator. The LEP Plan Coordinator will be primarily responsible for, among other things: (1) the overall implementation of the Plan; (2) responding to any inquires or comments/complaints regarding the Plan and its implementation; (3) making any revisions and modifications to the Plan, as necessary; (4) providing DAGS' employees the proper background and training materials necessary to implement the objectives of the Plan; (5) serving as the primary contact for LEP customers who need a written translation of important DAGS' documents; (6) coordinating efforts to implement the Plan, monitor the Plan, and evaluate the Plan; and (7) ensuring that the Plan is reviewed and revised every two years pursuant to HRS §321C-4.

## **VII. COORDINATION WITH DAGS' STAFF**

If applicable, the LEP Plan Coordinator will be responsible for developing and implementing training materials for DAGS' staff. The primary purpose of the materials is to impart the necessary background and understanding to implement the objectives of the Plan. The LEP Plan Coordinator shall, as a part of the coordination, develop reference sheets encapsulating the essential principles and procedures of the Plan and disseminate these reference sheets to the entire Department. The training materials shall also address what kind of documents should be generally translated. Additionally, the training materials shall address competency, confidentiality, and impartiality issues regarding in-person interpreters within DAGS. Employees have been encouraged to attend training sessions coordinated by DOH-OLA.

## **VIII. COMPLAINTS/CONCERNS**

Complaints or concerns from LEP person should be directed to the Program Administrator who will report the issue to the LEP Plan Coordinator who will provide further guidance and/or seek guidance from OLA. Complaints will be recorded by the LEP Plan Coordinator and reported to the Comptroller.

## **CONCLUSION**

Through the enactment of this Plan, DAGS, in compliance with the mandate of Title VI, has implemented the necessary steps in providing reasonable and meaningful access to LEP customers that seek DAGS' services.

All applicable DAGS' Divisions, Staff Offices, District Offices, and Administratively Attached Agencies shall comply with this Language Access Plan.



\_\_\_\_\_  
KEITH A. REGAN, Comptroller  
Department of Accounting and General Services

Jun 30, 2023

\_\_\_\_\_  
Date

LANGUAGE ACCESS REPORTING TOOL

Revised as of 8/28/08

LEP Services by Division/Office

Department/Agency Accounting and General Services

Period Covered (Quarter/FY)

Third & Fourth Quarter/FY2021

Contact Person Miyoke Ng

Phone No. 586-0699

Division/Office	# of LEP Encounters	Type of Services Provided to LEP Customers (#)				Type of Oral Language Service Utilized (#)								# of Documents Translated		Language Services Expenditures (\$)					
		Oral Language Service	Sight Translation	Written Translation	Other (please specify):	Bilingual Staff (provides direct service in another language)	Community Volunteer	Contracted Interpreter (via an Interpreter Agency)	Contracted Interpreter (Directly)	Staff Interpreter	Telephone Interpreter	Volunteer Staff (speaks another language, volunteers to help)	Other (please specify):	Documents Translated Upon Request	Vital Documents	Oral Language Services (in person)	Sight Translation Services	Telephone Interpreter Services	Written Translations	Other (please specify):	Amount (Total \$)
<b>Total:</b>	2	0	0	2	0	0	0	0	0	0	0	0	0	2	\$ -	\$ -	\$ -	\$ 120.00	\$ -	\$ 120.00	
<b>% of Total:</b>	100%	0.0%	0.0%	100.0%	0.0%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	0.0%	100.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100%	
Office of Elections																				\$ -	
Number of Documents Translated (Vital Documents)- Translation of Voter Registration Information for Online Voter Registration System	2			2										2						\$ 120.00	\$ 120.00
																				\$ -	
																				\$ -	



LANGUAGE ACCESS REPORTING TOOL

LEP Services by Language

Department/Agency

Accounting and General Services

Period Covered (Quarter/FY)

Third & Fourth Quarter/FY2021

Contact Person **Miyoko Ng**

Phone No. **586-0699**

1	2		3				4							5		6				
Language	# of LEP Encounters	Type of Services Provided to LEP Customers (#)				Type of Oral Language Service Utilized (#)							# of Documents Translated		Language Services Expenditures (\$)					
		Oral Language Service	Sight Translation	Written Translation	Other (please specify):	Bilingual Staff (provides direct service in another language)	Community Volunteer	Contracted Interpreter (via an Interpreter Agency)	Contracted Interpreter (Directly)	Staff Interpreter	Telephone Interpreter	Volunteer Staff (speaks another language, volunteers to help)	Other (please specify):	Documents Translated Upon Request	Vital Documents	Oral Language Services (in person)	Sight Translation Services	Telephone Interpreter Services	Written Translations	Other (please specify):
<b>Total:</b>	2	0	0	2	0	0	0	0	0	0	0	0	0	6	\$ -	\$ -	\$ -	\$ 120.00	\$ -	\$ 120.00
<b>% of Total:</b>	100%	0.0%	0.0%	100.0%	0.0%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	0.0%	300.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100%
Cantonese	1			1										3				\$ 60.00		\$ 60.00
Chuukese																				\$ -
Hawaiian																				\$ -
Ilokano	1			1										3				\$ 60.00		\$ 60.00
Japanese																				\$ -
Korean																				\$ -
Kosraean																				\$ -
LEP Hearing Impaired																				\$ -
Mandarin																				\$ -
Marshallese																				\$ -
Portuguese																				\$ -
Samoan																				\$ -
Spanish																				\$ -
Tagalog																				\$ -
Thai																				\$ -
Tongan																				\$ -
Vietnamese																				\$ -
Visayan (Cebuano)																				\$ -
Other (Specify)																				\$ -

**Department of Accounting and General Services  
Instructions for the Semi-annual Language Access Reporting Tool Form**

A. Complete this semi-annual report within one month following the end of the semi-annual period and submit it to the Administrative Services Office (ASO) or e-mail it to Miyoke Ng at: [miyoke.ng@hawaii.gov](mailto:miyoke.ng@hawaii.gov)

**REPORT DUE DATES:**

**Semi-annual Report**  
July 1 to December 31, 2020  
January 1 to June 30, 2021

**Report Due Date to the ASO**  
January 31, 2021  
July 31, 2021

B. A negative reply is required if applicable. Check the box at the top of the form and submit it to the Administrative Services Office through our DAGS ASO Fiscal SharePoint / Program to ASO folder with a file upload notification to Miyoke Ng at: [miyoke.ng@hawaii.gov](mailto:miyoke.ng@hawaii.gov) by the due date.

<b>Description of Request</b>	<b>Instruction</b>
<b>Type of Services Provided to LEP Customers</b>	
1.a. Oral Language Services	Number of LEP Customers who received oral language services in their language either in person from an interpreter, staff or volunteer at your office, or by a telephone interpreter service or any other type of oral language service.
1.b. Sight Translation	Number of LEP Customers who received oral interpretation in their language of a written document from your office.
1.c. Written Translation	Number of LEP Customers for whom your office provided <u>completed</u> written translation, including vital documents previously translated and other documents that your office translated upon request for LEP customer.
1. d, Other – please specify	Number of other types of language services provided to LEP Customers, besides oral interpretation or translation (written or sight). Please specify the other Type of Service Provided on a separate sheet of paper and attach it to your report.
<b>Type of Oral Language Service Utilized</b>	
2.a. Bilingual Staff-provides direct service in another language	Bilingual staff is a person who a) is employed by the State of Hawaii; b) can communicate fluently in English and in one or more other languages with varying degrees of proficiency; and c) provides direct services, information or assistance in another language.
2.b. Community Volunteer	A Community Volunteer is a person who a) volunteers with a community-based organization that has agreed to provide language services to DAGS on a volunteer

	basis; b) is trained in the information of services of the program; and c) is able to communicate directly with LEP persons in the LEP person's language.
<b>Description of Request</b>	<b>Instruction</b>
2.c. Contracted Interpreter-via an Interpreter Agency	An Interpreter who works for an interpreter entity that your office hired by contract to provide interpretation services.
2.d. Contracted Interpreter-Directly	An Interpreter who has entered into a contract directly with your office to provide interpretation services.
2.e. Staff Interpreter	Staff interpreter is a person who is employed by the State of Hawaii as an interpreter.
2.f. Telephone Interpreter-via an Interpreter Agency	Number of LEP Customers for whom your office provided oral language services through a telephone interpreter hired by your office.
2.g. Volunteer Staff-speaks another language, volunteers to help	Volunteer staff is a person who a) is employed by the State of Hawaii; b) can communicate fluently in English and in one or more languages with varying degrees of proficiency; and c) has volunteered to assist your office in language matters.
2.h. Other – please specify	Number of other types of language services provided to LEP Customers, besides oral interpretation or translation (written or sight). Please specify the other Type of Oral Language Service Utilized on a separate sheet of paper and attach it to your report.
<b>Number of Documents Translated</b>	
3.a. Documents Translated Upon Request	This category measures the number of documents translated this quarter by or for your office.
3.b. Vital Documents	Record the total Number of Vital Documents translated during the quarter. "Vital documents" means "printed documents that provide important information necessary to participate in services, programs, and activities", which includes, but is not limited to, "applications, outreach materials, and written notices of rights, denials, losses, or decreases in benefits or services." Each office identifies its own vital documents.
<b>Language Services Expenditures</b>	
4.a. Oral Language Services-in person	Total dollar amount your office spent on language access services, according to the type of language service.
4.b. Sight Translation Services	Dollar amount your office spent to provide sight translation services for written documents.
4.c. Telephone Interpreter Services	Dollar amount your office spent for the reporting period on providing oral language services of an interpreter by telephone through an interpreter that your office hired to provide interpretation services.
4.d. Written Translations	Dollar amount your office spent on obtaining written translations of documents.

4.e. Other – please specify

Number of other types of language services provided to LEP Customers, besides oral interpretation or translation (written or sight). Please specify the other type of expenditures on a separate sheet of paper and attach it to your report.

**Department of Accounting and General Services  
Language Access Reporting Tool Form for the Period  
January 1 to June 30 2021**

July 31, 2021

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

Contact Person: \_\_\_\_\_

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

**Negative Reply If Applicable:**

Please check the box below if there were no LEP contacts/activities during this reporting period and return the form to the Administrative Services Office by the requested due date.

**1. Type of Services Provided to LEP Customers**

**a. Oral Language Services**

What Language, Refer To  
Language Chart Below      Number of Encounters

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

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

**b. Sight Translation**

Language                      Number of Encounters

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

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

**c. Written Translation**

Language                      Number of Encounters

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

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

**d. Other – please specify**

Language                      Number of Encounters

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

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

**2. Type of Oral Language Service Utilized**

**a. Bilingual Staff – provides direct service in another language**

Language                      Number of Encounters

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

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

**b. Community Volunteer**

<u>Language</u>	<u>Number of Encounters</u>
_____	_____
_____	_____

**c. Contracted Interpreter – via an Interpreter Agency**

<u>Language</u>	<u>Number of Encounters</u>
_____	_____
_____	_____

**d. Contracted Interpreter - Directly**

<u>Language</u>	<u>Number of Encounters</u>
_____	_____
_____	_____

**e. Staff Interpreter**

<u>Language</u>	<u>Number of Encounters</u>
_____	_____
_____	_____

**f. Telephone Interpreter – via an Interpreter Agency**

<u>Language</u>	<u>Number of Encounters</u>
_____	_____
_____	_____

**g. Volunteer Staff – speaks another language, volunteers to help**

<u>Language</u>	<u>Number of Encounters</u>
_____	_____
_____	_____

**h. Other – please specify**

<u>Language</u>	<u>Number of Encounters</u>
_____	_____
_____	_____

**3. Number of Documents Translated**

**a. Documents Translated Upon Request**

<u>Language</u>	<u>Number of Documents</u>
_____	_____
_____	_____

**b. Vital Documents**

<u>Language</u>	<u>Number of Documents</u>
_____	_____
_____	_____

**4. Language Services Expenditures (\$)**

**a. Oral Language Services – in person**

<u>Language</u>	<u>Estimated \$ Amount Expended</u>
_____	_____
_____	_____

**b. Sight Translation Services**

<u>Language</u>	<u>Estimated \$ Amount Expended</u>
_____	_____
_____	_____

**c. Telephone Interpreter Services**

<u>Language</u>	<u>Estimated \$ Amount Expended</u>
_____	_____
_____	_____

**d. Written Translations**

<u>Language</u>	<u>Estimated \$ Amount Expended</u>
_____	_____
_____	_____

**e. Other - please specify**

<u>Language</u>	<u>Estimated \$ Amount Expended</u>
_____	_____
_____	_____

**Language Chart:**

- |                |                       |                |                         |
|----------------|-----------------------|----------------|-------------------------|
| 1. Cantonese   | 2. Chuukese           | 3. Hawaiian    | 4. Ilokano              |
| 5. Japanese    | 6. Korean             | 7. Kosraean    | 8. LEP Hearing Impaired |
| 9. Mandarin    | 10. Marshallese       | 11. Portuguese | 12. Samoan              |
| 13. Spanish    | 14. Tagalog           | 15. Thai       | 16. Tongan              |
| 17. Vietnamese | 18. Visayan (Cebuano) | 19. Others     |                         |

**Definitions** (for purposes of this Questionnaire):

Covered Entity – means a person or organization receiving state financial assistance including grants, purchase-of-service contracts, or any other arrangements by which the State provides or otherwise makes available assistance in the form of funds to the person or organization for the purpose of rendering services to the public. It shall not include procurement contracts, state insurance or guaranty contracts, licenses, tax credits, or loan guarantees to private businesses of general concern that do not render services on behalf of the State.

Interpreter – means a person who is trained in interpretation and has proficient knowledge and skills in English and at least one other language and who uses those skills and training to make possible communication in one language by orally converting what is said to another language while retaining the same meaning.

Interpretation – means the oral rendition of a spoken message from one language to another, preserving the intent and meaning of the original message.

Limited English Proficient (LEP) – means individuals who, on account of national origin, do not speak English as their primary language and who identify themselves as having a limited ability to read, write, speak, or understand the English language.

Oral Language Services – means the free provision of oral information necessary to enable limited English proficient persons to access or participate in services, programs, or activities of a state agency or covered entity.

Public Contact - means meeting, contacting, interfacing with, and dealing with the public in the performance of the duties of the position.

Sight translation – is where an interpreter reads written text and orally converts what is written to another language while retaining the same meaning.

Translate – means to convert written materials from one language into an equivalent written text in another language while maintaining the same coherence and meaning.

Translation – means an activity comprising the interpretation of the meaning of a text in one language and the production, in another language, of a new, equivalent text.

Vital Documents – means printed documents that provide important information necessary to access or participate in services, programs, and activities of a state agency or covered entity, including, but not limited to applications, outreach materials, and written notices of rights, denials, losses or decreases in benefits or services.

Written Language Services – means the free provision of written information necessary to enable limited English proficient persons to access or participate in services, programs, or activities of a state agency or covered entity.

Return to the DAGS-Administrative Services Office within One Month Following the End of the Semi-annual Period (i.e. July 31 for the period January 1 to June 30 and January 31 for the period July 1 to December 31)





**Language Access - Public Contact Positions Questionnaire for the Period January 1 to May 31, 2021. Please provide an estimate.**

*(To be completed for positions that have Public Contact (meeting, contacting, interfacing with, and dealing with the public, excluding State employees, in the performance of the duties of the position)*

Position Title: \_\_\_\_\_ Department: Accounting and General Services  
 Division/Office/Attached Agency: \_\_\_\_\_

Position Number/Permanent or Temporary: \_\_\_\_\_ Is this position vacant? (circle one) Yes No

Address of Division/Office: \_\_\_\_\_ Contact Person: \_\_\_\_\_  
 \_\_\_\_\_ Phone Number: \_\_\_\_\_

1. Do you speak a language other than English? (please circle one) Yes No  
 If yes, please specify which languages you speak. **If no, please skip to Question 5.**

Language(s) (include dialect if applies) other than English (please specify): \_\_\_\_\_  
 \_\_\_\_\_

2. How would you describe your oral language ability? (please circle one)

- Elementary (basic words, yes-no questions)
- Conversational (can converse on simple topics)
- Advanced (can converse on deeper or more technical topics)

3. How would you describe your written language ability? (please circle one)

- No ability
- Elementary (basic word level, some simple sentences)
- Basic Conversational (can write/read sentences on simple, everyday topics)
- Advanced (can read/write on deeper or more technical topics)

4. Do you use this language as part of your job? (please circle one) Yes No

5. How often, as part of your job, do you interact with the public, including by telephone, email or in person? Note: The “public” does not include state employees from other departments, sections, offices or divisions. (Please circle one) **If never, you are done with this questionnaire.**

- Never
- Rarely (1-2x/year)
- Occasionally (6x-8x/year)
- Monthly
- Daily
- All day

6. How often, as part of your job, have you provided **oral language services to a Limited English Proficient (LEP) person** (interpreting orally in their language) and in what language(s)? (please circle one and indicate the language number, refer to chart at the end of the questionnaire) **If never, go to question number 7.**

a. Provided services yourself

Never	Rarely (1-2x/year)	Occasionally (6x-8x/year)	Monthly	Daily	All day
-------	-----------------------	------------------------------	---------	-------	---------

In What Language(s) Indicate Language Numbers:

_____	_____	_____	_____	_____
-------	-------	-------	-------	-------

b. Used the Public's Relative or Friend

Never	Rarely (1-2x/year)	Occasionally (6x-8x/year)	Monthly	Daily	All day
-------	-----------------------	------------------------------	---------	-------	---------

In What Language(s) Indicate Language Numbers:

_____	_____	_____	_____	_____
-------	-------	-------	-------	-------

c. Hired an Interpreter

Never	Rarely (1-2x/year)	Occasionally (6x-8x/year)	Monthly	Daily	All day
-------	-----------------------	------------------------------	---------	-------	---------

In What Language(s) Indicate Language Numbers:

_____	_____	_____	_____	_____
-------	-------	-------	-------	-------

d. Used a Telephone Interpreter

Never	Rarely (1-2x/year)	Occasionally (6x-8x/year)	Monthly	Daily	All day
-------	-----------------------	------------------------------	---------	-------	---------

In What Language(s) Indicate Language Numbers:

_____	_____	_____	_____	_____
-------	-------	-------	-------	-------

e. Used Volunteer Staff

Never	Rarely (1-2x/year)	Occasionally (6x-8x/year)	Monthly	Daily	All day
-------	-----------------------	------------------------------	---------	-------	---------

In What Language(s) Indicate Language Numbers:

_____	_____	_____	_____	_____
-------	-------	-------	-------	-------

7. How often, as part of your job, have you provided **sight translation services to a LEP person** (provided oral interpretation in their language of a written document) (please circle one and indicate the language number, refer to chart at the end of the questionnaire) **If never, go to question number 8.**

a. Provided services yourself

Never	Rarely (1-2x/year)	Occasionally (6x-8x/year)	Monthly	Daily	All day
-------	-----------------------	------------------------------	---------	-------	---------

In What Language(s) Indicate Language Numbers:

_____	_____	_____	_____	_____
-------	-------	-------	-------	-------

b. Used the Public's Relative or Friend

Never	Rarely (1-2x/year)	Occasionally (6x-8x/year)	Monthly	Daily	All day
-------	-----------------------	------------------------------	---------	-------	---------

In What Language(s) Indicate Language Numbers:

_____	_____	_____	_____	_____
-------	-------	-------	-------	-------

c. Hired an Interpreter

Never      Rarely      Occasionally      Monthly      Daily      All day  
(1-2x/year)      (6x-8x/year)

In What Language(s) Indicate Language Numbers:

\_\_\_\_\_

d. Used a Telephone Interpreter

Never      Rarely      Occasionally      Monthly      Daily      All day  
(1-2x/year)      (6x-8x/year)

In What Language(s) Indicate Language Numbers:

\_\_\_\_\_

e. Used Volunteer Staff

Never      Rarely      Occasionally      Monthly      Daily      All day  
(1-2x/year)      (6x-8x/year)

In What Language(s) Indicate Language Numbers:

\_\_\_\_\_

**8. How often, as part of your job, have you provided written translation services upon request by a LEP person (rewriting English text to another language)? (please circle one and indicate the language number, refer to chart at the end of this questionnaire) **If never, you are done with this questionnaire.****

a. Provided services yourself

Never      Rarely      Occasionally      Monthly      Daily      All day  
(1-2x/year)      (6x-8x/year)

In What Language(s) Indicate Language Numbers:

\_\_\_\_\_

b. Used the Public's Relative or Friend

Never      Rarely      Occasionally      Monthly      Daily      All day  
(1-2x/year)      (6x-8x/year)

In What Language(s) Indicate Language Numbers:

\_\_\_\_\_

c. Hired an Interpreter

Never      Rarely      Occasionally      Monthly      Daily      All day  
(1-2x/year)      (6x-8x/year)

In What Language(s) Indicate Language Numbers:

\_\_\_\_\_

d. Used a Telephone Interpreter

Never      Rarely      Occasionally      Monthly      Daily      All day  
(1-2x/year)      (6x-8x/year)

In What Language(s) Indicate Language Numbers:

\_\_\_\_\_

e. Used Volunteer Staff

Never      Rarely      Occasionally      Monthly      Daily      All day  
(1-2x/year)      (6x-8x/year)

In What Language(s) Indicate Language Numbers:

\_\_\_\_\_

9. Please indicate the number of documents that have been translated for each language upon request. **If not applicable, you are done with this questionnaire.**

**a. Vital Documents – In What Language and number of documents**

<u>Language Chart No.</u>	<u>Number of Documents</u>
_____	_____
_____	_____
_____	_____
_____	_____

**b. Other Documents – In What Language and number of documents**

<u>Language Chart No.</u>	<u>Number of Documents</u>
_____	_____
_____	_____
_____	_____
_____	_____

**Language Chart Number:**

- |                |                       |                |                         |
|----------------|-----------------------|----------------|-------------------------|
| 1. Cantonese   | 2. Chuukese           | 3. Hawaiian    | 4. Ilokano              |
| 5. Japanese    | 6. Korean             | 7. Kosraean    | 8. LEP Hearing Impaired |
| 9. Mandarin    | 10. Marshallese       | 11. Portuguese | 12. Samoan              |
| 13. Spanish    | 14. Tagalog           | 15. Thai       | 16. Tongan              |
| 17. Vietnamese | 18. Visayan (Cebuano) | 19. Others     |                         |

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Sight translation – is where an interpreter reads written text and orally converts what is written to another language while retaining the same meaning.

Translate – means to convert written materials from one language into an equivalent written text in another language while maintaining the same coherence and meaning.

Translation – means an activity comprising the interpretation of the meaning of a text in one language and the production, in another language, of a new, equivalent text.

Vital Documents – means printed documents that provide important information necessary to access or participate in services, programs, and activities of a state agency or covered entity, including, but not limited to applications, outreach materials, and written notices of rights, denials, losses or decreases in benefits or services.

Written Language Services – means the free provision of written information necessary to enable limited English proficient persons to access or participate in services, programs, or activities of a state agency or covered entity.

*Mahalo for participating in this questionnaire!*

**Return to the DAGS-Administrative Services Office by Friday, February 13, 2009**



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



Table with 2 columns: Language and Translation. Rows include: Hawai'ian, Japanese, Korean, Mandarin, Cantonese, Ilokano, Tagalog, Cebuano, Vietnamese, Myanmar, Thai, Khmer, Lao, Marshallese, Chuukese, Chamorro, Pohnpeian, Kosraean, Yapese, Yapese (Outer Island), Samoan, Tongan, Russian, Spanish.

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

**Language Interpretation/Translation Providers**

- Bilingual Access Line (Oral interpretation & written translation)  
Helping Hands of Hawaii  
2100 N. Nimitz Highway  
Honolulu, HI 96813  
Phone no.: 808-526-9724  
<https://helpinghandshawaii.org/programs/bilingual-access-line/>
- Pacific Gateway Center (Oral interpretation & written translation)  
720 N. King Street  
Honolulu, HI 96817  
Phone no.: 808-845-9696  
<https://www.pacificgatewaycenter.org/hawaii-language-bank>
- Hawaii Interpreters and Translators Association (Oral interpretation & written translation)  
<http://hawaiiinterpreters.com/2019/>
- DOH-OLA'S Language Access Website Roster of Interpreters and Translators at:  
<https://health.hawaii.gov/ola/ola-roster/>
- Disability & Communication Access Board (DCAB) (Sign Language)  
Communication Access Providers as of May 2021 (see attached Exhibit C)

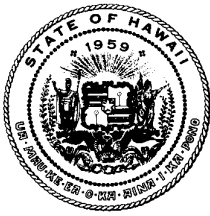
Note: The following are the two Interpreter Referral Service Vendors:

Hawaii Interpreting Services  
P.O. Box 734  
Kaneohe, Hawaii 96744  
(808) 394-7706  
Email address: [info@interpretinghawaii.com](mailto:info@interpretinghawaii.com)  
<https://www.interpretinghawaii.com/>

Isle Interpret  
P.O. Box 1380  
Kaneohe, Hawaii 96744  
(808) 445-9125  
Email address: [info@isleinterpret.com](mailto:info@isleinterpret.com)  
<https://www.isleinterpret.com/>

- DOH-OLA'S Language Access Resource Center and Multilingual Website is at the following website: <https://health.hawaii.gov/ola/>





## DISABILITY AND COMMUNICATION ACCESS BOARD

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1010 Richards Street, Room 118 • Honolulu, Hawaii 96813  
Ph. (808) 586-8121 (V) • Fax (808) 586-8129 • TTY (808) 586-8162

### HOW TO OBTAIN COMMUNICATION ACCESS SERVICES OR PROVIDERS (as of November 2019)

#### What Does the Americans with Disabilities Act (ADA) Say About Communication Access?

The ADA requires that covered entities communicate effectively with people who have vision, hearing, or speech disabilities (“communication disabilities”). The goal is to ensure “effective communication”, which means communication with people with disabilities is equally effective as communication with people without disabilities.

The key to communicating effectively is to consider the nature, length, complexity, and context of the communication and the person’s normal method(s) of communication. The requirements apply to communicating with the person who is receiving the covered entity’s goods or services as well as with that person’s parent/guardian, spouse, or companion in appropriate circumstances.

#### What are Auxiliary Aids and Services for Communication Access?

The term “auxiliary aids and services” refers to the ways to communicate with people who have communication disabilities. The ADA requires auxiliary aids and services to be provided by covered entities when needed to communicate effectively with people who have communication disabilities. A type of service is a Communication Access Provider. The following are examples of Communication Access Provider services commonly requested by individuals with communication disabilities:

- Notetakers
- Readers
- Real-Time Captioners
- Sign Language Interpreters
- Speech-to-speech Transliterators

The ADA requires the use of “qualified” providers of communication access services. A “qualified” service provider means someone who can provide services effectively, accurately, and impartially, using any necessary specialized vocabulary.

### Who Decides Which Service Is Needed?

When choosing a service, the ADA requires state and local governments to give primary consideration to the choice of service requested by the person who has a communication disability. Other covered entities are encouraged to consult with the person with the disability to discuss what service is appropriate. The goal is to provide an accommodation that will be effective, given the nature of what is being communicated and the person’s method of communicating.

### Finding a Communication Access Provider for an Assignment

- 1) You may contact and negotiate with a service provider directly. The Disability and Communication Access Board (DCAB) maintains a list of Communication Access Providers. View the list on our website at <http://health.hawaii.gov/dcab/communication-access/>.

**NOTE: As of November 2019, this list only includes sign language interpreters. Check back in the future for more Communication Access Providers.**

- 2) There are three (3) referral agencies for communication access services in Hawaii. Contact a referral service to get a quote and they will send the service provider to the job assignment.

Hawaii Interpreting Services  
Phone: (808) 394-7706  
Website: <http://interpretinghawaii.com/>

Isle Interpret (\*)  
Phone: (808) 445-9125  
Website: <http://www.isleinterpret.com>

Linguabee  
Phone: (855) 585-5859  
Website: <http://www.linguabee.com>

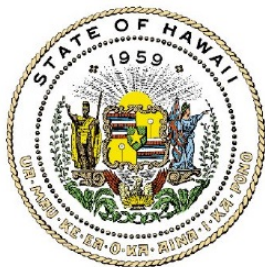
- The State Department of Human Services, Division of Vocational Rehabilitation (VR), has a contract with the interpreter agency noted above with an asterisk (\*) through 6/30/19. All public procurement units in Hawaii with a signed cooperative purchasing agreement (CPA) in place with VR may obtain referral services from the contracted agency without being charged an administrative fee. However, even with a signed CPA in place, it is not required that public entities obtain services via the VR-contracted agency. Public entities are free to utilize any referral service they choose.

## Paying for Communication Access Providers

- You may arrange for and pay the Communication Access Provider directly, or you may pay a referral agency to arrange for and pay the provider. Using a referral agency may involve a fee for placement and/or billing, but this may be more desirable if you need multiple providers and wish to minimize paperwork or delay (with purchase orders) to pay the providers. Check with the referral agency for their rates and fees.
- Fees are negotiable. DCAB issues a [recommended fee schedule](#) for providers as part of its administrative rules. The recommended fee schedule is non-binding and is meant to provide guidance to state agencies on appropriate fees, including mileage and related costs. All entities may find the recommended fee schedule useful when preparing an annual budget for anticipated costs for providing communication access services.
- Referral agencies will accept a P-Card for payment from state agencies. Such services are not subject to procurement for multiple quotes.
- If the assignment is related to vocational training or assistance referred by VR, ask the individual with the communication disability if he or she is a VR client. If yes, contact the person's counselor to assist with the provision of communication access services. Note: This does not apply when the VR client is taking courses offered by the University of Hawaii System.
- If the assignment is related to a medical evaluation or appointment, ask what type of insurance the person has. Some medical insurance providers pay for communication access services. Ultimately, entities providing the medical service are responsible for fees.
- Federal tax credit is available to eligible small businesses. To learn more about credits and deductions, go to [Form 8826, Disabled Access Credit](#) at IRS.gov.

For more information, contact DCAB at (808) 586-8121 or email at [dcab@doh.hawaii.gov](mailto:dcab@doh.hawaii.gov).

**NOTE: This informational sheet provides technical assistance related to auxiliary aids or services for people with disabilities. If you need a spoken or foreign language interpreter, or want information about how to obtain a foreign language interpreter, please contact the Office of Language Access at (808) 586-8730 or toll-free (866) 365-5955, or e-mail [ola@doh.hawaii.gov](mailto:ola@doh.hawaii.gov)**



## DISABILITY AND COMMUNICATION ACCESS BOARD

1010 Richards Street, Room 118 • Honolulu, Hawai'i 96813  
Ph. (808) 586-8121 • TTY (808) 586-8162 • Fax (808) 586-8129

### Sign Language Interpreters Communication Access Providers as of May 2021

- 1) Agencies and businesses who employ communication access providers are encouraged to review Hawai'i Administrative Rules, Title 11, Chapter 218 (as explained in the DCAB Fact Sheet) for general guidelines, recommended fee schedules and an explanation of credentials and certification levels.
- 2) This list is for informational purposes only for state agencies, other public agencies, and private businesses that employ communication access providers. Inclusion on this list does not represent an endorsement or recommendation of the provider by DCAB.
- 3) Providers included on this list have given DCAB written permission to publish the listed information. Responsibility for the accuracy of the information remains with the provider. Providers included on this list have also passed the Code of Professional Conduct requirements needed to obtain their Hawaii State Sign Language Interpreter Credential (HSSLIC).
- 4) Providers who hold a national certification and have maintained their credential submit current copies of their Registry of Interpreters for the Deaf (RID) credential and a verification letter from RID to DCAB. Providers who do not possess national certification but have passed the Hawaii Quality Assurance System (HQAS) test have maintained their credential by completing Continuing Education Units and submit these to DCAB. All providers who submit their required documents are placed into HSSLIC Tiers, which reflect the current Recommended Fee Schedule. Interpreters not included on this list have not satisfied some or all requirements to DCAB.
- 5) Agencies and business that employ any of these providers are encouraged to verify that the provider's certification or other professional credentials are current. To find a description of the credential Tiers, see HAR 11-218 (release date: 2020) and DCAB's State Agency Manual for Hiring Sign Language Interpreters (release date: 2020) by visiting the website: [health.hawaii.gov/dcab](http://health.hawaii.gov/dcab).
- 6) Communication access providers are usually employed as independent contractors. All terms and conditions of such employment should be negotiated between the contractor and the hiring agency.
- 7) Agencies and businesses who would like to obtain the direct employment of sign language interpreters are encouraged to use an interpreter referral service. Please see our fact sheet "How to Obtain a Sign Language Interpreter" on our website for more information on finding and paying for an interpreter.

### *Island of O'ahu*

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#### ***Arkin, Māla***

Clear Access Interpreting Services, LLC

Credentials: **Tier V**

Expiration: 12/31/2024

Assignments: Medical, Mental Health, Performance

Cell: (808) 387-1902

E-mail: [clearaccessinterpreting@gmail.com](mailto:clearaccessinterpreting@gmail.com)

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**Baird, Darlene**

Missing Link, Inc.

Credentials:

**Tier V**

Expiration: 12/31/2021

Assignments:

Legal, Medical, Mental Health, Performance

Cell:

(808) 352-2246

E-mail:

missinglinkhawaii@gmail.com

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**Behling, Kathryn**

Credentials:

**Tier III**

Expiration: 12/31/2021

Assignments:

Medical, Performance

E-mail:

kvb@hawaii.edu

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**Berg, DeWayne**

Credentials:

**Tier V**

Expiration: 12/31/2022

Assignments:

Medical, Performance

Cell:

(808) 222-2647

E-mail:

dbinterpreting@att.net

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**Chino, Yoshiko "Koko"**

Credentials:

**Tier V**

Expiration: 12/31/2021

Assignments:

Legal, Medical, Mental Health

44-633 Kāne'ōhe Bay Drive

Kāne'ōhe, Hawaii 96744

Cell:

(505) 980-4040

E-mail:

yoshiko@dendros.com

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**Duncan, Kimberly**

Credentials:

**Tier V**

Expiration: 12/31/2022

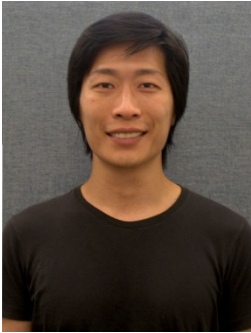
Assignments:

Medical, Mental Health, Performance

E-mail:

kimduncaninterpreting@gmail.com

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## **Gong, Danny**

Credentials: **Tier V**  
Expiration: 12/31/2021  
Assignments: Medical, Performance  
3399 Kalua Road  
Honolulu, Hawaii 96816  
Cell: (808) 799-8249  
E-mail: [dannygong@dannygong.com](mailto:dannygong@dannygong.com)

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## **Hawaii Interpreting Services**

Interpreter Referral Service  
Assignments: Legal, Medical, Mental Health, Performance  
P.O. Box 734  
Kāneʻohe, Hawaiʻi 96744  
Business: (808) 394-7706  
E-mail: [info@interpretinghawaii.com](mailto:info@interpretinghawaii.com)

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## **Hoopii, Rebekah**

Credentials: **Tier IV**  
Expiration: 12/31/2022  
Assignments: Legal, Medical, Mental Health, Performance  
Cell: (808) 782-3361

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## **Isle Interpret**

Interpreter Referral Service  
Assignments: Legal, Medical, Mental Health, Performance  
P.O. Box 1380  
Kāneʻohe, Hawaiʻi 96744  
Business: (808) 445-9125  
E-mail: [info@isleinterpret.com](mailto:info@isleinterpret.com)

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**Jackson, Debra**

Ali'i Interpreting Service, LLC

Credentials: **Tier V**

Expiration: 12/31/2023

Assignments: Legal, Medical

P.O. Box 4777

Kāneʻohe, Hawai'i 96744

Cell: (808) 392-2549

E-mail: [alii.interpreting.svc@gmail.com](mailto:alii.interpreting.svc@gmail.com)

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**Kia, Rosalind**

Credentials: **Tier IV**

Expiration: 12/31/2021

Assignments: Medical, Mental Health, Performance

Cell: (808) 255-6379

Business: (808) 733-4999

E-mail: [rozkia@mac.com](mailto:rozkia@mac.com)

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**Kotani, Jordan**

Credentials: **Tier V**

Expiration: 12/31/2021

Assignments: Medical, Mental Health

E-mail: [kotanijojo@gmail.com](mailto:kotanijojo@gmail.com)

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**Lee, Keri**

Isle Sign For You

Credentials: **Tier V**

Expiration: 12/31/2022

Assignments: Medical, Mental Health

Home: (808) 293-8082

Cell: (808) 780-6943

E-mail: [keriwee@gmail.com](mailto:keriwee@gmail.com)

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**London, Dale**

Credentials: **Tier III**  
Expiration: 12/31/2021  
Assignments: Performance  
P.O. Box 230  
Kailua, Hawaii 96734  
E-mail: [panthurdreams@hawaii.rr.com](mailto:panthurdreams@hawaii.rr.com)

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**Morris, Michele**

Credentials: **Tier V**  
Expiration: 12/31/2021  
Assignments: Legal, Medical, Mental Health, Performance  
Cell: (808) 284-0402  
E-mail: [makaha0711@yahoo.com](mailto:makaha0711@yahoo.com)

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**Morrison, Rachel**

Rachel A. Morrison Interpreting  
Credentials: **Tier IV**  
Expiration: 12/31/2021  
Assignments: Performance  
Cell: (207) 651-8064  
E-mail: [rm1265@gmail.com](mailto:rm1265@gmail.com)

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**Peery, Erika**

Credentials: **Tier V**  
Expiration: 12/31/2021  
Assignments: Medical, Mental Health  
Cell: (520) 241-8752  
E-mail: [erikapeery@yahoo.com](mailto:erikapeery@yahoo.com)

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**Safranski, Laura**

Hand Ninjas  
Credentials: **Tier V**  
Expiration: 12/31/2022  
Assignments: Legal, Medical, Mental Health, Performance  
Cell: (808) 772-3690  
E-mail: [info@handninjas.com](mailto:info@handninjas.com)





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**Sarver, Carie**

Credentials: **Tier V**  
Expiration: 12/31/2022  
Assignments: Legal, Medical, Mental Health, Performance  
Cell: (810) 919-6336  
E-mail: carie.sarver14@gmail.com

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**Shimizu, Shaun**

Credentials: **Tier III**  
Expiration: 12/31/2021  
Assignments: Performance  
Cell: (808) 9388-2406  
E-mail: neverforgetss@gmail.com

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**Wilford, Sabina**

Credentials: **RID IC/TC, CI& CT, NAD IV**  
Expiration: 12/31/2023  
Assignments: Medical, Mental Health, Performance  
P.O. Box 734  
Kāne'ohe, Hawai'i 96744  
Cell: (808) 382-4528  
E-mail: Sabina@interpretinghawaii.com

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**Wong, Darlene**

Credentials: **Tier III**  
Expiration: 12/31/2021  
Assignments: Performance  
Cell: (808) 384-0940  
E-mail: d.wong@yahoo.com

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## **Island of Maui**

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### **Eifler, Kate**

Credentials: **Tier V**  
Expiration: 12/31/2022  
Assignments: Medical, Mental Health, Performance  
E-mail: kate.eifler@gmail.com

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### **Green, Denise**

Credentials: **Tier V**  
Expiration: 12/31/2022  
Assignments: Legal, Medical, Mental Health, Performance  
Cell: (845) 558-2012  
E-mail: greeninterpreter@yahoo.com

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### **Ho-Ching, Torrey**

Credentials: **Tier IV**  
Expiration: 12/31/2021  
Assignments: Legal, Medical, Performance  
E-mail: hufanat@me.com

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### **Revels, Robert**

Credentials: **Tier III**  
Expiration: 12/31/2021  
Assignments: Medical, Mental Health, Performance  
P.O. Box 457  
Wailuku, HI 96793  
Cell: (808) 631-1983  
Home: (808) 727-2508  
E-mail: bobbrevels@me.com

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## **Island of Kaua'i**



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### ***Littleton, Larry***

Credentials: **Tier V**  
Expiration: 12/31/2024

Assignments: Legal, Medical, Mental Health

Home: (808) 241-1386

Business: (808) 240-1717

Text: (808) 647-0065

E-mail: larrymlittleton@gmail.com

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## **Island of Hawai'i**



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### ***Kaufmann, Carrie***

Kaufmann Interpreting Services

Credentials: **Tier V**  
Expiration: 12/31/2021

Assignments: Medical, Mental Health

Cell: (808) 278-7979

E-mail: carrie.kaufmann@gmail.com

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### ***Kaufmann, Dan "Dano"***

Kaufmann Interpreting Services

Credentials: **Tier V**  
Expiration: 12/31/2022

Assignments: Medical, Mental Health, Performance

Cell: (808) 278-7973

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### ***Labadie-Mendes, Michael***

Credentials: **Tier V**  
Expiration: 12/31/2021

Assignments: Legal, Medical, Mental Health

Cell: (808) 315-1072

E-mail: michael.labadie.mendes@gmail.com

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***Love, Mary***

Mary R Love Incorporated

Credentials: **Tier V**

Expiration: 12/31/2021

Assignments: Legal, Medical, Mental Health, Performance

Cell: (808) 291-9146

E-mail: marylove999@gmail.com

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**California**



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***Sena, Keith***

Credentials: **Tier IV**

Expiration: 12/31/2022

Assignments: Medical, Mental Health

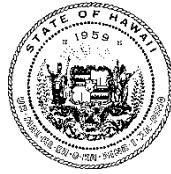
Cell: (949) 677-4709

E-mail: keith\_sena@yahoo.com

---



DAVID Y. IGE  
GOVERNOR



**EXHIBIT E**

BONNIE KAHAKUI  
ACTING ADMINISTRATOR

**STATE OF HAWAII**  
**STATE PROCUREMENT OFFICE**

P.O. Box 119  
Honolulu, Hawaii 96810-0119  
Tel: (808) 586-0554  
email: [state.procurement.office@hawaii.gov](mailto:state.procurement.office@hawaii.gov)  
<http://spo.hawaii.gov>  
Twitter: [@hawaiispo](https://twitter.com/hawaiispo)

October 12, 2022

TO:                   Executive Departments/Agencies                   City and County of Honolulu  
                          Department of Education                       Honolulu City Council  
                          Hawaii Health Systems Corporation           Honolulu Board of Water Supply  
                          Office of Hawaiian Affairs                     Honolulu Authority for Rapid Transportation  
                          University of Hawaii                           County of Hawaii  
                          Public Charter School Commission           Hawaii County Council  
  County of Hawaii-Department of Water Supply  
                          House of Representatives                   County of Maui  
                          Senate   Maui County Council  
                          Judiciary   County of Maui-Department of Water Supply  
  County of Kauai  
  Kauai County Council  
  County of Kauai – Department of Water

FROM:               Bonnie Kahakui, Acting Administrator           *Bonnie A. Kahakui*

SUBJECT:           **Change No. 6**  
                          SPO Price List Contract No. 20-17  
                          **NASPO VALUEPOINT ON-DEMAND REMOTE INTERPRETING (OPI AND VRI) AND**  
                          **DOCUMENT TRANSLATION - STATEWIDE**  
                          90-000-18-00003  
                          **Expires: November 3, 2023**

The following changes are made to this Price List Contract:

1. The contract is extended to November 3, 2023.
2. The Executive and Kauai County Council point of contact is updated.
3. A provision for final payment and compliance pursuant to HRS §103-53 has been added to the Price List.

The current price list contract incorporating Change No. 6 is available on the SPO website: <http://spo.hawaii.gov>. Click on *Price & Vendor Lists Contracts* at the home page.

If you have any questions, please contact Donn Tsuruda-Kashiwabara at (808) 586-0565 or [donna.tsuruda-kashiwabara@hawaii.gov](mailto:donna.tsuruda-kashiwabara@hawaii.gov).

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**STATE OF HAWAII  
STATE PROCUREMENT OFFICE**

**SPO Price List Contract No. 20-17  
Replaces SPO Price List Contract 16-05  
Includes Change No. 6  
Effective: 10/14/2022**

***THIS SPO PRICE LIST CONTRACT IS FOR AUTHORIZED BUSINESS USE ONLY***

**NASPO VALUEPOINT  
ON-DEMAND REMOTE INTERPRETING (OPI AND VRI)  
AND  
DOCUMENT TRANSLATION**

(NASPO ValuePoint Contract No. 90-000-18-00003)  
**May 1, 2020 to November 3, 2023**

**INFORMATION ON NASPO VALUEPOINT**

The NASPO ValuePoint Cooperative Purchasing Organization is a multi-state contracting consortium of state governments, including local governments, of which the State of Hawaii is a member. The NASPO ValuePoint Purchasing Organization seeks to achieve price discounts by combining the requirements of multi-state governmental agencies, and cost-effective and efficient acquisition of quality products and services.

The State of New Mexico is the current lead agency and contract administrator for the NASPO Transcription Services contract. A request for competitive sealed proposals was issued on behalf of NASPO ValuePoint Cooperative Purchasing Organization, LLC, and contracts were awarded to seven (7) qualified vendors. The State of Hawaii has signed a Participating Addendum with three (3) Contractors.

The purpose of this contract is to provide On-Demand Over the Phone Interpreting (OPI) and Video Remote Interpreting (VRI) language interpreter services and Document Translation for agencies and their clients who need immediate interpreter assistance. These services are required to assist Limited English Proficiency (LEP) clients uncomfortable speaking English, or whose English is not clearly understood. Immediate Telephone Based Interpreter Services will facilitate communication between clients and customers at a service provider facility when an on-site interpreter is not available

For additional information on this contract, visit the NASPO ValuePoint website at <https://www.naspovaluepoint.org/portfolio/on-demand-remote-interpreting-opi-and-vri-and-document-translation/>.





**PARTICIPATING JURISDICTIONS** listed below have signed a cooperative agreement and/or a memorandum of agreement with the SPO and are authorized to utilize this vendor list contract.

Executive Departments/Agencies	City and County of Honolulu
Department of Education	Honolulu City Council
Hawaii Health Systems Corporation	Honolulu Board of Water Supply
Office of Hawaiian Affairs	Honolulu Authority for Rapid Transportation
University of Hawaii	County of Hawaii
Public Charter School Commission and Schools	Hawaii County Council
House of Representatives	County of Hawaii – Department of Water Supply
Senate	County of Maui
Judiciary	Maui County Council
	County of Maui – Department of Water Supply
	County of Kauai
	Kauai County Council
	County of Kauai – Department of Water

The participating jurisdictions are not required but may purchase from this vendor list contract, and requests for exceptions from the contract are not required. Participating jurisdictions are allowed to purchase from other contractors, however, HRS chapter 103D and the procurement rules apply to purchases using the applicable procurement method and its procedures, such as small purchases or competitive sealed bidding. The decision to use this contract or to solicit pricing from other sources will be at the discretion of the participating jurisdiction.

**POINTS OF CONTACT.** Questions regarding the products listed, ordering, pricing, and status should be directed to the contractor(s).

Procurement questions or concerns may be directed as follows:

Jurisdiction	Name	Phone	Fax	E-mail
Executive	Donn Tsuruda-Kashiwabara	586-0565	586-0570	<a href="mailto:donna.tsuruda-kashiwabara@hawaii.gov">donna.tsuruda-kashiwabara@hawaii.gov</a>
DOE	Procurement Staff	675-0130	675-0133	<a href="mailto:G-OFS-DOE-Procurement@k12.hi.us">G-OFS-DOE-Procurement@k12.hi.us</a>
HHSC	Nancy Delima	359-0994		<a href="mailto:ndelima@hhsc.org">ndelima@hhsc.org</a>
OHA	Christopher Stanley	594-1833	594-1865	<a href="mailto:chriss@oha.org">chriss@oha.org</a>
UH	Karlee Hisashima	956-8687	956-2093	<a href="mailto:karlee@hawaii.edu">karlee@hawaii.edu</a>
Public Charter School Commission and Schools	Danny Vasconcellos	586-3775	586-3776	<a href="mailto:danny.vasconcellos@spcsc.hawaii.gov">danny.vasconcellos@spcsc.hawaii.gov</a>
House	Brian Takeshita	586-6423	586-6401	<a href="mailto:takeshita@capitol.hawaii.gov">takeshita@capitol.hawaii.gov</a>
Senate	Carol Taniguchi	586-6720	586-6719	<a href="mailto:c.taniguchi@capitol.hawaii.gov">c.taniguchi@capitol.hawaii.gov</a>

Jurisdiction	Name	Phone	Fax	E-mail
Judiciary	Tritia Cruz	538-5805	538-5802	<a href="mailto:tritia.l.cruz@courts.hawaii.gov">tritia.l.cruz@courts.hawaii.gov</a>
C&C of Honolulu	Procurement Specialist	768-5535	768-3299	<a href="mailto:bfspurchasing@honolulu.gov">bfspurchasing@honolulu.gov</a>
Honolulu City Council	Kendall Amazaki, Jr. Nanette Saito	768-5084 768-5085	768-5011	<a href="mailto:kamazaki@honolulu.gov">kamazaki@honolulu.gov</a> <a href="mailto:nsaito@honolulu.gov">nsaito@honolulu.gov</a>
Honolulu Board of Water Supply	Procurement Office	748-5071		<a href="mailto:fn_procurement@hbws.org">fn_procurement@hbws.org</a>
HART	Dean Matro	768-6246		<a href="mailto:dean.matro@honolulu.gov">dean.matro@honolulu.gov</a>
County of Hawaii	Diane Nakagawa	961-8440		<a href="mailto:diane.nakagawa@hawaiicounty.gov">diane.nakagawa@hawaiicounty.gov</a>
Hawaii County Council	Diane Nakagawa	961-8440		<a href="mailto:diane.nakagawa@hawaiicounty.gov">diane.nakagawa@hawaiicounty.gov</a>
County of Hawaii – Department of Water Supply	Ka’iulani L. Matsumoto	961-8050 ext. 224	961-8657	<a href="mailto:kmatsumoto@hawaiidws.org">kmatsumoto@hawaiidws.org</a>
County of Maui	Jared Masuda	463-3816		<a href="mailto:jared.masuda@co.maui.hi.us">jared.masuda@co.maui.hi.us</a>
Maui County Council	Marlene Rebugio	270-7838		<a href="mailto:marlene.rebugio@mauicounty.us">marlene.rebugio@mauicounty.us</a>
County of Maui – Department of Water Supply	Kenneth L. Bissen	270-7684	270-7136	<a href="mailto:ken.bissen@co.maui.hi.us">ken.bissen@co.maui.hi.us</a>
County of Kauai	Ernest Barreira	241-4295	241-6297	<a href="mailto:ebarreira@kauai.gov">ebarreira@kauai.gov</a>
Kauai County Council	Codie Tabalba	241-4193	241-6349	<a href="mailto:ctabalba@kauai.gov">ctabalba@kauai.gov</a>
County of Kauai – Department of Water	Marcelino Soliz	245-5470	245-5813	<a href="mailto:msoliz@kauaiwater.org">msoliz@kauaiwater.org</a>

**USE OF THIS LIST CONTRACT BY NONPROFIT ORGANIZATIONS.** Pursuant to HRS §103D-804, nonprofit organizations with current purchase of service contracts (HRS chapter 103F) have been invited to participate in the SPO price and vendor list contracts.

A listing of these nonprofit organizations is available at the SPO website: <http://spo.hawaii.gov>. Click on *For Vendors > Non-Profits > Cooperative Purchasing Program > View the list of qualifying nonprofits eligible to participate in cooperative purchasing.*

If a nonprofit wish to purchase from an SPO price or vendor list contract, the nonprofit must obtain approval from each Contractor (participation must be mutually agreed upon, for example). A Contractor may choose to deny participation by a nonprofit. However, if a nonprofit and Contractor mutually agree to this arrangement, it is understood that the nonprofit will retain its right to purchase from other than an SPO price list contract vendor(s).

**AUTHORIZED CONTRACTORS.** The authorized vendors are listed below. They have signed a Master Agreement with the State of New Mexico and a Participating Addendum with the Hawaii State Procurement Office.

Corporate Translations Services, Inc. dba Language Link

Voiance Language Services, LLC

**VENDOR CODES** for annotation on purchase orders are obtainable from the *Alphabetical Vendor Edit Table* available at your department's fiscal office. Agencies are cautioned that the remittance address on an invoice may be different from the address of the vendor code annotated on the purchase order.

**COMPLIANCE PURSUANT TO HRS §103D-310(c).** Prior to awarding this contract, the SPO verified compliance of the Contractor(s) named in the SPO Price List Contract No. 20-17. *No further compliance verification is required prior to issuing a contract, purchase order, or pCard payment when utilizing this contract.*

**PURCHASING CARD (pCard).** The State of Hawaii Purchasing Card (pCard) is required to be used by the Executive department/agencies, excluding the DOE, HHSC, OHA, and UH, for orders totaling less than \$2,500. For purchases of \$2,500 or more, agencies may use the pCard, subject to its credit limit, or issue a purchase order.

**PURCHASE ORDERS** may be issued for purchases of \$2,500 or more and for vendors who either do not accept the pCard, set minimum order requirements before accepting the pCard for payment, or who charge its customers a transaction fee for the usage.

**SPO PRICE LIST CONTRACT NO. 20-17 AND NASPO VALUEPOINT MASTER AGREEMENT NO.'S** shall be typed on purchase orders and pCard purchases issued against this price list contract. Please input the following Master Agreement Numbers for the following Contractors:

90-000-18-00003AB – Corporate Translation Services, Inc. dba Language Link  
90-000-18-00003AG – Voiance Language Services, LLC

**STATE GENERAL EXCISE TAX (GET) AND COUNTY SURCHARGE** shall not exceed the following rates if the seller elects to pass on the charges to its customers. The GET is not applied to shipping or delivery charges.

County	County Surcharge Tax Rate	State GET	Max Pass-On Tax Rate	Expiration of Surcharge Tax Rate
C&C of Honolulu	0.50%	4.0%	4.7120%	12/31/2030
Hawaii	0.50%	4.0%	4.7120%	12/31/2030
County of Maui (including Molokai & Lanai)	0.0%	4.0%	4.1666%	No county surcharge
Kauai	0.50%	4.0%	4.7120%	12/31/2030

The GET or use tax and county surcharge may be added to the invoice as a separate line item and shall not exceed the current max pass-on tax rate(s) for each island.

County surcharges on State General Excise (GE) tax or Use Tax may be visibly passed on but are not required. For more information on county surcharges and the max pass-on tax rate, please visit the Department of Taxation's website at <http://tax.hawaii.gov/geninfo/countysurcharge>.

**PAYMENTS** are to be made to the Contractor(s) remittance address. HRS §103-10 provides that the State shall have thirty (30) calendar days after receipt of invoice or satisfactory completion of the contract to make payment. Payments may also be made via pCard.

**COMPLIANCE PURSUANT TO HRS §103-53.** All state and county contracting officers or agents shall withhold final payment of a contract until the receipt of tax clearances from the director of taxation and the Internal Revenue Service. This section does not apply to contracts of less than \$25,000.

**VENDOR AND PRODUCT EVALUATION.** Form SPO-012, Evaluation: Vendor or Product, to address concerns on this vendor list contract, is available to agencies at the SPO website: <http://spo.hawaii.gov>. Click on *Forms* on the home page.

**PRICE OR VENDOR LIST CONTRACT AVAILABLE ON THE INTERNET** at the SPO website: <http://spo.hawaii.gov>. Click on *Price & Vendor List Contracts* on the home page.

## General Information

Contractors shall provide 365-days a year, 7-days a week, 24-hours a day On-Demand Over the Phone Interpreting (OPI), Video Remote Interpreting (VRI), and Document Translation services on an “as needed” basis for Limited English Proficient (LEP) clients needing an immediate interpreter or translation assistance.

The below are interpreter operational requirements:

1. The interpreter shall remain neutral in the conversation unless prompted by the customer with additional instructions.
2. The interpreter shall speak in the first (1<sup>st</sup>) person.
3. The interpreter shall use the utmost courtesy when conversing with the customer and/or the client.
4. The interpreter shall respect the cultural differences of the client.
5. The interpreter shall refrain from entering into a disagreement with the customer and/or the client.
6. The interpreter shall accurately interpret the client’s statements and relay the message in its entirety with the meaning preserved throughout the conversation. Information will not be edited or deleted which may erroneously change the meaning of the client’s statements.
7. All conversations, interpretations, or translations will remain confidential and shall not be shared with individuals unrelated to the call or translation. Calls must only be recorded for Quality Assurance and training purposes. Call recording may be further restricted in other state’s Participating Addendums.
8. The translator shall provide accurate (reflect the meaning correctly), effective (provide the intended effect on the reader), and impartial (unbiased) services.

The contractor must provide toll-free access to interpreter services from anywhere in the United States, 365-days a year, 7-days a week, 24-hours a day. The contractor must have all the necessary equipment, installed and functioning, to provide the services required in the contract.

The interpreters must have a telephone terminal equipment with expansion capabilities to accommodate an increase in call volume, as needed.

The contractor must only invoice for the time that interpreter service is provided. The time required for establishing the language service needed and/or connection time to the appropriate interpreter will not be chargeable. Billing of the interpretation period starts when the interpreter answers and begins interpreting. The interpretation period is ended when the interpreter has been disconnected from both the customer and the client.

## Commonly Interpreted and Translated Languages

Below is a list of commonly interpreted and translated languages other than the top ten languages: Arabic, Chinese, Spanish, Russian, Somali, Vietnamese, Swahili, Tigrinya, Korean, or Farsi.

Cantonese (Yue)	Bhutanese/Dzongkha	Croatian	Hausa
Toishanese (Toishan, Toisanese) (Yue)	Bosnian	Czech	Hebrew
Fuzhou (Min)	Bulgarian	Danish	Hindi
Shanghainese (Wu)	Burmese	Dari	Hindustani
Hunanese	Cambodian	Dinka	Hmong
Foochow (Min)	Canjobal	Dutch	Hungarian
Abron	Cape Verde Creole	Edo	Ibo (Igbo)
Acholi	Catalan	Ethiopian	Ilocano
Afghan	Cebuano	Ewe	Italian
Afrikaans	Chaldean	Fanti	Jakartanese
Akan	Cham	Fijian	Japanese
Akateco/Akateko	Chamorro	Finnish	Javanese (Ngoko)
Albanian	Hahka/Hakha (Chin)	Fon	Jula
American Sign Language (ASL) via VRI only	Chin-Zo	French	Kachin
Amharic	Chin-Mizo	French Creole	Kanjobal
Armenian	Chin-Tedim	French-Canadian	Kannada
Ashanti	Falam Chin	Fukienese	Kaqchikel
Assyrian	Chin	Fulani (Fula)	Karen
Azerbaijani	Chin-Zomi	Ga	Karenni
Bahasa/Brunei	Hakka Chin	Ganda	Khmer
Bambara	Chin-Zophei	Georgian	Kikuyu (Gikuyu)
Bari	Chukchi	German	Kinyamulenge
Basaa (Bantu Language)	Chuukese (Trukese)	Greek	Kinyarwanda
Belorussian	Cora	Gujarati	Kirundi (Rundi)
Bengali	Creole	Haitian Creole	Kiswahili
Kongo	Moldavian	Romanian	Tajiki
Kosraean	Mongolian	Rwanda	Tamil
Krahn	Montenegrin	Samoan	Telugu

Krio	Moroccan	Sango	Teochew
Kunama	Navajo	Serbian	Thai
Kurdish	Neapolitan	Serbo-Croatian	Thonga
Laotian	Nepali	Sicilian	Tibetan
Liberian	Newari	Sindhi	Tigre
Lingala	Nigerian Pidgin	Sinhalese	Tojolabal
Lithuanian	Norwegian	Slovak	Tongan
Luganda	Nuer	Slovenian	Toucouleur
Luo (Dhuluo)	Oromo (Oromifa)	Soninke	Triqui
Maay Somali	Palauan	Soninke (Maraka)	Turkish
Maaymaay	Pashto	Soninke (Sarahuleh)	TWI
Macedonian	Pohnpei	Soninke (Sarakole)	Ukrainian/Ukranian
Indonesian (Malay)	Polish	Sudanese	Urdu
Malay (Bahasa Melayu)	Portuguese	Sundanese	Uzbek
Malayalam	Portuguese Creole	Susu	Wolof
Malinke	Portuguese-Brazilian	Swedish	Yoruba
Mam	Pulaar	Sylheti	Yugoslavian
Mandinka (Mandingo)	Punjabi	Tadzhik	Zarma
Marathi	Q'anjob'al	Tagalog/Filipino	
Marshallese	Quechua	Taishanese	
Mien	Quiche	Taiwanese	
Mixteco	Rohingya/Rohinya	Tajik	

## How To Use This Price List Contract

Contact a Contractor for a quote and chose the option that works best for your agency's situation. All quotes shall be kept in the procurement file.

The table below indicates the service each Contractor provides.

Contractor	Over the Phone Interpreting	Video Remote Interpreting	Document Translation
Corporate Translation, Inc. dba Language Link	✓	✓	✓
Voiance Language Services, LLC	✓	✓	✓

## On-Demand Remote Over the Phone Interpreting (OPI)

Interpreter services for the most frequently\* used languages must be performed within the United States from a professional facility and not a home-based office. Interpreter services for the least frequently used languages may be performed outside of the United States and/or from a home-based office.

\*Most frequently used languages” means the top ten frequently used languages.

### A. Prohibition of Interpretation on a Wireless Device in a Moving Vehicle and Noisy Areas

1. The contractor agrees no interpretation work by wireless communication device shall take place in a moving vehicle if the interpreter is the driver. This strict prohibition is intended to avoid driver distractions, accidents, risks to others, and lack of interpreter focus on the interpretation work itself.
2. Background noise such as traffic, barking dogs, crying babies, wind, and other people carrying on nearby conversations is a distraction to others on the phone and interpretation work should not proceed when any participant cannot hear due to the background noise and requests the interpreter to relocate to a quiet area.
3. Any interpretation conducted on a wireless device, whether texting or oral, is **prohibited** under this contract if conducted in a moving vehicle when the interpreter is the driver. To be clear, this prohibition shall also apply in states with laws addressing cell phone use and/or texting while driving and applies to all drivers involved with manually or orally typing; or entering multiple letters, numbers, symbols or other text in a wireless communication device; or sending or reading data in the device, for the purpose of oral or non-voice interpersonal communication, including texting, emailing, and instant messaging. Vehicles equipped with Bluetooth devices and dash-mounted phones are not an exception to this prohibition. Interpreters must not be driving in a moving vehicle when conducting interpretations.



**B. Connection**

1. On average per month, the Contractor must answer at least 95% of all incoming calls within five (5) seconds of the call starting to ring at the Contractor's facility. The call may be answered by an automated attendant but the customer must be given an option, either by voice prompt or keypad selection, to speak with a live operator/customer service representative. If the customer opts for a live operator/customer service representative, the connection must occur within ten seconds of the customer's selection.
2. On average per month, the Contractor must respond to calls at a rate of 95% or greater within 30 seconds of the client's language being identified. Once interpretation begins, the call cannot be placed on hold or put into a queue of any kind.
3. If in a given month the language mix of Spanish to all other languages is below 75%, the percentage of calls that must meet the 30 second response time will be adjusted as follows:

<b>If the percentage of Spanish is:</b>	<b>Connective time will be:</b>
Less than 60%	80% of all calls will be responded to within 30 seconds, after the client's language being identified
60-70%	85% of all calls will be responded to within 30 seconds, after the client's language being identified
70-80%	90% of all calls will be responded to within 30 seconds, after the client's language being identified

4. In the event interpretation service for Arabic, Chinese, Spanish, Russian, Somali, Vietnamese, Swahili, Tigrinya, Korean or Farsi does not begin within 60 seconds of the client's language is identified, the customer shall not be charged for any interpretation services provided for the duration of the call.

In the event, any interpretation service request for Arabic, Chinese, Spanish, Russian, Somali, Vietnamese, Swahili, Tigrinya, Korean or Farsi results in a customer being told "no interpreter is available," the Contractor will be subject to a self-assessed penalty equal to the cost of the customer's average interpreter call for the month in which the "no interpreter available" event occurs.

The above penalties will be assessed monthly by the Contractor and must be itemized and deducted from the appropriate monthly invoice total.

## **On-Demand Video Remote Interpreting (VRI)**

VRI must provide real-time, full-motion video and audio over a dedicated high-speed, wide-bandwidth video connection or wireless connection that delivers high-quality video images that do not produce lags, choppy, blurry, or grainy images, or irregular pauses in communication.

VRI must be a sharply delineated image that is large enough to display the interpreter's face, arms, hands, and fingers, and the participating individual's face, arms, hands, and fingers, regardless of body position. [VRI must also provide] a clear, audible transmission of voices.

### **A. Equipment**

1. Real-time, full-motion video, and audio over a dedicated high-speed, wide-bandwidth video connection or wireless connection that delivers high-quality video images that do not produce lags, choppy, blurry, or grainy images, or irregular pauses in communication.
2. A sharply delineated image that is large enough to display the interpreter's face, arms, hands, and fingers, and the participating individual's face, arms, hands, and fingers, regardless of his or her body position.
3. Clear, audible transmission of voices.

## Document Translation

For all source documents requiring translation from one language to another, standard document translations shall be completed within the following turnaround time set in business days:

Standard Translation	Turnaround Time (Business Days)
Fewer than 1,000 Words	2 days
1,001 - 2,500 Words	5 days
2,501 - 7,500 Words	7 days
More than 7,500 Words	7 days plus 1 additional day for each additional 500 words

If a contractor offers expedited services, the translation shall be completed within the following turnaround time set in business days

Expedited Translation	Turnaround Time (Business Days)
Fewer than 1,000 Words	1 day
1,001 - 2,500 Words	2 days
2,501 - 7,500 Words	4 days
More than 7,500 Words	4 days plus 1 additional day for each additional 1,000 words

# **CONTRACTOR INFORMATION**



<b>Contractor:</b>	Corporate Translation Services, Inc. dba Language Link		
<b>Contact Information:</b>	Name:	George Schoeck, Government Account Executive	
	Phone:	360-433-0401	
	Fax:	360-433-0401	
	E-mail:	<a href="mailto:naspo@language.link">naspo@language.link</a>	
<b>Website:</b>	<a href="http://www.language.link/naspo-valuepoint">www.language.link/naspo-valuepoint</a>		
<b>Correspondence &amp; Remittance Address:</b>	701 NE 136 <sup>th</sup> Ave., Suite 200 Vancouver, WA 98684		

For Pricing, please go to <https://www.naspovaluepoint.org/portfolio/on-demand-remote-interpreting-opi-and-vri-and-document-translation/corporate-translation-services-dba-language-link/>



<b>Contractor:</b>	Voiance Language Services, LLC		
<b>Contact Information:</b>	Name:	Bill Martin	
	Phone:	520-573-2367	
	E-mail:	<a href="mailto:bmartin@voiance.com">bmartin@voiance.com</a>	
<b>Website:</b>	<a href="http://www.voiance.com">www.voiance.com</a>		
<b>Correspondence &amp; Remittance Address:</b>	2650 E Elvira Road, Suite 132 Tucson, AZ 85756		

For Pricing, please go to <https://www.naspovaluepoint.org/portfolio/on-demand-remote-interpreting-opi-and-vri-and-document-translation/voiance-language-services/>

**QUICK REFERENCE GUIDE - WHAT DOES THE DAGS EMPLOYEE DO IF THEY RECEIVE A LEP REQUEST?**

