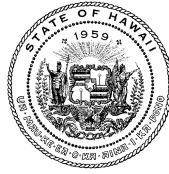


DAVID Y. IGE
GOVERNOR




CURT T. OTAGURO
COMPTROLLER
AUDREY HIDANO
DEPUTY COMPTROLLER

STATE OF HAWAII
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
P.O. BOX 119, HONOLULU, HAWAII 96810-0119

June 27, 2019

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

FROM: Curt T. Otaguro 
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, 2019, 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. Meoh-Leng Silliman of our Administrative Services Office at 586-0690 or Ms. Miyoke Ng, our designated Language Access Coordinator at 586-0699.

Attachment

c: Comptroller's Office



STATE OF HAWAII
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
P.O. BOX 119, HONOLULU, HAWAII 96810-0119

July 1, 2019

**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 §371-34(b) (Act 290, SLH 2006), amended by HRS §321C-4 (Act 201, SLH 2012), 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 initial LEP Plan was submitted to the DLIR-OLA on July 13, 2007 and approved by DLIR-OLA on this date. Subsequently our 2009, and 2011 plans were submitted to DLIR-OLA. The July 1, 2013 and 2015 plans were submitted to the Department of Health - Office of Language Access (DOH-OLA). This plan updates our July 1, 2017 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 twelve 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 seven 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 Administrator of the State Procurement Office and submits to the Governor, for recommendation and appointment, 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 **Stadium Authority** maintains, operates, and, manages the Aloha Stadium, where football, soccer, concerts, and other events are staged. It is also home to the popular Aloha Stadium Swap Meet and Marketplace. The nine-member Authority appointed by the Governor, prescribes and collects the rents, fees, and charges for the uses of the stadium facilities.
- The **King Kamehameha Celebration Commission**, a 13 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 council, 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. Section 138-3, HRS was amended by Act 22, SLH 2013 to have the Chief Information Officer (CIO) or CIO designee replace the Comptroller as a member of the Board. 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 nine voting members and one nonvoting member (the State Comptroller) that was created by the 2007 Legislature under Act 82 (the Act). Section 107-22, HRS was amended by Act 164, SLH 2014 to increase the voting members from nine to eleven. 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. Section 27G-3, HRS was amended by Act 21, SLH 2013 to have the Chief Information Officer (CIO) or CIO designee replace the Comptroller as the Chairperson of the Committee. 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. Section 487N-5, HRS was amended by Act 71, SLH 2012 to have the Chief Information Officer (CIO) or CIO designee replace the Comptroller as the Chairperson of the Council. 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)**, effective July 1, 2016, was transferred from the Office of the Lieutenant Governor to DAGS for administrative purposes pursuant to Act 92, SLH 2015. 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, nine 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
Stadium Authority
State Foundation on Culture and the Arts

DEFINITION OF LIMITED ENGLISH PROFICIENT PERSONS/CUSTOMERS

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

RELEVANT FACTORS

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 LEP persons 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 measured by balancing (1) the size, needs, and the nature of assistance to the LEP population served and (2) DAGS' capacity and available resources.

Based on the aforementioned factors, DAGS seeks to implement the following Plan by no later than July 1, 2019, subject to the review by the Executive Director of the Office of Language Access. Decisions regarding oral interpretation and written translation services under the following Plan shall be guided by the four-factor analysis cited above.

COMPONENTS OF THE PLAN

This DAGS Plan is comprised of seven (7) components:

- I. Development of a reporting system designed to obtain 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

Each component will be explained below.

THE PLAN

I. DEVELOPMENT OF A 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 July, 2012, a survey was conducted to determine how much the department has expended since 2006 for the written translation of vital documents. Based on the survey, the only program that has vital documents is the Office of Elections. The amount expended since 2006 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, 2010 to December 31, 2012, there were a total of 73 LEP encounters of which 68 was for the 2012 primary and general elections, and 2012 Reapportionment Commission which is held every 10 years. The three year average of non-election related LEP encounters was four (4) per year from July 1, 2015 through December 31, 2018.¹

From January 1, 2016 through December 31, 2018, there were a total of 37 encounters for the Office of Elections and 14 for the other programs. Based on this result and applying the relevant four-factor analysis (reasonableness--reasonableness as 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 having contact with the public;
- 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. 16-05, NASPO Valuepoint Cooperative Purchasing Organization Telephone Based Interpreter Services will be utilized whenever there is a need for immediate interpreter assistance (Exhibit E).
- D. Contracts with translator services will not be executed if there is a recurring monthly charge for the services regardless of actual use of the services;
- E. 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;

¹ 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.

- F. Because DAGS does not have “Public Contact Positions”, DAGS will not be required to fill existing, budgeted vacant positions with qualified bilingual personnel; and
- G. 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, a survey was conducted with the Archives Division that had the majority of the LEP encounters for non-Office of Elections programs to ascertain what language skills and resources DAGS may already have available through its employees. The survey was successful in obtaining information on the language or languages that the DAGS employee could speak and/or read, the degree of fluency in those identified languages, and the contact information for that DAGS’ employee. Two employees volunteered to be included in the 2013 LEP Plan. Because there were no LEP encounters during the past five years, a survey for in-house volunteers was not conducted this year.

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: Cantonese, Chamorro, Chuukese, Hawaiian, Ilokano, Japanese, Khmer, Korean, Kosraean, Lao, Mandarin, Marshallese,

Myanmar, Pohnpeian, Russian, Samoan, Spanish, Tagalog, Thai, Tongan, Vietnamese, Visayan, and Yapese.

B. NOTICE FOR REQUESTING WRITTEN TRANSLATION

In a survey conducted in July, 2012, only the Office of Elections has vital documents and already has procedures in place to comply with the federal language access requirements. 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 586-0699.

V. PROVIDING INTERPRETATION/TRANSLATION SERVICES FOR LEP CUSTOMERS

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. 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. 16-05, NASPO Valuepoint Cooperative Purchasing Organization Telephone Based Interpreter Services (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 telephone 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 Exhibit C for assistance. Exhibit C is a list of interpreter/translation services compiled by the LEP Plan Coordinator. 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

Ms. Miyoke Ng (Management Analyst V) of the Administrative Services Office shall serve as the 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.

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.



CURT T. OTAGURO, Comptroller
Department of Accounting and General Services

Jun 27, 2019

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/FY2019

Contact Person Miyoke Ng

Phone No. 586-0699

1 Division/Office	2 # of LEP Encounters	3 Type of Services Provided to LEP Customers (#)				4 Type of Oral Language Service Utilized (#)								5 # of Documents Translated		6 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 \$)
Total:	2	0	0	2	0	0	1	1	0	0	0	0	0	2	\$ 100.00	\$ -	\$ -	\$ 399.47	\$ -	\$ 499.47	
% of Total:	100%	0.0%	0.0%	100.0%	0.0%	0.0%	50.0%	50.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	20.0%	0.0%	0.0%	80.0%	0.0%	100%	
Office of Elections [SAMPLE]							1								\$ 100.00					\$ 100.00	
Number of Documents Translated (Vital Documents- Translation of ballot questions for State & Counties)	2			2				1						2					\$ 399.47	\$ 399.47	
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LANGUAGE ACCESS REPORTING TOOL

LEP Services by Language

Department/Agency Accounting and General Services

Period Covered (Quarter/FY) Third & Fourth Quarter/FY2019

Contact Person Miyoke Ng

Phone No. 586-0699

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):	Amount (Total \$)
Total:	2	0	0	2	0	0	0	1	0	0	0	0	0	0	2	\$ -	\$ -	\$ -	\$ 250.00	\$ -	\$ 250.00
% of Total:	100%	0.0%	0.0%	100.0%	0.0%	0.0%	50.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	50.1%	0.0%	50%	
Cantonese	1			1			1							1				\$ 100.00		\$ 100.00	
Chuukese																				\$ -	
Hawaiian																				\$ -	
Ilokano	1			1										1				\$ 150.00		\$ 150.00	
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

REPORT DUE DATES:

Semi-annual Report
January 1 to June 30, 2018
July 1 to December 31, 2018

Report Due Date to the ASO
July 31, 2018
January 31, 2019

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 or e-mail it to Miyoke Ng at: miyoke.ng@hawaii.gov by the due date.

Description of Request	Instruction
Type of Services Provided to LEP Customers	
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.
Type of Oral Language Service Utilized	
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.

Description of Request	Instruction
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.
Number of Documents Translated	
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.
Language Services Expenditures	
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, 2019**

January 31, 2019

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 October 1 to December 31, 2008. 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 Occasionally Monthly Daily All day
(1-2x/year) (6x-8x/year)

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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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, 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
- Pacific Gateway Center (Oral interpretation & written translation)
720 N. King Street
Honolulu, HI 96817
Phone no.: 808-845-9696
- Hawaii Interpreters and Translators Association (Oral interpretation & written translation)
www.hawaiitranslators.com
- DOH-OLA'S Language Access Website Roster of Interpreters and Translators at:
<http://45.40.134.199/SurveyApp/>
- Disability & Communication Access Board (DCAB) (Sign Language)
Communication Access Providers as of June 3, 2019 (see attached Exhibit C1)

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

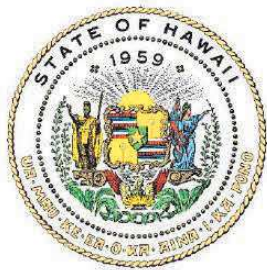
Hawaii Interpreting Services
P.O. Box 734
Kaneohe, Hawaii 96744

(808) 394-7706
Email address: info@interpretinghawaii.com

Isle Interpret
P.O. Box 1380
Kaneohe, Hawaii 96744

(808) 445-9125
Email address: info@isleinterpret.com

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



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 June 3, 2019

- 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 included information. Responsibility for the accuracy of the information remains with the provider.
- 4) Agencies and business that employ any of these providers are encouraged to verify that the provider's certification or other professional credentials are current as of the date of employment. (If a provider has submitted current copies of their HQAS credentials to DCAB, an asterisk* appears next to their credential).
- 5) 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.
- 6) 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



Allen, Jason

Credentials: **RID NIC**
Expiration: 06/30/2021

Assignments: Legal, Medical, Mental Health Performance

E-mail: jallenterp@gmail.com



Arkin, Mala

Clear Access Interpreting Services, LLC

Credentials: **RID NIC** **HQAS IV***
Expiration: 06/30/2019 Expiration: 12/31/2020

Assignments: Medical, Mental Health, Performance

Cell: (808) 387-1902

E-mail: clearaccessinterpreting@gmail.com



Baird, Darlene

Missing Link, Inc.

Credentials: **RID NIC** **HQAS V+H***
Expiration: 06/30/2021 12/31/2019

Assignments: Legal, Medical, Mental Health, Performance

Cell: (808) 352-2246

E-mail: missinglinkhawaii@gmail.com



Behling, Kathryn

Credentials: **HQAS III***
Expiration: 12/31/2019

Assignments: Medical, Performance

E-mail: kvb@hawaii.edu



Berg, DeWayne

Credentials: **HQAS V***
Expiration: 12/31/2020

Assignments: Medical, Performance

Cell: (808) 222-2647

E-mail: dbinterpreting@att.net



Bruhl, Susan

Credentials: **RID CI & CT**
Expiration: 06/30/2019

Assignments: Legal, Medical, Mental Health, Performance

Cell: (808) 282-3350

E-mail: hulasusan@hotmail.com



Duncan, Kimberly

Credentials: **RID NIC**
Expiration: 06/30/2019

Assignments: Medical, Mental Health, Performance

E-mail: kimduncaninterpreting@gmail.com



Fried, Jan

Credentials: **RID IC, CI & CT**
Expiration: 06/30/2019
Assignments: Legal, Medical, Mental Health, Performance
707 18th Avenue
Honolulu, Hawai'i 96816
Home: (808) 734-5889
Business: (808) 734-9891
Cell: (808) 295-0645
E-mail: janfried@gmail.com



Gong, Danny

Credentials: **RID CI** **HQAS V***
Expiration: 06/30/2022 Expiration: 12/31/2019
Assignments: Medical, Performance
3399 Kalua Road
Honolulu, Hawaii 96816
Cell: (808) 799-8249
E-mail: dannygong@dannygong.com



Hawaii Interpreting Services

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



Ho Ching, Torrey

Credentials: **HQAS IV***
Expiration: 12/31/2019
Assignments: Legal, Medical, Performance
E-mail: hufanat@me.com



Hoopii, Rebekah

Credentials: **HQAS IV***
Expiration: 12/31/2020
Assignments: Legal, Medical, Mental Health, Performance
Cell: (808) 782-3361



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

Jackson, Debra

Aliʻi Interpreting Service, LLC

Credentials: **RID CSC**

Expiration: 06/30/2019

Assignments: Legal, Medical

P.O. Box 4777

Kāneʻohe, Hawaiʻi 96744

Cell: (808) 392-2549

E-mail: alii.interpreting.svc@gmail.com



Kia, Rosalind

Credentials: **HQAS IV + H***

Expiration: 12/31/2019

Assignments: Medical, Mental Health, Performance

Cell: (808) 255-6379

Business: (808) 733-4999

E-mail: rozkia@mac.com



Kotani, Jordan

Credentials: **HQAS IV***

Expiration: 12/31/2019

Assignments: Medical, Mental Health

E-mail: kotanijojo@gmail.com



Kroe-Unabia, Susan

Interpreting Works, Inc.

Credentials: **RID CI & CT**

Expiration: 06/30/2019

Assignments: Legal, Medical, Mental Health

Cell: (808) 295-0647

E-mail: susankroe@aol.com





Lee, Keri

Isle Sign For You

Credentials:

RID NIC

HQAS IV*

Expiration: 06/30/2019

Expiration: 12/31/2019

Assignments:

Medical, Mental Health

Home:

(808) 293-8082

Cell:

(808) 780-6943

E-mail:

keriwee@gmail.com

London, Dale

Credentials:

HQAS III*

Expiration: 12/31/2019

Assignments:

Performance

P.O. Box 230

Kailua, Hawaii 96734

E-mail:

panthurdreams@hawaii.rr.com

Morris, Michele

Credentials:

RID CI & CT

Expiration: 06/30/2019

Assignments:

Legal, Medical, Mental Health, Performance

Cell:

(808) 284-0402

E-mail:

makaha0711@yahoo.com

Morrison, Rachel

Rachel A. Morrison Interpreting

Credentials:

HQAS IV*

Expiration: 12/31/2019

Assignments:

Performance

1060 Kamehameha Hwy., Apt. 2705A

Pearl City, Hawai'i 96782

Cell:

(207) 651-8064

E-mail:

rm1265@gmail.com

Nakamoto, Lynn

Credentials:

RID CSC

Expiration: 06/30/2019

Assignments:

Legal, Medical, Mental Health

Cell:

(808) 551-3778

E-mail:

lynnsigns@gmail.com



Park, Cory

Credentials: **HQAS IV***
Expiration: 12/31/2020
Assignments: Medical, Performance
Cell: (808) 397-0692
E-mail: cpark1@sbcglobal.net



Peery, Erika

Credentials: **RID NIC**
Expiration: 06/30/2019
Assignments: Medical, Mental Health
Cell: (520) 241-8752
E-mail: erikapeery@yahoo.com



Safranski, Laura

Hand Ninjas
Credentials: **RID NIC**
Expiration: 06/30/2019
Assignments: Legal, Medical, Mental Health, Performance
Cell: (808) 772-3690
E-mail: info@handninjas.com



Sakal, Patty

The Interpreting Touch
Credentials: **HQAS V + H***
Expiration: 12/31/2019
Assignments: Legal, Medical, Mental Health, Performance
P.O. Box 2007
Pearl City, Hawai'i 96782
Cell: (808) 223-5841
E-mail: mumpkin2@gmail.com

Sapko, Regina

Sign Here, Inc.

Credentials:

RID CI & CT

Expiration: 06/30/2019

Assignments:

Legal, Medical, Mental Health, Performance

P.O. Box 22701

Honolulu, Hawai'i 96823

Cell:

(808) 429-3553

E-mail:

reginaclare@hotmail.com



Sarver, Carie

Credentials:

RID NIC, NAD IV

Expiration: 06/30/2019

Assignments:

Legal, Medical, Mental Health, Performance

Cell:

(810) 919-6336

E-mail:

carie.sarver14@gmail.com



Thompson, Robyn

Credentials:

RID NIC - Master

Expiration: 06/30/2019

Assignments:

Legal, Medical, Mental Health, Performance

Cell:

(202) 520-9454

E-mail:

Rjthompson80@gmail.com



Wilford, Sabina

Credentials:

RID IC/TC, CI & CT, NAD IV

Expiration: 06/30/2019

Assignments:

Medical, Mental Health, Performance

P.O. Box 734

Kāneʻohe, Hawai'i 96744

Cell:

(808) 382-4528

E-mail

Sabina@interpretinghawaii.com





Wong, Darlene

Credentials: **HQAS III***
Expiration: 12/31/2019

Assignments: Performance

Cell: (808) 384-0940

E-mail: d.wong@yahoo.com



Island of Maui**Eifler, Kate**

Credentials: **RID CI & CT**
Expiration: 06/30/2019

Assignments: Medical, Mental Health, Performance

E-mail: kate.eifler@gmail.com

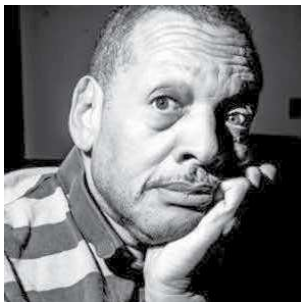
**Green Denise**

Credentials: **RID NIC**
Expiration: 06/30/2019

Assignments: Legal, Medical, Mental Health, Performance

Cell: (845) 558-2012

E-mail: greeninterpreter@yahoo.com

**Revels, Robert**

Credentials: **HQAS III***
Expiration: 12/31/2019

Assignments: Medical, Mental Health, Performance

P.O. Box 457
Wailuku, HI 967693

Cell: (808) 6311983

Home: (808) 727-2508

E-mail: bobbrevels@me.com



Roe, April

Credentials: **HQAS III***
Expiration: 12/31/2020
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Cell: (808) 250-6828
E-mail: april.interpreter@gmail.com

Island of Kaua'i



Littleton, Larry

Credentials: **RID CDI**
Expiration: 06/30/2019
Assignments: Legal, Medical, Mental Health
Home: (808) 241-1386
Business: (808) 240-1717
Text: (808) 647-0065
E-mail: larrymlittleton@gmail.com

Island of Hawai'i



Kaufmann, Carrie

Kaufmann Interpreting Services
Credentials: **RID NIC Master**
Expiration: 06/30/2019
Assignments: Medical, Mental Health
Cell: (808) 278-7979
E-mail: carrie.kaufmann@gmail.com



Kaufmann, Dan "Dano"

Kaufmann Interpreting Services
Credentials: **RID NIC**
Expiration: 06/30/2019
Assignments: Medical, Mental Health, Performance
Cell: (808) 278-7973



Labadie-Mendes, Michael

Credentials: **RID CI & CT, NIC Master**
Expiration: 06/30/2019

Assignments: Legal, Medical, Mental Health

Cell: (808) 315-1072

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



Love, Mary

Mary R Love Incorporated

Credentials: **RID CI & CT, NIC**
Expiration: 06/30/2020

Assignments: Legal, Medical, Mental Health, Performance

Cell: (808) 291-9146

E-mail: marylove999@gmail.com

California



Sena, Keith

Credentials: **HQAS IV***
Expiration: 12/31/2020

Assignments: Medical, Mental Health

Cell: (949) 677-4709

E-mail: keith_sena@yahoo.com

Virginia



Smith, Sabrina

Credentials: **RID CI & CT, NIC Master**
Expiration: 06/30/2019

Assignments: Performance

357 Williamsburg CT
Newport News, VA 23606

Cell: (757) 277-8831

E-mail: sabrina.tempie@gmail.com

DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES

Oral Interpretation / Translation Services Log

For the Month ending: _____

Division/Office: _____

Project Code (if applicable): _____

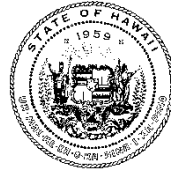
Date	Translation Service Used	Start Time	End Time	Originating Phone #	Language

Comments from LEP client(s) or their representative(s) regarding quality of services provided.

Approved by: _____

Date: _____

DAVID Y. IGE
GOVERNOR



SARAH ALLEN
ADMINISTRATOR
BONNIE KAHAKUI
ASSISTANT 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
<http://spo.hawaii.gov>
Twitter: [@hawaiispo](https://twitter.com/hawaiispo)

May 6, 2019

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
	and Schools	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: For Sarah Allen, Administrator *Bonnie A. Kahakui*

SUBJECT: **Change No. 8**
SPO Price List Contract No. 16-05
NASPO Telephone Based Interpreter Services
RFP 50-000-14-00002; 50-000-14-00002AB; 50-000-14-0002AC
Expires: March 4, 2020

The following changes are made to the price list contract:

1. Linguistica International, Inc. is added to the contract.
2. The point of contact information for the Honolulu Board of Water Supply is updated.

The current price list contract incorporating Change No. 8 is available on the SPO website: <http://spo.hawaii.gov>. Click on *Price & Vendor List Contracts* on the home page.

If you have any questions, please contact Lori Cervantes at (808) 587-3355 or lori.m.cervantes@hawaii.gov.

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**STATE OF HAWAII
STATE PROCUREMENT OFFICE**

SPO Price List Contract No. 16-05
Replaces SPO VL Contract No. 10-10
Includes Change No. 8
Effective: 5/6/2019

**NASPO VALUEPOINT
TELEPHONE BASED INTERPRETER SERVICES**

(NASPO ValuePoint Contract No. 50-000-14-0002AA-Corporate Translation Services, Inc. dba Language Link)
(NASPO Value Point Contract No. 50-000-14-00002AB-Linguistica International, Inc.)
(NASPO Value Point Contract No. 50-000-14-00002AC-Voiance Language Services, LLC)
September 14, 2015 to March 4, 2020

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 ValuePoint Telephone Based Interpreter Services contract. A request for competitive sealed proposals was issued on behalf of NASPO ValuePoint Cooperative Purchasing Organization, LLC and contracts were awarded to three (3) qualified Contractors. The State of Hawaii has signed a Participating Addendum with three (3) Contractors.

The Telephone Based Interpreter Services contract provides “as needed” Telephone Based Interpreter Services. The Contractor(s) will provide over-the-phone language interpreter services for customers and their clients who need immediate interpreter assistance. These services are required to assist Limited English Proficiency (LEP) clients uncomfortable speaking English, or who 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 or is cost prohibitive.

For additional information on this contract, visit the NASPO ValuePoint website at www.naspovaluepoint.com.



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	Honolulu City Council
Department of Education	Honolulu Board of Water Supply
Hawaii Health Systems Corporation	Honolulu Authority for Rapid Transportation
Office of Hawaiian Affairs	County of Hawaii
University of Hawaii	Hawaii County Council
Public Charter School Commission and Schools	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
City and County of Honolulu	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 exception 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.

Procurement questions or concerns may be directed as follows:

Jurisdiction	Name	Phone	Fax	E-mail
Executive	Lori Cervantes	587-3355	586-0570	lori.m.cervantes@hawaii.gov
DOE	Procurement Staff	675-0130	675-0133	DOEProcure@notes.k12.hi.us
HHSC (includes the Hospitals)	Jeff Dansdill	657-3721		jedansdill@hhsc.org
OHA	Phyllis Ono-Evangelista	594-1833	594-1865	phylliso@oha.org
UH	Karlee Hisashima	956-8687	956-2093	karlee@hawaii.edu
Public Charter School Commission and Schools	Danny Vasconcellos	586-3775	586-3776	danny.vasconcellos@spcsc.hawaii.gov
House	Brian Takeshita	586-6423	586-6401	takeshita@capitol.hawaii.gov
Senate	Carol Taniguchi	586-6720	586-6719	c.taniguchi@capitol.hawaii.gov
Judiciary	Tritia Cruz	538-5805	538-5802	tritia.l.cruz@courts.hawaii.gov

Jurisdiction	Name	Phone	Fax	E-mail
C&C of Honolulu	Procurement Specialist	768-5535	768-3299	bfspurchasing@honolulu.gov
Honolulu City Council	Kimberly Ribellia Nanette Saito	768-5045 768-5085	768-5011	kribellia@honolulu.gov nsaito@honolulu.gov
Honolulu Board of Water Supply	Procurement Office	748-5071		fn_procurement@hbws.org
HART	Nicole Chapman	768-6135	768-5110	nchapman@honolulu.gov
County of Hawaii	Steve Wilhelm Sebastian Calaway	961-8440	961-8248	purchasing@hawaiicounty.gov
Hawaii County Council	Steve Wilhelm Sebastian Calaway	961-8440	961-8248	purchasing@hawaiicounty.gov
County of Hawaii – Department of Water Supply	Ka’iulani Matsumoto	961-8050 ext.224	961-8657	kmatsumoto@hawaiidws.org
County of Maui	Greg King	249-2403	249-0839	greg.king@co.maui.hi.us
Maui County Council	Greg Garneau	270-7664	270-7686	greg.garneau@mauicounty.us
County of Maui – Department of Water Supply	Kenneth L. Bissen Holly Perdido	270-7684 270-7684	270-7136 270-7136	ken.bissen@co.maui.hi.us holly.perdido@co.maui.hi.us
County of Kauai	Ernest W. Barreira	241-4295	241-6297	ebarreira@kauai.gov
Kauai County Council	Lisa Ishibashi Scott Sato	241-4820 241-4810	241-6349 241-6349	lishibashi@kauai.gov ssato@kauai.gov
County of Kauai – Department of Water	Marcelino Soliz	245-5470	245-5813	msoliz@kauaiwater.org

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 wishes 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).

CONTRACTORS. The following contractors are authorized to provide Telephone Based Interpreter Services. They have signed a Master Agreement with the State of New Mexico and a Participating Addendum with the Hawaii State Procurement Office.

Company Name

Corporate Translation Services, Inc. dba Language Link
Linguistica International, Inc.
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 Vendor List Contract No. 16-05. *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 PL CONTRACT NO. 16-05 & NASPO VALUEPOINT MASTER AGREEMENT NUMBER (notated on the vendor information page) shall be typed on purchase orders issued against this price list contract. For pCard purchases, the SPO PL Contract No. 16-05 and NASPO ValuePoint Master Agreement No shall be notated on the appropriate transaction document.

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

VENDOR AND PRODUCT EVALUATION. Form SPO-012, Evaluation: Vendor or Product, for the purpose of addressing 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 homepage.

HOW TO USE THIS PRICE LIST CONTRACT:

1. Contact a contractor for a quote. Contractor contact information is located on pages 10,14, and 17.
2. Choose the option that works best for your agency's situation.
3. Keep quotes in the procurement file.

WHAT IS EXCLUDED IN THIS PRICE LIST CONTRACT:

1. The contract does not include VRI (video relay interpreting), in-person interpreting, sign language interpreting or document translation services.

WHAT IS INCLUDED IN THIS PRICE LIST CONTRACT?

1. Contractors shall provide 365-days a year/7-days a week/24-hours a day Telephone Based Interpreter Services on an "as needed" basis for Limited English Proficiency (LEP) clients needing immediate interpreter assistance and will provide the necessary equipment from a professional facility and not from the interpreter's home or other non-professional setting.
2. Interpreter services for the **most frequently used languages*** must be performed within the United States from a professional facility or a professional home-based office with limited background noise and no interruption.
3. Interpreter services for the **least frequently used languages** may be performed outside the United States and/or from a professional home-based office with limited background noise and no interruption only in cases where an interpreter from the United States or a professional facility is available.

"Most frequently used languages" means the top ten frequently used languages as noted by an asterisk () in the chart below.*

CONNECTION

1. On average, Contractor must answer at least 95% of all incoming calls within five 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, Contractor must answer at least 95% of all incoming calls within five 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.

3. On average, 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.
4. In the event interpretation service for Spanish, Russian, Somali, Vietnamese, Tagalog, Korean or Farsi does not begin within 60 seconds of the client's language being 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 Spanish, Russian, Somali, Vietnamese, Tagalog, 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. These penalties will be assessed monthly and will be itemized and deducted from the appropriate monthly invoice total.
5. 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.

PENALTIES

1. If interpreting services for Spanish, Russian, Somali, Vietnamese, Tagalog, Korean or Farsi do not begin within 60 seconds of the client's language being identified, the customer shall not be charged for any interpretation services provided for the duration of the call.
2. If any interpretation service request for Spanish, Russian, Somali, Vietnamese, Tagalog, 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. These penalties will be assessed monthly and will be itemized and deducted from the appropriate monthly invoice total.

AVAILABLE LANGUAGES

At a minimum, the following languages/dialects are available:

Akan	Dutch	Inupiaq	Mongolian	Spanish*
Albanian	Estonian	Iraqi Arabic	Moroccan Arabic	Sudanese Arabic
Amharic	Ewe	Italian	Nepali	Swahili
Apache	Farsi	Japanese*	Norwegian	Swedish
Arabic	Finnish	Karen	Nuer	Tagalog*
Armenian	Flemish	Kashmiri	Oromo	Taishanese
Assyrian	French	Khmer	Pashto	Taiwanese
Bambara	French Canadian	Kirundi	Patois	Tamil
Behdini	Fukienese	Korean*	Persian	Tewa
Bengali	Fulani	Krio	Polish	Thai
Bosnian	Fuzhou	Kunama	Portuguese	Tibetan
Bulgarian	Georgian	Kurdish	Portuguese Creole	Tigrinya
Burmese	German	Laotian	Punjabi	Tiwa
Cambodian	Greek	Latvian	Romanian	Tongan
Cantonese*	Gujarati	Lithuanian	Russian	Towa
Catalan	Haitian Creole	Maay	Samoan	Turkish
Chin	Hausa	Macedonian	Serbian	Ukrainian
Chiu-Chow	Hebrew	Malay	Serbo Croatian	Urdu
Chuukese*	Hindi	Malayalam	Sicilian	Uzbek
Croatian	Hmong	Mandarin*	Sinhalese	Vietnamese*
Czech	Hungarian	Marshallese*	Slovak	Wolof
Danish	Ibo	Mien	Somali	Yoruba
Dari	Ilocano*	Mixteco	Sorani	Yupik

****most frequently used languages***



REMITTANCE ADDRESS

Language Link
701 NE 136 Ave.
Suite 200
Vancouver, WA 98684

CONTACT INFORMATION

Primary: Mo Tabbakh
Phone: (360) 823-2287
Email: Mo.Tabbakh@language.link

PRICING

Contract pricing **\$0.62/min.** for all languages

Optional Equipment:	1. Dual Headset Phone	\$150.00
	2. Lease Dual Handset Phone	\$15.00/Month
	3. Purchase of Y Connector and extra handset	\$35.00

Instructional Material may be accessed at <https://www.language.link/>. After signing up, each account will receive a welcome e-mail with detailed instructions on how to access the services as well as materials which can be printed.

Account Application – Agencies may go to <https://www.language.link/> to sign up or fill out an agreement (attached).

Agencies who have signed “interim” agreements with Language Link shall sign a new account application to receive the contract rate of \$0.62/minute. Your account number will remain the same.

NASPO Account Application		
Please go to naspo.language.link to submit your account application on-line		
Company Name	Company Contact	
Phone Number	Fax Number	Email Address
Address	City, State	Zip Code
Billing Contact	Email Address	
Phone	Fax	
Billing Address (If different)	City, State	Zip Code

General Account Information
Please list the top languages serviced: _____
Hours and days of operation: _____
Type of Business: _____

Sample NASPO Account Access Instructions

- Step 1:** Call dedicated NASPO line
- Step 2:** Enter Assigned Account Number, followed by # sign
- Step 3:** Select 1 to be connected directly to your Spanish interpreter, *or*
Select 2 to be connected directly to your Russian Interpreter, *or*
Select 3 to be connected directly to your Vietnamese interpreter, *or*
Select 4 to be connected directly to your Somali Interpreter, *or*
Select 9 for all other languages

*If you require a 3rd party call, press 9 to reach a Customer Service Representative Optional Data Collection

- Step 4:** Enter Numeric Data Field, followed by # sign (optional)
- Step 5:** Enter Numeric Data Field, followed by # sign (optional)

*see below for additional data collection options

Additional data collection:
We offer two numeric data fields to be gathered at the time of the call (i.e.: employee id, employee extension, case number, location code, department number, etc.). This information will be included on your monthly invoice and call detail records on our client portal. Default invoices will contain the following information for each call record: Language Link Job Number, Date of the Call, Time of the Call, Language Requested, Interpreter ID, Duration of the Call, and Cost of the Call. If you do not require additional numeric data, please indicate below.

Please check here if you do not require any additional data collection (otherwise indicate below):

Numeric data field 1: _____

Numeric data field 2: _____

Please note, Language Link is unable to gather additional details after the call has been completed.

PAYMENT AGREEMENT

I _____ authorize Language Link to bill (Company Name) _____ for the charges generated by on demand telephonic interpretation services at \$0.62 cents per minute. Each call has a one minute minimum billed in six second increments. Setup of the account includes toll-free number, access code, additional data collection (if applicable), and web portal access to retrieve electronic invoices.

I _____ in the name of (Company Name) _____ agree to pay in full and within thirty (30) calendar days of the billing date the amount generated for the interpretation services.

Terms & Conditions

Language Link will bill for charges generated for telephonic interpreting per Master Pricing Agreement #50-000-14-00002 AA and your state contract.

Additional services not covered in the Master Pricing Agreement such as Translation, Localization, Transcription, Video Remote Interpreting, 3rd party international calls, hard copy invoicing and reporting, and pre-scheduled Telephonic are gladly offered under separate agreements or quotes. Please feel free to contact our sales department if you are interested in adding any of these services.

Please fax the completed application to: _____ Attention: _____

Email to naspo@language.link

Authorized Signature _____ Date _____

Name of Signature _____

TIPS AND ADVICE

*How to Work with a Telephone Interpreter***YOUR ROLE**

Telephone interpreters may receive several calls a day—each one requiring special attention in a specific field. When working with an interpreter over the phone, there are a few things you should keep in mind to ensure your call is handled quickly and successfully.

- Always speak in first person, just as you would in normal conversation. For example, say, "Do you have a fever?" rather than "Ask her if she has a fever, please."
- Immediately introduce yourself to the limited-English proficient (LEP) client and explain your reason for calling.
- Telephone interpretation is "consecutive" interpretation. That means you will experience pauses when the interpreter repeats each statement in the respective language.
- After you speak one-two sentences or finish a thought, pause to give the interpreter enough time to interpret.
- Be prepared to explain some things in more detail for the telephone interpreter. Some terminology and concepts may not have an equivalent in the target language.
- Control the conversation. The telephone interpreter is only there to interpret. You are responsible for making sure the LEP client receives the same service as an English-speaking client.
- Ask the interpreter and the LEP client questions to ensure they understand what you want to communicate.
- Avoid asking the interpreter for his/her opinion about the situation being interpreted.
- We can accommodate three-way telephone interpretation calls. Tell the call center agent the name and phone number of the third party, and they will arrange the call for you. The interpreter cannot facilitate this for you. You must ask the call center agent at the beginning of the call.
- Follow up by providing us with feedback about your interpretation services.

YOUR TELEPHONE INTERPRETER'S ROLE

We expect our interpreters to meet high standards and want to know when they are meeting our expectations. To that end, your feedback is critical.

- Make sure your interpreter introduces himself/herself using a first name and ID number. They are not required to provide a last name.
- Your interpreter should not have a side conversation with you or the client. He or she must relay everything that is said back to you or your client. This includes any advice that the client may ask of the interpreter.
- Your interpreter should not discuss anything unrelated to the telephone interpretation assignment.

More questions about interpretation? Contact us at 1-855-579-2704 or ClientRelations@Language.Link

Language.Link





Master Agreement No. **50-000-14-00002AB**

REMITTANCE ADDRESS

Linguistica International
8819 South Redwood Road
Suite D
West Jordan, UT 84088

MAILING ADDRESS

Linguistica International
P.O. Box 95010
South Jordan, UT 84095-9998

CONTACT INFORMATION

Primary: Jordan Daines

Secondary: Sabrina Morales
Chief Executive Officer

Phone: (801) 618-1454

Phone: (801) 262-4550

Email: accounts@linguisticainternational.com

Email: admin@linguisticainternational.com

PRICING

Contract pricing **\$0.56/min.** for all languages

Optional Equipment:	1. Dual Headset Phone	\$90.00
	2. Dual Handset DECT set	\$55.00
	3. Tri Handset Dect	\$69.99

To set up an account with Linguistica International, Inc., contact the Account Management Department at (866) 908-5744.

Agencies may also complete the account set up form and send via email (attached). Once the form is received, an account manager will contact the agency with an account number.

**NASPO ValuePoint Purchasing Program
Account Set Up/Contact Information Form**



Institution/Company: NASPO ValuePoint Cooperative Purchasing Organization
Contract No: 50-000-14-00002AB Contract Status: Active
Service Description: Over the Phone Interpretation Service
PLEASE CHOOSE ONE:
 Option A: \$0.56 per minute All Languages.
 Option B: \$0.53 per minute Spanish and \$0.67 per minute other languages



The NASPO ValuePoint cooperative contract allows all participant units of government to use the Contract for over the phone interpreting services. In order to activate your account for service, please fill out all sections in this form and e-mail to back to your account manager: Jordan Daines at accounts@linguisticainternational.com.
 If you have any questions feel free to call me directly at (801) 618-1454.

Section I—Account Information - Billing Contact

Account Name: _____
 Agency Address: _____

Main Billing Contact Name: _____
 E-mail: _____
 Telephone: _____ Fax: _____

Contact of person in charge of language services coordination and/or scheduling:
 Name: _____ Telephone: _____
 E-mail: _____ Fax: _____

Section II—Expected Volume

- Please select the best option that describes your expected volume for Over the Phone (OTP) interpreting usage.

1. 0 to 500	minutes per week	<input type="checkbox"/>
2. 500 to 1,000	minutes per week	<input type="checkbox"/>
3. 1,000 to 3,000	minutes per week	<input type="checkbox"/>
4. 3,000 to 5,000	minutes per week	<input type="checkbox"/>
5. over 5,000	minutes per week	<input type="checkbox"/>
6. other: _____	minutes per week	<input type="checkbox"/>

- Linguistica International provides interpreting services in over 350 different languages. However, we would like to have a better idea of your top Languages. Please provide **IF POSSIBLE** a list of your top 10 languages starting with #1 as the most frequently used language.

1	6
2	7
3	8
4	9
5	10

Section III – Additional Call Data Reporting Capabilities

Your invoice will reflect the following standard fields for each call:

1. *Date of the call*
2. *Start time*
3. *End time*
4. *Total minutes*
5. *Language*
6. *Total charges*
7. *Interpreter's name*

Should you have the requirement, we can collect additional information at the time of the call such as first/last name of person requesting services, employee codes, location codes, and/or any other relevant information you are interested to capture for each call. This information will be reported on your invoice detail. Simply enter the field information below that you'd like us to collect:

Additional Fields	Please print required or optional
1.	
2.	
3.	
4.	
5.	

Note: In the event that a required field is not provided by the staff member when requesting the service, Linguistica International will not connect the interpreter.

Section IV – Multiple Departments Set up

You may establish multiple departments within the same account (with the same billing contact person) with this form. If additional space is needed, please e-mail separate attachment with a list of all departments to: accounts@linguisticainternational.com.

1.	6.
2.	7.
3.	8.
4.	9.
5.	10.

Section V – Authorization

* Your signature below acknowledges your authorization to utilize interpreting services via Linguistica International under the current NASPO ValuePoint Cooperative Purchasing Organization - contract No **50-000-14-00002AB** for over the phone interpreting services.

Print Name of Authorizing Agent

Date

Signature

For any questions please contact Jordan Daines, Director of Account Services at (801) 618-1454. Please return the completed account set up form to accounts@linguisticainternational.com.



Master Agreement No. **50-000-14-00002AC**

REMITTANCE ADDRESS

MAILING ADDRESS

Voiance Language Services
Accounts Receivable
5780 N. Swan Road
Tucson, AZ 85718
accountsreceivable@voiance.com

Voiance Language Services
5780 N. Swan Road
Tucson, AZ 85718

CONTACT INFORMATION

Primary: Joe Whittington
Phone: (866) 742-9080 Ext. 4467
Email: jwhittington@voiance.com

PRICING

Contract pricing **\$0.65/min.** for all languages

Please contact the above for all sales or contract inquiries.