

STATE OF HAWAII
DEPARTMENT OF THE ATTORNEY GENERAL
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Department of the Attorney General
Language Access Plan
Revised July 1, 2019

I. Introduction

This plan is established pursuant to chapter 321C, Hawaii Revised Statutes.

II. Meaningful Access to Services, Programs, and Activities

Section 321C-3(a), Hawaii Revised Statutes, states:

Each state agency and all covered entities shall take reasonable steps to ensure meaningful access to services, programs, and activities by limited English proficient persons, which will be determined by a totality of circumstances, including the following factors:

- (1) The number or proportion of limited English proficient persons served or encountered in the eligible service population;
- (2) The frequency with which limited English proficient persons come in contact with the services, programs, or activities;
- (3) The nature and importance of the services, programs, or activities; and
- (4) The resources available to the State or covered entity and the costs.

The Department uses the *Language Access Reporting Tool* created by the Office of Language Access to determine the number or proportion of limited English proficient (LEP) persons served or encountered in the eligible service population, and the frequency with which LEP persons come in contact with the Department's services, programs, or activities. The Department reports this information to the Office of Language Access. (Exhibit 1).

The Department has determined that the proportion of LEP persons served or encountered is less than one percent.

To inform the public regarding language access pursuant to chapter 321C, Hawaii Revised Statutes, a poster entitled *If You Need an Interpreter*, created by the Office of

Language Access, is posted in the Department's public areas. (Exhibit 2).

III. Language Services

Section 321C-3(4)(b), Hawaii Revised States, states:

Subject to subsection (a), each state agency and covered entity shall provide competent, timely oral language services to limited English proficient persons who seek to access services, programs, or activities.

When a LEP person seeks to access the Department's services, programs, or activities, the employee contacted by the LEP person will attempt to identify the language spoken by the LEP person (the employee may use the *If You Need an Interpreter* poster for this purpose) and will follow the procedures listed below:

Legal Services Divisions

Contact the Language Access Coordinator for assistance in locating a Department employee who is able to communicate in the LEP person's language. The Language Access Coordinator will maintain a list of multilingual Department employees for this purpose.

Hawaii Criminal Justice Data Center

Ask a HCJDC employee who is able to communicate in the LEP person's language to provide assistance. The HCJDC Assistant Administrator will maintain a list of multilingual HCJDC employees for this purpose, and will ensure that HCJDC public contact employees are aware of and have access to the list.

If no available HCJDC employee is able to communicate in the LEP person's language, notify the HCJDC Assistant Administrator. The HCJDC Assistant Administrator will contact the Language Access Coordinator for assistance in locating a Department employee who is able to communicate in the LEP person's language.

Child Support Enforcement Agency

Ask a CSEA employee who is able to communicate in the LEP person's language to provide assistance. The CSEA Administrator will maintain a list of multilingual CSEA employees for this purpose, and will ensure that CSEA public contact employees are aware of and have access to the list.

If no available CSEA employee is able to communicate in the LEP person's language, notify the CSEA Branch/Office Administrator. The CSEA Branch/Office Administrator will notify the CSEA Administrator, and the CSEA Administrator will contact the Language Access Coordinator for assistance in locating a Department employee who is able to communicate in the LEP person's language.

If no available Department employee is able to communicate in the LEP person's language, the Language Access Coordinator will determine whether it is necessary to procure language services in order to ensure meaningful access by the LEP person to the Department's services, programs, or activities, under the totality of the circumstances, including the factors set forth in section 321C-3(a), Hawaii Revised Statutes. If necessary, the Department will procure language services following the provisions of the Hawaii Public Procurement Code.

If the Language Access Coordinator needs assistance to determine the competency of a language service provider, the Language Access Coordinator will contact the Office of Language Access, the University of Hawaii Office of Interpretation and Translation Studies, or the Judiciary Office on Equality and Access to the Courts.

IV. Written Translations of Vital Documents

Section 321C-3(4)(c), Hawaii Revised Statutes, states:

Subject to subsection (a), each state agency and covered entity shall provide written translations of vital documents to limited English proficient persons who seek to access services, programs, or activities, as follows:

- (1) Written translations of vital documents for each eligible limited English proficient group that constitutes five per cent or one thousand, whichever is less, of the population of persons eligible to be served or likely to be affected or encountered; or
- (2) If there are fewer than fifty persons in a limited English proficient group that reaches the five per cent threshold in paragraph (1), written notice in the primary language to the limited English proficient language group of the right to receive competent oral interpretation of those written materials, free of cost.

By using the *Language Access Reporting Tool*, the Department has determined that LEP persons constitute less than five percent or one thousand of the population of persons eligible to be served or likely to be affected or encountered. Accordingly, the Department does not provide written translations of vital documents.

V. Personnel to Provide Language Access Services

Section 321C-3(d), Hawaii Revised Statutes, states:

To the extent that the State requires additional personnel to provide language services based on the determination set forth in this section, the State shall hire qualified personnel who are bilingual to fill existing, budgeted vacant public contact positions.

Accordingly, to the extent that the Department requires additional personnel to provide language services based on the determination set forth in section 321C-3, Hawaii Revised Statutes, the Department continuously attempts to hire qualified personnel who are bilingual to fill existing budgeted vacant public contact positions.

VI. Evaluation

Section 321C-4(a) and (b), Hawaii Revised Statutes, requires, in relevant part, that each State Agency “that filed initial language access plan pursuant to former section 371-34(b) by July 1, 2007, and July 1, 2008, shall continue to file their plans with the executive director every two years thereafter.”

The Department filed its initial Language Access Plan with the Office of Language Access in July 2007. Every two years thereafter, the Language Access Coordinator will review the plan and revise it, if appropriate, based on comments from LEP persons, their representatives, interested stakeholders, and Department employees.

VII. Language Access Coordinator

Section 321C-4(c), Hawaii Revised Statutes, states:

Each state agency shall designate a language access coordinator who shall establish and implement the plan for language access in consultation with the executive director and the language access advisory council.

The Department has designated its Administrative Services Manager as its Language Access Coordinator.

VIII. Data Collection and Reporting System

The Department may use the *Language Access Reporting* to collect and report data regarding language services pursuant to chapter 321C, Hawaii Revised Statutes.

IX. Training

The Language Access Plan is posted on the Department's Intranet. The Language Access Coordinator will ensure that division supervisors are familiar with the Language Access Plan. Division supervisors will ensure that the employees under their supervision are familiar with the Language Access Plan.

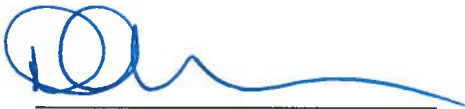
The Language Access Coordinator will ensure that division supervisors, who have public contact, understand the proper use of the *Language Access Reporting Tool*. Division supervisors will ensure that employees in public contact positions under their supervision properly use the *Language Access Reporting Tool*.

The Language Access Coordinator will consult with the Office of Language Access regarding training during the regularly scheduled Language Access Coordinator meetings held by the Office of Language Access, and at other times as appropriate.

X. Effective Date

This revised Language Access Plan shall take effect on July 1, 2019.

Approved:



Dana O. Viola
First Deputy Attorney General



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



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

For more information, please contact:

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