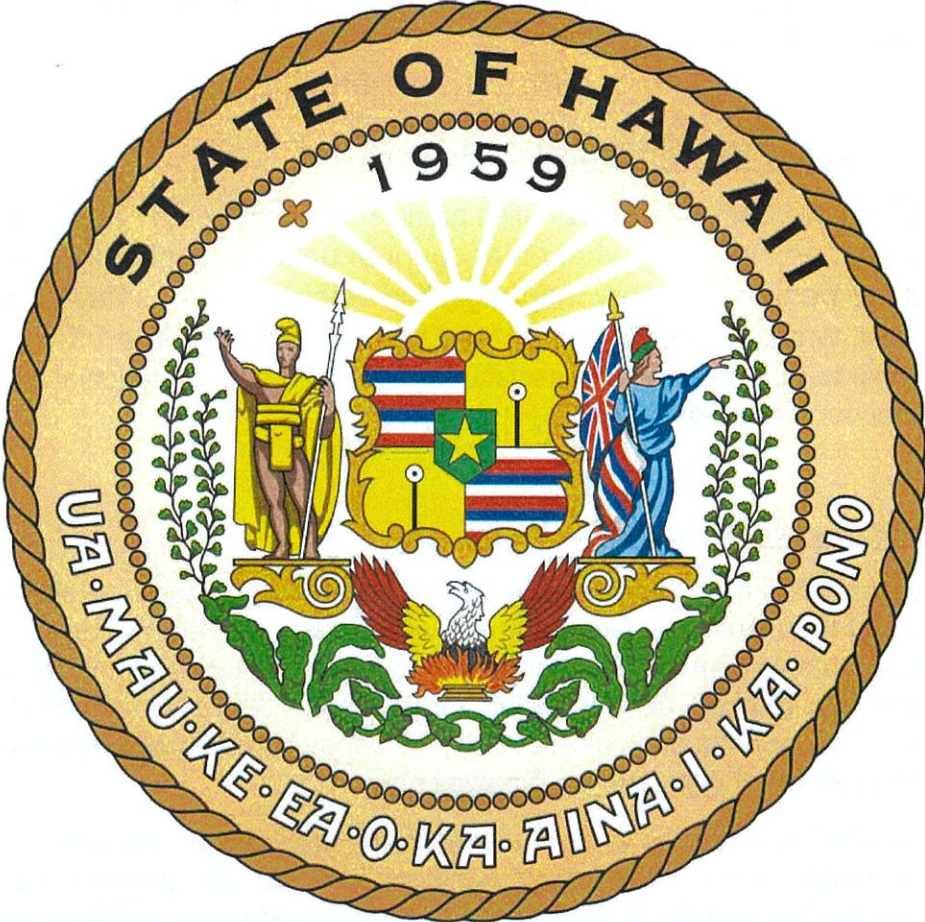
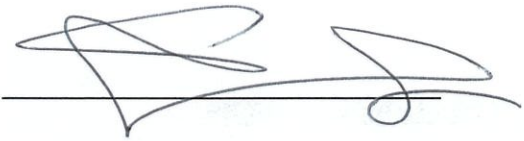


Office of the Lieutenant Governor Language Access Plan



Approved: 

Introduction

The Office of the Lieutenant Governor is committed to improving access to services for persons with limited English proficiency (LEP). This Language Access Plan (LAP) is a guide to the Office's responsibilities, policies and strategies for providing language assistance to LEP persons in order to ensure meaningful access to services, programs and activities. This plan is created, pursuant to chapter 321C, Hawaii Revised Statutes, guided by Executive Order No. 13166 and succeeding provisions of federal law, regulation, and guidance.

Definition of Limited English Proficient Persons

For purposes of this LAP, a limited English proficient person or LEP person is defined in HRS 321C-2 as "an individual who, on account of national origin, does not speak English as the person's primary language and self identifies as having a limited ability to read, write, speak, or understand the English language." Such persons may be eligible to receive language assistance with respect to a particular service, benefit, or encounter free of charge.

Language Access Coordinator

The Director of Public Services will serve as the Language Access Coordinator (LAC) for the Office of the Lieutenant Governor and will be responsible for overseeing the implementation of this plan and for responding to inquiries and concerns regarding LEP persons. This individual will be responsible for training all staff to work with LEP persons and translation of documents as needed. The LAC may be contacted by phone at 808-586-0255 or by email at ltgov.contact@hawaii.gov.

The LAC will also be responsible for forwarding any language access complaints to the Office of Language Access (OLA). Staff members are instructed to forward all Language Access complaints to the LAC and are recorded using the Language Access Reporting Tool, provided by the OLA. All language access complaints are recorded, whether they are reported directly to the Office of the Lt. Governor, or by way of another Department or Agency, such as the Office of the Ombudsman or the OLA. (See Appendix A)

Language Access Effective Dates

This Language Access Plan is effective as of August 1, 2024. The LAC will update the LAP every two years, in accordance with the schedule set forth by the OLA.

Measurement of LEP Population Served

The members of the staff who work with the public are asked to document all interactions with LEP persons. The LAC will compile and submit a report of these interactions, when required, to the OLA. Each encounter with an LEP person will have the following information recorded: date, whether a language service was accepted or refused, language and service provided, and additional details of the service used, if appropriate.

In addition to the population of LEP individuals that are recorded by the office, as the office is open to the general public, it is important to track the languages spoken throughout Hawaii. According to the 2018-2022 American Community Survey (ACS), Public Use Microdata Sample (PUMS) data from the Department of Business, Economic Development & Tourism (DBEDT), the top 15 languages spoken by over 1000 individuals with limited English proficiency (LEP) in the State of Hawaii are:

- 1.Ilocano (34,872)
- 2.Japanese (17,220)
- 3.Tagalog (16,062)
- 4.Korean (10,135)
- 5.Cantonese (7,362)
- 6.Spanish (6,605)
- 7.Vietnamese (6,541)
- 8.Chuukese (5,367)
- 9.Mandarin (4,848)
- 10.Marshallese (3,032)
- 11.Samoan (2,973)
- 12.Hawaiian (2,410)
- 13.Cebuano (2,079)
- 14.Thai (1,497)
- 15.Tongan (1,177)

(See Appendix B – disaggregated data provided by OLA memo No. 2024-002)

Description of Services Provided

The office of the Lt. Governor is open to all members of the public and provides service to approximately 5,000 people annually for requests for name changes or certification of documents each year. Other office functions, such as publishing administrative rules, posting meeting notices, distribution of published statutes, and policy work may also involve working with the public to a lesser extent.

The Office of the Lieutenant Governor administers the following duties that are most commonly used by the general public, including the LEP population.

1. Name Changes

Hawaii residents are allowed to submit a petition to the Lieutenant Governor to request to be allowed to change their legal name.

2. Apostilles and Certification of documents

The Lieutenant Governor certifies Hawaii state documents and is authorized by the Department of State to issue apostilles for the state of Hawaii in accordance with the Hague Convention of 5 October 1961 Abolishing the Requirement of Legalisation for Foreign Public Documents, also known as the Apostille Convention.

Determination of LEP Services Provided

The LAC is responsible for reviewing all services offered as well as forms used by the office to determine the cost of offering interpretation and translation services to ensure access. The LAC will make a determination regarding which services to offer based on the record of LAP encounters recorded each year along with the number of other language speakers throughout the general population in Hawaii, and will use the state's Four-Factor Analysis (Section 321C(a) Hawaii Revised Statutes) to determine how to provide meaningful access to LEP individuals:

- (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.

Notice of Available Language Assistance

In person: The Office of the Lieutenant Governor posts a Language Identification Poster in a highly visible area in the front of the office to inform the public that language services may be requested free of charge. The office also uses a laminated Language

Identification Card (Appendix C) to assist in informing members of the public that free language services are available. The Language Identification Card, provided by the OLA includes twenty-four frequently spoken languages in the state.

Over the Phone: If a person self-identifies as LEP over the phone, the office staff member will ask what language they speak and inform the person that interpretation services are available.

Online: On the homepage for the Office of the Lieutenant Governor, ltgov.hawaii.gov, a notice appears in eighteen commonly spoken languages to inform readers to call the office for language interpretation at no cost to them.

By Email: All email signatures include a link to the homepage of the Office of the Lieutenant Governor which includes the language notice at the top of the page.

Oral Language Assistance

The Office of the Lieutenant Governor has selected the state contractor, Language Link, to perform interpretation services (Appendix D). Language Link offers over-the-phone interpreting in over 300 languages and dialects through its 24/7 call center. Language Link provides secure, confidential, on-demand phone interpretation with LEP callers or LEP persons at the office.

The office of the Lieutenant Governor relies on its vendor, Language Link, to hire and use qualified interpreters. Staff members are instructed to end an interpretation phone call if they have concerns about the quality of the interpretation service. Staff members are also instructed to clarify terms that the interpreter may not be familiar with.

The public-facing staff are trained in providing the following information to each LEP person using the interpretation services:

- Introduction of office staff member
- Introduction and explanation of interpretation service
- Instructions for using interpretation service
- Confidentiality statement

Staff members are trained to offer professional interpretation services to anyone who contacts the office that self-identifies as LEP. Use of family members or friends as interpreters is discouraged and interpretation services are offered even if an English-speaking friend or relative is available.

The staff of the Lieutenant Governor also employs dual-language speakers who have volunteered to provide informal language assistance in person and over the phone. (Appendix E). This list will be maintained by the LAC. Staff members have provided the languages that they speak and the level at which they are comfortable to provide voluntary interpretation or assistance in a language other than English. If an LEP person

self-identifies over the phone or in person, staff members are instructed to find a staff member who speaks the language requested to assist, or to use the interpretation services of Language Link. Staff members who volunteer to interpret are provided basic instruction in interpretation practices, confidentiality, and ethics and must sign a Volunteer Interpreter form and agree to an interpreter code of ethics. (Appendix F)

In addition, the Office of the Lt. Governor maintains a list of local language service providers who can interpret for events where a remote service would not be feasible or appropriate, such as conferences or diplomatic meetings. (Appendix G)

Written Language Assistance

The office will review all documents used by the public to determine if any documents currently would be considered vital documents requiring written translation under Section 321C-3(c). The LAC will also determine if a written translation of any documents used by the office would provide more efficient access to services than oral interpretation of the documents.

If a translated document is requested from the office, the encounter will be recorded, and the request will be passed on to the LAC, who will use the Four Factor Analysis to determine if that document should be prioritized for translation.

Currently there are no written translations of documents used by the office of the Lieutenant Governor and the office has not recorded any requests for translated documents. The Office of the Lieutenant Governor has selected the state contractor, Language Link, to perform translations services when they are required. The office relies on the state contractor, Language Link, to ensure the competency of the translation of the documents. (Appendix H)

The office of the Lieutenant Governor also employs dual-language staff members who have volunteered to provide informal language assistance in translation if needed. (Appendix D). This list will be maintained by the LAC. Staff members have provided the languages for which they are willing to provide translation or assistance in a language other than English and their self-rated skill level. If an LEP person self-identifies as needing informal translation in another language, staff members are instructed to find a staff member who knows the language requested to assist. Staff members who volunteer to translate are provided basic instruction in confidentiality and ethics of translation and must sign a Volunteer Interpreter form and agree to an interpreter code of ethics. (Appendix F)

Training

The LAC is responsible for ensuring that all office staff will receive basic language access training on a bi-annual basis on completion and acceptance of the LAP (every

two years). New employees will receive this training within one week of their starting date. Basic training will include best practices of offering language assistance and compliance with state and federal laws. Employees will also be trained to be familiar with the interpretation and translation services the office is able to provide along with the location of language access tools, such as the Language Identification Posters. All staff will be trained to record interactions with LEP members of the public.

All front office staff and all staff with public contact will be trained to use the LanguageLink service to provide interpretation services to individuals who self-identify as LEP within the office and on the phone. This training will take place within one week of their starting date, with re-training provided as needed.

The LAC will consult with the OLA regarding training during the regularly scheduled LAC meetings held by the OLA.

Additional training for working with the LEP population of Hawaii will be encouraged for all staff. Staff are encouraged to participate in Language Access Training through the OLA and other agencies and given time off from regular work, with supervisory discretion, to participate in training seminars related to language access. All front office staff members are required to take the Language Access training module “OLA Basics Training” on the State Employees Learning Dashboard as part of their initial training.

The LAC is responsible for informing and monitoring language access provided by any subcontractors that the office of the Lt. Governor employs. Currently the office does not employ any subcontractors.

Appendices

- A. Language Access Complaints
- B. DBEDT 2018-2022 Census 5-year American Community Survey
- C. Language Identification Card
- D. LanguageLink: How to Use (Interpretation)
- E. Volunteer Interpreter List
- F. Volunteer Interpreter Form
- G. Local Language Services Providers
- H. LanguageLink: Translation Services

Appendix A

LANGUAGE ACCESS REPORTING TOOL

Language access complaints Department/Agency _____ Lt. Gov

Date of Complaint	Where the Complaint Was Filed	Description of the Nature of the Complaint	Complaint Status

Total # of complaints received during this re _____ **0**

Appendix B-1

Top languages other than English spoken at home

Select an area

State of Hawaii

Honolulu County

Hawaii County

Maui & Kauai Counties

Select a group by English proficiency

all English proficiencies

speaks English less than very well

* Due to its small population size, Kauai County cannot be reported separately using ACS PUMS data. Individual county data for Kauai and Maui Counties are only available using the preset tables found on <https://data.census.gov>.

State of Hawaii

**Top languages spoken at home
by English proficiency**

“ speaks English less than very well ”

among population age 5 and over
during the 2018 - 2022 period

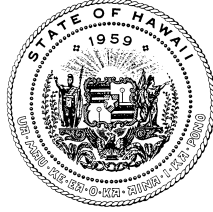
[Download data](#)

Language	Rank	Population	MOE(pop)	Share	MOE(share)
All		153,940	+/- 4,634	100.0%	+/- 0.0%
Ilocano	1	34,872	+/- 2,586	22.7%	+/- 1.4%
Tagalog	2	27,093	+/- 1,841	17.6%	+/- 1.2%
Chinese*	3	21,557	+/- 2,061	14.0%	+/- 1.3%
Japanese	4	17,220	+/- 1,472	11.2%	+/- 0.9%
Korean	5	10,135	+/- 1,490	6.6%	+/- 1.0%
Spanish	6	6,605	+/- 978	4.3%	+/- 0.7%
Vietnamese	7	6,541	+/- 1,406	4.2%	+/- 0.9%
Chuukese	8	5,367	+/- 1,488	3.5%	+/- 1.0%
Marshallese	9	3,032	+/- 802	2.0%	+/- 0.5%
Samoan	10	2,973	+/- 704	1.9%	+/- 0.4%
Other English-based Creole languages**	11	2,785	+/- 869	1.8%	+/- 0.6%
Other Eastern Malayo-Polynesian languages	12	2,648	+/- 839	1.7%	+/- 0.5%
Cebuano and other Philippine languages	13	2,419	+/- 635	1.6%	+/- 0.4%
Hawaiian	14	2,410	+/- 457	1.6%	+/- 0.3%
Thai	15	1,497	+/- 387	1.0%	+/- 0.3%
Tongan	16	1,177	+/- 467	0.8%	+/- 0.3%
Lao	17	787	+/- 372	0.5%	+/- 0.2%
German	18	746	+/- 293	0.5%	+/- 0.2%
French	19	637	+/- 247	0.4%	+/- 0.2%

* Chinese includes Mandarin, Cantonese and other Chinese languages

** Other English-based Creole languages includes, but not limited to, Hawaii Creole English (Hawaiian Pidgin)

Data source: DBEDT calculation using Public Use Microdata Sample from U.S. Census Bureau 2022 5-year American Community Survey



**STATE OF HAWAII
OFFICE OF LANGUAGE ACCESS**

1177 Alakea Street, Room B-100
Honolulu, HI 96801-3378
Phone: (808) 586-8730 / Fax: (808) 586-8733
doh.ola@doh.hawaii.gov

**OFFICE OF LANGUAGE ACCESS
MEMORANDUM No. 2024-002
May 1, 2024**

TO: All Language Access Coordinators

FROM: Aphirak Bamrungruan, Executive Director
Office of Language Access *Aphirak Bamrungruan*

SUBJECT: The top 15 languages spoken by individuals with limited English proficiency (LEP) in the State of Hawaii

According to the 2018-2022 American Community Survey (ACS), Public Use Microdata Sample (PUMS) data from the Department of Business, Economic Development & Tourism (DBEDT), the top 15 languages spoken by individuals with limited English proficiency (LEP) in the State of Hawaii are:

1. Ilocano (34,872)
2. Japanese (17,220)
3. Tagalog (16,062)
4. Korean (10,135)
5. Cantonese (7,362)
6. Spanish (6,605)
7. Vietnamese (6,541)
8. Chuukese (5,367)
9. Mandarin (4,848)
10. Marshallese (3,032)
11. Samoan (2,973)
12. Hawaiian (2,410)
13. Cebuano (2,079)
14. Thai (1,497)
15. Tongan (1,177)

These are languages spoken by at least 5% of the state population or 1,000.00 people.

Should you have any questions regarding this matter, please do not hesitate to contact our office via email at DOH.OLA@doh.hawaii.gov or at (808) 586-8730.



Appendix C
**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 ‘ane‘i ke pono ka mahele‘ōlelo (‘ā‘ohe 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 하시면 다음 약속일 전에 반드시 통역이 필요하다고 말씀하셔야 합니다. 비용은 부담않하셔도 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 အတွက်နောက်တစ်ခေါက်ဆက်သွယ်ရန်လိုအပ်ပါသည်။
<u>ภาษาไทย (Thai):</u>	กรุณาชี้มาที่ข้อความนี้ ถ้าคุณต้องการล่ามภาษาไทย (โดยที่คุณไม่ต้องเสียค่าใช้จ่ายใดๆ)
<u>ភាសាខ្មែរ (Khmer):</u>	សូមបង្ហាញនៅត្រង់នេះមក បើសិនជាអ្នកត្រូវការអ្នកបកប្រែជាភាសានេះ (អ្នកមិនត្រូវការចំណាយអ្វីទាំងអស់)។
<u>ອັກສອນລາວ (Lao):</u>	ກະລຸນາຊີ້ໃສ່ບ່ອນນີ້ ຖ້າທ່ານຕ້ອງການລ່າມພາສາລາວ (ໂດຍທີ່ທ່ານບໍ່ຕ້ອງເສຍຄ່າໃຊ້ຈ່າຍໃດໆ)
<u>Marshallese:</u>	Jouj im jitōñe ijin elañe kwoj aikuji juōn am ri-ukok ilo kajin in (ejjelok wōnāān ñan 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 srisrningac 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 togiina 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:

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

How to Access Over the Phone Interpretation Services

- Step 1:** Call 1-877-650-8014
- Step 2:** Enter Account Number **XXXXX**, followed by # sign
- Step 3:** Select whether a 3rd party call is needed
- If a 3rd party call is selected, you will be prompted to enter and confirm the domestic phone number that will be used to reach the 3rd party.
- Step 4:** Select Language by Entering the Corresponding Number
- If the language you need is not listed in the options, Enter “9” for all other languages
 - If you need to speak with a customer service rep. prior to being connected with the interpreter, Enter “9”
- Step 5:** Follow Additional Prompts (if applicable)

IVR FAQs:

What if I do not know my Account number?

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

What is a third-party call?

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

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

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

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

Language Link understands that some telephone providers do not allow customers to access toll free lines. Because we want to ensure our customers have access to interpretation services, we assign backup local numbers for customers that may fall into this category. If you are unable to access the toll-free interpretation line assigned to your account, you may access interpretation services by dialing the backup number **360-314-3452**. Please note, you may incur long distance charges from your telephone provider when accessing the backup local number.

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

Email: ClientRelations@Language.Link

Toll Free: 1-855-579-2704

Appendix E

Office Volunteer Interpreters*							
					Volunteer Self-graded Language Skill Levels		
Name	Phone	Posit	Language	Date	Communication	Interpretation	Translation
			Ilokano	4/5/2024	Fair	Poor	N/A
			Japanese	4/9/2024	Excellent	Excellent	Excellent/Fair

*Redacted contact information held by the Department Language Access Coordinator



INTERPRETER FORM

Name: _____ Language: _____

Phone Number: _____ E-mail Address: _____

Department/Division/Section/Unit: _____

Position: _____

For LG Office Staff Volunteer Interpreter:

- I would like to be on the Office of the Lieutenant Governor's list of volunteer interpreters. I will inform the office if I no longer want to volunteer as an interpreter.
- I do not want to be on the Office of the Lieutenant Governor's list of volunteer interpreters; however, I will provide interpreter services for: _____.

For Family & Friends Providing Interpreter Services:

Name of person you are interpreting for: _____

Your relationship to the person receiving interpretation: _____

Interpreter Mailing Address: _____
(P.O. Box or Number & Street, Apt. No., City, State, Zip Code)

Interpreter Phone Number: _____

Fluency:	N/A	Fair	Good	Bad
I can communicate in English and the language listed above:	○	○	○	○
I can interpret to and from English in the language listed above:	○	○	○	○
I can translate written English to the language listed above:	○	○	○	○
I can translate the written language listed above to English:	○	○	○	○



Interpreter Code of Ethics

1. Accuracy

- a. Interpreters shall convey the message and tone of the speakers accurately and completely, without adding or deleting anything.
- b. Interpreters shall accurately interpret offensive language, obscenities, and sexual terminology and shall maintain composure while interpreting in emotionally charged situations.
- c. Interpreters shall seek clarification when needed.
- d. Upon recognizing that a communication may have been misunderstood, interpreters may bring the possible misunderstanding to the attention of the provider, who will decide how to resolve it. (Not to be done in legal proceedings.)

2. Confidentiality

- a. Interpreters shall keep confidential all assignment-related information and shall not divulge any information obtained through their assignments, including but not limited to information gained through access to documents or other written materials.

3. Impartiality

- a. Interpreters shall refrain from accepting an assignment when family, personal or professional relationships affect impartiality.
- b. Interpreters shall reveal any relationship with a party that might be perceived as a conflict of interest.
- c. Interpreters shall demonstrate respect toward all persons involved in the interpreting situation and shall act in a manner that is neutral, impartial, unbiased, and culturally sensitive.

4. Role Boundaries

- a. Interpreters shall use first person speech to help facilitate as much direct communication as possible.
- b. Interpreters shall maintain proper role boundaries, avoiding all unnecessary contact with the parties during and outside the interpreting situation.
- c. Interpreters shall not interject personal opinions or give counsel or advice to individuals for whom they are interpreting.

5. Professionalism

- a. Interpreters shall arrive punctually at the appointed location, prepared, and dressed appropriately.
- b. Interpreters hired by an agency shall not promote their own business directly with the agency's customers or accept/request gratuities or additional fees from them.
- c. Interpreters shall accurately represent their qualifications, training, and experience, and shall refrain from accepting assignments for which they are not qualified.
- d. Interpreters shall participate in continuing education programs when available.
- e. Interpreters seek evaluative feedback in order to improve their performance.

Prepared by Dr. Suzanne Zeng, Center for Interpretation and Translation Studies, University of Hawaii. Used with permission.

I state the following are true:

I am 18 years of age or older.

I have read and understand the interpreter Code of Ethics and agree to faithfully discharge the code when providing interpreter services.

Unless otherwise approved by the Lieutenant Governor's Office, I understand that my services are voluntary, and I will not receive any additional compensation for providing interpreter services.

Signature: _____ Date: ____/____/____

Appendix G

Resources: Local Language Service Providers (Updated April of 2024)

1. **Hawaii State Judiciary Court Interpreter Registry**

In accordance with the Hawai'i State Judiciary's Court Interpreter Certification Program, the Office on Equality and Access to the Courts publishes a Registry of Interpreters:

<https://www.courts.state.hi.us/wp-content/uploads/2024/02/out24Feb16tiers.pdf>

2. **Helping Hands Hawaii's - Bilingual Access Line**

Provide both interpreting and translation services.

Phone: (808) 526-9724

Email: bal@helpinghandshawaii.org

Website: <https://www.helpinghandshawaii.org/what-we-do/bilingual-access-line/>

3. **Language Services Hawaii**

Provide both interpreting and translation services.

For quote, consultation, or advice:

Phone: (808) 892-3446

Email: LSH@LanguageServicesHawaii.com

Website: <https://languageserviceshawaii.com/about.htm>

4. **Pacific Gateway's Hawaii Language Bank**

Provide both interpreting and translation services.

Phone: (808) 773-7051

Email: hlb@pacificgatewaycenter.org

Website: <https://www.pacificgatewaycenter.org/hawaii-language-bank>



TRANSLATION REQUESTS

How to request and approve a quote for translation services:

1. Please email your request to naspo@language.link. Please include the following:
 - a. Files for translation
 - b. Which languages and dialects you need
 - c. Preferred timeline
 - d. Available budget
2. A quote will typically be provided to you within 24 hours. The quote will include the following information:
 - a. Project details & scope of work
 - b. Delivery timeline
 - c. Project cost
3. Once you approve the quote, we will begin your project!





TIPS FOR REQUESTING TRANSLATION

Use these handy suggestions when submitting your request:



- If your files are large or contain confidential information, you are welcome to use Dropbox or other file share applications. Language Link can also provide you with access to our secure FTP site.
- Please provide a PDF version of your files along with the source documents.
- We may have some questions for you, including:
 - Do you want headers or footers translated?
 - Would you like text within graphics translated or left in the source language?
 - How would you like to handle proper names?

We look forward to partnering with you on your next translation project!