

Office of the Governor State of Hawaii

Language Access Plan

Revised November 20, 2016

Office of the Governor
Hawaii State Capitol
Executive Chamber
415 South Beretania Street
Honolulu, Hawaii 96813

This Language Access Plan speaks to our commitment to provide essential and meaningful access to Limited English Proficient (LEP) individuals and to remove barriers which could prevent constituents from obtaining services from the Office of the Governor.

LEP is a term used to describe people who do not speak English as their primary language and who identify themselves as having a limited ability to write, speak, or understand English.

The Office of the Governor continues to take reasonable steps to provide meaningful access to LEP individuals in compliance with Title VI of the Civil Rights Act of 1964 and in the implementation of regulations 45 CFR, Part 80 and Sections 371-37, Hawaii Revised Statutes.

To provide language assistance to LEP individuals, the Office of the Governor will make every effort to:

- Provide oral language services in a timely and competent manner.
- Provide written translations of vital documents in the primary language of LEP persons in accordance with the guidelines for Meaningful Access (Four Factor Analysis) and the "5% Rule," which states that written translations of vital documents should be provided for each eligible LEP language group that constitutes 5% or 1,000, whichever is less, of the populations of persons eligible to be served or likely to be affected or encountered.
- Inform LEP individuals that interpreter services may be arranged at no cost if available.
- Maintain a list of language assistance resources, including staff who are able to interpret and/or translate.
- Maintain a reporting system designed to obtain key information about LEP populations who are serviced by staff at the Office of the Governor.
- Designate a Language Access Coordinator.
- Train staff on the Language Access Plan and available community resources.
- Periodically review and update the Language Access Plan.

MEANINGFUL ACCESS

HRS Section 371-33 (a) requires that agencies take reasonable steps to provide meaningful access to programs and services for LEP individuals.

The Office of the Governor will conduct an assessment by examining the totality of the circumstances and balancing the following four factors:

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 agency;
3. The nature and importance of the program, activity, or service provided; and
4. The resources available and the costs of providing interpretation/translation services.

The four factor analysis refers to the "mix" of LEP services that will be determined to best accommodate the needs of LEP individuals. Two primary methods of providing language services are oral interpretation and written translation. Oral interpretation can range from on-site interpreters to telephone interpreter services. Likewise, written translation can range from translation of an entire document to translation of a short description of the document. The correct mix will be based on what is both necessary and reasonable in light of the four factor analysis.

ORAL LANGUAGE SERVICES

Oral language assistance will be provided for LEP persons at public service counters, via phone or at public meetings, as appropriate. Such assistance may come from bilingual staff, a telephone interpreter service, or a community organization.

Multi-language posters, provided by the Office of Language Access (ATTACHMENT A), shall be posted prominently in public places informing LEP persons to identify their native language if assistance is needed.

When an LEP individual who requests help but has difficulty communicating his/her needs over the phone or in person, staff members at the Office of the Governor may:

- Engage on-site assistance from a bilingual staff member in the office who speaks the language being requested (ATTACHMENT B); and/or
- Engage telephone interpreter services by contacting CTS Language Link, a 24- hour, 7 days a week, 365 days a year Over-the-Phone Interpretation service (ATTACHMENT C).
 - Step 1: Call **+1-877-650-8027**
 - Step 2: Provide the Call Center Service Representative with:
 - Account Number **13836**
 - Location Code-99

- Employee Full Name
- Contact a community-based organization with bilingual staff who is proficient in the language of the LEP individual. A list of community-based organizations is provided (ATTACHMENT D).

WRITTEN TRANSLATION OF VITAL DOCUMENTS

The Director of Community Engagement will survey staff members to identify departmental information and vital documents that require written translation based on the four factor analysis.

Vital documents are "printed documents that provide important information necessary to participate in services, programs, and activities; and includes but is not limited to applications, outreach materials, and written notices of rights, denials, losses, or decreased in benefits or services."

When a request for a written translation of a document (not previously identified as vital) is received, the staff receiving the request shall notify and meet with the Director of Community Engagement. A decision for translation service will be based on the following:

- 1) Does the document fit the definition of a vital document?
- 2) Using the four factor analysis, is translation of the document necessary and reasonable?
- 3) Under the "5% Rule," is a written translation required?

If translation of a written document has been decided upon, the Director of Community Engagement will select a competent translator in a timely manner. Furthermore, the written translation will be provided at no cost to the LEP person making the request.

If translation of a written document is not warranted, written notice will be given in the primary language of the LEP language group of the right to receive competent oral interpretation of those written materials at no cost.

The Director of Operations will post a written notice of the availability of interpretation/ translation service after surveying staff and determining the most common services requested and the most common languages encountered by staff. The same notice will be attached to vital documents.

DATA COLLECTION

Data collection provides measurable evidence of the Office of the Governor's performance as it relates to providing meaningful language access to LEP persons.

The Office of the Governor will collect data on services accessed by an LEP population by utilizing the attached form, (ATTACHMENT E). Information will be collected on languages spoken by LEP constituents, services accessed from the Office of the Governor by LEP constituents, and the frequency in which LEP persons use these services. Staff in public contact positions shall complete the data collection form and return it to the Director of Community Engagement.

STAFF TRAINING

Staff in public contact positions will be trained in providing meaningful access to language for LEP constituents under the Office of the Governor's Language Access Plan. The Director of Community Engagement shall be responsible for the training. The primary purpose of the training is to impart the necessary background and understanding to implement the objectives of the Language Access Plan. The training will cover the Language Access Plan, procedure on how to use the data collection form, and available community resources.

STAFF HIRING

Hiring bilingual staff to serve as staff interpreters is not substantiated by the four factor analysis nor within the Office of the Governor's budget. However, hiring of bilingual staff is an ongoing effort where possible.

LANGUAGE ACCESS PLAN EVALUATION, REVIEW AND REVISION

The Office of the Governor's Language Access Plan will be evaluated and revised every two years. The Director of Community Engagement is responsible for the evaluation and revision of the Language Access Plan.

LANGUAGE ACCESS COORDINATOR

The Director of Community Engagement in the Office of the Governor is responsible for compliance, monitoring and oversight of language access responsibilities. The Director of Community Engagement has designated, Mei Yee Cheng, Community Engagement Specialist, as the Language Access Coordinator for the office. Mei Yee Cheng can be contacted via email: MeiYee.Cheng@hawaii.gov or by phone: at 808-586-0221.



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



ATTACHMENT A

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

For more information, please contact:

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

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

GOVERNOR'S STAFF LANGUAGE PROFICIENCY LIST

(as of November 23, 2016)

ATTACHMENT B

To effectively service limited English proficient (LEP) persons in the Office of the Governor, the employees listed below have acknowledged their language skills based on three levels: Level 1 = Basic; Level 2 = Advanced; Level 3 = Fluent; and NA= Not Applicable. An employee on the list may be contacted when a LEP person needs language assistance. In the event that no employee can interpret and/or translate, please see attached/back the list of outside resources that may be utilized.

LANGUAGE	STAFF PERSON	INTERPRETATION LEVEL (Interpretation is the process by which the spoken word is used when transferring meaning between languages)	TRANSLATION LEVEL (Translation is the process of transferring ideas expressed in writing from one language to another language)
Cantonese	Jenny Cheng	Level 1	Level 1
Cantonese	Mei Yee Cheng	Level 3	Level 1
French	Laurel Johnston	Level 1	NA
French	Jodi Leong	Level 1	NA
French	Elizabeth Kim	Level 1	NA
Hawaiian	Denise Iseri-Matsubara	Level 1	NA
Ilocano	Ashley Advincula	Level 1	Level 1
Japanese	Regan Sato	Level 1	NA
Japanese	Kay Yahiku	Level 3	Level 3
Japanese	Denise Iseri-Matsubara	Level 1	NA
Mandarin	Beverly Lum	Level 1	NA
Mandarin	Mei Yee Cheng	Level 1	Level 1
Samoan	Marcilena Lobendahn	Level 1	NA

Welcome to CTS LanguageLink!

We are pleased to have the opportunity to serve your Over-the-Phone Interpretation needs. Since 1991, CTS LanguageLink has provided the most trusted multilingual communication for the most demanding and diverse client base. You can count on one team, in one place to handle all of your language needs.

Our services feature:

240+ languages and dialects

Access 24 hours a day, 7 days a week, 365 days a year

Online Client Portal to access your account and services

Personalized service and custom toll-free numbers

Support materials for your staff, offices and locations

Full suite of language solutions offered in-house

How to Request Interpretation Services:

Once your account is set up, please follow the steps below when calling to request an interpreter:

Step 1: Call +1-877-650-8027

Step 2: Provide the Call Center Service Representative with:

Account Number **13836**

Language (s) needed

Location Code – 99

Employee Full Name

Please contact our Quality Assurance Team if you have any further questions:

Email: qualityassurance@ctslanguagelink.com

Toll Free: 1 (866) 610-1338

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.

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

- 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.
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- 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 telephone interpretation? Contact us at 1-866-610-1338 or email info@ctslanguageink.com.

Point to your language

(Arabic) العربية

Bosanski (Bosnian)

Português do Brasil
(Brazilian Portuguese)

ខ្មែរ (Cambodian)

廣東話 (Cantonese)

(Farsi) فارسی

Français (French)

Deutsch (German)

Kreyòl Ayisyen
(Haitian Creole)

हिन्दी (Hindi)

Hmoob (Hmong)

日本語 (Japanese)

한국어 (Korean)

ພາສາລາວ (Lao)

國語 (Mandarin)

ਪੰਜਾਬੀ (Punjabi)

Română (Romanian)

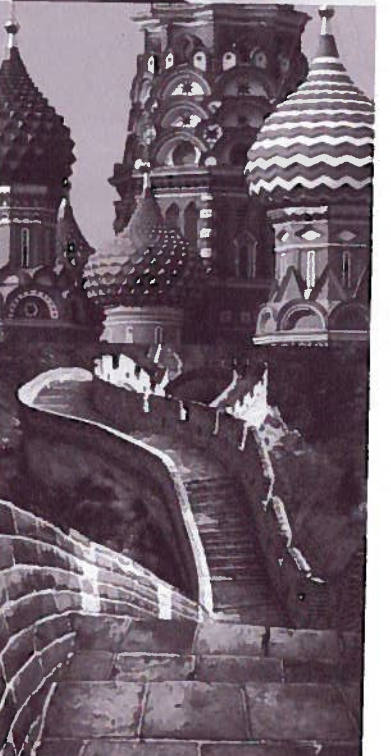
Русский (Russian)

Soomaali (Somali)

Español (Spanish)

ภาษาไทย (Thai)

Tiếng Việt (Vietnamese)



Available LEP Resources

CTS Language Link 1-877-650-8027

An over-the-phone interpretation service, available 24 hours a day, 7 days a week, 365 days a year. Staff members of the Office of the Governor may utilize this service, by providing: Account Number [13836], Location Code [99], and Employee's Full Name.

Pacific Gateway Center: (808) 851-7010

<http://www.pacificgatewaycenter.org/hawaii-language-bank.html>

Assist immigrants, refugees and low-income residents of Hawaii gain access to opportunities and services through the building of skills that lead to self-sufficiency. Provides interpreter services. All services are on an hourly fee-for-service basis, payable either by referring agency or by the individual (cash or credit card).

Hawaii State Judiciary: (808) 539-4860

<http://www.courts.state.hi.us/docs/services/interpreters.pdf>

List of certified court interpreters who are available for hire on an individual contractual basis. Rates are set by the Office of Equality and Access to the Court, Court Interpreter Certification Program based upon qualifications of each interpreter.

Nations of Micronesia

<http://nationsofmicronesia.wordpress.com/resources/>

A website that provides a comprehensive list of community resources, translated brochures, phone numbers and links to organizations that assist persons from Micronesia.

Hawaii Immigrant Justice Center at Legal Aid Society of Hawaii

(808) 536-8826 Toll free number for neighbor islands at 1-877-208-8828

<http://www.legalaidhawaii.org/immigrant-justice-center.html>

Provides legal assistance to low-income immigrants, and outreach/prevention/ case management services to immigrant victims of domestic violence and human trafficking. Website provides links to multi-lingual brochures, information about rights, and other resources.

Limited English Proficiency - A Federal Interagency Website

<http://www.lep.gov/resources/resources.html>

Prepared by federal Department of Justice and Federal Interagency Working Group on LEP. Website provides extensive list of links to multi-lingual resources on a broad range of topics (e.g., correctional facilities, immigration, housing, voting, etc.)

Helping Hands Hawaii Bilingual Access Line: (808) 526-9724

[http://www.helpinghandshawaii.org/bilingual access line/](http://www.helpinghandshawaii.org/bilingual%20access%20line/)

Provides, on a fee for service basis, qualified interpreters and translators in approximately 17 languages, 24 hours a day. Note: an agreement for this service must be established ahead of time by the referring agency.

LIMITED ENGLISH PROFICIENCY (LEP) QUESTIONNAIRE

This questionnaire is to be completed by staff providing services to LEP individuals.

Please complete one form for EACH LEP individual served and submit to the Director of Community Engagement.

Staff Name: _____ Date: _____

Section/Office: _____

Name of LEP individual (if known): _____

1. What is the primary language spoken by the LEP person?
(e.g., Ilocano, Japanese, Chuukese, Chamorro, Lao, etc.)

2. List the type of services provided this person.
(e.g., applications, benefits, license, job information)

3. Was the service provided within the timeframe as services provided to non-LEP individuals?
(Yes or No; If no, please indicate why.)

4. What type of LEP services did you provide this person?
(e.g., oral interpretation, written translation, referral, none)

5. Who provided the translation services?
(e.g., bilingual staff, CTS Language Link, community volunteer)

6. Was the person satisfied with the interpreter services provided?
(Yes or No; If no, please explain.)