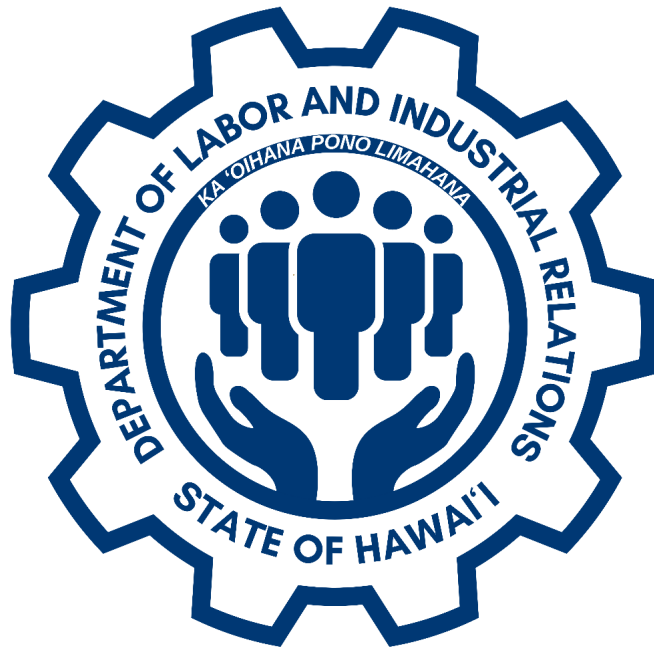


LANGUAGE ACCESS PLAN



July 1, 2026 – June 30, 2028

I. INTRODUCTION

The Department of Labor and Industrial Relations (DLIR) is charged with the administration of the State's labor laws as enacted in the Hawai'i Revised Statutes (HRS), which are designed to increase the economic security, physical and economic well-being, and productivity of workers, and to achieve good labor-management relations. The DLIR also administers related Federal programs in accordance with its responsibilities under State Law. The DLIR consists of six divisions, six attached agencies, and three informal advisory boards. The following divisions, offices, and boards directly serve the public:

- **Disability Compensation Division (DCD)** - administers the workers' compensation, temporary disability insurance, and Prepaid Health Care laws by conducting investigations, audits, and hearings.
- **Hawai'i Civil Rights Commissions (HCRC)** - investigates and adjudicates complaints of discrimination, harassment, and retaliation in employment, real property transactions, and public accommodations.
- **Hawai'i Labor Relations Board (HLRB)** - adjudicates public sector collective bargaining matters and hears appeals for contested citations issued by the Hawai'i Occupational Safety and Health Division.
- **Hawai'i Occupational Safety and Health (HIOSH)** - administers the State's workplace safety and health law as well as elevator and boiler law by developing standards, conducting inspections, and issuing citations, permits, and certifications.
- **Hawai'i Retirement Savings Program (HRSP)** – administers a state-sponsored retirement savings plan designed for private-sector employees who don't have access to an employer-sponsored retirement plan.
- **Labor and Industrial Relations Appeals Board (LIRAB)** - adjudicates workers' compensation, elevator, and boiler appeals.
- **Office of Community Services (OCS)** - administers grants for programs that assist low-income individuals and families, refugees, and immigrants.
- **Unemployment Insurance Division (UID)** - operates the unemployment insurance program by processing claims from unemployed workers, registering businesses, collecting employer taxes, and adjudicating claims and appeals.
- **Wage Standards Division (WSD)** - enforces the minimum wage and overtime, child labor, Hawaii family leave, and wage and hour on public works laws through investigations, audits, and adjudications.
- **Workforce Development Division (WDD)** - provides free job referrals, search assistance, consultative services, and support services to job seekers and employers.

II. OVERVIEW OF LANGUAGE ACCESS PLAN

Purpose and Legal Authority

The DLIR's Language Access Plan was established to comply with federal and state laws.

- **Title VI of the Civil Rights Act of 1964** provides that no person may be excluded from participation in, denied the benefits of, or subjected to discrimination under any program or activity receiving federal financial assistance based on race, color, or **national origin**. Under Title VI, denying language access to Limited English Proficient (LEP) individuals is considered national origin discrimination.
- **Workforce Innovation and Opportunity Act (WIOA), Section 188** and its implementing regulations at **29 CFR Part 38** prohibit excluding an individual from participation in, denying an individual the benefits of, discriminating against an individual, or denying employment in the administration of any program or activity funded or otherwise financially assisted, in whole or in part, under Title I of WIOA. They set specific language access standards for programs funded by the U.S. Department of Labor.
- **Hawai'i Revised Statutes Chapter 321C** established the State's responsibility to address the language access needs of LEP individuals and to ensure they receive meaningful access to State-funded services, programs, and activities. The law created the Office of Language Access (OLA) to support compliance of covered agencies and entities by providing technical assistance and resources.

III. DEFINITIONS

Babel Notice: A brief multilingual notice included in vital communications (written, electronic, web-based) that informs individuals of how to request free language assistance.

Bilingual: Able to use two languages proficiently.

Interpretation: Converting spoken words from one language into another. Types include consecutive and simultaneous.

Limited English Proficient (LEP): Individuals who do not use English as a primary language and has difficulty speaking, reading, writing, or understanding English.

Meaningful Access: Services and information are delivered timely and effectively to LEP individuals, and comparable to what English-proficient individuals receive.

Primary or Preferred Language: The language an individual prefers or is most comfortable using to communicate, often (but not always) their first or native language.

Qualified Interpreter: An interpreter or translator who provides accurate, effective, and impartial interpretation by phone, in person, or through Video Remote Interpreting (VRI) or other approved technologies.

Translation: Conversion of written text from one language to another. Sight translation is reading a written text in one language and orally translating it into another language.

Vital Information / Communication: Information or communication necessary to access programs, understand rights, or meet requirements and obligations.

IV. LANGUAGE ACCESS REQUIREMENTS AND IMPLEMENTATION

This Language Access Plan serves as the department's official Language Access Policy and is accessible to all employees via the DLIR's intranet and via the WIOA Equal Opportunity Program webpage. Programs are encouraged to develop their own specific training, procedures, protocols, and materials if they do not conflict with this Plan.

To ensure meaningful access to programs, services, and activities for individuals with limited English proficiency (LEP), the DLIR will implement and maintain the following components:

Needs Assessment and Planning

Hawai'i is one of the most linguistically diverse states in the nation. According to July 2025 U.S. Census estimates, Hawaii's population is about 1,432,820. About 24.7%, or 1 in 4 residents age 5 and over, speaks a language other than English at home. More than 100 languages are spoken at home statewide. About 11% or 1 in 9 speaks English '*less than very well*,' classified as LEP under U.S. Census.

The top 14 languages spoken at home by LEP individuals in the state are: *Ilocano, Japanese, Tagalog, Korean, Vietnamese, Cantonese, Spanish, Mandarin, Chuukese, Samoan, Hawaiian, Marshallese, Cebuano, and Tongan*. (Source: American Community Survey, PUMS 2020-2024).

LEP data are particularly important because language access requirements, thresholds, and operational decisions are based on the number and concentration of LEP individuals served, likely to be served, or encountered. LEP data helps the DLIR assess interpretation needs, identify translation priorities, plan outreach, and allocate operational resources effectively.

Four-Factor Analysis

The DLIR will collect and analyze language data to identify the language needs of the populations served and to guide planning and allocation of language access resources. Consistent with HRS 321C-3(a), the DLIR applies the Four-Factor Analysis, which requires state agencies to assess:

- 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.

Data Collection and Analysis

To help determine the characteristics of LEP customers, including the most common languages spoken, the services accessed, and the number and nature of complaints, the DLIR's Language Access Coordinator (LAC) collects semi-annual reports from its programs. All requests for interpretation and translation services, along with the services provided, must be documented. Documentation must include the language requested, the type of service provided, any issues encountered during the interaction, and the costs involved. The LAC compiles this information into the Office of Language Access's (OLA) Language Access Reporting Tool, which is submitted to OLA twice a year (see **Appendix A**).

Notice of Free Language Assistance

The DLIR will provide clear and timely notice to LEP individuals that language assistance services are available at no cost. To help ensure that LEP individuals are aware of the free language assistance services available to them, the DLIR provides notice in the languages most spoken by LEP individuals in Hawai'i. To inform the public that free language assistance is available, the department has taken the following steps:

- OLA's *Point to Your Language* poster is posted in conspicuous locations in public-facing offices, including bulletin boards and public service counters and areas (see **Appendix B**)
- "Babel notices" in fifteen languages are posted on DLIR website through pop-up banner messages that inform individuals of their right to free interpreter services and include a telephone number to reach a DLIR employee for assistance (for example, see banner at: <https://labor.hawaii.gov/>).

Language Assistance Services

- **Interpreter Services:** The DLIR will provide both oral interpretation services and written translation of vital documents and communications into languages commonly encountered among the populations served, consistent with applicable legal requirements and available resources. Services will be provided in a timely manner to ensure LEP individuals can fully access programs, services, and activities.

The DLIR programs' LEP Liaisons facilitate the provision of free interpretation services—telephonic, oral, in-person, and written—in the LEP individual's primary or preferred language. The DLIR utilizes the state-contracted Effectiff LLC service (see **Appendix C**), the Judiciary interpreter list, the Disability and Communication and Access Board's American Sign Language interpreter list, and other local vendors for language access services (see **Appendix D**).

- **Translation of Vital Communications:** The DLIR will translate vital documents and communications into languages commonly encountered among the populations served, consistent with applicable legal requirements and available resources. DLIR maintains a

list of vital documents used by various programs. A Babel notice regarding the provisions of free language services must be attached to vital documents (sample, **Appendix E**).

Vital information includes but is not limited to: Written notices of rights, responsibilities, and program eligibility requirements; applications for services; consent forms; notices of denials or changes in benefits; hearing notices; appeals decisions; complaint forms; and other important information included in agency brochures, websites, or other social media platforms.

The DLIR will use the **safe harbor** requirement as a starting point to provide translated documents. Under state and federal safe harbor guidelines, the DLIR programs must provide written translation of vital documents for each eligible language group that constitutes 5% or 1,000 persons, whichever is less, of the population eligible to be served, or likely to be affected or encountered. If there are less than 50 people in a language group, LEP individuals must be provided with written notice of the right to receive free oral interpretation of written materials.

The DLIR programs may use the State Procurement Office Price List Contract No. 26-19 for On-Demand Interpretation and Translation Services or procure vendors through the list found in **Appendix D** to provide written translations.

- **Bilingual Staff and Volunteers:** The DLIR may use qualified bilingual staff and trained volunteers to serve as interpreters, as appropriate, to supplement contracted language services. Individuals providing language assistance will have the necessary language proficiency and training to perform these duties effectively.

The DLIR maintains an intranet list of bilingual staff who volunteer to serve as interpreters for LEP customers. These staff may assist only with ministerial and non-substantive communication, such as identifying the customer's preferred language or determining the services they are seeking. For substantive matters—such as explaining how to file documents, interpreting legal requirements, or providing guidance for hearings—bilingual employees are prohibited from assisting. All bilingual volunteers are recruited through the department's volunteer process and are required to abide by the Interpreter Code of Ethics. (see **Appendix F**.)

Stakeholder Outreach and Consultation

DLIR will engage with community organizations, advocacy groups, and other stakeholders to assess language access needs and improve service delivery.

Training

The DLIR will provide regular training to staff and relevant personnel on language access requirements, available resources, and procedures for assisting LEP individuals.

The LAC and the Human Resources Office, in collaboration with the Department of Human Resources Development (DHRD), have developed an online language access training program available through DHRD's Adobe Learning Management (ALM) system. This training is required

for new employees during onboarding and serves as periodic refresher training for all staff on a biannual basis. Programs, especially those with public-facing functions, are encouraged to develop or have staff attend trainings more frequently than biannually. The LAC also informs Program Administrators, Agency Heads, and program language access liaisons of available training opportunities and resources.

Language Access Coordinator and Compliance Monitoring

The WIOA State-Level Equal Opportunity Officer (Civil Rights and Equal Opportunity Officer in the DLIR Director's Office) serves as the department's LAC and represents the DLIR in statewide language access coordinators meetings convened by the Office of Language Access (OLA).

Each DLIR program must designate an internal Language Access Liaison to work closely with the DLIR LAC on all language access matters, including collecting LEP data and documenting language access complaints. The LAC assists in managing and resolving complaints, maintaining complaints records, and submitting LEP reports and Language Access Plan to OLA.

The LAC monitors compliance with the onboarding and refresher training via DHRD's ALM system and annually as a part of WIOA equal opportunity monitoring.

The LAC also ensures that subcontractors are informed of their legal obligation to provide language assistance to LEP individuals by confirming that language requiring the subcontractor to provide such services are included in the contract and by conducting annual monitoring as a part of the WIOA equal opportunity monitoring.

V. EFFECTIVE DATE

This revised Language Access Plan is effective July 1, 2026 to June 30, 2028



Jade T. Butay, Director
Department of Labor & Industrial Relations

APPENDICES

- A. Office of Language Access Reporting Tool
- B. Office of Language Access Point to Your Language Poster
- C. Effectiff 24/7 Cloud Interpreter: How to Access
- D. Department of Labor and Industrial Relations Language Assistance Resources
- E. Babel Notice - Vital Communications
- F. Interpreter Code of Ethics

APPENDIX A.

LANGUAGE ACCESS REPORTING TOOL:																Revised as of 7-01-2024					
LEP Services by Language		Department/Agency		Department Labor and Industrial Relations										Period Covered (Semi-Annual)		Jan - Jun / FY 2026					
Contact Person David Rodriguez		Phone No. (808) 586-8855																			
1	2	3				4								5		6					
Language	# of LEP Encounters	Type of Services Provided to LEP Customers (#)				Type of Oral Language Service Utilized (#)								# of Documents Translated		Language Services Expenditures (\$)					
		Oral Language Service	Sight Translation	Written Translation	Other (please specify): <i>China Visa Form</i>	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)	Other (please specify):	Documents Translated Upon Request	Via Documents	Oral Language Services (in person)	Sight Translation Services	Telephone Interpreter Services	Written Translations: Via Documents	Other (please specify): webcam translation	Amount (Total \$)
Total:	1155	434	0	219	266	0	0	44	0	0	373	77	0	0	15	\$ -	\$ -	\$ 4,351.53	\$ 706.50	\$ -	\$ 5,658.03
% of Total:	100%	47.2%	0.0%	23.8%	28.3%	0.0%	0.0%	8.3%	0.0%	0.0%	75.5%	15.6%	0.0%	0.0%	100.0%	0.0%	0.0%	87.5%	12.5%	0.0%	100%
Cantonese	48	40									28	13					\$ 175.74			\$ 175.74	
Cherokee	13	5						8			5				1		\$ 353.31			\$ 353.31	
Hawaiian	0																			\$ -	
Ilokano	55	45			2			6			23	8			2		\$ 564.50			\$ 564.50	
Japanese	349	103		218	18			10			65	20			2		\$ 363.55	\$ 706.50		\$ 1,070.05	
Korean	69	40			37			2			23	3				\$ 430.91				\$ 430.91	
LEP Hearing Impaired	0																			\$ -	
Mandarin	125	9									43	23				\$ 365.30				\$ 365.30	
Marshallese	2	1		1				1			2				1		\$ 14.68			\$ 14.68	
Portuguese	0																			\$ -	
Samoan	3	3						1			2					\$ 187.06				\$ 187.06	
Spanish	39	2			28						87	10			2		\$ 632.75			\$ 632.75	
Tagalog	172	156			8			3			51				2		\$ 546.33			\$ 546.33	
Thai	3										3					\$ 26.17				\$ 26.17	
Tongan	4				4			4			4					\$ 249.22				\$ 249.22	
Vietnamese	32	28						1			31				2		\$ 332.77			\$ 332.77	
French	1										1					\$ 15.88				\$ 15.88	
Pohnesian	1	1									1					\$ 201.57				\$ 201.57	
Nepali (Hindu)	1				1			1			1					\$ 335.08				\$ 335.08	
Arabic	1										1					\$ 1.82				\$ 1.82	
Loatian	1										1					\$ 1.08				\$ 1.08	
Italian	1	1						1								\$ 75.00				\$ 75.00	
Russian	1										1					\$ 18.81				\$ 18.81	
Chinese Simplified	174				168										3					\$ -	
Desktop Publishing	0																			\$ -	
Document Translation	0																			\$ -	
Refused Services	3	3																		\$ -	

APPENDIX B.



Free Interpretation Service is available from this office. To request, point to your language or tell a worker the language you speak.



'ŌLELO HAWAII (HAWAIIAN) Loa'a ka lawelawe unuhi 'ōlelo mānauhi mai kōia kō'ena. No ka noi 'ana i ka unuhi 'ōlelo, e kōhikuhī mānauhi a i 'ōlelo e hā'i i kahi limahana āu e 'ōlelo ai "Hu-h-WAH-ee."	ဘာသာမန် (BURMESE) ကျုပ်တို့မှ အကူအညီပြုပေးသောသူကို အမည် ခေါ်ဆိုပါသည်။ အကူအညီတောင်းခံသူ၏ အမည်နှင့် အသွယ်သမားတစ်ဦး၏အမည်ကို "ဘာသာမန်" ဟု ခေါ်ဆိုပါ။	CHAMORRO (CHAMORRO) Guaha Dibetdi na Serbisio: Intetptiti gi ofisina. Para man rekuesta intetptiti, tanchu' guini pat sangani i empliao na untungo fumina' "Chamo-ro."
中文-廣東話 (CHINESE - CANTONESE) 本辦公室提供免費口譯服務。如閣下譯服務，請知向此處，或者告知工作人員您說“廣東話”。	中文-普通話 (CHINESE - MANDARIN) 本辦公室提供免費口譯服務。如閣下譯服務，請知向此處，或者告知工作人員您說“雙得-國”。	Chon Chuuk (CHUUKES) Aninisin Chon Chuuk ese wor memor a kan kasoreno seni ei ofes. Ren eom ikopwe tungor emon chon chiaku, itingeri ikai ika ereni emon chon angang pwe ka kan fos "Ju-kis."
FRANÇAIS (FRENCH) Le service d'interprétation gratuit est disponible dans ce bureau. Pour demander un interprète, veuillez indiquer votre langue ici ou informer un membre du personnel que vous parlez « french ».	DEUTSCH (GERMAN) Ein kostenloser Dolmetschendienst ist in diesem Büro verfügbar. Um ihn anzufordern, zeigen Sie auf Ihre Sprache oder sagen Sie zu einem Mitarbeiter „Dierman“ (German).	ILOCANO (ILOCANO) Adda libre a Serbisio a Panagipatarus iti daytoy nga opisina. Tapno agkidlaw iti paraipatarus, itudo ditoy wenna ibagam iti empleado nga agpaoka iti "Ee-lo-ka-no."
日本語 (JAPANESE) この事務所では無料通訳サービスをご利用になれます。通訳者を依頼するには、ここを指すか、または「ジャパニーズ」を指すと職員に伝えてください。	한국어 (KOREAN) 저희 사무국은 무료 통역 서비스를 제공해드립니다. 통역사를 요청하시려면, 여기를 가리키거나 담당자에게 본인은 "한국어"를 사용한다고 말해주십시오.	KAS KOSRAE (KOSRAEAN) Ofelis lasr u kasu ke lweng, wangin molo masum. Kom ac fwini enema, kom seismngiyac kas lom ku akkalemeye masin met orekma inge la kom kas "Ko/shyian"
ລາວ (LAOTIAN) ມີການບໍລິການວ່າມາພາກໃດພໍມີຄຳໃຊ້ຈຳພວກຈາກຕ່າງການແຕ່ງຕັ້ງ. ເພື່ອຕ້ອນຮັບບໍລິການ ບອກພະນັກງານວ່າທ່ານເວົ້າພາກ "ລາວ" ລາວ.	KAJIN MAJEL (MARSHALLESE) Ewör Jerbal in Jipañ ñiijeem ñukok jñn opij in ejjok onñ. ñan kajitok juon ñukok, jññe jñn ak ba ñan juon ñierbal bwa kawj kñnono "Marshallese (Muh)el."	TEKOI ER A BELAU (PALAUAN) Tia el obis a nga er ngi a Gidel a Tekoi er ngi el Diak Locheraol. A chomousbech er a oluid a tekoi, e meteki tiang me a lechub e mouchab er a chad laureor el kmo ke meleleki a "Puh-lau-ahn".
Lokaiahn Pohnpei (POHNPEIAN) Ohpis wet kin sawas kideh kawehwe poan lokaiahn sahpuw teikan ni sohtoa pweaipwasi. Ma koamei kupewr ki soun kawehween /pohn'peian/ ah komw ihdi wasah de koamw wehwe isangtoa tohn dodoak me sawas ei koamwi, mehn ia lokai ehu wasa me koamw anahne sawas ki.	PORTUGUÊS (PORTUGUESE) O serviço de interpretação gratuito está disponível neste gabinete. Para solicitar um intérprete, aponte para aqui ou diga a um funcionário que você fala "português".	РУССКИЙ (RUSSIAN) В этом офисе вам может быть бесплатно предоставлена услуга устного перевода. Чтобы запросить переводчика, укажите здесь или скажите сотруднику, что ваш язык — «Русский».
GAGANA SAMOA (SAMOAN) E maua Auaunaga fa'alili i le ofisa nei e aunoa ma se tofogi. Mo le talosagaina o se fa'alili upu, fa'asino i le pe fa'u atu i se tagata faigalunga e te fa'atalia i le gagana "Sah-moh-ah."	ESPAÑOL (SPANISH) Esta oficina cuenta con servicios de interpretación gratis. Apunte aquí para solicitar un intérprete, o dígame a un empleado que usted habla "español".	TAGALOG (TAGALOG) Mayroong libreng interpretasyon mula sa tanggapanang ito. Ituro dito o sabihin mo sa manggagawa na nagsasalita ka ng tagalog "ha'galing."
ภาษาไทย (THAI) สำนักงานมีบริการล่ามฟรี หากต้องการล่าม โปรดชี้ถึงป้ายหรือบอกพนักงานว่าคุณพูด "ไทย".	TONGAN (TONGAN) Tokoni ki hono faka'ahinga'i ta'etotongi oku lava ke ma'u mei he lakanga ko 'eni ke kole ha taha fakatonulea, tuhu ki heni pe talanga ki ha tokotaha ngaue 'oku ko lea faka- "Tongan"	УКРАЇНСЬКА (UKRAINIAN) У цьому офісі доступні безкоштовні перекладацькі послуги. Щоб попросити про послуги устного перекладу, вкажіть тут або скажіть працівнику: «Українська».
TIẾNG VIỆT (VIETNAMESE) Có Dịch Vụ Thông Dịch Miễn Phí tại văn phòng này. Để yêu cầu thông dịch viên, hãy chỉ vào đây hoặc nói với nhân viên rằng quý vị nói "Việt-nam-ensis".	CEBUANO (VISAYAN) Adunay libre nga Serbisyo sa Interpretasyon gikan nini nga opisina. Aron maka-hangyo ug interpreter, itudlo dinhi o sulthi ang trabahador nga nagsauliti ka ug "Cebuano (Ce-bu-a-no)."	YAPESE (YAPESE) Re ofis ney e mapil e ayuw i pilig e sabethin ni dariy pulwon. Ika be'uf e ayuw ni ngan pilig e sabethin, maglikiy buguli pa'am array ara moeg ngak rebi gathon e murew ni gama non na "fa-pis"

APPENDIX C.

EFFECTIFF PLATFORM

CLOUD INTERPRETER



HOW TO ACCESS THE INTERPRETATION SERVICE

- 01** CALL (808) 320-4326 AND FOLLOW THE INSTRUCTIONS OF VOICE MENU.
- 02** PLEASE ENTER YOUR 5-DIGIT PIN FOLLOWED BY POUND (#) CONTACT YOUR OFFICE LANGUAGE LIAISON FOR YOUR PIN NUMBER
- 03** TO SPEAK THE LANGUAGE OR TYPE IN ITS NAME, PRESS ZERO". OR, FOR ANY LANGUAGE, PRESS ITS RESPECTIVE LANGUAGE CODE.

The list of languages with language code:

Chinese (Cantonese), press 1	Ilocano, press 5	Samoan, press 9	
Chinese (Mandarin), press 2	Japanese, press 6	Spanish, press 10	Vietnamese, press 13
Chuukese, press 3	Korean, press 7	Tagalog, press 11	Cebuano, press 14
Hawaiian, press 4	Marshallese, press 8	Thai, press 12	Tongan, press 15

- 04** CONFIRM THE LANGUAGE SELECTION, PRESS 1 TO CONFIRM, PRESS 0 TO TRY AGAIN.
If the requested language is not listed in the Quick Access menu, press 0 and verbally state the language needed.

For third-party calls, there are two available options:

The requester can first connect with an interpreter and provide the third party's phone number to the interpreter. The interpreter will then place an outbound call and connect all parties together.

The requester can first connect directly with the third party, place the call on hold, and then dial into our interpretation service to add an interpreter to the conversation.

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Contact your Office Language Access Liaison or Coordinator for your program account and / or pin number.

APPENDIX D.

DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS LANGUAGE ASSISTANCE RESOURCES

Name of Organization	Telephone	Website
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CONTRACTOR FOR INTERPRETATION AND TRANSLATION SERVICES

Effectiff LLC	(925) 940-4116	https://effectiff.com/
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HAWAII-BASED INTERPRETATION AND TRANSLATION SERVICES

Helping Hands Hawaii	(808) 526-9724	https://www.helpinghandshawaii.org/
Language Services Hawaii	(808) 892-3446	https://languageserviceshawaii.com/
Pacific Gateway's Hawaii Language Bank	(808) 773-7051	https://www.pacificgatewaycenter.org/hlb

HAWAII STATE JUDICIARY COURT INTERPRETER REGISTRY

Office on Equality and Access to the Courts	(808) 539-4860	https://www.courts.state.hi.us/services/court_interpreting
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AMERICAN SIGN LANGUAGE SERVICES

Hawaii State Disability and Communications Access Board	(808) 586-8121	https://health.hawaii.gov/dcab/files/2023/04/JUN.2026-Cap-PList.2.pdf
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STATE OF HAWAII LANGUAGE ASSISTANCE RESOURCE

Office of Language Access	(808) 586-8730	https://health.hawaii.gov/ola/
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Procurement questions or concerns may be directed to the
State Procurement Office at (808) 586-0571

APPENDIX E.

COMMONLY USED TAGLINES FOR FREE INTERPRETER

English	
Do you need help in another language? We will get you a free interpreter. Call (Insert your division number) to tell us which language you speak.	
你需唔要其他語言嗎? 如有需要, 請致電 (Insert your division number). 我們會提供免費翻譯服務。 你需唔要其他語言嗎? 如有需要, 請致電 (Insert your division number). 我們會提供免費翻譯服務。	廣東話/ 廣東話 (Chinese - Cantonese)
你需唔要其他語言嗎? 如有需要, 請致電 (Insert your division number). 我們會提供免費翻譯服務。 你需唔要其他語言嗎? 如有需要, 請致電 (Insert your division number). 我們會提供免費翻譯服務。	國語/ 普通話 (Chinese - Mandarin)
En mi nijt alilis lon pwal eu kapas? Sipwe angei emon chon chiaky ngonuk ese kampo. Kokori (Insert your division number) gmyw kopwe ureni kich meni kapas ka ani.	Kapasen Chuuk (Chuukese)
Makemake 'oe i kokia i pili kekahi 'olelo o na 'aina 'e? Makemake la maua i ki'i 'oe mea unuhi manuahi. E kulepona (Insert your division number) 'oe ia la kawa a e ha'ina 'oe ia la maua mea 'olelo o na 'aina 'e.	'Ōlelo Hawai'i (Hawaiian)
Masapulvo kadi ti tulong iti sabali a pagsasao? Ikkandakayo iti libre nga paraipatarus. Awaganyo ti (Insert your division number) tapno ibagayo kadakami no ania ti pagsasao nga ar-aramatenyo.	Ilokano (Ilocano)
貴方は、他の言語に、助けを必要としていますか？私たちは、貴方のために、無料で 通訳を用意できます。電話番号の、(Insert your division number)に、電話して、私たちに貴方の話されている言語を申し出てください。	日本語 (Japanese)
다른언어로 도움이 필요하십니까? 저희가 무료로 통역을 제공합니다. (Insert your division number)로 전화해서 사용하는 언어를 알려주십시오.	한국어 (Korean)
Kwoi alkuil ka iiban kin iwon bar kajin? Kim nai lawai iwon am dri ukok so silelok wonen. Kirok (Insert your division number) im kwelok non kim kajin ta so kwo melele im kenono kaka.	Kajin Majel (Marshallese)
E te mana'o mia se fesosoani i se isi gagana? Matou te fesosoani e ave atu fua se faaliliu upu mo oe. Vili mai i le numera lea (Insert your division number) pea e mana'o mia se fesosoani mo se faaliliu upu.	Gagana Samoa (Samoan)
¿Necesita ayuda en otro idioma? Nosotros le ayudaremos a conseguir un intérprete gratuito. Llame al (Insert your division number) y díganos que idioma habla.	Español (Spanish)
Kailangan ba ninyo ng tulong sa ibang lengguwahe? Ikukuha namin kayo ng libreng tagasalin. Tumawag sa (Insert your division number) para sabihin kung anong lengguwahe ang nais ninyong samitin.	Tagalog (Tagalog)
คุณต้องการความช่วยเหลือทางสำเนียงหรือไม่ ทางเราจะจัดหาสำเนียงฟรีให้คุณ โทรที่เบอร์ (Insert your division number) และบอกเราว่าคุณพูดภาษาอะไร	ภาษาไทย (Thai)
Bạn có cần sự hỗ trợ khác không? Chúng tôi sẽ yêu cầu một người thông dịch viên miễn phí cho bạn. Gọi (Insert your division number) nói cho chúng tôi biết bạn dùng ngôn ngữ nào.	Tiếng Việt (Vietnamese)
Gakinahanglan ka ba ug tabang sa imong pinulongan? Amo kang mahatagan ug libre nga maghuhubad. Tawag sa (Insert your division number) aron magpahibalo kung unsa ang imong sinulti-han.	Visayan (Cebuano)
'Okú ke fie ma'u tokoni 'i ha lea fakafonua 'e taha? Temau kumi ha'o taha fakatonulea ta'etotongi. Telefoni ki he (Insert your division number) ke fakahā mai 'a e lea fakafonua 'okú ke lea ai.	Lea Faka-Tonga (Tongan)

APPENDIX F.

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
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