



**ADMINISTRATIVE INITIATIVE**

**STATE OF HAWAII  
DEPARTMENT OF LABOR & INDUSTRIAL RELATIONS  
LIMITED ENGLISH PROFICIENCY PLAN**

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**TITLE: DEPARTMENT OF LABOR & INDUSTRIAL  
RELATIONS' LIMITED ENGLISH  
PROFICIENCY PLAN**

**ISSUED: 5/3/06**

**NUMBER: AI 2006-1**

**DIVISION(S)/AGENCY(S): ALL DLIR DIVISIONS AND  
ADMINISTRATIVELY ATTACHED  
AGENCIES**

**APPROVED BY:**

  
**NELSON B. BEFITEL**

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The purpose of this Administrative Initiative is to implement the attached Department of Labor and Industrial Relations' Limited English Proficiency ("LEP") Plan to comply with our obligations under Title VI of the Civil Rights Act of 1964, 42 U.S.C. § 2000d ("Title VI"). This LEP Plan demonstrates DLIR's commitment to take reasonable steps to provide meaningful access to LEP customers.

This LEP Plan is a pilot program that shall be reviewed and revised in light of comments from LEP customers, their representatives, interested stakeholders, and DLIR staff. Such review and revision shall take place no later than January 31, 2007. The provisions of this LEP Plan shall remain in place until a revised LEP Plan is adopted.

All DLIR divisions and administratively attached agencies shall immediately comply with this LEP plan.



**STATE OF HAWAII  
DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS**

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**DEPARTMENT OF LABOR AND INDUSTRIAL  
RELATIONS' LIMITED ENGLISH PROFICIENCY 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." Certain divisions of the State of Hawai'i Department of Labor and Industrial Relations ("DLIR") receive Federal funding from the U.S. Department of Labor and, by virtue of that funding, Title VI applies to all DLIR's operations. *See* 29 CFR parts 31.1; 31.2(g); and 31.3. Accordingly, DLIR seeks to implement the initiatives set forth in this Limited English Proficiency ("LEP") Plan to meet its obligations under Title VI. The purpose of this LEP Plan is to take reasonable steps to ensure persons with limited English proficiency gain meaningful access to DLIR services and programs.

Hawai'i's population reflects a rich blend of peoples and cultures. According to the 2000 census, almost 290,000 of Hawai'i's 1.2 million people speak a language other than English at home, including over 250,000 persons that speak an Asian or Pacific Island language. For many, English is not their primary language. Many have only a limited ability to read, write, speak or understand English. Language barriers often prohibit many residents from fully participating in our community and undermine efforts to become self-sufficient and productive. This LEP Plan speaks to DLIR's commitment to provide essential and meaningful access to LEP customers.

**DEFINITION OF LIMITED ENGLISH PROFICIENT PERSONS/CUSTOMERS**

For purposes of this LEP Plan, 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 eligible to be served or likely to be encountered by the program;
2. The frequency with which LEP persons come into contact with the program;
3. The nature and importance of the program, activity, or service provided by the program to LEP persons; and
4. The resources available to the program and the costs of providing interpretation/translation services.

The touchstone 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) DLIR's capacity and available resources.

Based on the aforementioned factors, DLIR seeks to implement the following LEP Plan as a pilot program, subject to review and revision by no later than December 31, 2006. Decisions regarding oral interpretation and written translation services under the following LEP Plan shall be guided by the four-factor analysis cited above.

## **SUMMARY**

This DLIR LEP Plan is comprised of seven (7) components:

- (1) Development of a reporting system designed to obtain key information about the LEP population who use DLIR services;
- (2) Compilation of comprehensive multi-lingual listing of DLIR employees;
- (3) Notice of interpretation/translation services to qualified LEP customers;
- (4) Providing interpretation/translation services for qualified LEP customers;
- (5) Designation of a LEP Plan Coordinator;
- (6) Training DLIR staff on the implementation of this plan; and
- (7) Seeking stakeholders' input; review and revision of the LEP Plan.

Each component will be explained below.

## **LEP PLAN**

### **I. DEVELOPMENT OF A REPORTING SYSTEM TO OBTAIN KEY INFORMATION ABOUT THE LEP CUSTOMERS WHO USE DLIR SERVICES**

In order to provide meaningful access to LEP customers, DLIR will first seek to gather information about what languages they speak, what DLIR services they use, and the frequency in which they use these services.

Since 1994, DLIR has been providing telephone interpretation services to LEP customers, free of charge. Based on this long-standing practice, DLIR has retained informal statistics on the number of persons who have requested help with language interpretation. These statistics, however, are limited to the kinds of languages requested and the collective amount of minutes used in providing interpretation services for a particular language. This data does not reflect the kinds of DLIR services provided or how frequently such services were used by LEP customers.

While certain DLIR divisions have already begun gathering more detailed information about the LEP customers they serve,<sup>1</sup> DLIR will take this opportunity to articulate a more comprehensive approach.

DLIR's Research and Statistics Division ("R&S") has developed the attached form designed to collect the information necessary to enable us to render meaningful access to LEP customers who use our services. *See* Appendix "A." This form seeks to collect, among other things, the following information: (1) the kinds of languages that LEP customers need translated; (2) the kinds of DLIR services are used by LEP customers; and (3) the frequency in which LEP customers use certain DLIR services.

The R&S shall be responsible for establishing a procedure for each DLIR division to complete the form attached as Appendix "A." R&S will compile the data on a yearly basis and provide a report to the designated LEP Plan Coordinator by no later than December 1, 2006. The responsibilities of the LEP Plan Coordinator are explained in Section V below.

### **II. COMPILATION OF COMPREHENSIVE MULTI-LINGUAL LISTING OF DLIR EMPLOYEES**

To effectively service LEP customers, we must ascertain what language skills and resources DLIR may already have available through its employees. Certain divisions, including the Unemployment Insurance Division, have already begun that process by maintaining a log of all of its employees and the languages that he or she can read and/or speak.

We have now expanded the listing to include the entire Department. Attached as Appendix "B" is a listing of all DLIR employees as of April 24, 2006, who have multi-lingual abilities. This list

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<sup>1</sup> For example, questionnaires were distributed to twenty-two (22) Wage Standards Division ("WSD") employees requesting responses concerning their experiences with LEP customers. The majority of employees that responded indicated that they have indeed encountered LEP customers while performing their duties (i.e., fourteen (14) of nineteen (19)). The most common languages encountered were Mandarin, Cantonese, Ilocan and Tagalog. The two most requested services by LEP customers were services regarding the filing and investigation of complaints (i.e., six (6) and nine (9) respectively). As for frequency of transactions with LEP customers, responses spanned the spectrum of three (3) LEP customers in twenty (20) years to one (1) LEP customer per month.

includes information volunteered by DLIR personnel including, among other things, the language or languages that the DLIR employee can speak and/or read, the degree of fluency in those identified languages, and the contact information for that DLIR employee. An employee on this list may be contacted when a LEP customer of DLIR services needs language assistance. The procedure to be followed when a DLIR employee is contacted to provide language assistance is contained in Section IV.A. below.

Although a DLIR employee may not be fluent in a particular language, depending on the circumstances, that employee's language skills may facilitate a certain comfort level that may contribute significantly to meeting a LEP customer's needs.

### **III. NOTIFICATION OF INTERPRETATION/TRANSLATION SERVICES TO LEP CUSTOMERS**

#### **A. OFFICE NOTICE**

To provide notice to LEP population who may access DLIR services, we have taken the following steps. Based on (1) the existing data compiled by DLIR in providing telephone interpretation services to LEP customers since 1994; (2) data from the State of Hawai'i Data Book 2004; (3) survey responses of WSD employees about their experience in dealing with LEP customers and (4) discussions with Federal Immigration Court administrators in Honolulu and advocates of the interests of LEP persons statewide, we have compiled a list of twenty-one (21) languages that are likely to be the primary languages of LEP persons in Hawai'i who need access to DLIR services. These languages include: Burmese, Cambodian, Cantonese, Chamorro, Chuukese, Ilocano, Japanese, Korean, Kosraean, Lao, Mandarin, Marshallese, Pohnpeian, Samoan, Spanish, Tagalog, Thai, Tongan, Vietnamese, Visayan, and Yapese.

At least one 11" x 17" poster informing LEP customers that DLIR provides free interpretation services shall be placed in a prominent place in all DLIR offices having contact with the public. An 8 ½" x 11" copy of this poster developed by the Office of Community Services is attached as Appendix "C."

#### **B. NOTICE FOR REQUESTING WRITTEN TRANSLATION**

Additionally, DLIR has developed a written notice that will be attached to documents that each respective division administrator believes is important and/or believes, through the experiences of his or her division, needs to be translated. The notice, which is translated into the twenty-one (21) languages identified above, invites a person who needs translation of a DLIR document to contact the LEP Plan Coordinator at 586-8865. See Appendix "D."

### **IV. 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 DLIR 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, DLIR will continue to provide an interpreter, at no cost to the client, for LEP customers pursuant to the following procedures.

A customer approaches a DLIR employee and appears to be asking for help, but has difficulty communicating what he or she needs.

What does a DLIR employee do?

### 1. In-Person Interpreter

The DLIR employee helping that customer should attempt to determine what language that person speaks. If that language cannot be readily determined, the DLIR employee will use the poster attached as Appendix "C" to help find out what language the customer speaks. The DLIR employee will allow the client to review the poster and encourage the person to point to the language in which he or she needs an interpreter.

As a general rule, a competent,<sup>2</sup> in-person interpreter is preferred over a telephone interpreter. Accordingly, if the client points to a language on the poster, then the DLIR employee will refer to the multi-lingual listing of all DLIR employees attached as Appendix "B" and first contact an available interpreter within the DLIR employee's office. If no one is available to interpret within that office, then the DLIR employee will attempt to contact an interpreter in the proximity of his or her own office (i.e., on the same floor). If no one in the proximity of the office is available, then the DLIR employee will contact an interpreter within DLIR.

If no one is available within DLIR, then the DLIR employee assisting the customer will call Language Line.

### 2. Language Line Telephone Interpreters

If an in-person interpreter within DLIR cannot be located, then the DLIR employee helping the customer will call Language Line by dialing 1-800-874-9426. The DLIR employee will then be prompted to enter DLIR's 6-digit Client ID: 550012. If the customer indicates he or she speaks Spanish, the DLIR employee will press 1. Otherwise, the DLIR employee will press 2 and speak the name of the language when prompted.

The DLIR employee may then either press 0 or stay on the line for assistance.

The DLIR employee will then communicate the following information to the Language Line representative:

- 6-digit Client ID: 550012
- Organization Name: Hawai'i Department of Labor and Industrial Relations
- Personal Code: Phone extension **and** the DLIR 2 to 5 letter abbreviation of the particular division/office within DLIR (e.g., Workforce Development Division = WDD; Disability Compensation Division = DCD; Wage Standards Division = WSD; etc.).

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<sup>2</sup> While it may be customary for LEP customers to bring their relatives or friends as interpreters, it is not appropriate to have minors serve as interpreters. Minors are often not formally trained in providing interpretation services and their experience as an interpreter tends to be limited.

An interpreter will then be connected to the call.

Then, the DLIR employee will (1) brief the interpreter about the situation by summarizing what the employee wishes to accomplish, and (2) convey any special instructions to the interpreter.<sup>3</sup>

The DLIR employee will then allow the client to speak to the interpreter.

When the discussion between the client and the interpreter is finished, or when the DLIR employee is prompted, the DLIR employee will then speak to the interpreter to find out what the client needs.

The cost for oral interpretation services shall be borne by the division.

At the end of the transaction, the DLIR 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. A sample page of the Service Log is attached as Appendix "E." All DLIR offices/divisions shall compile the information from the daily Services Logs and submit a monthly Service Log for the office/division to the LEP Plan Coordinator within fifteen (15) days after the end of each month.

### 3. No Language Line Interpreter Available or Language Not Listed on Poster

If the Language Line representative indicates that Language Line does not have an available interpreter **and** the language is listed on the LEP Plan poster (Appendix "C"),<sup>4</sup> the DLIR employee can contact the interpreter services listed on Appendix "F" for assistance. Appendix "F" is a list of interpreter/translation services compiled by the LEP Plan Coordinator.

As in the case of Language Line, at the end of the transaction, the DLIR employee shall complete a Service Log entry (Appendix "E"). All DLIR offices/divisions shall complete the Services Log and submit the Service Log to the LEP Plan Coordinator within fifteen (15) days after the end of each month.

Also, if the language that the client speaks is not listed on the LEP Plan poster (Appendix "C"), the DLIR employee servicing the LEP customer shall contact the LEP Plan Coordinator and proceed as instructed. The LEP Plan Coordinator shall contact the administrator of the division servicing the LEP customer, and the LEP Plan Coordinator and the administrator of the division shall decide whether to grant the request, in whole or in part, by using the four-factor analysis discussed in the "RELEVANT FACTORS" section above.

### 4. Telephone Calls

Should a DLIR employee receive a telephone call from a LEP customer or a representative of a LEP customer needing oral translation, the DLIR employee should encourage that LEP customer to come into the DLIR employee's office, so that oral interpretation services may be arranged as set forth above.

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<sup>3</sup> If the speaker phone feature is available on the DLIR employee's phone, then the speaker phone feature should be used to allow both the LEP customer and the DLIR client to be on the line at the same time.

<sup>4</sup> Should a LEP customer require sign language services, the DLIR employee may go directly to Appendix "F" and make the necessary arrangements for sign language interpreter services.

## **B. WRITTEN TRANSLATION**

As discussed in Section III.B above, a notice regarding a request for written translation shall be attached to important documents in order to provide meaningful access to LEP customers and/or sent with documents that division personnel have sufficient reason to believe are addressed to a LEP customer.

For example, in a manner concerning unemployment insurance, an unemployment insurance claim form is the kind of important document necessary for meaningful access to DLIR services.

As another example, during a WSD investigation, it becomes evident that the person who filed a complaint for not being paid for the hours he worked has great difficulty understanding and speaking English. The notice regarding translation should accompany any decision concerning the investigation.

When a request for a written translation is received by the LEP Plan Coordinator, the Coordinator has twenty-four (24) hours to notify the division who sent the document that such a request was made.

The LEP Plan Coordinator and the administrator of that particular division shall decide whether or not the request should be granted using the four-factor analysis discussed in the "RELEVANT FACTORS" section above. It is within the sound discretion of the LEP Plan Coordinator and the administrator to select a qualified translator.

## **V. DESIGNATION OF LEP PLAN COORDINATOR**

Mr. Gary Noda, DLIR's Equal Employment Opportunity Officer, shall serve as the LEP Plan Coordinator. The LEP Coordinator will be primarily responsible for, among other things: (1) the overall implementation of the LEP Plan; (2) responding to any inquires or comments/complaints regarding the LEP Plan and its implementation; (3) making any revisions and modifications to the LEP Plan, as necessary; (4) training DLIR employees by providing the proper background necessary to implement the objectives of the LEP Plan; (5) serving as the primary contact for LEP customers who need a written translation of important DLIR documents; and (6) coordinating efforts to implement the LEP Plan, monitor the LEP Plan, evaluate the LEP plan, and invite stakeholders' input aimed at improving the current LEP Plan.

## **VI. TRAINING DLIR STAFF**

The LEP Plan Coordinator will be responsible for developing and implementing training for DLIR staff. The primary purpose of the training is to impart the necessary background and understanding to implement the objectives of the LEP Plan. The training shall address the application of the policies and procedures in the LEP Plan to various "real-world" situations that they will likely encounter. The LEP Plan Coordinator shall, as a part of the training, develop reference sheets encapsulating the essential principles and procedures of the LEP Plan and disseminate these reference sheets to the entire Department. The training shall also address what kind of documents should be generally translated. Additionally, the training shall address competency, confidentiality, and impartiality issues regarding in-person interpreters within DLIR.



DLIR administrators, managers, and all employees dealing with customers on a daily basis shall complete their training by no later than July 31, 2006.

All other DLIR staff who administrators and/or managers believe should receive LEP Plan training shall complete their training by no later than September 30, 2006.

**VII. SEEKING STAKEHOLDERS' INPUT; REVIEW AND REVISION OF THE LEP PLAN**

DLIR, through the LEP Plan Coordinator and the Office of Community Services, will actively seek input from groups that provide assistance to LEP customers, including those who advocate for the interests of immigrants, refugees and others who may be LEP consumers of DLIR services. All interested stakeholders are encouraged to contact the LEP Plan Coordinator directly. The LEP Plan Coordinator shall have at least one (1) public meeting with LEP persons, other interested stakeholders, and all DLIR administrators on or about October 10, 2006. The objectives for seeking such input are (1) to provide feedback and information that will result in refining this LEP Plan, and (2) to enable DLIR to meet its goal of taking significant and reasonable strides toward ensuring meaningful access to LEP customers. The LEP Plan coordinator shall then submit a comprehensive report on the meeting, including the recommendations and comments on the LEP Plan, and submit the report to the Director no later than December 31, 2006.

This report shall include a list of the most requested languages in which assistance is needed and a list of the most requested documents to be translated. The report shall also include a synthesis of the data contained in the report submitted by R&S. *See* Section I above.

This LEP Plan is a pilot program that shall be reviewed and revised in light of comments from LEP customers, their representatives, interested stakeholders, and DLIR staff. Such review and revision shall take place no later than January 31, 2007. The provisions of this LEP Plan shall remain in place until a revised LEP Plan is adopted.

**CONCLUSION**

Through the enactment of this LEP Plan, DLIR, in compliance with the mandate of Title VI, has memorialized the initial steps in providing reasonable and meaningful access to LEP customers that seek DLIR services.

All DLIR divisions and administratively attached agencies shall immediately comply with this LEP plan.

  
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Nelson B. Befitel, Director  
Department of Labor & Industrial Relations

MAY - 3 2006  
\_\_\_\_\_  
Date

## **Appendices**

With the exception of Appendix B, all other appendices are available.

# Limited English Proficiency (LEP) Division/Office Report

for Calendar Year: \_\_\_\_\_

Please complete this report with information for the most recently completed calendar year. Send report to the Research and Statistics Office, Operations Management Information Staff by November 1 following the report year.

Please call Dayle Kobashigawa at 586-9005 if you have questions or would like the Excel spreadsheet document.

Division/Office: \_\_\_\_\_

Division/Office Coordinator: \_\_\_\_\_

Total Customer Population:	<i>Number Served</i>
Please estimate the total number of customers you serviced during the report year. This number will be used to determine the proportion of LEP persons serviced to your total customer population.	
Methods Used to Inform LEP Persons of LEP Services Available:	<i>Yes or No</i>
Language identification flashcard _____	
Signs informing LEP persons of how to access free language services _____	
Multilanguage mailer inserts _____	
Outreach documents in other languages _____	
Telephone voice mail menu _____	
LEP information on web sites _____	
Other: _____	
Types of Documents Translated:	<i>Yes or No</i>
Please indicate whether you produced translated versions of your program documents.	
Applications _____	
Complaint forms _____	
Letters or notices regarding participation in program activities _____	
Other: _____	
Number of grievances or complaints filed because of language access problems:	<i>Number of Grievances or Complaints</i>
Please indicate the number of grievances and/or complaints your division/office handled during the report year as a result of language access problems. Please also provide below the date filed and a short description of the grievance(s)/complaint(s).	

## LIMITED ENGLISH PROFICIENCY (LEP) QUESTIONNAIRE

This questionnaire is to be completed by DLIR staff providing services to or encountering a person with Limited English Proficiency. Please complete one LEP questionnaire for each person served or encountered.

Staff Name: \_\_\_\_\_ Date: \_\_\_\_\_

Division: \_\_\_\_\_ Office: \_\_\_\_\_

Name of LEP person if known: \_\_\_\_\_





















1. What is the primary language spoken by the LEP person?  
(e.g. Mandarin, Cantonese, Ilocano, Tagalog, Japanese, Korean, Samoan, etc.)
  
2. List the dates and types of program services you provided this person?  
(e.g. program information, processed application, notification of decisions, job placement, etc.)
  
3. Was the program service provided within the same time frame as services provided to non-LEP clients?  
(Yes or No; if No, please indicate if the delay was due to need for LEP assistance?)
  
4. How often did you provide services to or encounter this person?  
(e.g. one time event, weekly, monthly, etc.)
  
5. What type of LEP services did you provide this person?  
(e.g. oral interpretation in person or by phone, written translation, none)
  
6. Who provided the interpreter services?  
(e.g. bilingual staff, contracted interpreter, telephone interpreter service, community volunteer, LEP person's family member, friend, own interpreter, etc.)
  
7. Was this person satisfied with the interpreter services provided?  
(Yes or No; if No, please explain the dissatisfaction)

## **Appendix B**

Appendix B is available to the Department of Labor and Industrial Relations' employees upon request to the LEP Coordinator.

# IF YOU NEED AN INTERPRETER . . .

We provide free interpreter services on request to conduct your business with the State of Hawai'i Department of Labor and Industrial Relations. If you need an interpreter in a particular language, point to that language below:

	မြန်မာဘာသာနှင့်စကားပြန်လိုလျှင် ဤနေရာကိုလက်ညှိုးဖြင့်ညွှန်ပြပါ။	Burmese
	ចូលរួមនេះបើអ្នកត្រូវការអ្នកបកប្រែភាសានេះ	Cambodian
	E punto guene unnesesita intepete ni esta na lenguahe.	Chamorro
	Ei ekiek ikei, are pwe en mi tongeni apasa me weweiti ei fos, Iwe chon awewe repwe kawor.	Chuukese
	Itudom ditoy no makaso ken maka-awat iti daytoy a sarita. Maitdanka iti mangi-patarus.	Ilocano
	お話しになる言語を指して下さい。	Japanese
	여러분이 이언어를 이해하시고 사용하시면 이곳을 가르키십시오 저희가 통역을 제공할것입니다	Korean
	Kom fin nikin, kom enenu in oasr met leng kahs lom.	Kosraen
	ຖ້າທ່ານເວົ້າແລະເຂົ້າໃຈພາສານີ້, ໃຫ້ຊີ້ໃສ່ທີ່ນີ້. ນາຍພາສາຈະຊ່ວຍທ່ານ	Lao
	如果您明白此種語言，請指向本文。我們會提供該種語言翻譯員。	Mandarin or Cantonese
	Jitōñe ñe elōñ am ñoñ rikook kajin.	Marshallese
	Idih wasabt ma ke anahne soun kawehwe ni lokaia wet.	Pohnpeian
	Afai e te mana'omia le faaliliu upu ile gagana Samoa faailoa mai faamolemole.	Samoan
	Apunte aqui si necesita un traductor en: Espanol	Spanish
	Ituro dito kung ikaw ay nanganga-ilangan ng ganitong salita.	Tagalog
	กรุณาชี้ตรงนี้ถ้าต้องการผู้ช่วยแปลภาษา	Thai
	Tuhu ki he tohi ni Kapau'oku Fie. ma'u ha Tokoni ke Fakamatala atu 'ae 'uhinga 'oe ton.	Tongan
	Chi' vao đây nè' u ba cần mô t thông di ch viên cho ngôn ngữ Vietnam.	Vietnamese
	Itudlo dire kung nanginahanglan ka ug interpreter nianing pinulongan.	Visayan
	Mu guchum ngarag ni faania gabadag ninge thilyeg bee e thin rom.	Yapese



## DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS

State of Hawai'i  
Linda Lingle, Governor

**If you need this document translated, please call the State Department of Labor and Industrial Relations' Limited English Proficiency Plan Coordinator at 586-8865.**

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**Burmese**

အကယ်၍ စာရွက်စာတမ်းများကို ဘာသာပြန်ဖို့ လိုအပ်လျှင် အလုပ်သမားနှင့်စက်မှုဝန်ကြီးဌာနမှ အကူအညီပေးသူကို အောက်ပါဖုန်းနံပါတ်ကို ခေါ်ယူ၍ အကူအညီတောင်းခံနိုင်ပါသည်။  
ဆက်သွယ်ရန်။ ။ ၈၀၈ ၅၈၆ ၈၈၆၅

**Cambodian**

បើអ្នកត្រូវការឯកសារនេះចកវ្រប្រថ្ងទៅជាភាសាអ្នក  
សូមអ្នកទាក់ទងនិង ក្រសួងកិច្ចការនិងទំនាក់ទំនង  
របស់រដ្ឋវ្រ្តកភាសា ភាវលេខ ៥៨៦-៨៨៦៥

**Chamorro**

Yanggen un nisisita na u ma translada este na dokumento, pot fabot agang i State Department of Labor and Industrial Relations' Limited English Proficiency Plan Coordinator gi 586-8865.

**Chinese**

假如你需要翻譯這份文件, 請致電586-8865  
向州政府勞工與工業關係部"英語有限協助計劃"協調員聯絡

**Chuukese**

Are kopwe mochen eman epwe awewei novin taropwe mei auchea, kopwe kan kori Department of Labor and Industrial Relations Limited English Proficiency Plan Coordinator at 586-8865.

**Ilocano**

No agkasapulan iti mangipatarus iti daytoy a dokumento, pangnga-asiyo ta tumawag iti State Department of Labor and Industrial Relations' Limited English Proficiency Plan Coordinator iti numero 586-8865.

### **Japanese**

この書類の翻訳をご希望の方は、州労働・労使関係省、英語能力の限られた方を支援するプログラムのコーディネータ、586-8865までご連絡ください。

### **Kosraen**

Kom fin enenu pepu se inge in lengla nu ke kas inglis, nunakmunas pangon Office lun Labor ac Industrial Relations ke numbu 586-8865.

### **Lao**

"ຖ້າທ່ານຕ້ອງການແປເອກກະສານນີ້, ກະລຸນາໂທໄປກົມພົວພັນແຮງງານ ແລະອຸສາຫະກຳຮັດຮາວາຍຜູ້ຕິດແຜນການດ້ວຍພາສາອັງກິດ ທີ່ 586-8865."

### **Marshallese**

Ne kwoj aikuij jiban joi pok nomba in State Department of Labor and Industrial Relations Limited English Proficiency Plan Coordinator at 586-8865.

### **Pohnpeian**

Ma ke anahne daropwe wet en kaweweda, a ke menlau dokoelepwohn 586-8865 oh kosoing ohpis me kin sewese anahn en lokaian wai na ohpis lap en apwali kosoandi en doadoake en aramas akan de State Department en Labor oh Industrial Relations.

### **Samoan**

Mo se fa'amalamalamaga i lau gagana, fa'afeso'ota'i mai le ofisa o Labor ma Industrial Relations i le 586-8865.

### **Spanish**

Si necesita una traducción de este documento, favor de llamar el Departamento de Labor y Relaciones Industriales, el Coordinador del Plan de Proficiencia de Ingles Limitada, 586-8865.

### **Tagalog**

Kung kailangan mong isalin ang mga dokumentong ito, pakitawagan ang koordineytor ng Department of Labor and Industrial Relations' Limited English Proficiency Plan sa 586-8865.



### **Thai**

ถ้าคุณต้องการให้แปลข้อความต่อไปนี้ กรุณาโทรศัพท์แจ้งไปที่กรมแรงงานและอุตสาหกรรมสัมพันธ์  
หน่วยงานช่วยเหลือผู้ต้องการความช่วยเหลือทางด้านภาษาอังกฤษ เบอร์โทร 586- 8865.

### **Tongan**

Kapau 'oku ke fie ma'u ha taha ke liliu ae ngaahi fakamatala ni ki he 'etau lea faka-  
Tongan pea ke fakamolemole 'o telefoni mai ki he Kautaha Tokoni 'ae Siteiti 'o Hauai'i,  
moe Tokotaha oku ne toknoi kihe lea faka papalangi, Fakamolemole o teleoni mai kihe  
fika telefoni koe 586-8865. Malo Aupito.

### **Vietnamese**

Nếu bạn cần văn kiện này thông dịch, xin vui lòng gọi Bộ Lao Động và Nhân viên Ban  
Giao Dịch Kế Hoạch tại số' điện thoại 586-8865.

### **Visayan**

Kung imong guikinahanglan nga kining mga dokyumento hubaron, palihug tawagi ang  
koordinaytor sa State Department of Labor and Industrial Relation's Limited English  
Proficiency Plan sa 586-8865.

### **Yapese**

Fa'anra gabadag ni ngani translate nag ere babyor ney, wenig ngom mu kol nag e State  
Department of Labor and Industrial Relations' Limited English Proficiency Plan  
Coordinator kore telephone number ni ba'ara, 586-8865.

Oral Translation Services Log

For the Month ending \_\_\_\_\_

Division/Office: \_\_\_\_\_ Project Code (if applicable): \_\_\_\_\_

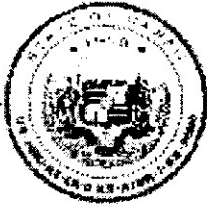
Date	Translation Service Used	Start Time	End Time	Originating Phone #	Language

Comments from LEP clients or their representative(s) regarding quality of services provided:

Approved by: \_\_\_\_\_ Date: \_\_\_\_\_

## Language Interpretation/Translation Providers

- **BILINGUAL ACCESS LINE (Oral interpretation & written translation)**  
Helping Hands of Hawai'i  
2100 N. Nimitz Hwy.  
Honolulu, HI 96813  
Ph: 808-526-9724
- **PACIFIC GATEWAY CENTER (Oral interpretation & written translation)**  
720 N. King St.  
Honolulu, HI 96817  
Ph: 845-3918
- **DISABILITY & COMMUNICATION ACCESS BOARD (Sign Language)**  
Certified List of individual providers (see attached)
- **LIBRARY FOR THE BLIND & PHYSICALLY HANDICAPPED (Braille services)**  
402 Kapahulu Ave.  
Honolulu, HI 96815  
Ph: 733-8444(TTY/Voice)



# DISABILITY AND COMMUNICATION ACCESS BOARD

919 Ala Moana Boulevard, Room 101 - Honolulu, Hawaii 96814  
Ph. (808) 586-8121 (V/TDD) - Fax (808) 586-8129

## Communication Access Providers as of 2/28/2006

- 1.) Agencies and businesses who employ communication access providers are encouraged to review Hawaii 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 provided as a convenience for state agencies, other public agencies, and private businesses who 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 businesses who 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 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 with limited experience in the direct employment of sign language interpreters are encouraged to use a professional referral service such as Hawai'i Services on Deafness.
- 7.) This list has been customized to meet the needs of your request. Information is current as of 2/28/2006 . Please contact DCAB if this list is more than 30 days old.

Name and Certification	Telephone and Email	Mailing Address
<b><i>Baird, Darlene L.</i></b> Interpreter_Sign Certification: HQAS V* Expires: 6/30/2008 No Courts or Legal Appts	Cell: 352 2246 Bus. Email: pukapantz@hotmail.com	<i>Oahu</i> 84-550 Nukea St Waianae, Hi 96792
<b><i>Bownds, Beverly K.</i></b> Interpreter_Sign Certification: RID CSC EXPIRED: 6/30/2005	Cell: 389 8997 Bus. Email: bevsignalsl@yahoo.com	<i>Oahu</i>
<b><i>Fried, Jan</i></b> Interpreter_Sign Certification: RID IC CI&CT EXPIRED: 6/30/2003	Res. Tel: 734-5889 V/T Pager: 288-7928 Fax: 734-9893 Pers. Email: janfried@hotmail.com	<i>Oahu</i> 1731 Mikahala Way Honolulu, Hi 96816 Availability: Part Time



## Communication Access Providers as of 2/28/2006

Name and Certification	Telephone and Email	Mailing Address
<hr/>		
<b>Howard, Kathy</b> GA-to-SK Professional Interpreting Svcs Interpreter_Sign Certification: RID CI&CT EXPIRED: 6/30/2004	Bus. Email: howardkat@msn.com	<i>Oahu</i> P.O. Box 22519 Honolulu, HI 96823-2519
<hr/>		
<b>Jackson, Debbie</b> Interpreter_Sign Certification: RID CSC* Expires: 6/30/2006	Res. Tel: 239-6163 V/T Cell: 392-2549 Bus. Email: dleighjackson@hotmail.com	<i>Oahu</i> Availability: Part Time After 4:00 pm Mon-Fri and all day on Weekends
No Performing Arts Assignments		
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<b>Kern, Ku Mei Butler</b> Interpreter_Sign Certification: HQAS V* Expires: 8/1/2010	Res. Tel: 808 969 3193 Cell: 808 896 9059 Pers. Email: kooshmabob@yahoo.com	<i>Hawaii</i> 19A Aina St. Hilo, HI 96720
<hr/>		
<b>Kroe-Unabia, Susan</b> Interpreter_Sign Certification: RID CI&CT EXPIRED: 6/30/2004	Res. Tel: 396-1800 V/T Bus. Email: susankroe@aol.com	<i>Oahu</i>
<hr/>		
<b>Lambrecht, Linda</b> Interpreter_Deaf_Relay Certification: RID RSC CLIP:R EXPIRED: 6/30/2004	Bus. Tel: 808-239-7660 V/T/F Pager: 808-255-4979 Bus. Email: linje40s@hotmail.com Pers. Email: aslteal@tmail.com (mobile)	<i>Oahu</i> Availability: Part Time Spring 2002 MWF 8-11am; TTH 8am-2pm
Note: Relay Interpreter must be teamed with hearing interpreter.		
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<b>Lani, Tamar</b> Terpreting Connection Interpreter_Sign Notetaker Certification: RID CI&CT EXPIRED: 6/30/2003	Bus. Tel: 808-537-5933 Res. Tel: 808-537-5933 Bus. Email: tamarlani@verizonmail.com Pers. Email: tamar_costa@juno.com	<i>Oahu</i> P.O. Box 1380 Kaneohe, Hi 96744-1380
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<b>Love, Mary Rose</b> Mary R. Love Inc. Interpreter_Sign Certification: RID CI&CT EXPIRED: 6/30/2003	Res. Tel: 808 291 9146 Bus. Email: marylove999@hotmail.com Pers. Email: mary.love7@verizon.net	<i>Oahu</i> 409 Portlock Rd Honolulu, HI 96825
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**Communication Access Providers as of 2/28/2006**

<b>Name and Certification</b>	<b>Telephone and Email</b>	<b>Mailing Address</b>
<b>McDonald, Loretta Ann</b> Interpreter_Sign Certification: RID CSC EXPIRED: 6/30/2004 No Performing Arts Assignments	Res. Tel: 947-7640 V/T/Fax Pers. Email: ehuandme@juno.com	<i>Oahu</i> Availability: Part Time
<b>Miehlstein, Valerie</b> Island Skill Gathering (ISG, Inc.) Interpreter_Sign Certification: RID CI&CT* Expires: 6/30/2007 No Courts or Legal Appts No Performing Arts Assignments	Res. Tel: 808-732-4622 V/T Bus. Email: isg@aloha.net	<i>Oahu</i> 3472 Kanaina Avenue Honolulu, Hi 96815 Availability: Part Time
<b>Morris, Michele</b> Interpreter_Sign Certification: RID CI&CT* Expires: 6/30/2006 No Courts or Legal Appts	Cell: 808-284-0402	<i>Oahu</i> 91-1029 Ahuua St. Ewa Beach, Hi 96706
<b>Nakamoto, Lynn</b> Interpreter_Sign Certification: RID CSC* Expires: 6/30/2008	Cell: 551-3778 Bus. Email: nakamoto@verizon.net	<i>Oahu</i> 4490 Luaole St. Honolulu, Hi 96818
<b>Park Okuna, Inga</b> Interpreter_Sign Certification: RID CSC EXPIRED: 6/30/2003	Bus. Email: ingapark@tmail.com	<i>Oahu</i> Availability: Part Time
<b>Sakal, Patty</b> Interpreter_Sign Certification: HQAS V* Expires: 4/30/2010	Res. Tel: 486-1797 Cell: 808-223-5841 Pager: 808-686-0013 Bus. Email: 6860013@islandpage.com Pers. Email: sakalp002@hawaii.rr.com	<i>Oahu</i> 98-410 Koauka Loop No. 20J Aiea, Hi 96701
<b>Sapko, Regina</b> Interpreter_Sign Certification: RID CI&CT EXPIRED: 6/30/2003	Cell: 808-429-3553 Bus. Email: reginaclare@hotmail.com	<i>Oahu</i> PO Box 22701 Honolulu, Hi 96823-2701
<b>Thorpe, Malina Steffanie Dravis</b> Interpreter_Sign Certification: NAD V EXPIRED: 6/30/2004	Res. Tel: 808-966-7840 Cell: 808-936-0046	<i>Hawaii</i> HCR3 Box 11087 Keaau, HI 96749

**Communication Access Providers as of 2/28/2006**

<b>Name and Certification</b>	<b>Telephone and Email</b>	<b>Mailing Address</b>
<b><i>Trujillo, Tara</i></b> Interpreter_Sign Certification: RID CI&CT* Expires: 6/30/2006	Cell: 808 557 1616 Bus. Email: tarawolf@hotmail.com	<i>Hawaii</i> 2033 Kaiwiki Road Hilo, HI 96720
<b><i>Wallace, Scott</i></b> Interpreter_Sign Certification: RID CI&CT EXPIRED: 6/30/2003	Bus. Email: scottcict@aol.com	<i>Oahu</i> 44-663 Kuono Place Kaneohe, HI 96744
<b><i>Blake, Jenny Stanton</i></b> Interpreter_Sign Certification: HQAS IV* Expires: 4/30/2006	Res. Tel: 239-8953 V/TTY Pager: 277-0785 Bus. Email: codasign@aol.com	<i>Oahu</i>
<b><i>Collier, Cathie L.</i></b> Colliers Interpreter Services Interpreter_Sign Certification: RID CI EXPIRED: 6/30/2003	Bus. Email: smile4cathie@aol.com	<i>Oahu</i>
<b><i>Cooper, Kennedy L.</i></b> Interpreter_Sign Certification: HQAS IV* Expires: 5/31/2007 No Courts or Legal Appts	Cell: 808-381-8378 Bus. Email: kennedyclm@yahoo.com	<i>Oahu</i> Akinson Tower No. 404 419-Atkinson Drive Honolulu, HI 96814
<b><i>Doran, Jean-Marie T.</i></b> Interpreter_Sign Certification: HQAS IV* Expires: 2/28/2010	Cell: 808 989 2522 Pers. Email: jmdterp@hotmail.com	<i>Hawaii</i> P.O. Box 10937 Hilo, HI 96721
<b><i>Fischer, Susan</i></b> Interpreter_Sign Certification: RID CT EXPIRED: 6/30/2004	Res. Tel: 808 732-3954 Cell: 808 282 3350 Bus. Email: hulasusan@hotmail.com	<i>Oahu</i> 4840 Kilauea Ave. #3 Honolulu, HI 96816

## Communication Access Providers as of 2/28/2006

Name and Certification	Telephone and Email	Mailing Address
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<b><i>Fogarty, Maureen</i></b> Interpreter_Sign Certification: RID CT EXPIRED: 6/30/2003	Cell: 505-550-7788 Pers. Email: mofogarty@yahoo.com	<i>Maui</i> PO Box 12857 Lahaina, HI 96761-7857 Availability: Part Time After school hours (May be Off- Island in summer.)
No Courts or Legal Appts		
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<b><i>Goodhue, Eliza Wright</i></b> Interpreter_Sign Certification: HQAS IV* Expires: 11/30/2009	Res. Tel: 808 572-2173 Pers. Email: elizaflower@yahoo.com	<i>Maui</i> Availability: Part Time
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<b><i>Haynesworth, Alycen</i></b> Interpreter_Sign Certification: RID CI* Expires: 6/30/2006 No Courts or Legal Appts	Res. Tel: 808 895 8918	<i>Hawaii</i>
<hr/>		
<b><i>Hiraga, Martin</i></b> Interpreter_Sign Certification: RID CI EXPIRED: 6/30/2005	Bus. Tel: 808 428 8100 Res. Tel: 301 588 1473 Cell: 202 460 4747 Pager: chino@tmail.com Bus. Email: mhiraga@aol.com	<i>Oahu</i>
No Performing Arts Assignments		
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<b><i>Kia, Rosalind</i></b> Interpreter_Sign Certification: HQAS IV* Expires: 9/30/2007	Res. Tel: 808-988-6801 V/TTY Cell: 808-255-6379 Bus. Email: rozkia@tmail.com (Pager) Pers. Email: rozkia@aol.com	<i>Oahu</i>
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<b><i>McEvoy, Colleen</i></b> Interpreter_Sign Certification: HQAS IV* Expires: 6/1/2010	Cell: 917 334-2897 Bus. Email: mcevoy@hawaii.edu Pers. Email: cmcevoy1@nyc.rr.com	<i>Oahu</i>
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<b><i>Miller, Linda G.</i></b> ASL/ENG Interpreting Services Interpreter_Sign Certification: HQAS IV* Expires: 7/31/2006	Res. Tel: 808-735-7111 Cell: 808-342-9095 Bus. Email: lindagmiller52@yahoo.com	<i>Oahu</i> 4114 Maunaloa Ave Honolulu, Hi 96816-4525
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**Communication Access Providers as of 2/28/2006**

<b>Name and Certification</b>	<b>Telephone and Email</b>	<b>Mailing Address</b>
<b><i>Palmer, Stephen C.</i></b> Interpreter_Sign Certification: NAD IV	Bus. Tel: 808-428-0734 Res. Tel: 808-428-0734 Bus. Email: singingasl@hotmail.com	<i>Oahu</i> P.O. Box 971806 Waipahu, HI 96797
<b><i>Tawasha, Lori</i></b> Interpreter_Sign Certification: RID CI	Res. Tel: 808 874 8398	<i>Maui</i> Availability: Part Time
<b><i>Christian, Amanda Jean</i></b> Interpreter_Sign Certification: HQAS III* Expires: 4/30/2007	Res. Tel: 808 836 6727 Cell: 808 351 9954 Pers. Email: manaki201@yahoo.com	<i>Oahu</i> 2936 Noonan St. Honolulu, HI 96818
<b><i>Licciardo, Susan C.</i></b> SuSigns Interpreter_Sign Certification: HQAS III* Expires: 10/31/2006 No Medical Appts No Courts or Legal Appts	Bus. Tel: 808-372-9456 Cell Fax: 808-396-1458	<i>Oahu</i> Availability: Part Time
<b><i>Linter, Vicki</i></b> Interpreter_Sign Certification: RID IC&TC EXPIRED: 6/30/2003 No Performing Arts Assignments	Bus. Tel: (808) 935-8535 ext.13 Res. Tel: (808) 965-0289 Bus. Email: vickilinter@hotmail.com	<i>Hawaii</i> Availability: Part Time Mon-Fri 8:30-9:30 am and 11:00 am to 1:00 pm
<b><i>Wong, Darlene W.L.</i></b> Interpreter_Sign Certification: HQAS III* Expires: 8/1/2007	Cell: 384 0940 Pers. Email: pochacs074@yahoo.com	<i>Oahu</i> Availability: Part Time