

State of Hawaii

Department of Human Services

# Language Access Plan

July 1, 2013—June 30, 2016

Issued and Approved

by the Director

Department of Human Services

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## **INTRODUCTION**

This three-year Language Access Plan speaks to the Department of Human Services (DHS) continuing commitment to provide essential, meaningful access to Limited English Proficient (LEP) individuals by removing barriers which could prevent existing or potential customers of the DHS from participating in its programs and activities because of language needs. The primary purpose is to continually enhance services provided by the DHS to all persons seeking our services.

The DHS 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 its implementing regulations 45 CFR, Part 80, as well as Chapter 371, Sections 31-37 of the Hawaii Revised Statutes (HRS), as amended.

The population of the State reflects a rich blend of people and culture. According to the 2010 census the largest number of people living in Hawaii whose primary language is not English, speak an Asian or Pacific Island language or dialect. Many have a limited ability to read, write, speak or understand DHS' services in English. Language barriers can prohibit qualified residents from fully participating in the State's efforts to help them to become self-sufficient. In 2012, the most frequently encountered languages/dialects were: Chinese, Chuukese, Korean, Marshallese, Samoan, and Vietnamese. This language access plan speaks to the DHS' voluntary commitment to provide essential and meaningful access to LEP customers.

## **DEFINITION OF LEP PERSONS**

For purposes of this plan, LEP persons, customers, and applicants are defined as individuals who do not speak English as their primary language and who self-identify as having a limited ability to read, write, speak, or understand English. They may be eligible to receive language assistance with respect to a particular service, benefit, or encounter at no cost to them. Notice of such language assistance availability is to be provided on a regular basis.

## **RELEVANT FACTORS**

To determine whether the DHS is required to provide effective and meaningful access to LEP individuals, the U. S. Department of Health and Human Services has established four guidelines which are also found in HRS § 371-33(a) (1-4):

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 combination of these factors serves as the basis to determine the DHS' obligation to provide language access services.

### **SUMMARY OF COMPONENTS**

The DHS Language Access Plan is comprised of ten (10) components:

1. Providing oral interpretation services to applicants and clients that are free of cost.
2. Maintaining reporting systems designed to obtain key information about the LEP populations who are eligible for and/or use the DHS's services.
3. Maintaining comprehensive listings of language assistance resources.
4. Providing notice to LEP persons of free interpreter services
5. Designating Language Access Coordinator/s and Access Task Force Members.
6. Training employees and contractors on language assistance services.
7. Orienting interpreters to role expectations and a Code of Ethics.
8. Seeking stakeholders' input in revision of the DHS' Language Access Plan.
9. Monitoring the DHS' programs, services and contractors for reasonable and meaningful language assistance.
10. Evaluating the effectiveness of the DHS' language assistance efforts.

An explanation of these ten components follows.

### **COMPONENT EXPLANATION**

1. **Providing interpretation services**
  - a. Oral—Each division, agency, commission, program and activity at the DHS will provide interpretation assistance in response to the language needs expressed by LEP individuals in both face-to-face and telephone encounters about DHS services.
  - b. Written—Translation of documents will be provided when interpretation is not reasonable or meaningful within the threshold of the law.
  - c. Personnel—Hiring of employees who have bi-lingual skills is an ongoing effort where possible at the DHS. Hiring bi-lingual staff to serve as staff interpreters only is not reasonable, at this time, within the DHS' budgetary constraints.

While serving applicants or clients, situations might arise where LEP individuals are unable to navigate through the DHS' programs without assistance of interpreters in their primary language.

To ensure that the inability to communicate in English does not deprive the public of rights and privileges, the DHS will continue to provide an interpreter at no cost to the client/applicant for LEP individuals seeking or requiring DHS services.

**2. Maintaining reporting systems**

To provide meaningful access to LEP individuals, the DHS will continue to gather information about languages spoken, the DHS services used and the frequency such services are utilized by LEP persons.

Data is compiled on a semi-annual basis from divisions, agencies, commissions and offices at the DHS, as well as contractors who provide services with federal and state funding through the DHS. This data is analyzed and reported to the Hawai'i Office of Language Access (OLA). (See Appendix A for OLA reporting form.)

Each division, agency, commission, and office at the DHS will have in place mechanisms in their reporting system/s to regularly assess the LEP status and language assistance needs of current and potential customers as well as assess the DHS' capacity to meet these needs according to the components of this plan.

**3. Maintaining comprehensive listings of language assistance resources**

To serve LEP individuals effectively, the DHS maintains lists of language skills and resources available through its employees, surrounding community members, state agencies, court systems and private entities. These lists are updated and distributed semi-annually to each division, and administratively attached agencies and are available on the DHS internal Q Drive and/or website in the Civil Rights Corner. (See Appendix B)

All the DHS volunteer interpreters are highly encouraged to complete training in interpretation techniques and ethics. The DHS encourages participation at OLA sponsored training for interpreters and translators.

Although the DHS volunteer employees may not be fluent in a particular language, depending on the circumstances, that employee's or community language skills may facilitate a certain comfort level that might contribute significantly to meeting an LEP individual's needs.

In events where the DHS requires additional personnel to provide language access to LEP clients or applicants, as determined by the relevant factors described earlier, the DHS shall seek qualified contracted interpreters via telephone, video or in-person.

**4. Providing notice to LEP persons of interpreter services that are free of cost to the LEP individual**

The DHS provides notice at <http://humanservices.hawaii.gov>, in brochures such as Access Hawaii, and through the posting of notices in waiting areas and offices servicing LEP individuals.

Each division, administratively attached agency, commission and program at the DHS will inform its contractors of their responsibility to provide notice to their LEP clients and applicants of the availability of free language assistance services. Each will also provide notice to community agencies and unions that work with the DHS' clients. Community providers and the DHS contractors will be advised and monitored relative to their responsibility to provide interpreter services free of cost to LEP persons utilizing or applying for their services.

**5. Designating Language Access Coordinator/s and Access Task Force members**

DHS' Civil Rights Compliance Staff (CRCS) continues to serve as the Language Access Coordinator for the DHS in cooperation with the newly formed KOLEA LEP Project team. Additionally, the DHS has an Access Task Force to serve as a working focus group to be responsible for reporting, follow-up and implementation of this plan and to assure compliance with Hawaii Revised Statutes and other guidelines.

Each division and administratively attached agency will continue to designate representatives to the DHS' Access Task Force, with at least one backup representative for continuity purposes, who will serve in an advisory and working capacity to the Language Access Coordinator.

Each neighbor island office will provide input to the designated Access Task Force member on a regular basis.

Additional information about staff officer, division administrator, supervisor and employee roles are specified in DHS' Policies and Procedures 4.10.4 and the 2013-2015 Affirmative Action Plan.

**6. Training employees on providing language assistance services**

The DHS began training in 2007 for program staff, supervisors and administrators to improve language access, create awareness and prevent discriminatory practices relative to national origin, in general, and LEP, specifically. Those efforts continue on an annual basis.

Training for administrators and supervisors began during May of 2009 and is continuing. The supervisors are now responsible for directly training all staff who have daily or weekly public contact. New employees are trained at the time of hire and all employees receive annual training by their supervisors and/or division trainers (See Appendix C).

Existing civil rights training titled Administrative Procedures for Supervisors (APS) and Administrative Procedures for Clericals (APC), both of which include language access training continues on an annual basis.

The DHS will continue to inform agencies contracting with DHS about contractor responsibilities for providing interpreter services at no cost to LEP individuals and for complying with assurances specific to their respective program funds. Each program is responsible for monitoring contractor compliance (See Appendix G for a sample monitoring checklist).

Volunteer interpreters and front-line staff will continually be encouraged to attend workshops and webinars and to attend state-wide meetings designed to meet language access needs.

Each division, commission and administratively attached agency will allow time for training front-line and supervisory staff on DHS' language access efforts. Supervisors or trainers will be responsible for training new employees and all individuals under their supervision who have daily or weekly public contact. The DHS will continue to provide online annual refresher training to all of the DHS employees. While developed for the DHS' employees, contractors also have access to this online presentation at <http://hunanservices.hawaii.gov> in the Civil Rights Corner.

**7. Orienting interpreters to role expectations and Code of Ethics**

Interpreters are required to review DHS' Code of Ethics for providing interpreter services, sign an interpreter form, asked to participate in the OLA training on the role of interpreters, and serving individuals with language needs (See Appendix E for Interpreter Form with Code of Ethics and Appendix F for Offer and Acceptance or Waiver of Free Interpreter Services).

**8. Seeking stakeholders' input in review and revision of DHS Language Access Plan**

The DHS, through the Language Access Plan Coordinator, will actively seek input from groups that provide assistance to LEP clients and applicants, including those who advocate for the interests of immigrants, refugees and others who may be LEP consumers of DHS and its contract provider services. All interested stakeholders are encouraged to contact the DHS Language Access Coordinator directly at [gwatts@dhs.hawaii.gov](mailto:gwatts@dhs.hawaii.gov) or (808) 586-4955.

The coordinator will have at least one public meeting with LEP persons, other interested stakeholders and the DHS Access Committee members prior to June 30, 2016. An advisory council of stakeholders that meets every six months is being considered. The objectives for seeking such input are (1) to provide feedback and information that will result in refining DHS plan and (2) to enable the DHS to meet its goal of taking reasonable steps toward ensuring meaningful access to LEP individuals seeking DHS services.

Following this meeting the coordinator will prepare a report on the meeting and submit the report to the Director of DHS no later than July 31, 2016. The report will include a synthesis of the data gathered through the DHS' reporting systems; meetings with stakeholders and LEP clients.

This Language Access Plan is a fluid document and will be reviewed and revised in light of comments from LEP applicants and clients, their representatives, interested stakeholders and DHS staff. Such review and revision will take place at least once every three years.



**9. Monitoring for reasonable and meaningful language assistance**

The CRCS makes unannounced site visits to observe notices and other areas relative to civil rights compliance and to photograph facilities and features to support this and other self-evaluation efforts. Findings from these visits are discussed with Access Task Force members for follow-up. Contract monitors in each program will continue to be responsible for monitoring contractor provision of interpreter services (See Appendix G for sample checklist).

**10. Evaluating effectiveness of DHS' language assistance efforts.**

Evaluations of the DHS' divisions and administratively attached agencies are conducted periodically by CRCS in consultation with staff of the Office of Language Access to determine compliance with the DHS' obligations to provide language access services. The Office of Language Access in 2013 (See Appendix G for Self-Assessment Checklist for Public Programs for a copy of the current OLA monitoring tool).

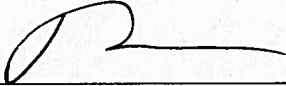
Recommendations will be addressed by the Language Access Coordinator and Access Task Force as indicated in the findings.

**CONCLUSION**

This plan covers the period July 1, 2013 through June 30, 2016 and addresses the DHS' continuing commitment to enhancing access to its services and programs. It supersedes the DHS' Language Access Plan covering the period July 1, 2011 through June 30, 2013. The provisions of this plan shall remain in place until a revised plan is adopted in 2016.

With approval of this Language Access Plan, the DHS in compliance with mandates of Title VI of the Civil Rights Act of 1964, as amended, and Hawai'i Language Access Law, Chapter 371, Sections 31-37 of the Hawaii Revised Statutes (HRS), as amended is providing reasonable and meaningful access to LEP clients and applicants who seek DHS services.

All DHS divisions, administratively attached agencies, commissions, and offices shall comply with the provisions of the Language Access Plan.

  
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Patricia McManaman, Director

6/12/13  
Date

## **APPENDICES**

- A Language Access Reporting Tool
- B Resource Lists
- C Training
- D Notices and Announcements
- E Interpreter Form DHS 5050 with Code of Ethics
- F Offer and Acceptance or Waiver of Free Interpreter Services, DHS 5000
- G (1) Civil Rights Monitoring Checklist sample  
(2) Self-Assessment Checklist for Public Programs

LEP Services by Division/Office

Administrative Appeals Office

Period Covered 7/1/12 – 12/31/12

Contact Person

Phone No.

Division/Office	# 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	Sign Translation	Written Translation	Other (please specify):	Bilingual Staff provides direct services to another language	Community Volunteer	Contracted Interpreter (for an Interpreter Agency)	Contracted Interpreter (In-house)	Staff Interpreter	Telephone Interpreter	Volunteer Staff (specify another language volunteer(s) if any)	Other (please specify):	Documents Translated Upon Request	Vital Documents	Oral Language Services (in person)	Sign Translation Services	Telephone Interpreter Services	Written Translations	Other (please specify):	Amount	(Total \$)
																					\$	\$
Total:	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	\$	\$
% of Total:	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	\$	\$

LANGUAGE ACCESS REPORTING TOOL

LEP Services by Language

Administrative Appeals Office

Period Covered 7/1/12 – 12/31/12

Contact Person

Phone No.

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	Sign Translation	Written Translation	Other (please specify):	Bilingual Staff provides direct services to another language	Community Volunteer	Contracted Interpreter (for an Interpreter Agency)	Contracted Interpreter (In-house)	Staff Interpreter	Telephone Interpreter	Volunteer Staff (specify another language volunteer(s) if any)	Other (please specify):	Documents Translated Upon Request	Vital Documents	Oral Language Services (in person)	Sign Translation Services	Telephone Interpreter Services	Written Translations	Other (please specify):	Amount	(Total \$)					
																					\$	\$					
Total:	20	0	0	0	0	0	0	0	0	0	0	0	0	0	0	\$	\$	\$	\$	\$	\$	\$	\$	\$ 8,740.00	\$ 8,740.00		
% of Total:	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	\$	\$	\$	\$	100%	
Chinese																									\$	\$	
Cherokee																										\$	\$
Hawaiian																										\$	\$
Idiano																										\$	\$
Japanese																										\$	\$
Korean																										\$	\$
Korean																										\$	\$
LEP Hearing Impaired																										\$	\$
Mandarin																										\$	\$
Marshalese																										\$	\$
Portuguese																										\$	\$
Samoan																										\$	\$
Spanish																										\$	\$
Tagalog																										\$	\$
Thai																										\$	\$
Tongan																										\$	\$
Vietnamese																										\$	\$
Vlaayan (Cebuano)																										\$	\$
Other (Specify)	20																									\$	\$

User Log of LEP Services (optional)

DO NOT NEED THIS PAGE

Language/ Date of Service																									
Example:																									
Korean / 8-15-08																									

DEPARTMENT OF HUMAN SERVICES, PERSONNEL OFFICE

LANGUAGE ACCESS LOG AND REPORTING FORM (Rev. 02/01/12)

NAME	SERVICE TYPE	NO. OF ENCOUNTERS	DATE	START TIME	END TIME	SERVICE PROVIDER	LANGUAGE	TOTAL COST	COMMENTS
<b>TOTAL COST</b>									0.00

Completed By: \_\_\_\_\_  
 E-mail: \_\_\_\_\_  
 Phone: \_\_\_\_\_

Appendix A of the Hawaii State Judiciary Court Interpreter Certification Program Court Rules, below, lists the requirements necessary for court interpreters to achieve a Tier Designation on the certification program Registry.

<b>Appendix A - Tiers of Court Interpreter Designation</b>					
<b>Tier</b>	<b>Spoken or ASL</b>	<b>Hourly Fee</b>		<b>Designation</b>	<b>Requirement</b>
<b>ALL TIERS OF COURT INTERPRETER DESIGNATIONS MUST FULFILL THE MINIMUM REQUIREMENTS SET FORTH UNDER TIER 1</b>					
<b>6</b>	Spoken	55		Certified Master	Full Consortium Oral Exam: 80% for Simultaneous; 80% for Consecutive; 80% overall for Sight Translation, with at least 75% for each subpart; or Federal Court Interpreter Certification Exam (FCICE)
	ASL	55		Certified Master	RID SC:L
<b>5</b>	Spoken	N/A		N/A	N/A
	ASL	50		Certified Advanced	Tier 4 requirements and fulfillment of "Certified Advanced" requirements (currently being determined)
<b>4</b>	Spoken	45		Certified	Full Consortium Oral Exam: 70% for Simultaneous; 70% for Consecutive; 70% overall for Sight Translation, with at least 65% for each subpart
	ASL	45		Certified	NAD V; or HQAS V; or RID CI and CT; or RID CDI; or RID CSC; or RID RSC
<b>3</b>	Spoken	40		Approved	Full Consortium Oral Exam: 60% for Simultaneous; 60% for Consecutive; 60% overall for Sight Translation, with at least 55% for each subpart; or Abbreviated Consortium Oral Exam: 70% for Simultaneous; 70% for Oral English Proficiency component
	ASL	40		Approved	NAD IV; or HQAS IV; or RID CI or CT
<b>2</b>	Spoken	35		Conditionally Approved	Abbreviated Consortium Oral Exam: 60% for Simultaneous; 60% for Oral English Proficiency component; or Alternative Credential Recognition for passage of an exam approved by the Judiciary in a language for which the Consortium oral exam does not exist
	ASL	N/A		N/A	N/A
<b>1</b>	Spoken	25		Registered	2-Day Basic Orientation Workshop; 70% for Consortium Written Exam; 80% for Hawaii Basic Ethics Test; and Passage of Criminal Background Check
	ASL	25		Registered	2-Day Basic Orientation Workshop; 70% for Consortium Written Exam; 80% for Hawaii Basic Ethics Test; and Passage of Criminal Background Check

### **HAWAII STATE JUDICIARY COURT INTERPRETER CERTIFICATION PROGRAM**

The highest tier achievable for each language may vary. The following table lists the current languages on the Registry and the performance exam available to achieve the highest tier in each language.

<b>LANGUAGE</b>	<b>HIGHEST TIER POSSIBLE</b>	<b>ACHIEVED VIA</b>
American Sign	6	RID SC:L
Arabic	6	Consortium Full Exam
Bulgarian	2	LionBridge Exam
Burmese	2	LionBridge Exam
Cantonese	6	Consortium Full Exam
Cebuano	2	LionBridge Exam
Chuukese	3	Consortium Abbreviated Exam
French	6	Consortium Full Exam
German	2	LionBridge Exam
Hindi	2	LionBridge Exam
Hungarian	2	LionBridge Exam
Ilokano	6	Consortium Full Exam
Indonesian	2	LionBridge Exam
Japanese	2	LionBridge Exam
Khmer (Cambodian)	2	LionBridge Exam
Korean	6	Consortium Full Exam
Kosraean	1	Written Exam & Ethics Exam
Laotian	6	Consortium Full Exam
Mandarin	6	Consortium Full Exam
Marshallese	3	Consortium Abbreviated Exam
Pohnpeian	1	Written Exam & Ethics Exam
Portuguese	6	Consortium Full Exam
Russian	6	Consortium Full Exam
Samoan	2	LionBridge Exam
Spanish	6	Consortium Full Exam
Tagalog	2	LionBridge Exam
Thai	2	LionBridge Exam
Tongan	2	LionBridge Exam
Vietnamese	6	Consortium Full Exam

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**COURT INTERPRETER CERTIFICATION PROGRAM**  
**COURT INTERPRETER REGISTRY**  
External Distribution  
**May 16, 2013**

Court interpreters who meet mandatory requirements for interpreting in the state courts under the Hawai'i State Judiciary Court Interpreter Certification Program are published on this Registry. Requesting parties are responsible for further determining the qualifications and competence of the interpreters they hire.

If you have any questions about the Registry, please contact the Office on Equality and Access to the Courts at 808-539-4860.

\* Please refer to the Hawai'i Rules for Certification of Spoken and Sign Language Interpreters, Appendix A for the list of tiers and tier requirements.

<u>LANGUAGE</u>	<u>ISLAND</u>	<u>TIER</u>	<u>DESIGNATION</u>	<u>NAME</u>	<u>CONTACT #</u>
AMERICAN SIGN	Oahu	6	Certified Master	LANI, TAMAR H.	216-6898(C), tamarness@gmail.com
AMERICAN SIGN	Oahu	4	Certified	SAPKO, REGINA C.	429-3553(C), reginaclare@hotmail.com
AMERICAN SIGN	Oahu	4	Certified	SAKAL, PATRICIA L.	223-5841(B), mumpkin2@gmail.com
AMERICAN SIGN	Oahu	4	Certified	NAKAMOTO, LYNN M.	551-3778(C), lynnsigns@gmail.com
AMERICAN SIGN	Oahu	4	Certified	LAMBRECHT, LINDA Y.	393-9861(C) Text Only, 734-9154 (B), aslteam@gmail.com or lambrech@hawaii.edu
AMERICAN SIGN	Oahu	4	Certified	KROE-UNABIA, SUSAN L.	295-0647(B), susankroe@aol.com
AMERICAN SIGN	Oahu	4	Certified	JACKSON, DEBBRA L.	239-6163(H), alii.interpreting.svc@gmail.com
AMERICAN SIGN	Oahu	4	Certified	HUNGERFORD, GINA C.	778-6790(B)(C), ginahungerford@yahoo.com
AMERICAN SIGN	Oahu	4	Certified	FRIED, JAN L.	734-5889(H), 734-9154(B), 734-9799(F) janfried@gmail.com or jfried@hawaii.edu
AMERICAN SIGN	Oahu	4	Certified	COOPER, KENNEDY L.	497-9925(C), kennedyclm@mac.com
AMERICAN SIGN	Oahu	4	Certified	BOWNS, BEVERLY K.	389-8997(C), bevsignasl@yahoo.com
AMERICAN SIGN	Oahu	4	Certified	BAIRD, DARLENE L.	352-2246(C), pukapantz@hotmail.com
AMERICAN SIGN	Hawaii	4	Certified	TRUJILLO, TARA M. W.	557-1616(C), 934-0827(H), tarawolf@hotmail.com
AMERICAN SIGN	Hawaii	4	Certified	SAPKO, REGINA C.	429-3553(C), reginaclare@hotmail.com
AMERICAN SIGN	Hawaii	4	Certified	KERN, KU MEI B.	896-9059 (C)(B), kooshmabob@yahoo.com
AMERICAN SIGN	Hawaii	4	Certified	DRAVIS-TUCKER, MALINA S.	936-0046 (C)(B), malinadt@mail.com
AMERICAN SIGN	Hawaii	4	Certified	BROOKS, PAULINE C.	430-5129(C), pbrooks.asl@gmail.com
AMERICAN SIGN	Kauai	4	Certified	LITTLETON, LARRY M.	241-1386(Voice), 240-1717(Message), LarryMLittleton@gmail.com
AMERICAN SIGN	Oahu	3	Approved	GALAPIN, NORMAN R., JR.	(714)309-2528(B)(H)(C), (951)808-8605(F), normang2005@yahoo.com
ARABIC	Oahu	1	Registered	SMITH, WILLIAM H.	258-7971(C), 237-8301(H)(F), smithwm@hawaii.rr.com
ARABIC	Oahu	1	Registered	MOUSTAFA, NEVINE FARID	377-3093(H), 393-3683(C), vanvoun293@aol.com
ARABIC	Oahu	1	Registered	BANDACK, FREDRICK E.	382-2945(C), hawaiian8heart@aol.com
BENGALI	Oahu	1	Registered	SMITH, WILLIAM H.	258-7971(C), 237-8301(H)(F), smithwm@hawaii.rr.com
BENGALI	Oahu	1	Registered	ROUF, MOHAMMAD A.	479-0298(C), 949-1163(H), 833-5787(B), 833-5987(F), mohammad@globeteckgroup.com
BOSNIAN	Hawaii	1	Registered	ZJAK, DEJAN M.	345-2795(B), dejan2810@yahoo.com
BULGARIAN	Oahu	1	Registered	IBISHEVA, ZHULIETA B.	636-3068(C), zibisheva@gmail.com

**THE JUDICIARY • STATE OF HAWAII**  
**COURT INTERPRETER CERTIFICATION PROGRAM**  
**COURT INTERPRETER REGISTRY**  
External Distribution  
**May 16, 2013**

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\* Please refer to the Hawai'i Rules for Certification of Spoken and Sign Language Interpreters, Appendix A for the list of tiers and tier requirements.

<u>LANGUAGE</u>	<u>ISLAND</u>	<u>TIER</u>	<u>DESIGNATION</u>	<u>NAME</u>	<u>CONTACT #</u>
BURMESE	Oahu	I	Registered	TEOHLU, ISABELLE A. K.	945-2926(H)(F)
CANTONESE	Oahu	I	Registered	YUEN, PEARL P.J.C.	
CANTONESE	Oahu	1	Registered	YING, MONICA T.	languagemajor@gmail.com, 228-2978(C), 415-326-3382(B)
CANTONESE	Oahu	1	Registered	XU, MICHELLE WONG	(408) 676-9891(C)(H)(B), michellewongxu@gmail.com
CANTONESE	Oahu	I	Registered	WONG, WILLY	626-0237(H), 677-2592(F), wongwillywonka@aol.com
CANTONESE	Oahu	1	Registered	WONG, PATRICK T. C.	255-6188(C), patricktwong@yahoo.com
CANTONESE	Oahu	1	Registered	TEOHLU, ISABELLE A. K.	945-2926(H)(F)
CANTONESE	Oahu	1	Registered	SHIMABUKURO, LYNNETTE LEE LING	230-0826(C), 732-6205(H)(F), lynnstreasures@gmail.com
CANTONESE	Oahu	1	Registered	NG, MEI LING	781-1878(C), 672-0510(F), meiling1680@yahoo.com
CANTONESE	Oahu	I	Registered	NARUSE, WENDY (YIP)	772-8215(C), wendyn61@gmail.com
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CANTONESE	Oahu	I	Registered	LEE, MANSON W.	781-5287(C), mansonwee@gmail.com
CANTONESE	Oahu	I	Registered	LAU, ROWENA C. W.	232-1370(C), r1bbsea@hotmail.com
CANTONESE	Oahu	1	Registered	KONG, YUET MUI	yuetmui_kong@hotmail.com
CANTONESE	Oahu	1	Registered	CHOI, JOHNSON	524-5738(B), 524-8063(F), jwkc8168@yahoo.com
CANTONESE	Oahu	1	Registered	CHOI, CANDY	429-2028(C), candychoi68@gmail.com
CANTONESE	Oahu	I	Registered	CHAN, SHIRLEY W. Y.	295-8803(C)(B), shirchan88@hotmail.com
CANTONESE	Oahu	1	Registered	AU, NANETTE Y. B.	226-1328(C), 523-6468(B), 533-2108(H), 523-7618(F), nanette000@gmail.com
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CEBUANO	Oahu	I	Registered	NELSON, CRYSTAL Y. D.	230-1150(C), 487-8765(H), crystaldnelson@yahoo.com
CEBUANO	Maui	1	Registered	LUBATON, EUFEMIA P.	205-8108(C), 874-7554(H), emie_wolf2009@yahoo.com
CEBUANO	Hawaii	1	Registered	MANIPOL-LARSON, JOCELYN	640-1540(C), 960-6006(B), raven_reuboni@yahoo.com
CHUUKESE	Oahu	1	Registered	SILANDER, KACHUSY M.	954-0487(C), 744-3351(H), silander52@yahoo.com
CHUUKESE	Oahu	1	Registered	SHEA, GERALD F., JR.	497-4332(C), 676-1965(H), sheag002@hawaii.rr.com or geraldshea@uscompact.org
CHUUKESE	Oahu	I	Registered	SANDY, ELIAS H.	690-5225(C), 694-9198(H)



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<u>LANGUAGE</u>	<u>ISLAND</u>	<u>TIER</u>	<u>DESIGNATION</u>	<u>NAME</u>	<u>CONTACT #</u>
CHUUKESSE	Oahu	1	Registered	ROBERT, CHARLENE	
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FRENCH	Oahu	1	Registered	HOROWITZ, TANIA M.	388-6103(C)(B), taniaho1@fastmail.fm
FRENCH	Oahu	1	Registered	HEROLD, FABIENNE P.	349-4129(C), 262-0897(H)(F), fab@hawaii.rr.com
FRENCH	Oahu	1	Registered	DRUKER, ROMAN	487-7774(H), 227-3747(C), drucker@hawaii.edu
FRENCH	Oahu	1	Registered	CHAUVET, TATIANA F.M.	(808) 895-2623(C), tatianachauvet@gmail.com
FRENCH	Maui	1	Registered	NEWLIGHT, NADINE	573-7730(H)
FRENCH	Maui	1	Registered	ADLER, MARTIN E.	870-0770(C), adlerm002@hawaii.rr.com
FRENCH	Hawaii	1	Registered	CHAUVET, TATIANA F.M.	(808) 895-2623(C), tatianachauvet@gmail.com
FRENCH	Hawaii	1	Registered	BERNSTEIN, ALEXANDRA N.	883-3666(H)
FRENCH	Kauai	1	Registered	TORRES, LYNNE	332-9767(H), lynnetorres@yahoo.fr
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ILOKANO	Oahu	3	Approved	MANZANO, MARIA CORAZON B.	282-3081(C)
ILOKANO	Oahu	1	Registered	TUZON, OPIE WALTER U.	853-8816(C), opiewalter.tuzon@yahoo.com
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ILOKANO	Oahu	1	Registered	TAGAYUNA, AL A.	286-2767(C), 637-9038(H)(F), altagayuna@yahoo.com
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ILOKANO	Oahu	1	Registered	LAZARTE, LILIA EDNA B.	306-1218(C), 678-1088(H)
ILOKANO	Oahu	1	Registered	GONZALES, REMEDIOS	
ILOKANO	Oahu	1	Registered	FRONDA, CESAR B.	234-3671(C), cbfnam123@yahoo.com
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ILOKANO	Oahu	1	Registered	ALIMBUYUGUEN, RAFAEL O.	484-9872(H), 382-0574(C)
ILOKANO	Maui	1	Registered	PEROS, GREGORY T.	276-8771(C)
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ILOKANO	Hawaii	1	Registered	MONTIBON, JOCELYN V.S.	
ILOKANO	Hawaii	1	Registered	ANTONIO, FERRO E.	895-2017(C), 966-8573(H)(F)
ILOKANO	Kauai	1	Registered	JIMENEZ, PACITA A.	245-4265(H)
ILOKANO	Kauai	1	Registered	GARDUQUE, FELIPA-FELINA C.	822-2062(H)(F), 639-6590(C), 822-2464(B)
ILOKANO	Kauai	1	Registered	GARDUQUE, CHITO P.	822-2062(H)(F), 639-0718(C)(B), tochig@hotmail.com
ILOKANO	Kauai	1	Registered	ABADILLA, DANILO P.	346-1830(C), abadilla@alum.bu.edu
ILONGO	Oahu	1	Registered	WASHBURN-REPOLLO, EVA ROSE B.	735-4874(B), 728-3089(C), erepollo@yahoo.com
ILONGO	Maui	1	Registered	LUBATON, EUFEMIA P.	205-8108(C), 874-7554(H), emie_wolf2009@yahoo.com
ILONGO	Hawaii	1	Registered	MANIPOL-LARSON, JOCELYN	640-1540(C), 960-6006(B), raven_reuboni@yahoo.com
ILONGO	Kauai	1	Registered	GOLDBERG, MARY CAMELA T.	332-7848(H), 652-7799(C)

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<u>LANGUAGE</u>	<u>ISLAND</u>	<u>TIER</u>	<u>DESIGNATION</u>	<u>NAME</u>	<u>CONTACT #</u>
INDONESIAN	Oahu	2	Conditionally Approved	FORRESTER, BINTARI U.	230-9035(C)
ITALIAN	Oahu	1	Registered	DRUKER, ROMAN	487-7774(H), 227-3747(C), druker@hawaii.edu
ITALIAN	Hawaii	1	Registered	SOLEK, DIANA A.	895-6010(C)
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JAPANESE	Oahu	1	Registered	YAMAGUCHI, MASAHIKA K.	941-4260(H)
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JAPANESE	Oahu	I	Registered	KATO, IKUYO	230-1940(C)(H), iku194@gmail.com
JAPANESE	Oahu	I	Registered	KATAOKA, MISA	927-2000(C), hi9272000@hotmail.com
JAPANESE	Oahu	1	Registered	HOROWITZ, TANIA M.	388-6103(C)(B), taniaho1@fastmail.fm
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JAPANESE	Oahu	I	Registered	GERNER, YOKO	396-2186(H), hygerner@bigplanet.com, (678) 787-2895(C)
JAPANESE	Oahu	1	Registered	CRANS, MIEKO T.	228-7596(C), cransmieko173@gmail.com
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JAPANESE	Oahu	I	Registered	CHINEN, DENISE A.	deniseaiko@hotmail.com, 561-8775(C)
JAPANESE	Oahu	1	Registered	BROWN, YUKI	291-6436(C), yukichanb@hawaii.rr.com
JAPANESE	Oahu	1	Registered	BENDINER, MAYUMI M.	381-8556(B), mayumi928@hotmail.com
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JAPANESE	Oahu	1	Registered	ANDO, MAMIKO	384-6380(C)
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KOREAN	Oahu	1	Registered	KIM-RAHMAN, YOUNGJA	218-1889(C), kimjan33@hotmail.com
KOREAN	Oahu	1	Registered	KIM, DANIEL B.	259-1766(C), dannybkim@yahoo.com
KOREAN	Oahu	1	Registered	JOHNSON, SE KYONG C.	772-8108(C), sekyong808@gmail.com
KOREAN	Oahu	1	Registered	JEFFERIES, MARGARET C.	256-1001(C), 236-2089(H), margaretj@hawaii.rr.com
KOREAN	Oahu	1	Registered	HIREMATH, SOYEON K.	277-8425(B)(C), 395-7843(H), soyeon.hiremath@gmail.com
KOREAN	Oahu	1	Registered	CHOI, WONHO	772-8732(C), wonhocop@msn.com
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KOREAN	Oahu	1	Registered	CHANG, LYNNE J.	sasoonkona@gmail.com
KOREAN	Oahu	1	Registered	CAPLETT, JOANN J.	282-1115(C), 840-1344(H), sadako702@yahoo.com
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LAOTIAN	Oahu	4	Certified	TANHCHALEUN, CHOU L.	486-7882(H), aieamom@hotmail.com
LAOTIAN	Oahu	1	Registered	HU, VINCENT C. S.	265-6879(B)(C), 396-6387(F), vincenthu@aol.com
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MANDARIN	Oahu	3	Approved	ZENG, SUZANNE M.	383-8594(C), 956-4421(B), 956-2078(F), suezeng@gmail.com
MANDARIN	Oahu	3	Approved	PERNG, AN-CHIH	383-0262(C), angieperng@gmail.com
MANDARIN	Oahu	1	Registered	YING, MONICA T.	languagemajor@gmail.com, (415) 937-1228(B)

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MANDARIN	Oahu	1	Registered	WONG, PATRICK T. C.	255-6188(C), patricktwong@yahoo.com
MANDARIN	Oahu	1	Registered	TSWEI, KATHY	735-0045(H)(B), 780-5583(C), 735-0030(F), kathy.tswei@hawaiiintel.net
MANDARIN	Oahu	1	Registered	TINAKORN, DANA	(310) 940-0789(C), dtinakorn@gmail.com
MANDARIN	Oahu	1	Registered	TEOHLU, ISABELLE A. K.	945-2926(H)(F)
MANDARIN	Oahu	1	Registered	SHIMABUKURO, LYNNETTE LEE LING	230-0826(C), 732-6205(H)(F), lynnstresures@gmail.com
MANDARIN	Oahu	1	Registered	RICHARDSON, MELISSA J.	351-5210(H)(C), caoxueqin99@yahoo.com
MANDARIN	Oahu	1	Registered	NG, MEI LING	781-1878(C), 672-0510(F), ngm003@hawaii.rr.com
MANDARIN	Oahu	1	Registered	MA, GAIL Y. F.	561-3905(C), gailhorse@yahoo.com
MANDARIN	Oahu	1	Registered	LEE, ELENA	371-7622(C), 946-7270(F)
MANDARIN	Oahu	1	Registered	KONG, YUET MUI	yuetmui_kong@hotmail.com
MANDARIN	Oahu	1	Registered	CHOU, CHEN-LING (CELINE)	366-2120(C), 808translate@gmail.com
MANDARIN	Oahu	1	Registered	CHOI, JOHNSON	524-5738(B), 524-8063(F), jwkc8168@yahoo.com
MANDARIN	Oahu	1	Registered	CHOI, CANDY	429-2028(C), candychoi68@gmail.com
MANDARIN	Oahu	1	Registered	CHIU, RAYMOND A.	232-9070(C), raymengchiu@gmail.com, 728-4168(B)
MANDARIN	Maui	1	Registered	SO, GLORIA C. M.	228-6355(C), gloria.cm.so@gmail.com
MANDARIN	Hawaii	1	Registered	GRANT, YUHUAN Z.	(650) 223-4967(C), yuhuan@gmail.com
MANDARIN	Kauai	1	Registered	LU, WINNIE	639-7777(C)(B)(H), winnie@winnielu.com
MARSHALLESE	Oahu	1	Registered	ANIEN, ABEL	321-6069(C), aanien@hawaii.rr.com
MARSHALLESE	Oahu	1	Registered	ALIK, CARMINA A.	429-2265(C)(B)
MARSHALLESE	Oahu	1	Registered	ABRAHAM, HOWARD J.	203-7870(C), mutunte@yahoo.com
MARSHALLESE	Hawaii	1	Registered	ENNE, BEN	443-7851(C), 964-8636(H)
MARSHALLESE	Hawaii	1	Registered	DOWNING, GEORGE A.	keola@hilobay.com, 965-9008(H)(B)
MARSHALLESE	Hawaii	1	Registered	BUNGITAK, JOHN	937-3835(C), 315-3597(H), bungitakjohn@gmail.com
MOKILESE	Hawaii	1	Registered	SMITH, AMY L.	345-8081(C), 238-0822(H), liosohs@hotmail.com

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<u>LANGUAGE</u>	<u>ISLAND</u>	<u>TIER</u>	<u>DESIGNATION</u>	<u>NAME</u>	<u>CONTACT #</u>
MORTLOCKESE	Hawaii	1	Registered	AKAPITO, JULIO M.	557-7527(C), 935-2002(H), jmakapito45@hotmail.com
NGETIKESE	Hawaii	1	Registered	SMITH, AMY L.	345-8081(C), 238-0822(H), liosohts@hotmail.com
PIDGIN SIGNED ENGLISH	Oahu	4	Certified	LAMBRECHT, LINDA Y.	393-9861(C) Text Only, 734-9154 (B), aslteal@gmail.com or lambrech@hawaii.edu
PIDGIN SIGNED ENGLISH	Kauai	4	Certified	LITTLETON, LARRY M.	241-1386(Voice), 240-1717(Message), LarryMLittleton@gmail.com
PINGELAPESE	Oahu	1	Registered	ABRAHAM, HOWARD J.	203-7870(C), mutunte@yahoo.com
POHNPEIAN	Hawaii	1	Registered	YANGILMAU, SHIELA Y.	756-5679(C)
POHNPEIAN	Hawaii	1	Registered	SMITH, AMY L.	345-8081(C), 238-0822(H), liosohts@hotmail.com
PORTUGUESE	Oahu	1	Registered	IRIONDO SIMEK, MAYA V.	778-5125(C), mayairiondo@mac.com
PORTUGUESE	Oahu	1	Registered	HAYS, JOHN T., III	947-6013(H), johnthays@gmail.com
PORTUGUESE	Maui	1	Registered	TOYOSHIMA, LANCE	lancetoyo@gmail.com
PORTUGUESE	Maui	1	Registered	SCHLINGER, JADE J.	283-6915(C), kahakaloo@hotmail.com
PORTUGUESE	Maui	1	Registered	MORALES, DESIREE M.	298-5163(C)
PORTUGUESE	Maui	1	Registered	ADLER, MARTIN E.	870-0770(C), adlerm002@hawaii.rr.com
PORTUGUESE	Hawaii	1	Registered	NEALON, JOHN P.	358-8615(C), 968-9666(H), johnpnealon@gmail.com
PORTUGUESE	Kauai	1	Registered	OLSEN, KEITH C.	alohakokua810@gmail.com, 822-2032(H), (707) 433-9616(C)
RUSSIAN	Oahu	1	Registered	SMITH, WILLIAM H.	258-7971(C), 237-8301(H)(F), smithwm@hawaii.rr.com
RUSSIAN	Oahu	1	Registered	FRANCIS, IRINA I.	780-7359(C), irinahawaii@yahoo.com
RUSSIAN	Oahu	1	Registered	DRUKER, ROMAN	487-7774(H), 227-3747(C), druker@hawaii.edu
RUSSIAN	Hawaii	1	Registered	HANSEN, VIKTORIYA A.	937-4409(C), 323-2093(F), hardrockgardens@msn.com
RUSSIAN	Kauai	1	Registered	RICH, SVETLANA	634-1328(C), svetlana171162@gmail.com
SAMOAN	Oahu	1	Registered	SOA, FUAMAILA, JR.	230-5925(C), 259-9522(F), fsoa@hawaii.rr.com
SAMOAN	Maui	1	Registered	OLE VAO, SIONE K.	269-4869(C), lunas4life2011@gmail.com, 661-9080(F)
SAMOAN	Hawaii	1	Registered	AUTELE, FATUANA F.	965-2622(H)
SERBIAN	Hawaii	1	Registered	ZJAK, DEJAN M.	345-2795(B), dejan2810@yahoo.com
SICHUAN	Hawaii	1	Registered	GRANT, YUHUAN Z.	(650) 223-4967(C), yuhuan@gmail.com
SPANISH	Oahu	6	Certified Master	HARPSTRITE, PATRICIA J.	347-8249(B)(C), 247-3578(H)(F), harpstrij001@hawaii.rr.com

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SPANISH	Oahu	4	Certified	SILVER, STEVEN C.	531-1073(B), steve@silverbridges.com
SPANISH	Oahu	4	Certified	BOIDO, MARCELLA A.	946-2558(H)(B)
SPANISH	Oahu	3	Approved	ZAMORA, REBECA	585-1974(C), rebezamo@gmail.com
SPANISH	Oahu	3	Approved	VEGA, LUZ	545-7806(H)(B), luzv1@earthlink.net
SPANISH	Oahu	1	Registered	YURKIEVICH, PABLO G.	783-0457(C), pyurkievich@hotmail.com
SPANISH	Oahu	1	Registered	WYSARD, NANCY S.	259-1129(C), wysard@hawaii.edu
SPANISH	Oahu	1	Registered	VELASQUEZ, CESAR A.	779-3082(C), cevel4@hotmail.com
SPANISH	Oahu	1	Registered	SONSON, JENNIFER C.	330-9315(C), 671-8886(B), jennifercorrea2012@gmail.com
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SPANISH	Oahu	1	Registered	PORRAS, KATHERINE A.	k.porras@ymail.com, (415) 685-6112(C)
SPANISH	Oahu	1	Registered	MIGUEL, SAMANTHA A.	
SPANISH	Oahu	1	Registered	MCGOVERN, LITA C.	393-1614(C), litainhawaii@aim.com
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SPANISH	Oahu	1	Registered	KAMOE, MICAH K. M.	953-5890(C), micahkkmamoe@gmail.com
SPANISH	Oahu	1	Registered	IRIONDO SIMEK, MAYA V.	778-5125(C), mayairiondo@mac.com
SPANISH	Oahu	1	Registered	HONG, ANGELICA	ahhonga@gmail.com
SPANISH	Oahu	1	Registered	HERNANDEZ, LUSANA J.	386-5683(C), alivewithaloha@gmail.com
SPANISH	Oahu	1	Registered	HAYS, JOHN T., III	947-6013(H), johnthays@gmail.com
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SPANISH	Oahu	1	Registered	DE HARO-MORNING, OLGA	951-603-6432(C)
SPANISH	Oahu	1	Registered	DE ABREU, JORDAN E.	954-9668(C), jordande6@aol.com
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SPANISH	Oahu	1	Registered	CORREA, MARY ESTHER	689-4651(H), 619-446-9714(C), losamigosballer@yahoo.com
SPANISH	Oahu	1	Registered	CHAPA, LAURA G.	222-7655(H)(B)(C)
SPANISH	Oahu	1	Registered	BATLLE, FLORENCE	294-4070 (C), florence.batlle@gmail.com
SPANISH	Oahu	1	Registered	BALLESTEROS, LILIANA	888-4685(H), hokuconsulting@gmail.com
SPANISH	Oahu	1	Registered	AMBROSE, DONNA M.	469-6050(C), (866)759-8939(F), venice2kailua@hawaii.rr.com
SPANISH	Maui	4	Certified	MONTES, FRANCISCO J.	385-4522(B)(C), frncsmont@gmail.com
SPANISH	Maui	3	Approved	TORRES, SAUDINA O.	281-8629(C), saudina.torres@gmail.com
SPANISH	Maui	1	Registered	VILLARRUEL, PATRICIA	264-6729(C), pvillarruel808@gmail.com
SPANISH	Maui	1	Registered	TOYOSHIMA, LANCE	lancetoyo@gmail.com
SPANISH	Maui	1	Registered	SCHULTZ, OLIVIA E.	264-5702(C), bandjsch@msn.com
SPANISH	Maui	1	Registered	RUIZ-RIOS, NILSA M.	269-5652(C), nzyabucoa@yahoo.com
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SPANISH	Maui	1	Registered	PHILLIPS, ANA S.	298-0003(C), anasphillips@gmail.com
SPANISH	Maui	1	Registered	NEWLIGHT, NADINE	573-7730(H)
SPANISH	Maui	1	Registered	MORALES, DESIREE	298-5163(C)
SPANISH	Maui	1	Registered	LOWY, MARIANA	463-7204(C), mariana_lowy@hotmail.com
SPANISH	Maui	1	Registered	IUORNO, ANTHEA P.	573-5210(H)
SPANISH	Maui	1	Registered	HERNANDEZ, PHYLLIS M.	205-7289(C), phylliswailuku@aol.com
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SPANISH	Maui	1	Registered	AVILA, JOSE A.	669-2042(H)
SPANISH	Maui	1	Registered	ADLER, MARTIN E.	870-0770(C), adlerm002@hawaii.rr.com
SPANISH	Hawaii	4	Certified	NEALON, JOHN P.	358-8615(C), 968-9666(H), johnnealon@gmail.com
SPANISH	Hawaii	4	Certified	LOPEZ-FISHER, MARIA E.	987-1273(B)(C), 326-5635(H), 331-8626(F), mlopezrg@yahoo.com
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SPANISH	Hawaii	1	Registered	VALENCIA, MARTA E.	333-5339(H)(F), 987-1060(C), martaevalencia@yahoo.com

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SPANISH	Hawaii	1	Registered	SAENZ, JULIO	935-7844(B), jrs093065@yahoo.com
SPANISH	Hawaii	1	Registered	RODRIGUEZ GUILLEN, SANTIAGO	329-8076(H), 989-8076(C)
SPANISH	Hawaii	1	Registered	RODRIGUEZ, ANNET	annetrod@gmail.com
SPANISH	Hawaii	1	Registered	ROBERTS, MARIA R.	355-2213(H), 987-7100(C), romaria@juno.com
SPANISH	Hawaii	1	Registered	POBLETE, CECILIA M.	936-8714(C), ceciliapoblete@hotmail.com
SPANISH	Hawaii	1	Registered	MADRIGAL, CARIDAD MARITZA	217-7668(C), lahaweyana@yahoo.com
SPANISH	Hawaii	1	Registered	HIDALGO, ROLANDO G.	937-6313(C), 322-3867(H)(B), rfarmshawai@yahoo.com
SPANISH	Hawaii	1	Registered	HART, TAMARA O.	443-9247(C), 982-7431(H)
SPANISH	Hawaii	1	Registered	GOMEZ-PEREZ, JUDITH M.	987-4789(C), 325-5901(H), munecapreciosa43@yahoo.com
SPANISH	Hawaii	1	Registered	FRITZ, ESTHER	313-9972(C), estherfritz@gmail.com
SPANISH	Hawaii	1	Registered	FRANCO, LEONEL D.	640-8808(C), leofranco7@gmail.com
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SPANISH	Hawaii	1	Registered	DESROSIERS, MARY ELLEN	241-2910(C)
SPANISH	Hawaii	1	Registered	CUSHMAN, LAURA L.	(971)235-1106(C), laura_cushman@hotmail.com
SPANISH	Hawaii	1	Registered	COUSINS, CARMELINA O.	775-1001(B)(H), tcousaaa@aol.com
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SPANISH	Hawaii	1	Registered	CHASTAIN, WALLACE W.	965-6101(H)(B), 557-4772(C), wally@wallywchastain.com
SPANISH	Hawaii	1	Registered	BUECHELE, THOMAS J.	895-4438(W), tombuechele1@mac.com
SPANISH	Hawaii	1	Registered	BERNSTEIN, ALEXANDRA N.	883-3666(H)
SPANISH	Hawaii	1	Registered	AHIER-MCCABE, JENNIFER L.	896-6505(C), jenn_ahier@yahoo.com
SPANISH	Kauai	6	Certified Master	EMMONS, MINDY A.	245-9936(H)(F), 634-6447(C), mindyemmons@hawaii.rr.com

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SPANISH	Kauai	1	Registered	TORRES, LYNNE	332-9767(B), lynnetorres@yahoo.fr
SPANISH	Kauai	1	Registered	OLSEN, KEITH C.	alohakoua810@gmail.com, 822-2032(H), (707) 433-9616(C)
SPANISH	Kauai	1	Registered	GALVAN, DANITZA M.	246-2030(H), earlewave@hawaiiantel.net
TAGALOG	Oahu	2	Conditionally Approved	QUIBOL, LOLITA A.	368-5415(C), laquibol@gmail.com
TAGALOG	Oahu	2	Conditionally Approved	LIM, BERNADINE P.	732-2910(H), mblim316@yahoo.com
TAGALOG	Oahu	2	Conditionally Approved	CORTEZ, ALEXANDER B.	224-9290(C), alexbcortez@gmail.com
TAGALOG	Oahu	2	Conditionally Approved	CALAYCAY, EDMUND S., JR.	497-0091(C)(B), edjrcalaycay@gmail.com
TAGALOG	Oahu	1	Registered	WASHBURN-REPOLLO, EVA ROSE B.	735-4874(B), 728-3089(C), erepollo@yahoo.com
TAGALOG	Oahu	1	Registered	TIPON, EMMANUEL S.	225-2645(C), filamlaw@yahoo.com
TAGALOG	Oahu	1	Registered	TAGAYUNA, AL A.	286-2767(C), 637-9038(H)(F), altagayuna@yahoo.com
TAGALOG	Oahu	1	Registered	NELSON, CRYSTAL Y. D.	230-1150(C), 487-8765(H), crystaldnelson@yahoo.com
TAGALOG	Oahu	1	Registered	MARTINEZ, ROLANDO M.	680-0230(H), 382-0258 (C)
TAGALOG	Oahu	1	Registered	MANZANO, MARIA CORAZON B.	282-3081(C)
TAGALOG	Oahu	1	Registered	LAZARTE, LILIA EDNA B.	306-1218(C), 678-1088(H)
TAGALOG	Oahu	1	Registered	LABRADOR, JERALDINE C.	523-8799(H), 256-9622(C), gigi@mclabrador.com
TAGALOG	Oahu	1	Registered	FRONDA, CESAR B.	234-3671(C), cbfnam123@yahoo.com
TAGALOG	Oahu	1	Registered	FARINA, JACQUELINE	941-1616(H), 741-1000(C), naninani@hawaiiantel.net
TAGALOG	Oahu	1	Registered	DALERE, VICTOR T.	386-2401(C), 677-3662(B), 621-8969(H), vdalere@hotmail.com
TAGALOG	Oahu	1	Registered	CLEMSON, MYRNA N.	626-0556(H), myrnbo@yahoo.com
TAGALOG	Oahu	1	Registered	CARPIO, MARIA A.	841-3312(H), zee.carpio@gmail.com
TAGALOG	Oahu	1	Registered	CAMBE, ASHLEY JOY E.	225-0119(C), ashleycambe@yahoo.com
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TAGALOG	Oahu	1	Registered	BARTOLOME, HONOFRE E.	450-5093(C)
TAGALOG	Maui	1	Registered	VILLEGAS, SYDNEY G.	874-8714(H), 205-7274(C), syds329@yahoo.com
TAGALOG	Maui	1	Registered	LUBATON, EUFEMIA P.	205-8108(C), 874-7554(H), emie_wolf2009@yahoo.com
TAGALOG	Maui	1	Registered	LOPEZ-RAHMAN, LILIA B.	871-4950(H)(B), lilia3843@msn.com

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TAGALOG	Hawaii	1	Registered	MANIPOL-LARSON, JOCELYN	640-1540(C), 960-6006(B), raven_reuboni@yahoo.com
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TAGALOG	Hawaii	1	Registered	ANTONIO, FEREO E.	895-2017(C), 966-8573(H)(F)
TAGALOG	Kauai	1	Registered	GOLDBERG, MARY CAMELA T.	332-7848(H), 652-7799(C)
TAGALOG	Kauai	1	Registered	GARDUQUE, FELIPA-FELINA C.	822-2062(H)(F), 639-6590(C), 822-2464(B)
TAGALOG	Kauai	1	Registered	GARDUQUE, CHITO P.	822-2062(H)(F), 639-0718(C)(B), tochig@hotmail.com
TAGALOG	Kauai	1	Registered	ABADILLA, DANILO P.	346-1830(C), abadilla@alum.bu.edu
TAIWANESE	Oahu	1	Registered	TSWEI, KATHY	735-0045(H)(B), 780-5583(C), 735-0030(F), kathy.tswei@hawaiiantel.net
TAIWANESE	Oahu	1	Registered	TINAKORN, DANA	(310) 940-0789(C), dtinakorn@gmail.com
TAIWANESE	Oahu	1	Registered	TEOHLU, ISABELLE A. K.	945-2926(H)(F)
TAIWANESE	Oahu	1	Registered	LEE, ELENA	371-7622(C), 946-7270(F)
THAI	Oahu	2	Conditionally Approved	TANHCHALEUN, CHOU L.	486-7882(H), aieamom@hotmail.com
THAI	Oahu	1	Registered	TAKAHASHI, CHINTANA Y.	956-3556(B), 626-4454(H), chintana@hawaii.edu
THAI	Oahu	1	Registered	OSTROWSKI, DEJA M.	699-0609(C), dejamarie@gmail.com
THAI	Oahu	1	Registered	HU, VINCENT C. S.	265-6879(B)(C), 396-6387(F), vincenthuu@aol.com
THAI	Oahu	1	Registered	CROUSORE, SUNISA C.	349-9599(C), schaviwanc@gmail.com
TONGAN	Oahu	2	Conditionally Approved	KAULUKUKUI, SOFOLONIA F.	421-7227(C), niak808@yahoo.com
TONGAN	Oahu	1	Registered	FINAU, SAIA S.	841-7293(B)(H), 428-8213(C), 843-1071(F), saiasfinau@gmail.com
TONGAN	Mauui	1	Registered	OLEVAO, SIONE K.	269-4869(C), lunas4life2011@gmail.com, 661-9080(F)
TONGAN	Mauui	1	Registered	MAKONI, ANA	283-8076(C)(H), anamakoni@gmail.com
TONGAN	Hawaii	2	Conditionally Approved	TUIKOLOVATU, AISEA T.	938-6374(B)(C), 325-6234(H)(F), bestchoiceinconstruction@msn.com
VIETNAMESE	Oahu	3	Approved	CRUMPTON, THU-HUONG T.N.	284-0429(C), 239-5532(H), huyenthuhuong44@yahoo.com and huyenthuhuong@hotmail.com
VIETNAMESE	Oahu	2	Conditionally Approved	NGUYEN, STEVE	371-4422(C), trungmail@hotmail.com
VIETNAMESE	Oahu	1	Registered	NGUYEN, TONY H.	227-0136(C), tienguyen68@hotmail.com
VIETNAMESE	Oahu	1	Registered	NGUYEN, KIM NGOC P.	220-2762(C), kngoc3@yahoo.com
VIETNAMESE	Oahu	1	Registered	NGUYEN, ANH TU Q.	772-9797(B), anhtuq@gmail.com

**THE JUDICIARY • STATE OF HAWAII**  
**COURT INTERPRETER CERTIFICATION PROGRAM**  
**COURT INTERPRETER REGISTRY**  
**External Distribution**  
**May 16, 2013**

Court interpreters who meet mandatory requirements for interpreting in the state courts under the Hawai'i State Judiciary Court Interpreter Certification Program are published on this Registry. Requesting parties are responsible for further determining the qualifications and competence of the interpreters they hire.

If you have any questions about the Registry, please contact the Office on Equality and Access to the Courts at 808-539-4860.

\* Please refer to the Hawai'i Rules for Certification of Spoken and Sign Language Interpreters, Appendix A for the list of tiers and tier requirements.

<u>LANGUAGE</u>	<u>ISLAND</u>	<u>TIER</u>	<u>DESIGNATION</u>	<u>NAME</u>	<u>CONTACT #</u>
VIETNAMESE	Oahu	1	Registered	LE, LINA M.	linale90@gmail.com
VIETNAMESE	Oahu	1	Registered	LAM, TAMMY THANH	256-4161(C), tam_lam26@yahoo.com
VIETNAMESE	Oahu	1	Registered	BUI, THOMAS A.	387-2374(C)

DEPARTMENT OF HUMAN SERVICES			EMPLOYEE AND COMMUNITY INTERPRETER LIST				
LAST NAME	FIRST NAME	POS. TITLE	ISLAND	DIV.	UNIT	PHONE #	LANGUAGE (or Dialect)
			<b>KAUAI</b>				
DOUTHITT	LUCY	C/APS SUPV	KAUAI	SSD	CENTRAL CWS	274-3311	SPANISH
GALVAN	DARITZA	TRAINER	KAUAI	COMVOL	VOLUNTEER	246-2030	SPANISH
SUMMERS	MOLLY	COMM VOL	KAUAI	COMVOL	COM	245-8349	HAWAIIAN
ROSSI	PUA	COM. VOL	KAUAI	COMVOL	COM	245-8295	HAWAIIAN
KALIKO	PUA	COM. VOL	KAUAI	COMVOL	COM	335-8410	HAWAIIAN
			<b>HAWAII</b>				
ANDERSON	RONALDE	SSAIV	HAWAII	SSD	WHAPCS/ Unit 38	327-6278	FRENCH
ANDERSON	RONALDE	SSAIV	HAWAII	SSD	WHAPCS/ Unit 38	327 6278	TAHITIAN
THOMAS	PERCILA B.	COM.VOL.	HAWAII	COM VOL	COMMUNITY VOLUNTEER	699-3627	MARSHALLESE
KENSEN	JOHNNY	COM.VOL.	HAWAII	COM VOL	COMMUNITY VOLUNTEER	238-9936	CHUUKESSE
MATHEW	MARVIN J	OFFICE ASST III	HAWAII NHIL	BESSD.NIB.EHS	MMATHEW@DHS.HAWAII.GOV	933-0331	PALAUAN
			<b>OAHU</b>				
MIU	CHARLES	FTW	OAHU	BESSD	WAIHAWA FTW UNIT	622-0541	CANTONESE
MIZUNO	DIANE H.	EWI	OAHU	BESSD	PAUJAH #103	586-3730	CANTONESE
KEMPER	MAIJA	ELIG WKR	OAHU	BESSD	PUNAWAL UNIT	587-5288	FINNISH
BUMAGAT	MATILDE	CLK	OAHU	BESSD	WAIKELE IM	675-0042	ILOCANO
SALCEDO	DIANN	ELIG WKR	OAHU	BESSD	PAUJAH	586-3732	KOREAN
MIZUNO	DIANE H.	EWI	OAHU	BESSD	PAUJAH #103	586-3730	MANDARIN
MIZUNO	DIANE H.	EWI	OAHU	BESSD	PAUJAH #103	586-3730	VIETNAMESE
YANONG	CERES	SECY	OAHU	BESSD	WAIANA E FTW	692-7760	VISAYAN
CHU	YUEN KAI	PA CLK	OAHU	FMO	MPS	586-5043	CANTONESE
GOMEZ	CYNTHIA	ACCT	OAHU	FMO	PRGM ACCTG I	586-5647	TAGALOG
RUBIO	NINETH	ACCT CLK	OAHU	FMO	COLL/RECVRY	586-5206	VISAYAN
IBRAHIM	SAHAR	BLDG ENG	OAHU	HPHA	DB/CMS 2	832-6006	ARABIC
LUMABAO	PLACIDO	BMW I	OAHU	HPHA	PMMSB/OMU III	832-3153	ILOCANO
TOGIA	AITOFELE E.	SSA1 TEN.AIDE	OAHU	HPHA	HPHA	832-3336	SAMOAN
LUMABAO	PLACIDO	BMW I	OAHU	HPHA	PMMSB/OMU III	832-3153	TAGALOG
BURMEISTER	KATHARINA	ELIG WKR	OAHU	MQD	EB OOU III	587-3548	GERMAN
CHARLES	HUI SON	ELIG WKR	OAHU	MQD	EB OAU II	587-3564	KOREAN
CHOI	SHIH-FONG	ELIG WKR	OAHU	HPHA	UNIT 115	587-3540	CHINESE
NAKASONE	IMELDA C.	CLERK	OAHU	MQD	CSB/MFIS	692-8162	TAGALOG
NAKASONE	IMELDA C.	CLERK	OAHU	MQD	CSB/MFIS	692-8162	VISAYAN

YU ZHANG	MINGQIU JING	RES. STAT INFO TECH SPEC	OAHU OAHU	MSO OIT	RESEARCH OIT	586-5111 586-9441	MANDARIN MANDARIN
TUILLAEPA	SALE	YCO	OAHU	OYS	HYCF	848-0741	SAMOAN
BALLESTEROS	VICTOR	YCO	OAHU	OYS	HYCF	266-9500	SPANISH
SANCHEZ	RAUL	ARBOR E&T	OAHU	BESSD/AR	Child Care Unit 101	566-2616	SPANISH
SHAW	HAIDEE C.	BUS ANALYST	OAHU	SO	SYSTEMS	692-7963	TAGALOG
HARGROVE	JOYLYN	SOCIAL WKR	OAHU	MQD	DH/HCSB/MPRS	832-0232	ILOCANO
MORIN	BEATA	C/APR SPC	OAHU	SSD	SP SVC CMU	692-7838	POLISH
MASANIAI	BARBARA C.	SS AIDE	OAHU	SSD	CCWSS/CCW2	692-7800	SAMOAN
NIUPULUSU	CRISSEY K.	SSWII	OAHU	SSD	CWSB/DHCWSS/DHCWSU3	832- 5347	SAMOAN
MC GOVERN	LITA	SOC.WKR III	OAHU	SSD	CWS/CCWP	832-5473	SPANISH
VILLAREN III	IRENIO	SSA	OAHU	SSD	DHCWSU 3	832-5344	SPANISH
GALLANO	LORNA D.	ACCT CLK	OAHU	VRSBD	SBB/ES	586-5257	ILOCANO
GALLANO	LORNA D.	ACCT CLK	OAHU	VRSBD	SBB/ES	586-5257	TAGALOG
LUKUKUI	NAI	COM.VOL	OAHU	CT/MED	NIAK8082@YAHOO.COM	421-7227	TONGAN
HOELLEY	JOHNNY	PROGSPEC	OAHU	PATCH	PREESCHOOL OPN DRS	791-2133	POHNPEIAN
ICHITA	ELFTA	SS AIDE I	OAHU	SSD	AMP31	686-9815	CHUJKESE
WHITE	LAURA	VRSBD, DCS	OAHU	VRSBD (808)	VRSBD.DBB.laurauw@hawaii.edu	754-5792	PORTUGUESE
KOU	JOHNNY	ELIG.WORKER I	OAHU	BESSD WAIPAHI	johnny8362385@yahoo.com	836-2385	SPANISH
MANZANO	HELENA	LEP KOLEA PROJ.M	OAHU	DIR OFFICE	hmanzano@dhs.hawaii.gov	586-5062	TAGALOG/ILOCANO
BAMRUNGRUAN	APHIRAK	LEP KOLEA PRO CQ	OAHU	DIR OFFICE	abamrungruan@dhs.hawaii.gov	586-5069	THAI
MACARAEG	AGNES S.	ELIGIBILITY WKR I	OAHU	MQD/EB/OS/OUII	See directory when assigned	587-3531	ILOCANO/TAGALOG
ZHOU	SHARON X.	PUB HOUSING SPEC	OAHU	HPHA/AMP30	Sharon.X.Zhou/DHS/StateHIJUS	483-2550	CANTONESE&MANDARIN

LANGUAGE ASSISTANCE RESOURCES		
	Interpretation (Spoken and Signed)	
Benjamin J. Boud (Chinese/English)	<a href="mailto:bcbb@uphill.com">bcbb@uphill.com</a>	1 (808) 343-3133
Bilingual Access Line (Lang Services)	<a href="http://languageserviceshawaii.com">http://languageserviceshawaii.com</a>	1 (808) 393-7060
East-West Concepts, Inc. (Kauai)	<a href="mailto:Janos.Samu_eastwestconcepts@aol.com">Janos Samu eastwestconcepts@aol.com</a>	1 (808) 332-5220
Equality and Access to the Courts	<a href="http://humanservices.hawaii.gov">http://humanservices.hawaii.gov</a>	1 (808) 539-4860
Hawaii LLC 1 (866) 386-5057 (fax)	<a href="mailto:1sh@languageserviceshawaii.com">1sh@languageserviceshawaii.com</a>	1 (808) 393-7060
Hawaii Interpreting Services (ASL)	Sign Language	1 (808) 394-7706
Helping Hands Hawaii	Bilingual Access Line	1 (808) 526-9724
Island Skill Gathering	Valerie Miehstein <a href="mailto:val@isginc.org">val@isginc.org</a>	1 (808) 732-46-22
Optimal Phone Interpreters	Cathy Delgado or Michael Lane x144	1 (866) 380-9410 x154
Pacific Gateway Center	<a href="mailto:colleen@pacificgatewaycenter.org">colleen@pacificgatewaycenter.org</a>	1 (808) 851-7055
Phyu Hnin "Lilo" Aye	Program Coordinator or <a href="mailto:ozy@pacificgatewaycenter.org">ozy@pacificgatewaycenter.org</a>	1 (808) 851-7020 x213
Language Line	or Ronnie Bautista	1 (808) 851-7010 x215
Pacific Interpreters	6 digit access code needed from Division Office	1 (800) 874-9426
Maui Filipino Group	Recently purchased by Language Line	1 (800) 311-1232
Tele-Interpreter	<a href="mailto:11bmaui@yahoo.com">11bmaui@yahoo.com</a>	1 (808) 298-3167
Vergara, Herman	Access code needed 1 (866) 380 9410	1 (800) 811-7881
	<a href="mailto:hermanvergara2008@gmail.com">hermanvergara2008@gmail.com</a>	1 (702) 458 5311
	Translation	
Transperfect	<a href="mailto:demerv@transperfect.com">demerv@transperfect.com</a>	1 (202) 347-2300
ViaDelivers (Via Language)	Nancy Pautsch <a href="http://www.viadelivers.com">www.viadelivers.com</a>	1 (808) 737-8481 x1018
	Websites and Directories	
American Translators Association	<a href="http://www.atanet.org">http://www.atanet.org</a>	1 (703) 683-6100
Appleseed, Inc.	<a href="http://www.appleseedinc.net">http://www.appleseedinc.net</a>	1 (808) 938-8410
Corporate Translation Services, Inc.	<a href="http://www.ctslanguageink.com">http://www.ctslanguageink.com</a>	1 (424) 270-0035
Court Interpreter List	<a href="http://www.courts.state.hi.us/docs/services/interpreters.pdf">http://www.courts.state.hi.us/docs/services/interpreters.pdf</a>	1 (808) 539-4860
Disability & Communication Access Board	<a href="http://hawaii.gov/health/dcab/communicationaccess/interpreters">http://hawaii.gov/health/dcab/communicationaccess/interpreters</a>	1 (808) 586-8121
EastWest Concepts	<a href="http://www.eastwestconcepts.com">http://www.eastwestconcepts.com</a>	1 (808) 332-5220
Federal Guidelines and Gen. Resources	<a href="http://www.lep.gov">http://www.lep.gov</a>	1 (202) 514-2000
Hawaii Interpreting Services	<a href="http://www.interpretinghawaii.com">http://www.interpretinghawaii.com</a>	1 (808) 394-7706



Language Line Services, Inc.	<a href="http://languageline.com">http://languageline.com</a>	1 (800) 874-9426
Migration Policy Institute	<a href="http://www.migrationinformation.org/datahub">http://www.migrationinformation.org/datahub</a>	1 (202) 266-1940
National Assoc. of Judiciary Interpreters	<a href="http://www.najit.org">http://www.najit.org</a>	1 (202) 293-0342
Office of Language Access	<a href="http://labor.hawaii.gov/ola">http://labor.hawaii.gov/ola</a> ( Health)	1 (808) 586-8730
Pacific Gateway	<a href="http://www.pacificgateway.org">http://www.pacificgateway.org</a>	1 (808) 851-7055
Tele-interpreter	<a href="http://www.teleinterpreters.com/need_interpreter_now.aspx">http://www.teleinterpreters.com/need_interpreter_now.aspx</a>	1 (866) 380-9410
Transperfect	<a href="http://www.transperfect.com">http://www.transperfect.com</a>	1 (202) 347-2300
USDHHS, OCR	<a href="http://www.hhs.gov/ocr/civilrights/resources/specialtopics/lep/index.html">http://www.hhs.gov/ocr/civilrights/resources/specialtopics/lep/index.html</a>	1 (415) 437-8310
ViaDelivers	<a href="http://www.viadelivers.com">http://www.viadelivers.com</a>	1 (808) 737-8481

**Department of Human Services**

**2013**

**Language Access Training**



(rev. 3/1/2013)

1

**Free Interpreter Services**

Available to assist with access to DHS Services

Call Toll-Free 1-888-764-7585

**Malo e lelei • Hola • Kaselehla • Bula**  
**Ia ora na • Aloha • Iakwe • Ciao**  
**Mingala ba • Sabaidee • Hafa • Ran allim**  
**Talofa • Kumusta • Chào Hello**  
**你好 안녕하세요 안녕하십니까 नमस्ते**

(rev. 3/1/2013)

2

## Overall Goals

- Increase awareness and ability to provide language access services with standardized interpreter procedures including the following:
  - What clients' rights are
  - How to provide services
  - How to document

(rev. 3/1/2013)

3

## Training Goals

- Increase your awareness of and ability to provide, language access services
- Prevent discriminatory practices
- Ensure that individuals with language needs understand their rights and our services
- Standardize interpreter procedures
- Promote data collection about populations with language access needs

(rev. 3/1/2013)

4

# Agenda

- I: Background
- II: What to do When You Encounter an LEP Individual
- III: Discrimination Complaint Procedure
- IV: Summary

(rev. 3/1/2013)

5

## Part I: Background



(rev. 3/1/2013)

6

## **Federal and State Laws regarding Limited English Proficiency**

- Federal: Title VI of the Civil Rights Act of 1964 (*National Origin*)
- State: Hawaii Revised Statutes chapter 371, Part II (2006, *Language Access*)
  - Applies to all State public contact activities
  - Ensures competent, timely, free language assistance services

(rev. 3/1/2013)

7

## **Applicable DHS Policies and Procedures**

You need to be familiar with and follow these policies:

- 4.10.1 Non-Discrimination in Employment and Services Discrimination Complaint Procedure
- 4.10.3 Opportunity to Participate in Programs, Services and Activities (Revised 2007)
- 4.10.4 Access (Revised 2009)

(rev. 3/1/2013)

8

## **Who is a Limited English Proficient Person?**

- Primary language is not English
- Limited ability to read, write, speak, and/or understand English
- Self-identify as LEP individual

(rev. 3/1/2013)

9

## **Meaningful Access**

Means individuals are informed of, able to participate in, and benefit from the services, programs and activities offered by the DHS

Clients and program participants shall be informed of their right to:

- Interpreter services that are provided free of charge to applicants and clients; and
- File a discrimination complaint

(rev. 3/1/2013)

10

# **Interpretation services (Oral)**

In-Person

Telephonic

Oral interpretation of written documents  
(in-person or telephonic)

(rev. 3/1/2013)

11

# **Translation (Written)**

- The Department and Divisions provide some translated documents for expediency
- If an LEP client requires assistance to understand an English document, arrange for an interpreter to orally interpret the document

(rev. 3/1/2013)

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## Translation (Written)

- Check with your supervisor if:
  - a written translation is requested, or
  - you need a foreign language document translated into English
- Foreign language documents may also be orally interpreted

(rev. 3/1/2013)

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## Part II: What to do When You Encounter an LEP Individual



(rev. 3/1/2013)

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# Step 1:

## Determine what language the LEP individual is speaking

- Application form
- Office of Language Access poster available at <http://humanservices.hawaii.gov> in the Civil Rights Corner
- “I Speak” cards (See deskbook and protocols)

(rev. 3/1/2013)

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Free interpreter services available to assist with access to DHS services

Call Toll-Free 1-888-7647586



免費的翻譯員服務，以幫助 DHS  
的服務，請打免費電話 1-888-764-7586。



DHS (후생국)의 서비스들을 받기 위해서 무료 통역  
서비스를 이용할 수 있으며 무료-직통전화  
1-888-764-7586으로 연락하세요.



Mei or ei neni ka tongeni kokori ika pwe ke  
mochen nounou chon chiaku ese kamo ei  
neni itan DHS nampun 1-888-764-7586.



Adda Libre a Serbisyo dagiti Interpreter nga  
tumulong a sumrek kadagiti serbisyo ti  
DHS. Tawag 1-888-764-7586

(rev. 3/1/2013)

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## **Step 1: (cont.) Determine what language the LEP individual is speaking**

- Tele-Interpreters: 1-866-874-3972  
Client ID# for \_\_\_\_\_ is \_\_\_\_\_  
Dept. 6 digit  
or Language Line 1-800-811-7881  
Be creative: What else could you use?
  - Maps
  - Flags
  - Script

(rev. 3/1/2013)

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## **Step 2: Document offer of no-cost interpreter services**

- Have the individual complete and sign the “Offer and Acceptance or Waiver of Free Interpreter Services” form, DHS 5000
  - Document offer of no-cost interpreter services and whether the individual accepts or declines the offer
  - Interpretation may be necessary to explain the form

(rev. 3/1/2013)

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# Sample DHS 5000 Form

**OFFER AND ACCEPTANCE OR WAIVER OF  
FREE INTERPRETER SERVICES**

Case Name: \_\_\_\_\_ Case Number: \_\_\_\_\_  
Worker: \_\_\_\_\_ Unit: \_\_\_\_\_  
Phone: \_\_\_\_\_

The Department of Human Services (DHS) has offered an interpreter at no cost to me, if English is not my primary language.

1. ENGLISH is my primary language:  YES  NO

2.  I do not need an interpreter. If you do not need an interpreter go to part 4 and sign below.  
 I need an interpreter for the following language: \_\_\_\_\_  
If you need an interpreter, go to part 3, and check the box that applies to you.

3.  I want DHS to provide an interpreter at no cost to me.  
 I do not want an interpreter provided by DHS, and I will provide my own.

- I understand that DHS may require an independent interpreter to observe any interpreter to ensure the accuracy of the communication.
- I understand that the use of family or friends as interpreters may not be the most effective way to help me access the benefits and services that DHS provides.
- I understand that DHS does not recommend the use of family members or friends as interpreters and prohibits the use of minors as interpreters.
- I understand that if I do not want interpreter services at this time, I have the right to change my mind in the future and have DHS provide free interpreter services at that time or bring an interpreter of my choice.

4. I have read and understood the information on this form. If I have questions or concerns, I am contact the worker listed above.

Print Name: \_\_\_\_\_  
Signature: \_\_\_\_\_ Date: \_\_\_\_\_

(rev. 3/1/2013)

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## Step 2: Form DHS 5000 (cont.)

- The form is valid until a change is requested by the client
- If the client has used no-cost interpreter services and changes to using their own interpreter, or vice versa, they must sign a new form to document and make the change

(rev. 3/1/2013)

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## **Step 3: Arrange Interpreter Services**

- **Examples of interpreter services:**
  - **Volunteer**
    - DHS Employees
    - Other agencies and entities
  - **Paid Interpreters**
    - see Language Assistance Resources list
  - **Adult friends/family**
- **Follow your division procedures regarding the type of interpreter services to use, which may depend on the situation**

(rev. 3/1/2013)

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## **Volunteer Employee Interpreter**

- **Bilingual staff employed by DHS, who have agreed to interpret on a volunteer basis**
- **Contact volunteer employee within proximity of your office, if possible**
- **Be considerate of the volunteer employee's time**
- **Follow your division's procedures for use of volunteers, and for providing interpreter services if you are a volunteer interpreter**

(rev. 3/1/2013)

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## **Volunteer Staff Interpreter (continued)**

- If you are interested in becoming a volunteer, contact the DHS Civil Rights Compliance Section (CRCS) at 586-4955
- The list is updated by CRCS and made available to all divisions in DHS

(rev. 3/1/2013)

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## **Paid Interpreters**

- If you are unable to find a qualified volunteer interpreter, use a paid interpreter
- Language Assistance Resources
  - list of agencies and individuals that provide interpreter services; maintained by CRCS
- Follow your division's procedures, if available, to obtain a paid interpreter

(rev. 3/1/2013)

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## **Use of Family or Friends as Interpreters**

- If, after the offer of free language assistance, an LEP individual elects to use a family member or friend, you must take reasonable steps to determine if the individual providing the interpretation is competent to provide this service

(rev. 3/1/2013)

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## **Need to take reasonable steps and avoid pitfalls**

- Determine whether conflict of interest, confidentiality or other concerns make use of the family member or friend inappropriate
- Use significant caution if the LEP person asks to have a minor provide interpretation
- Only in rare emergency situations can a person under the age of 18 provide interpreting services (almost never)
- You must provide interpreter services in place of, or in addition to, the person selected by the LEP individual when he or she insists on using a friend or family member to interpret

(rev. 3/1/2013)

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## **For LEP person who declines the offer for DHS interpreter services**

- **DHS staff shall document:**
  - A. That an offer was made by the DHS to provide an interpreter free of cost**
  - B. That the offer was declined and**
  - C. The name of the family member or friend who provided language assistance at the LEP individual's request**

(rev. 3/1/2013)

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## **LEP Individual Who Has Declined the Offer for Interpreter Services**

- **Shall be informed that the individual may reconsider and request an interpreter at any time**

(rev. 3/1/2013)

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# Interpreter Guidelines

- Use an interpreter who is proficient in English and in the other language
- Complete Form DHS 5050
- You may need to complete the DHS 5050 for a telephonic interpreter. Document that you completed the form with information provided by the interpreter
- Use common sense: if an interpreter is not working out for a particular situation (regardless of fluency), get another one

(rev. 3/1/2013)

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# Language Assistance Resources

## INTERPRETATION (Oral)

Benjamin J. Boud (Chinese/English)	bcb@uphill.com	1 (808) 343-3133
East-West Concepts, Inc. (Kauai)	Janeo Samu eastwestconcepts@aol.com	(808) 332-6220
Equality and Access to the Courts	Court Interpreter List <a href="http://humservices.hawaii.gov">http://humservices.hawaii.gov</a>	(808) 539-4860
Hawaii Interpreting Services (ASL)	Sign Language	(808) 394-7706
Helping Hands Hawaii	Bilingual Access Line	(808) 626-6724
Island Skill Gathering	Valerie Miehsteln vmi@taginc.org	(808) 732-4622
Optimal Phone Interpreters	Cathy Delgado ext. 154	1 (866) 380-6410
Pacific Gateway Center	Plyu Hinn "Lilo" Aye, Program Coordinator	(808) 881-7000
Tele-Interpreter	Access Code Needed by Division	1 (866) 674-3872
Vergara, Herman, Individual	hermanvergara20082@gmail.com	(702) 488-5311

DHS Free Interpreter Services available to assist with access to DHS services:

Call toll-free 1-888-764-7586

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# Language Assistance Resources

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## TRANSLATION (Written only)

Appleseed, Inc.	Krisztina <a href="mailto:Samu@appleseedinc.net">Samu@appleseedinc.net</a>	1 (609) 561-9253
Transperfect	<a href="mailto:demery@transperfect.com">demery@transperfect.com</a>	1 (202) 347-2300
Via Language Via Delivers (name change)	Nancy Pautsch <a href="http://www.viaLanguage.com">www.viaLanguage.com</a>	1 (800) 737-8481 x1018

## Interpretation and Translation

Center for Interpretation and Translation Studies [suezeng@hawaii.edu](mailto:suezeng@hawaii.edu) (808) 956-4421

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# Language Assistance Resources Websites

<http://www.>

Appleseed, Inc.	<a href="http://appleseedinc.net">appleseedinc.net</a>
Corporate Translation Services, Inc.	<a href="http://ctslanguagelink.com">ctslanguagelink.com</a>
Court Interpreter List	<a href="http://state.hi.us/jud/pdf/interpreters.pdf">state.hi.us/jud/pdf/interpreters.pdf</a>
East-West Concepts	<a href="http://eastwestconcepts.com">eastwestconcepts.com</a>
Federal Guidelines	<a href="http://lep.gov">lep.gov</a> and <a href="http://ojp.usdoj.gov/ocr">ojp.usdoj.gov/ocr</a>
Language Line Services, Inc.	<a href="http://languageline.com">languageline.com</a>
Migration Policy Institute	<a href="http://Migrationinformation.org/datahub">Migrationinformation.org/datahub</a>
Office of Language Access	<a href="http://hawaii.gov/labor/ola">hawaii.gov/labor/ola</a>
Pacific Gateway	<a href="http://pacificgateway.org">pacificgateway.org</a>
Pacific Interpreters	<a href="http://pacificinterpreters.com">pacificinterpreters.com</a>
Tele-interpreter	<a href="http://teleinterpreters.com/need_interpreter_now.aspx">teleinterpreters.com/need_interpreter_now.aspx</a>
Transperfect	<a href="http://transperfect.com">transperfect.com</a>
USDHHS, OCR	<a href="http://hhs.gov/ocr/civilrights/resources/specialtopics/lep/index.html">hhs.gov/ocr/civilrights/resources/specialtopics/lep/index.html</a>

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# Sample Interpreter Form DHS 5050

**INTERPRETER FORM**

Name: \_\_\_\_\_ Language: \_\_\_\_\_  
 Please list: \_\_\_\_\_ Email Address: \_\_\_\_\_  
 DHS Division/Branch/Division/Unit: \_\_\_\_\_  
 DHS Position Title: \_\_\_\_\_  
 Company: \_\_\_\_\_  
 Address: \_\_\_\_\_

**For DHS Staff/Volunteer Interpreter:**  
 I would like to be on the DHS list of volunteer interpreters. I will follow the DHS Personnel Office, Civil Rights Compliance Staff, if no longer listed to volunteer as an interpreter.  
 I do not want to be on the DHS list of Volunteer Interpreters, however I will provide interpreter services for \_\_\_\_\_

**For Family And Friends Providing Interpreter Services:**  
 Name of person you are interpreting for: \_\_\_\_\_  
 Your relationship to the person you are interpreting for: \_\_\_\_\_

Indicate that the following are true:  
 I have read and understand the Interpreter Code of Ethics (on the back of this form), and agree to follow it when providing interpreter services.  
 I am 18 years of age or older and:

Check on applicable:	Fluent	Excellent
<input type="checkbox"/> I can communicate in English and the language listed above:	Fluently	Excellent
<input type="checkbox"/> I can interpret to and from English and the language listed above:	Fluently	Excellent
<input type="checkbox"/> I can translate written English to the language listed above:	Fluently	Excellent
<input type="checkbox"/> I can translate the written language listed above to English:	Fluently	Excellent

Unless otherwise approved by DHS, I understand that my services are voluntary and I will not receive extra pay from DHS for providing interpreter services.

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**Interpreter Code of Ethics**

- Accuracy**
  - Interpreters shall convey the message and tone of the speaker accurately and completely, without adding or deleting anything.
  - Interpreters shall accurately interpret offensive language, obscenity, and must maintain confidentiality and shall refrain from interpreting in unprofessionally charged situations.
  - Interpreters shall seek clarification when needed.
  - Upon recognizing that a communication may have been misunderstood, interpreters may bring the parties' misunderstanding to the attention of the provider, who will decide how to resolve it. (Do not be done in legal proceedings.)
- Confidentiality**
  - Interpreters shall keep confidential all non-emergency-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 records.
- Impartiality**
  - Interpreters shall refrain from assuming an judgment when family, personal or professional relationships affect impartiality.
  - Interpreters shall remain neutral and respectful with a party that might be perceived as a conflict of interest.
  - Interpreters shall demonstrate respect toward all persons involved in the interpreting situation and shall act in a manner that is respectful, impartial, unbiased and culturally sensitive.
- Adv. Standards**
  - Interpreters shall use first person speech to help facilitate as much direct communication as possible.
  - Interpreters shall maintain proper role boundaries, avoiding all unnecessary contact with the parties during and outside the interpreting situation.
  - Interpreters shall not interact personal opinions or give counsel or advice to individuals he or she is interpreting.
- Professionalism**
  - Interpreters shall arrive punctually at the appointed location, prepared and dressed appropriately.
  - Interpreters listed by an agency shall not promote their own business directly with the agency's customers or recruitment practices or solicited from them.
  - Interpreters shall accurately represent their qualifications, training and experience, and shall refrain from accepting assignments for which they are not qualified.
  - Interpreters shall participate in continuing education programs when available.
  - Interpreters shall evaluate feedback in order to improve their performance.

Adapted from Dr. Barbara Jans, Center for Interpretation and Translation Studies, University of Florida  
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## DHS Form 5050 (cont.)

- All Interpreters must complete the Interpreter Form, DHS Form 5050, including:
  - Friends/Adult Family member
  - Bilingual employee who is not on the DHS volunteer list
- The following do NOT need to complete DHS Form 5050:
  - DHS contracted interpreters
  - DHS employees on the DHS Volunteer Employee Interpreter List

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## **Step 4: Document efforts to provide interpreter**

- Note efforts to arrange for timely interpreter services in the case notes (HAWI) and/or log of contacts
- File in case file: DHS 5000, and DHS 5050, if needed

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## **Questions?**

- Contact your supervisor if you have questions regarding these procedures.
- Divisions can contact the DHS Civil Rights Compliance Section for further LEP assistance at 586-4955 or [gwatts@dhs.hawaii.gov](mailto:gwatts@dhs.hawaii.gov)

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# Part III:

## DHS Discrimination Complaint Process



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## LEP Complaints are Treated the Same as Other Discrimination Complaints

Use:

- DHS Policy and Procedures 4.10.1
- DHS 6000 Discrimination Complaint Form
- DHS 6006 Consent/Release Form

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## Discrimination Complaint Forms DHS 6000 and 6006

**DISCRIMINATION COMPLAINT FORM**

Name: \_\_\_\_\_  
Print Name

EMPLOYER/Division/Unit (if applicable): \_\_\_\_\_  
Employer/Division/Unit

JOB TITLE: \_\_\_\_\_

1. **BASES OF ALLEGED DISCRIMINATION** (Choose appropriate boxes)

<input type="checkbox"/> Race	<input type="checkbox"/> National Origin/Ancestry	<input type="checkbox"/> Religion
<input type="checkbox"/> Sex/Gender	<input type="checkbox"/> Sleep/Poisoning	<input type="checkbox"/> Marital Status
<input type="checkbox"/> Religion	<input type="checkbox"/> Arrest/Court Record	<input type="checkbox"/> Age
<input type="checkbox"/> Disability	<input type="checkbox"/> Child Support Arrearages	<input type="checkbox"/> Citizenship
<input type="checkbox"/> Non-Citizen/Undocumented	<input type="checkbox"/> Sexual Orientation	<input type="checkbox"/> Political Beliefs

2. Explain briefly what, if anything, you have done about the alleged discrimination.

3. Does your complaint concern alleged discrimination in service delivery?  Yes  No

4. Does your complaint concern alleged discrimination in employment?  Yes  No

5. Is the alleged discrimination against you?  No  Yes, by whom? \_\_\_\_\_

6. Please explain here and why you believe you were discriminated against. Please be SPECIFIC. Please include names, dates, witnesses and places of the incidents.

7. What is the specific date or period of time of the alleged discrimination?

8. Please indicate the relationship you are seeking.

9. I will notify Department of Human Services (DHS), Personnel, Civil Rights Compliance Service (CRCS), PO Box 239, Honolulu HI 96898-0239, if I change my address or telephone number. I agree to affirm that I have read the above statements and that they are true to the best of my knowledge and belief.

PLEASE COMPLETE, REVIEW, SIGN, DATE AND RETURN TO THE ABOVE ADDRESS.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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**CONSENT / RELEASE FORM**

Your Name: \_\_\_\_\_  
 Address: \_\_\_\_\_

Please read the information below, initial the appropriate space, and sign and date this form on the lines at the bottom of the form.

I understand that in the course of a preliminary inquiry or investigation I might become necessary for the Department of Human Services (DHS), Civil Rights Compliance Staff (CRCS) to review my identity to proceed with the organization under investigation. I am also aware of the obligations of CRCS to honor requests under the Freedom of Information Act and Privacy Act. I understand that I might be necessary for CRCS to disclose information, including personally identifying details, which I have gathered in a year of its preliminary inquiry or investigation of my complaint. In addition, I understand that as a complainant I am permitted by Federal regulations and DHS policies from withdrawing from taking action or participating in action to receive rights pursuant to nondiscrimination statutes.

I have read and understood the above information and authorize DHS, CRCS, to review my identity to proceed with the organization under investigation and to Federal or State agencies that provide financial assistance to the organization or who have civil rights compliance oversight responsibilities that occur that organization. I hereby authorize DHS to receive material and information that are pertinent to the investigation of my complaint. This release includes and is limited to: applications, case files, personnel records and medical records. This authorization is effective for one year from the date this authorization is signed. I understand that the material and information will be used for authorized civil rights compliance and administrative activities. I further understand that I am not required to authorize this release, and I do so voluntarily.

I have read and understood the above information and do not authorize DHS, CRCS, to review my identity to proceed with the organization under investigation, or to review, receive copies of, or discuss material and personal information about me, pertinent to the investigation of my complaint. I understand that this is likely to make the investigation of my complaint and getting off the form more difficult and, in some cases, impossible, may result in the investigation being slow.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Please return completed, signed and dated form to: \_\_\_\_\_  
 Date of Month: \_\_\_\_\_  
 Department of Human Services  
 PERSONNEL  
 PO Box 239  
 Honolulu, Hawaii 96898-0239

Questions may be sent to [crs@dhhs.hawaii.gov](mailto:crs@dhhs.hawaii.gov)

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## Retaliation is Prohibited

Be professional when working with someone who has filed a complaint, and continue to provide the same quality of customer service as if there were no complaint

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## Levels of Investigations

The client can file a complaint with any one or more of the following:

- Internal
  - Branch/Division/Section/Unit
  - Departmental
- External
  - Hawaii Civil Rights Commission (HCRC)
  - Equal Employment Opportunity Commission (EEOC)
  - US Department of Health and Human Services (DHHS)
  - USDA/Food and Nutritional Services (FNS)
  - US Department of Justice (USDOJ)
  - US Department of Education (DOE)
  - US Department of Housing and Urban Development (HUD)

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## Participating in an investigation

- Cooperate with the investigation
- Report all the facts you know:
  - Dates
  - Times
  - Witnesses
- Report these completely and truthfully

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## Part IV: Summary

To provide meaningful language access, remember to:

- Determine the language needs of the individual
- Document the offer of no-cost interpreter services
  - Complete Form DHS 5000
- Arrange for interpreter services
  - Complete Form DHS 5050
  - Follow your Division procedures
  - Don't stop until you get an interpreter
- Document: HAWI, case notes, DHS 5000, DHS 5050
- Contact Supervisor for further assistance

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## Mandatory Notices 2013

- <http://humanservices.hawaii.gov>  
in the Civil Rights Corner
- Mandatory Notices Checklist  
and Confirmation  
*Q Drive in Civil Rights Folder*
- Script  
*Q Drive in Civil Rights Folder*

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## Mandatory Notices Checklist and Confirmation

- [Access Hawaii Brochure](#)
- [ADA Notice](#)
- [Director Notices 2013-1](#)
- [Director Notices 2013-2](#)
- [EEO and Supplement Genetic Information](#)
- [Employment Discrimination and Other Hawaii State Notices](#)
- [Fair Housing Notice](#)
- [Harassment Notice](#)
- [Justice for All Notice](#)
- [Notice of Interpreter Services at No Cost](#)
- [Equal Opportunity Notice](#)
- [Your Rights Under USERRA](#)

### DHS Nondiscrimination Multilingual Statement (Joint)

- Chinese (Mandarin or Cantonese)
- Chinese
- English
- Japanese
- Samoan
- Tagalog
- Vietnamese
- Vietnamese
- Spanish

### - Food Stamp (SNAP) Nondiscrimination Statement in multi languages

Federal laws provide that willful violation of the posting requirement is punishable by a fine of not more than \$100 for each separate offense, and can be interpreted as a lack of commitment to non-discrimination policies.

- The \_\_\_\_\_ affirms that these required notices are posted at eye

(Division, Office, Agency)

level for a person seating in all public waiting areas as of \_\_\_\_\_

Date

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Signature

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## What will you do differently?

- What specific actions will you take as a result of this increased awareness?
- How will you change the way you work with clients? Employees?
- Create a list of what you will do differently and put it into action
- Remember sign and date the training verification form on the next slide

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# Limited English Proficiency

## 2013 Verification

\_\_\_ Initial Training (first time LEP Training)

\_\_\_ 2013 Annual Review

I verify that my supervisor and I have reviewed this 2013 Limited English Proficiency (LEP) presentation, as required by the Department of Human Services and the Federal government no later than April 30, 2013.

\_\_\_\_\_  
Employee Name (printed)

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor's Name (printed)

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Civil Rights Compliance Staff

\_\_\_\_\_  
Date

Supervisor complete and send through channels to PERS/CRCS prior to May 6, 2013.

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



APPENDIX D

- Hawai'ian: E kuhikuhi mai 'oe i 'ane' i ke pono ka mahele'olelo ('a' ohe kiki).
日本語 (Japanese): 日本語の通訳が必要な方は、ここを指差してください (通訳費用はかかりません)。
한국어 (Korean): 통역을 필요로 하시면 다음 약속일 전에 반듯이 통역이 필요하다고 말씀하셔야 합니다. 비용은 부담없어서도 됩니다.
普通话 (华语/國語) (Mandarin): 如果您需要讲普通话的免费翻译，请指这里。(如果您需要講國語的免費翻譯，請指這裡。)
廣東話 (Cantonese): 如果您需要講廣東話的免費翻譯，請指這裡。
Ilokano: No masapulmo ti paraipatarus iti Ilokano nga awan bayadna, pakitudom ditoy.
Tagalog: Kung kailangan mo ng libreng tagasalin sa Tagalog, pakituro lamang dito.
Cebuano (Visayan): Kung kinahanglan nimo ug libre nga tighubad sa Binisaya, itudlo lang diri.
Tiếng Việt (Vietnamese): Xin chỉ vào đây nếu bạn cần thông dịch viên cho ngôn ngữ này (bạn sẽ được cung cấp thông dịch viên miễn phí).
မြန်မာ (Myanmar): သင်နားလည်သောစကားနှင့် ဘာသာပြန်အလိုရှိပါက ယခုနေရာသို့ညွှန်ပြပါ။ အထက်ပါစကား အတွက်နောက်တခေါက်ဆက်သွယ်ရန်လိုအပ်ပါကလည်း။
ภาษาไทย (Thai): กรุณาชี้มาที่ข้อความนี้ ถ้าคุณต้องการล่ามภาษาไทย (โดยที่คุณไม่ต้องเสียค่าใช้จ่ายใดๆ)
ភាសាខ្មែរ (Khmer): សូមបង្ហាញនៅក្រុងនេះមក បើសិនជាអ្នកត្រូវការអ្នកបកប្រែភាសានេះ (អ្នកមិនត្រូវការថវិកាយ៉ាងអស់)។
ອັກສອນລາວ (Lao): ກະລຸນາຊົ່ວໃສ່ 'ບ' ອັນນີ້ ຖ້າທ່ານຕ້ອງການລ່າມພາສາລາວ (ໂດຍທີ່ທ່ານບໍ່ຕ້ອງເສຍຄ່າໃຊ້ຈ່າຍໃດໆ)
Marshallese: Jouj im jitōñe ijin elañe kwoj aikuji juōn am ri-ukok ilo kajin in (ejjelok wōnāān ñan yuk).
Chuukese: Itini awenewenan ikeei ika pwún kopwe néúnéú emén chón chiakú nón fóosun eei fénú (kosap wisenmééni noum eei chón chiakú).
Chamorro: Matka pat apunta este yangen un nesisita intetpiti gi fino Chamorro (dibadi este na sitbesio).
Pohnpeian: Menlau idih wasa ma ke anahne soun kawehwe (sohte isais).
Kosraean: Nunak munas srisrngingac acn se nge fwín kom enenu met in top nuke kahs lom an sifacna (kom ac tia moli).
Yapese: Fa'anra bet'uf bae' ninge ayweg nem nge abweg e thin rom (ni dabmu pii'pulwon) meere mog aray.
Yapese (Outer Island): Gobe sor gare go tipeli bwo semal yebe gematfa kepatal menel le yetwai yor paluwal ngalug.
Samoaan: Fa'amolemole tusi lou lima i 'T pe 'ā 'e mana'omia se fa'amatala'upu i le gagana lea (e te lē totoigiina se tupe).
Tongan: Tuhi ki heni kapau 'e fiema'u ha taha ke fakatonulea 'oku ta'etotongi.
Русский (Russian): Если вам нужен бесплатный переводчик русского языка, пожалуйста укажите пальцем на это предложение.
Español (Spanish): Por favor señale aquí con el dedo si necesita un intérprete (sin ningún costo para usted).

For more information please contact: 1-888-764-7586



NEIL ABERCROMBIE Governor State of Hawaii

This is an important notice from the <b>Department of Human Services (DHS), [program/ office]</b> . Please call <b>XXX-XXXX</b> . When you call, you will be asked what language you speak and your call will be put on hold for an interpreter. You can also call 1-888- 764-7586 for all DHS services.	English 
這是一封從人類服務部 ( DHS ) [program/office] 發出的重要通知。請致電 XXX - XXXX。打電話時, 你將會被詢問你所講的語言需要, 然後您的通話將被擱置直至聯絡到翻譯服務。您也可以撥打 1-888 - 764- 7586 諮詢所有 DHS 的服務。	Cantonese 
Ei auchchean esinesin seni ewe putain Human Services (DHS) (program/office) . Kose mwochen kokkori xxx-xxxx. Fansoun omw kokko, epwe wor epwe eisinuk menni kapas kopwe nounow choon chiaku ren. Ka pwan tongeni kokkori 1-888-764-7586 ren meinisin peekin aninnis seni DHS.	Chuukese 
Ceci est une lettre importante de Department of Human Services (DHS) . S'il vous plaît, faire un appel téléphoni xxx-xxxx . Lorsque vous téléphonez, quelqu'un va vous demander quelle langue vous parlez, et votre appel sera mis en attente pour un interprète. Vous pouvez aussi téléphoner au 1-888-764-7586 pour tous les services de DHS.	French 
Dies ist eine wichtige Benachrichtigung von der Abteilung Menschlicher Dienste (DHS), [program/office] . Bitte Anruf XXX-XXXX. Wenn Sie rufen, werden Sie gefragt werden, welche Sprache Sie sprechen, und Ihr Anruf wird auf Wartestellung für einen Dolmetscher geschaltet werden. Sie können 1-888-764-7586 für alle DHS Dienste auch rufen..	German 
He ho'olaha ko'iko'i k(e)ia mai ka 'Oihana Lawelawe Kanaka (DHS), [program/office] . E 'olu'olu e kelepona mai i xxx-xxxx. Ke kelepona 'oe, e ninau 'ia ana 'oe he aha kau 'olelo 'oiwi a laila e kali 'oe a loa'a ke kanaka mahele 'olelo. Hiki pu ia 'oe ke kelepona i 1-888-764-7586 no na lawelawe a pau a ka 'Oihana Lawelawe Kanaka (DHS).	Hawaiian 
Ito ay mahalaga na sulat na galling sa Department of Human Services(DHS). [program/office] .Mangyaring tawagan ang xxx-xxxx. Kung kayo ay tatawag , tatanungin kung ano ang iyong wika at hintayin ninyo hanggat may sumagot na tagasalin. Pwede ninyong tumawag sa 1-888-764-7586 para sa lahat ng serbisio sa DHS.	Ilocano 
ハワイ州人道的奉仕局 (略称DHS) [program/ office] からの大切な 通知です。この番号 XXX-XXX にお電話された時に、貴方がどの言語を 話されているかを聞かれます、通訳に接続されるまでしばらくお待ちください。DHS のどのサービスにも、この電話番号 1- 888 - 764 -7586 で対応いたします。	Japanese 
이것은 인간 서비스부 에서 보내는 중요한 편지입니다. [DHS] 이편지에 명시 되어있는 번호로 전화를 하십시오. 전화를 하면 당신이 사용하는 언어를 몰을것이고 그언어의 통역인에게 연결 될것입니다. DHS 서비스를 받기위해 1-888-764-7586 으로 전화할수 있습니다. 이것은 인간서비스부에서 보내는 중요한 편지입니다. (program/office) and XXX- XXXX로 전화를 하십시오. 전화를 하면	Korean 
这是一封从人类服务部 ( DHS) : [计划/办公室] 发出的重要信件。请致电 xxx - xxxx . 打电话时, 你将会被询问你所讲的语言需要, 然后您的通話將被擱置直至聯絡到翻譯服務。您也可以拨打 1-888-764- 7586 咨询所有DHS的服务。	Mandarin 
Kojela in im elap an aurok im ej itok jen ra eo an department of Human Services (DHS), [program/office] ,juoij im call e XXX-XXX. Ne kwoj call, renej kajitok ibbem kain kajin rot eo koj kenono kake im renej likit kwe ilo hold ak kottar non e ri okok eo enej uak. Komaron bareinwot call e lok 1-888-764-7586 non aolepen ra ko ilo DHS services eo.	Marshallese 
O se fa'asilasilaga ta'ua lenei mai le Ofisa o le Human Services (DHS), [program/office] ,Fa'amolemole vala'au mai i le numera xxx-xxxx . A e vili mai, o le a fesili atu po'o le a le gagana e te mo'omia, ona tu'u sa'o lea o lau telefoni i se tagata e mafai ona fesoasoani ia te oe. E mafai fo'i ona e vala'au i le numera lea, 1-888-764-7586 mo nisi 'au'aunaga mai le Ofisa o le Human Services.	Samoan 
Este es un aviso importante de la Sección de Servicios Humanos (DHS), [program /office] ,Por favor llame XXX-XXXX . Cuando usted llama, usted se preguntará qué idioma usted habla y su llamada se pondrá en espera para un intérprete. Usted también puede llamar 1-888-764-7586 para todos los servicios de DHS.	Spanish 
Ito ay mahalaga na sulat na galling sa Department of Human Services (DHS). [program/office] .Mangyaring tawagan ang xxx-xxxx. Kung kayo ay tatawag , tatanungin kung ano ang iyong wika at hintayin ninyo hanggat may sumagot na tagasalin. Pwede ninyong tumawag sa 1-888-764-7586 para sa lahat ng serbisio sa DHS.	Tagalog 
Ko etohi mahuinga ko eni, mei he Department of Human Services (DHS). (program/office) .Katakai o' ta mai kihe XXX - XXXX. Ihe taimi oku fikoko 'ai'ae telefoni, e kole atu leva, pe ko e ha'ae le'a ho'o matakali. E kole atu leva keke tatali ka'e fikoko ho'o telefoni kiha taha e malava o fiktonu lea atu kiate koe i ho'o lea fikonua. Oku malava pe keke telefoni kihe fika ko eni. 1-888-764-7584. O' kapau oku ke fie'ma'u ha tokoni pe ko e fie'ilo kiha toe me'a fekau'oki moe DHS Services.	Tongan 
Đây là một thông báo quan trọng từ BỘ Dịch vụ Nhân sinh (DHS), [chương trình / văn phòng] . Xin vui lòng gọi XXX-XXXX . Khi bạn gọi, bạn sẽ được hỏi những gì bạn nói ngôn ngữ và cuộc gọi của bạn sẽ được giữ lại trong một thông dịch viên. Bạn cũng có thể gọi 1-888 - 764-7586 cho tất cả các dịch vụ DHS.	Vietnamese Việt Nam
Kini importante nga sulat gikan sa Department of Human Services (DHS), (program/office) . Palihug tawagi ang XXX-XXXX . Sa imong pagtawag, ikaw pangutan-on kun unsa ang imong pinulongan ug ang imong tawag ilang ipahulat para sa usa ka taghubad sa pinulongan. Mahimo usab nga imong tawagan ang 1-888-764-7586 para sa tanang mga serbisyo sa DHS.	Visayan 

## NOTICE

**Free Interpreter Services**

available to assist with access to  
DHS services  
call:

Toll-Free 1-888-764-7586.



免費的翻譯員服務, 以幫助 DHS  
的服務, 請打免費電話 1-888-764-7586.



DHS (후생국)의 서비스들을 받기 위해서 무료 통역  
서비스를 이용할 수 있으며 무료-직통전화  
1-888-764-7586으로 연락하세요.



Mei or ei neni ka tongeni kokori ika pwe ke  
mochen nounou chon chiaku ese kamo ei  
neni itan DHS nampan 1-888-764-7586.



Adde Libre a Serbisyo dagiti Interpreter nga  
tumolong a sumrek kadagiti serbisyo ti  
DHS. Tawag 1-888-764-7586

## BASIS FOR THE POLICY

This fundamental policy concerning equal Services opportunity shall be applied within the parameters of Title VI of the Civil Rights Act of 1964, Title VIII of the Civil Rights Act of 1968, Title IX of the Education Amendment of 1972, Section 504 of the Rehabilitation Act of 1973, Title II of the Americans With Disabilities Act of 1990, and the Hawaii Revised Statutes, including and not limited to, 371 and 378, as revised in 2006.

## QUESTIONS?

Write or call the Department of Human Services Civil Rights Compliance Staff:

Civil Rights Office  
Queen Liliuokalani Building  
1390 Miller Street  
Honolulu, Hawaii 96813

Phone: 586-4955  
TTY: 586-4950  
Fax: 586-4990

E-mail: [gwatts@dhs.hawaii.gov](mailto:gwatts@dhs.hawaii.gov)

August 2011  
DHS 050

B. Personnel Office  
Civil Rights Compliance Staff  
P. O. Box 339  
Honolulu, Hawaii 96809-0339

C. Discrimination complaints may also be filed concurrently with the following agencies:

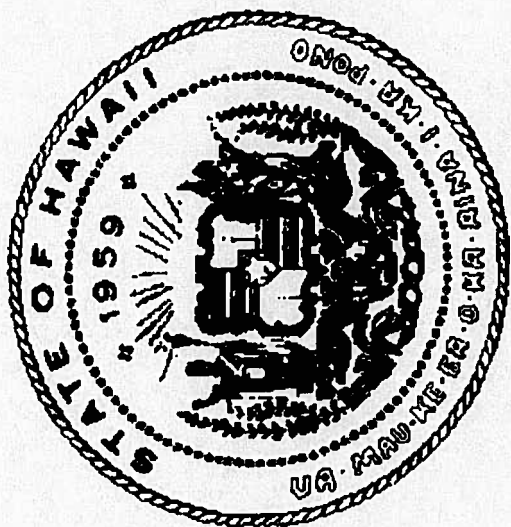
U. S. Department of Health & Human Services, Region IX  
Office of Civil Rights  
90 7<sup>th</sup> Street, Suite 4-100  
San Francisco, CA 94103-6705  
(Financial & Medical Assistance)

U. S. Department of Agriculture  
Director OCR, Room 326-W, Whitten  
1400 Independence Avenue, SW  
Washington, D. C. 20250-9410  
(202) 720-5964 and Regional  
90 7<sup>th</sup> Street, Suite 10-100  
San Francisco, CA 94103  
(Supplemental Nutrition Assistance Program (SNAP))

U. S. Department of Education  
Region IX, Office of Civil Rights  
915 Second Avenue, #3310  
Seattle, WA 98174-1099  
(Vocational Rehabilitation Services)

U. S. Department of Justice  
Office of Civil Rights  
810 7<sup>th</sup> Street, NW  
Washington, D.C. 20531  
(Youth Services)

U. S. Department of Housing and Urban Development  
Office of Civil Rights  
451 7<sup>th</sup> Street, SW  
Washington, D. C. 20410  
(Housing/HPHA)



# ACCESS HAWAII

## Department of Human Services

## Services to the Public:

Your Rights

Our Responsibilities

Civil Rights Brochure  
Alternative Formats Call:  
(808) 586-4950

**DEPARTMENT OF HUMAN SERVICES' POLICY**

It is the policy of the Department of Human Services (DHS) that all individuals shall be provided an equal opportunity to participate in programs, activities and services of the DHS without regard to race color, national origin, age, disability, sex, political beliefs or religion.

This policy applies to all organizational divisions, agencies and/or commissions and organizations that receive State or Federal funds through contracts or other arrangements with the DHS.

State and Federally-funded programs must be planned and administered such that they do not have the effect of denying services and/or participation in the program to any particular person or groups of persons. For example, materials such as notices and brochures written only in English, may have the effect of denying services or participation in a program to limited and non-English speaking persons. Similarly, architectural barriers to DHS offices may have the effect of preventing persons with disabilities from accessing our services.

**DISCRIMINATION**

There are many forms of discrimination, both overt and subtle, that may adversely affect individuals or groups' opportunity to gain equal access to services. These include:

Alternative Formats Call: (808) 586-4950

- treating individuals differently in the determination of eligibility for services;
- segregating or subjecting individuals to separate services or different treatment, which does not provide equal access to services;
- failing to provide language interpreter services for limited or non English speaking individuals or sign language interpreters for persons with hearing or speech impairments; and
- establishing hours of service that have an adverse effect on certain groups of individuals.

**EMPLOYEE RESPONSIBILITIES**

All employees are responsible for the implementation of the DHS' equal service opportunity policy (4.10.3). This includes, and is not limited to:

- treating all individuals equally and courteously; and
- informing persons of their right to equal service opportunity and their right to free interpreter service as well as their right to file a discrimination complaint when they feel their civil rights have been violated and/or an internal complaint when they feel they have been treated unfairly.

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*Any employee who intentionally obstructs the DHS' objective of providing equal access to services shall be subject to disciplinary action.*

**Program Administrators** are

Responsible for determining the needs of the population they serve considering language, culture, and physical accessibility needs, and planning programs that are consistent with those needs and in compliance with the law.

**Supervisors** are responsible for ensuring that their staff are aware of their responsibility to treat all clients equally and fairly, and to provide assistance to persons with special needs. Supervisors shall also ensure that clients are informed of their right to nondiscriminatory services.

**COMPLAINT PROCEDURES**

4.10.1

Persons who feel they have been treated unfairly because of their race, color, national origin, age, disability, sex, political beliefs or religion, may file a discrimination complaint (DHS forms 6000 & 6006). Concurrent complaints may be filed with appropriate Federal and State Agencies within stated timeframes. Written complaints may be filed with:

- A. the respective Program Administrator w/ copy to Director;

### INTERPRETER FORM

Name: \_\_\_\_\_ Language: \_\_\_\_\_

Phone No.: \_\_\_\_\_ E-mail Address: \_\_\_\_\_

DHS Division/Branch/Section/Unit: \_\_\_\_\_

DHS Position Title: \_\_\_\_\_

Company: \_\_\_\_\_

Address: \_\_\_\_\_

**For DHS Staff Volunteer Interpreter:**

I would like to be on the DHS list of volunteer interpreters. I will inform the DHS Personnel Office, Civil Rights Compliance Staff, if I no longer want to volunteer as an interpreter.

I do not want to be on the DHS List of Volunteer Interpreters; however I will provide interpreter services for \_\_\_\_\_.

**For Family And Friends Providing Interpreter Services:**

Name of person you are interpreting for: \_\_\_\_\_

Your relationship to the person you are interpreting for: \_\_\_\_\_

I state that the following are true:

- I have read and understand the Interpreter Code of Ethics (on the back of this form), and agree to follow it when providing interpreter services;
- I am 18 years of age or older; and,

Check as applicable:	Fluency:		
	Fair	Good	Excellent
<input type="checkbox"/> I can communicate in English and the language listed above;	_____	_____	_____
<input type="checkbox"/> I can interpret to and from English and the language listed above;	_____	_____	_____
<input type="checkbox"/> I can translate written English to the language listed above;	_____	_____	_____
<input type="checkbox"/> I can translate the written language listed above to English;	_____	_____	_____

Unless otherwise approved by DHS, I understand that my services are voluntary and I will not receive extra pay from DHS for providing interpreter services.

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
Date

## **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.

*Adopted from Dr. Suzanne Zeng, Center for Interpretation and Translation Studies, University of Hawaii  
Revised June 2009*



## OFFER AND ACCEPTANCE OR WAIVER OF FREE INTERPRETER SERVICES

Case Name: \_\_\_\_\_ Case Number: \_\_\_\_\_  
 Worker: \_\_\_\_\_ Unit: \_\_\_\_\_  
 Phone: \_\_\_\_\_

The Department of Human Services (DHS) has offered an interpreter at no cost to me, if English is not my primary language.

1.	ENGLISH is my primary language: <input type="checkbox"/> YES <input type="checkbox"/> NO
2.	<input type="checkbox"/> I do not need an interpreter. If you do not need an interpreter go to part 4 and sign below: <input type="checkbox"/> I need an interpreter for the following language: _____ If you need an interpreter, go to part 3, and check the box that applies to you.
3.	<input type="checkbox"/> I want DHS to provide an interpreter at no cost to me. <input type="checkbox"/> I do not want an interpreter provided by DHS, and I will provide my own. <ul style="list-style-type: none"> <li>• I understand that DHS may secure an independent interpreter to observe my interpreter to ensure the accuracy of the communications.</li> <li>• I understand that the use of family or friends as interpreters may not be the most effective way to help me access the benefits and services that DHS provides.</li> <li>• I understand that DHS does not recommend the use of family members or friends as interpreters and prohibits the use of minors (no one under age 18) as interpreters.</li> <li>• I understand that if I do not want interpreter services at this time, I have the right to change my mind in the future and have DHS provide free interpreter services at that time or bring an interpreter of my choice.</li> </ul>
4.	I have read and understand the information on this form. If I have questions or concerns, I can contact the worker listed above.
Print Name: _____	
Signature: _____ Date: _____	

### Civil Rights Monitoring Checklist

(Required Annually of OJP-Funded Contractors)

<b>OYS Contract Number:</b>	
<b>Contractor Name:</b>	<b>OJJDP Grant Award Number:</b>
<b>Contract Period:</b>	

<b>Total Award Amount:</b>	
----------------------------	--

1	During this budget period, has OYS seen this Contractor's current Equal Employment Opportunity Plan (EEO) in accordance with 28 C.F.R. section 42.301-.308?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not Applicable
2	Has this provider submitted an EEO Short Form to the Office for Civil Rights (OCR), Office of Justice Programs (OJP), U.S. Department of Justice (DOJ), if required by 28 C.F.R. section 42.301-.308? If the provider is not required to submit an EEO Short Form to the OCR, has it submitted a certification form to the OCR claiming a partial or complete exemption from the EEO requirements?  If the provider prepared an EEO Short Form, on what date did the provider prepare it?	<input type="checkbox"/> Yes – submitted EEO Short Form <input type="checkbox"/> Yes – submitted a certification <input type="checkbox"/> No
3	How does the provider notify program participants and beneficiaries that it does not discriminate on the basis of race, color, national origin, religion, sex, disability, and age in the delivery of services (e.g. posters, inclusion in brochures or other program materials, etc.)?  Comments:	
4	How does the provider notify employees that it does not discriminate on the basis of race, color, national origin, religion, sex, and disability in employment practices (e.g. posters, dissemination of relevant orders or policies, inclusion in recruitment materials, etc.)?  Comments:	
5	Does the provider have written policies or procedures in place for notifying program beneficiaries how to file complaints alleging discrimination by the provider with the Hawaii Civil Rights Commission or the OCR?	<input type="checkbox"/> Yes <input type="checkbox"/> No
6	If the provider has 50 or more employees and received DOJ funding of \$25,000 or more, has the provider taken the following actions:  a. Adopted grievance procedures that incorporate due process standards and provide for the prompt and equitable resolution of complaints alleging a violation of the DOJ regulations implementing	<input type="checkbox"/> A. Yes <input type="checkbox"/> A. No  <input type="checkbox"/> B. Yes <input type="checkbox"/> B. No

	<p>Section 504 of the Rehabilitation Act of 1973, found at 28 C.F.R. Part 42, Subpart G, which prohibits discrimination on the basis of a disability in employment practices and the delivery of services.</p> <p>b. Designated a person to coordinate compliance with the prohibitions against disability discrimination contained in 28 C.F.R. Part 42, Subpart G.</p> <p>c. Notified participants, beneficiaries, employees, applicants, and others that the provider does not discriminate on the basis of disability.</p>	<input type="checkbox"/> C. Yes <input type="checkbox"/> C. No
8	<p>If the provider operates an education program or activity, has the provider taken the following actions:</p> <p>a. Adopted grievance procedures that provide for the prompt and equitable resolution of complaints alleging a violation of the DOJ regulations implementing Title IX of the Education Amendments of 1972, found at 28 C.F.R. Part 54, which prohibits discrimination on the basis of sex.</p> <p>b. Designated a person to coordinate compliance with the prohibitions against sex discrimination contained in 28 C.F.R. Part 54.</p> <p>c. Notified applicants for admission and employment, employees, students, parents, and others that the provider does not discriminate on the basis of sex in its educational programs or activities.</p>	<input type="checkbox"/> A. Yes <input type="checkbox"/> A. No  <input type="checkbox"/> B. Yes <input type="checkbox"/> B. No  <input type="checkbox"/> C. Yes <input type="checkbox"/> C. No
9	<p>Has the provider complied with the requirements to submit to the OCR any findings of discrimination against the provider issued by a federal or state court or federal or state administrative agency on the grounds of race, color, religion, national origin, or sex?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No.
10	<p>What steps has the provider taken to provide meaningful access to its programs and activities to persons who have limited English proficiency (LEP)?</p> <p>Comments, including an indication of whether the provider has developed a written policy on providing language access services to LEP persons:</p>	
11	<p>Does the provider conduct any training for its employees on the requirements under federal civil rights laws?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
12	<p>Does the provider need any civil rights training or technical assistance regarding its duties to comply with the applicable civil rights laws?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
13	<p>If the provider conducts religious activities as part of its programs or services, does the provider do the following:</p> <p>a. Provide services to everyone regardless of religion or religious belief.</p>	<input type="checkbox"/> A. Yes <input type="checkbox"/> A. No  <input type="checkbox"/> B. Yes

	<p>b. Ensure that the provider does not use federal funds to conduct inherently religious activities, such as prayer, religious instruction, or proselytization, and that such activities are kept separate in time or place from federally-funded activities.</p> <p>c. Ensure that participation in religious activities is voluntary for beneficiaries of federally-funded programs.</p>	<input type="checkbox"/> B. No <input type="checkbox"/> C. Yes <input type="checkbox"/> C. No
--	---	---

14	Please provide below the contact information for the person responsible for submitting any findings of discrimination to the Office for Civil Rights.	
	Last Name, First Name:	
	Street Address:	
	City, State, Zipcode:	
	Telephone Number:	
	Fax Number:	

Comments:

\_\_\_\_\_  
OYS Monitor Signature

\_\_\_\_\_  
Date

### Self-Assessment Checklist for Public Programs

ASSESSMENT AREA	YES	NO	COMMENTS
<b>Conducting Preliminary and Ongoing Assessment for Informed Planning</b>			
1. Has your agency conducted an assessment of the language needs of the general or eligible population in the local service area? (number of LEP individuals, languages spoken and/or linguistically-isolated households)			
a. If so, what data sources have you used:			
Census/American Community Survey			
School District			
Labor Market Information			
Community Organizations			
Other (please specify)			
2. Has your agency conducted an assessment of its capacity to serve LEP populations?			
a. Can you identify the languages spoken by current staff?			
b. Is there a way to measure the proficiency level of bi/multilingual staff?			
c. Are bi/multilingual staff assigned according to ongoing community language needs?			
<b>Implementing a Language Access Plan</b>			
3. Evaluating a client's first interaction with your agency:			
a. Are there bi/multilingual signs easily visible at the reception area or office?			
b. Are there pictorial signs for low-literacy/illiterate LEP clients easily visible at the reception area or office?			
c. Are frontline staff bi/multilingual?			
d. Are bi/multilingual telephone lines available to clients at this office?			
e. Is your website bi/multilingual?			
f. Have you partnered with community-based organizations to inform them about the linguistic accessibility of your program?			
4. Tracking a client's language preference:			
a. Is there a mechanism to track language preferences of LEP individuals over time?			
b. If so, does your tracking mechanism enable LEP individuals to receive communications and services in their native languages?			

ASSESSMENT AREA	YES	NO	COMMENTS
5. Determining if there are sufficient numbers of bi/multilingual staff members:			
a. Are there procedures for assessing and certifying individual staff language skills?			
b. Are there policies for aligning bi/multilingual staff members' skills (oral or written) with LEP program needs?			
c. Are bi/multilingual staff culturally competent?			
d. Has your agency developed clear compensation and retention policies for bi/multilingual staff?			
e. Has your agency participated in recruitment programs for bi/multilingual staff?			
6. Obtaining competent and qualified interpreters:			
a. Are your interpreters fluent in both languages and familiar with relevant vocabulary?			
b. Do your interpreters possess the appropriate skills for the particular context?			
c. Do your interpreters understand applicable ethical principles?			
d. Are your interpreters culturally competent?			
e. Are there procedures to ensure that interpreters are available in a timely manner?			
7. Training Agency Staff			
a. Are staff trained in the agency's policies and procedures for obtaining language assistance?			
b. Are <i>all</i> staff trained to interact with LEP individuals and their interpreters?			
c. Do staff receive training in cultural competence?			
d. Are staff trained on the complaint procedure for LEP clients alleging discrimination on the basis of national origin?			
e. Are staff language access trainings scheduled at regular intervals to update staff knowledge and include new employees?			

ASSESSMENT AREA	YES	NO	COMMENTS
<b>8. Translating Written Documents</b>			
a. Are there procedures in place for identifying vital documents?			
b. Are there procedures in place for ensuring that translations are accurate and understood by the target population?			
c. Is there a mechanism to track and update translated documents?			
d. Has your agency created a plan to disseminate vital translated documents within your agency?			
e. Has your agency created a plan to disseminate vital translated documents to the broader public?			
<b>Evaluating Your Language Access Plan</b>			
<b>9. Ongoing Monitoring, Feedback &amp; Improvement</b>			
a. Are there staff dedicated to monitoring or providing technical assistance to your language access plan?			
b. Are evaluations scheduled at regular intervals?			
c. Does your agency solicit feedback from community-based organizations on a regular basis?			
d. Does your agency survey its LEP clients on a regular basis?			
<b>10. Ongoing Data Collection</b>			
a. Are there staff dedicated to collecting program data?			
b. Does the agency collect data on the number of LEP individuals served?			
c. Does the agency collect demographic data on LEP individuals served or encountered in the eligible service population?			
d. Does the agency monitor how much is spent on their language access plan?			
<b>11. Is there a Task Force or Oversight Committee that assists your agency in monitoring and implementing the language access plan?</b>			

ASSESSMENT AREA	YES	NO	COMMENTS
<b>Resolving Complaints</b>			
12. Establishing Complaint Procedures			
a. Has your agency developed procedures for investigating complaints alleging discrimination on the basis of national origin?			
b. Are complaint procedures translated and accessible to LEP clients?			
1. Posted signs at intake areas			
2. Resource areas			
3. Client file			
4. Written notices			
5. Explained during orientation/intake			
6. Other (specify)			
<b>Conducting Ongoing Outreach to LEP Residents</b>			
13. Has your agency established partnerships with community-based or advocacy organizations to increase LEP participation?			
14. Has your agency established partnerships with community-based or advocacy organizations to advertise bi/multilingual employment opportunities?			
15. Has your agency publicized its program through ethnic media?			
<b>Building External and Internal Support for Equal Access Policies</b>			
16. Are there funds dedicated to providing language access services in your agency?			
17. Is middle and senior management aware of and dedicated to providing language access to LEP individuals?			