

LANGUAGE ACCESS REPORTING TOOL

Revised as of 6/28/11

LEP Services by Language

Department/Agency Labor and Industrial Relations

Period Covered January - June 2012

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1	2	3				4								5		6					
Language	# of LEP Encounters	Type of Services Provided to LEP Customers (#)				Type of Oral Language Service Utilized (#)								# of Documents Translated		Language Services Expenditures (\$)					
		Oral Language Service	Sight Translation	Written Translation	Other (please specify):	Bilingual Staff (provides direct service in another language)	Community Volunteer	Contracted Interpreter (via an Interpreter Agency)	Contracted Interpreter (Directly)	Staff Interpreter	Telephone Interpreter	Volunteer Staff (speaks another language, volunteers to help)	Other (please specify):	Documents Translated Upon Request	Vital Documents	Oral Language Services (in person)	Sight Translation Services	Telephone Interpreter Services	Written Translations	Other (please specify):	Amount (Total \$)
Total:	530	528	29	2	0	0	4	56	18	0	14	372	66	1	0	\$ 3,958.09	\$ -	\$ 1,225.00	\$ -	\$ -	\$ 5,183.09
% of Total:	100%	94.5%	5.2%	0.4%	0.0%	0.0%	0.8%	10.6%	3.4%	0.0%	2.6%	70.2%	12.5%	0.2%	0.0%	76.4%	0.0%	23.6%	0.0%	0.0%	100%
Cantonese	148*	148	4					8	1			121*	18			\$ 538.75					\$ 538.75
Chuukese	7	7	2					2	1			2	2			\$ 187.00					\$ 187.00
Hawaiian																					
Ilokano	195	195	5					10	10		6	155	14			\$ 1,099.90		\$ 710.00			\$ 1,809.90
Japanese	33	33	2					10			4	16	3			\$ 348.75					\$ 348.75
Korean	6	6	2					2	1		2		1			\$ 203.75		\$ 180.00			\$ 383.75
Kosraean																					
LEP Hearing Impaired	1	1										1									
Mandarin	26	26	1					4	1			17	4			\$ 258.75		\$ 90.00			\$ 348.75
Marshallese	9	9	2				1	3					5			\$ 150.00					\$ 150.00
Portuguese																					
Samoan	2	2	1					1					1			\$ 101.25					\$ 101.25
Spanish	26	24	1	2				5	1		1	11	8	1		\$ 95.00		\$ 90.00			\$ 185.00
Tagalog	60	60	6					8				47	5			\$ 538.65		\$ 65.00			\$ 603.65
Thai																					
Tongan																					
Vietnamese	9	9	3					3	1		1		4			\$ 336.29		\$ 90.00			\$ 426.29
Visayan (Cebuano)	2	2							1				1			\$ 50.00					\$ 50.00
Laotian	1	1							1							\$ 50.00					\$ 50.00
Chinese	1	1					1														
Micronesian	1	1										1									
Russian	3	3					2					1									
Other (Specify)																					
Other (Specify)																					
Other (Specify)																					

Type of Oral Language Service Utilized: "Other" includes friends, family, personal interpreter

*One encounter was a group event with 15 complainants