State of Hawaii
Department of Labor and Industrial Relations

Limited English Proficiency Plan

September 2014

Issued and Approved by
the Director of the Department of Labor and Industrial Relations

Original signed by _____, *on September 25, 2014*
Dwight Takamine, Director
Department of Labor & Industrial Relations

DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS' LIMITED ENGLISH PROFICIENCY PLAN

INTRODUCTION

The Department of Labor and Industrial Relations (DLIR) implemented the "Limited English Proficiency (LEP) Plan," a pilot program, on May 3, 2006. The DLIR has been committed to continually review and revise the plan based on recommendations from customers, interested stakeholders, employees, and the general public.

Presidential Executive Order 13166, "Improving Access to Services for Persons with Limited English proficiency" was created to ". . . improve access to . . . federally assisted programs and activities for persons, who as a result of national origin, are limited in their English proficiency . . ." Title VI of the Civil Rights Act of 1964, 42 U.S.C. § 2000d ("Title VI") serves as the basis for Executive Order 13166. Title VI provides that no person shall "on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

Certain divisions and agencies of the State of Hawai'i Department of Labor and Industrial Relations receive Federal funding from the U.S. Department of Labor and, by virtue of the funding, Title VI applies to all DLIR's operations. *See* 29 CFR sections 31.1; 31.2(g); and 31.3.

Subsequently, Act 290, SLH 2006 was enacted and codified as Part II of Chapter 371, Hawaii Revised Statutes (HRS) and became known as the Language Access Law, and the Office of Language Access was administratively attached to the DLIR. In 2012, Act 201, Regular Session, transferred the law from the DLIR to the Department of Health, under Chapter 321C, HRS. Accordingly, DLIR seeks to implement the initiatives set forth in this Limited English Proficiency ("LEP") Plan to meet its obligations under Title VI and Chapter 321C, HRS. The purpose of this LEP Plan is to take reasonable steps to ensure persons with limited English proficiency gain meaningful access to DLIR services and programs, as previously initiated in its pilot program.

In July 2014, President Obama signed the Workforce Innovation and Opportunity Act (WIOA), and Section 188 of WIOA replaces the Workforce Investment Act (WIA). Section 188 of WIOA also applies to Limited English Proficient (LEP) persons and thus, applies to the Hawai'i Department of Labor and Industrial Relations (DLIR).

Hawai'i's population reflects a rich blend of peoples and cultures. According to the US Census Bureau, 2006-2008 American Community Survey Public Use Microdata Sample, 24.8% of Hawai'i's 1.3 million people speak a language other than English at home. For many, English is not their primary language. Many have only a limited ability to read, write, speak or understand English. Language barriers often prohibit many residents from fully participating in our community and undermine efforts to become self-sufficient and productive. This LEP Plan speaks of DLIR's commitment to provide essential and meaningful access to LEP customers.

DEFINITION OF LIMITED ENGLISH PROFICIENT PERSONS/CUSTOMERS

For purposes of this LEP Plan, LEP persons or LEP customers mean individuals who do not speak English as their primary language and who have a limited ability to read, write, speak, or understand English. Such persons may be eligible to receive language assistance with respect to a particular service, benefit, or encounter.

RELEVANT FACTORS

In determining how to provide effective and meaningful access to LEP customers, the U.S. Department of Labor has established the following four guidelines ((68 FR 32290, 32294 (May 29, 2003) and subsequently found in HRS § 321C-3(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 touchstone of this four-factor analysis is reasonableness--reasonableness as measured by balancing (1) the size, needs, and the nature of assistance to the LEP population served and (2) DLIR's capacity and available resources.

Note: Where there is not a "significant" number or proportion of LEP persons in the community serviced by the DLIR, the DLIR will make reasonable efforts to meet the particularized language needs of limited-English speaking individuals who seek services or information from the DLIR, pursuant to 29 CFR 37.35(b).

SUMMARY

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

1. Development of a reporting system designed to obtain key information about the LEP population who use DLIR services;

   Each division will have in place mechanisms in its reporting system to assess, on a regular basis, the LEP status and language assistance needs of current and potential customers, as well as mechanisms to assess the Department's capacity to meet these needs according to the components of this plan.

2. Compilation of comprehensive multilingual listing of DLIR employees;

   Multilingual staff list – volunteers from employee has been identified and updated lists will be distributed to the divisions and posted on DLIR's Intranet semi-annually by the Language Access Coordinator.

3. Notice of interpretation/translation services to qualified LEP customers;

   Each division, program and activity at DLIR will proactively inform LEP individuals of the availability of free language assistance services.

4. Providing interpretation/translation services for qualified LEP customers;

   Each division, program and activity at DLIR will arrange for the provision of oral languages assistance in response to the needs of LEP individuals, in both face-to-face and telephone encounters.

   *Each division, program and activity at DLIR will produce vital documents and information in languages other than English where a significant number of customers served or eligible to be served English proficiency (*using the four-factor analysis discussed in the "RELEVANT FACTORS" section above *on Page 2). These written materials may include paper and electronic documents, such as publications, notices and correspondence and vital information on the DLIR website.*

5. Designation of a LEP Plan Coordinator;

   The Director of Labor and Industrial Relations designated Jade Butay as the LEP Plan Coordinator.

6. Training DLIR staff on the implementation of this plan; and

   All current DLIR staff was trained on the department's legal obligation to LEP persons and on how to identify and assist LEP persons (please see appendix G for a list of names of staff who participated in the trainings.) Staff will be required to participate in a refresher training every two years to ensure that they are aware of their responsibilities to LEP customers.
   New employees will be given training and instruction on how to properly assist LEP persons when they begin their employment with DLIR.

7. Seeking stakeholders' input; review and revision of the LEP Plan.

   Each division will institute procedures to assess the accessibility and quality of language assistance activities for its LEP customers/clients. LEP Plan Coordinator will monitor assessments.

   The DLIR, through the LEP Plan Coordinator, will actively seek input from groups that provide assistance to LEP customers, including those who advocate for the interests of immigrants, refugees and others who may be LEP consumers of DLIR services.

Each component will be explained below.

LEP PLAN

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

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

Since 1994, DLIR has been providing telephone interpretation services to LEP customers, free of charge. Based on this long-standing practice, DLIR has retained informal statistics on

the number of persons who have requested help with language interpretation. These statistics, however, are limited to the kinds of languages requested and the collective amount of minutes used in providing interpretation services for a particular language. This data does not reflect the kinds of DLIR services provided or how frequently such services were used by LEP customers.

While certain DLIR divisions had already begun gathering more detailed information about the LEP customers they serve, [1] DLIR took the opportunity to articulate a more comprehensive approach.

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

To accommodate the Office of Language Access (OLA), R&S redesigned the comprehensive survey form to include additional fields of information. The R&S shall be responsible for establishing a procedure for each DLIR division to complete the form. (See Appendix "A" for an example of how the R&S tallies this information to establish how many LEP persons have used the Department's services.) R&S will compile the data on a semi-annual basis and provide a report to the department LEP Plan Coordinator.

The DLIR website is being modified to include language buttons in the most commonly spoken languages in Hawaii which will be listed at the bottom of each webpage and will take the customer to a paragraph that is translated into the language indicated by the button. The paragraph will give directions on what to do if they need assistance in that language. Also installed within the website will be a counter to track the number of times that people click on the different language buttons. This will allow the Department to collect information about the use of the DLIR website by speakers of other languages.

II. COMPILATION OF COMPREHENSIVE LISTING of MULTI-LINGUAL DLIR EMPLOYEES

To effectively service LEP customers, we must ascertain what language skills and resources DLIR may already have available through its employees.

As such, the DLIR has developed and will continue to maintain a log of its employees and the languages that he or she can read and/or speak. (See Appendix "B")

The list includes information volunteered by DLIR personnel including the language or languages that the DLIR employee can speak and/or read, the degree of fluency in those identified languages, and the contact information for that DLIR employee. An employee on

[1] For example, recent quarterly report indicates half of all DLIR departments have indeed encountered LEP customers while performing their duties. The most common languages encountered were Cantonese, Mandarin, Spanish and Ilocano. The two DLIR Departments that received the most requests for services by LEP customers were UI and ESARO (i.e., two-hundred forty-nine (249) and sixty-one (61), respectively).

this list may be contacted when a LEP customer of DLIR services needs language assistance. The procedure to be followed when a DLIR employee is contacted to provide language assistance is contained in Section IV.

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

Multilingual employee volunteers will only be asked to assist LEP persons with basic, ministerial, non-substantive issues. For substantive issues or to understand vital documents, an interpreter or translation service will be used, unless the multilingual employee volunteer has had proper interpreter training or certification. All DLIR multilingual employee volunteers shall be highly encouraged to complete training in interpretation techniques. The department shall coordinate and work with OLA to provide such trainings.

In the event that the DLIR requires additional personnel to provide language access to our LEP customers, as determined by the "Relevant Factors," described on page 3, the DLIR will hire qualified personnel who are bilingual to fill existing, budgeted vacant public contact positions. The department shall develop procedures for the hiring of these personnel.

III. NOTIFICATION OF INTERPRETATION/TRANSLATION SERVICES TO LEP CUSTOMERS

A. OFFICE NOTICE

To provide notice to the LEP population who may access DLIR services, we have taken the following steps. Based on (1) the existing data compiled by DLIR in providing telephone interpretation services to LEP customers since 1994; (2) data from the State of Hawai'i Data Book 2004; (3) survey responses of WSD employees about their experience in dealing with LEP customers and (4) discussions with Federal Immigration Court administrators in Honolulu and advocates of the interests of LEP persons statewide, we have complied a list of the most likely languages to be the primary languages of LEP persons in Hawai'i who need access to DLIR services.

At least one 11" x 17" poster informing LEP customers that the DLIR provides free interpretation services shall be placed in a prominent place in all DLIR offices having contact with the public. An 8 1/2" x 11" copy of this poster initially developed by the Office of Community Services and updated with help from the University of Hawaii Center for Interpretation and Translation Studies and The Office of Language Access (OLA) is attached as Appendix "C."

As discussed above, every DLIR program homepage on the DLIR website will provide notice of the right to language assistance (interpreter or translator) and direction to contact the appropriate office for assistance or information. The notice will be translated into eight or more languages, based on the relevant four factor analysis.

B. NOTICE FOR REQUESTING ORAL INTERPRETATION OF VITAL DOCUMENTS

For those "vital documents" which do not meet the minimum threshold for translation

into specific languages, the DLIR will develop a written notice that will be attached to the document which states that oral interpretation will be provided free of charge upon request. The notice, which will be translated into the most commonly spoken languages, will invite a person who needs interpretation of a DLIR document to contact the LEP Plan Coordinator at 586-8855. (See Appendix "D")

IV. PROVIDING INTERPRETATION/TRANSLATION SERVICES FOR LEP CUSTOMERS

In the course of serving our clients, situations may arise where LEP customers are unable to negotiate through DLIR programs without the assistance of interpreters in their preferred language.

To ensure that the inability to communicate in English does not deprive the public of rights and privileges, the DLIR will continue to provide an interpreter, at no cost to the client, for LEP customers pursuant to the following procedures.

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

What should the DLIR employee do?

The employee should proceed with the following according to the facts of the customer approach:

A. IN PERSON INTERPRETER

The DLIR employee helping the customer should attempt to determine what language that person speaks. If the language cannot be readily determined, the DLIR employee will use the poster, attached as Appendix "C," to ascertain what language the customer speaks. The DLIR employee will allow the client to review the poster and encourage the person to point to the language in which he or she needs an interpreter. As a general rule, a competent,[2] in-person interpreter is preferred over a telephone interpreter.

Accordingly, if the client points to a language on the poster, then the DLIR employee will refer to the multilingual listing of all DLIR employees, attached as Appendix "B," and first contact an available interpreter within the DLIR employee's office. If no one is available to interpret within that office, then the DLIR employee will attempt to contact an interpreter in the proximity of his or her own office (i.e., on the same floor). If no one in the proximity of the office is available, then the DLIR employee will contact an interpreter within any office of the DLIR.

If no one is available within the DLIR, the employee assisting the customer will call an approved language service vendor.

If a DLIR multilingual employee volunteer if available to assist in the requested

2 While it may be customary for LEP customers to bring their relatives or friends as interpreters, it is not appropriate to have relatives, friends, or minors serve as interpreters.

language, the volunteer will first determine if the issue brought forward by the LEP person is critical and substantive. If it is not of a critical nature, then the employee volunteer may assist the LEP customer. If it is critical, the employee volunteer may only assist the LEP customer if she/he has had proper interpreter training or certification. If he/she has had the proper certification, then assisting the LEP person can continue. If the employee volunteer has not had proper interpreter training or certification however, then the employee volunteer will explain to the LEP customer that they will need to seek the assistance of a qualified interpreter. The DLIR staff person will then determine if an in-person interpreter is needed or a telephonic interpreter, again based on the needs of the customer and will explain this to the customer. Once an interpreter has been found, the multilingual employee volunteer may return to her/his office, after filling out the "LEP Encounter Report" for record-keeping purposes.

B. TELEPHONE INTERPRETERS

If an in-person interpreter within the DLIR cannot be located or if the customer's issue is of a critical nature, then the DLIR employee helping the customer will call an approved language service vendor.

The DLIR employee will then give the language service vendor representative the Division Account Number and an interpreter will be connected to the call.

The DLIR employee will (1) brief the interpreter about the situation by summarizing what the employee wishes to accomplish, and (2) convey any special instructions to the interpreter.[3]

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

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

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

C. NO LANGUAGE SERVICE VENDOR INTERPRETER IS AVAILABLE OR THE LANGUAGE REQUESTED IS NOT LISTED ON THE POSTER

If the language service vendor representative indicates that the language service vendor does not have an available interpreter of the requested language or the language listed on the LEP Plan poster (Appendix "C"),[4] the DLIR employee may contact the interpreter services listed on Appendix "E" for assistance. Appendix "E" is a list of interpreter/translation services compiled by the LEP Plan Coordinator.

If the language that the client speaks is <u>not</u> available with the language service vendor

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

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

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

D. TELEPHONE CALLS

Should a DLIR employee receive a telephone call from a LEP customer or a representative of a LEP customer needing oral translation services, the DLIR employee should encourage that LEP customer to come into the DLIR employee's office. Oral translation services may then be arranged as set forth above, or to register with the DLIR online service. The employee shall fill out a "LEP Encounter Report" for record-keeping.

E. WRITTEN TRANSLATION

As discussed in Section III.B above, a notice regarding a request for written translation shall be attached to "vital documents" in order to provide meaningful access to LEP customers and/or sent with documents that division personnel have sufficient reason to believe are addressed to a LEP customer. A DLIR vital documents list has been identified and those documents that meet the minimum threshold shall be translated into specific languages.

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

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

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

V. DESIGNATION OF LEP PLAN COORDINATOR

Jade Butay has served as the DLIR's LEP Plan Coordinator since November 16, 2013, taking over from Pamela Martin, Administrator of the Wage Standards Division. The LEP Coordinator will be responsible for, among other things: (1) the overall implementation of the LEP Plan; (2) responding to any inquiries or comments/complaints regarding the LEP Plan and its implementation; (3) making any revisions and modifications to the LEP Plan, as necessary; (4) training DLIR employees by providing the proper background necessary to implement the objectives of the LEP Plan; (5) serving as the primary contact for LEP customers who may need a written translation of important DLIR documents; and (6) coordinating efforts to

implement, monitor, and evaluate input aimed at improving the current LEP Plan.

VI. TRAINING DLIR STAFF

The LEP Plan Coordinator organized training for the DLIR staff with the assistance of Debi Tulang-De Silva, the Director of the State Court Interpreter Program. Director Tulang-De Silva has provided numerous trainings on how to properly assist LEP persons in court and in other organizational settings. From May 20th – 23rd, 2014 Director Tulang-De Silva held trainings for the DLIR staff, which one hundred and sixty-nine DLIR employees participated in. New employees will be given instructions, based on Debi's trainings on how to properly assist LEP persons when they begin their employment with DLIR. Once staff has been trained, they will be required to participate in a refresher training every two years.

VII. SEEKING STAKEHOLDERS' INPUT: REVIEWAND REVISION OF THE LEP PLAN

The DLIR, through the LEP Plan Coordinator, will actively seek input from groups that provide assistance to LEP customers, including those who advocate for the interests of immigrants, refugees and others who may be LEP consumers of DLIR services. All interested stakeholders are encouraged to contact the LEP Plan Coordinator directly.

This LEP Plan is a "*living document*" that shall be reviewed and revised in light of comments from LEP customers, their representatives, interested stakeholders, and DLIR staff. Such review and revision shall take place at least once every two years.

Furthermore, each division will institute procedures to assess the accessibility and quality of language assistance activities for its LEP customers/clients. LEP Plan Coordinator will monitor assessments.

CONCLUSION

Through the enactment of this LEP Plan, the DLIR, in compliance with the mandates of Title VI of the Civil Rights Act of 1964, and the U.S. Department of Labor has established the following four guidelines ((68 FR 32290, 32294 (May 29, 2003) and subsequently found in HRS § 321C-3(a) (1)-(4) has provided reasonable and meaningful access to LEP customers that seek DLIR services.

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

_____ _____

Dwight Takamine, Director Date
Department of Labor & Industrial Relations

APPENDICES

A. Offices of Language Access (OLA) Survey Form

B. Multi-lingual Listing of DLIR Employees

C. DLIR Language Poster

D. Vital Documents Notices to LEP Customers

E. Interpreter/Translation Services

F. Division/Office Contacts for LEP

G. List of DLIR Staff Trained on working with LEP persons

H. Reasonable Accommodations for People who are Deaf

OLA Language Survey Form - Appendix A 1

LANGUAGE ACCESS REPORTING TOOL

Revised as of 6/25/11

LEP Services by Division/Office Department/Agency Labor and Industrial Relations Period Covered January - June 2013

Contact Person Pamela Martin Phone No. 586-8608

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 (Job an Interpreter Agency)	Contracted Interpreter (Specialty)	Staff Interpreter	Telephone Interpreter	Volunteer Staff (speaks another language, whatever is needed)	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:	452	451	52	0	0	0	5	66	18	0	5	275	79	103	0	$ 4,473.33	$	$ 270.00	$	$	$ 4,743.33
% of Total:	100%	99.7%	10.3%	0.0%	0.0%	0.0%	1.1%	14.6%	4.0%	0.0%	1.1%	61.7%	17.5%	100.0%	0.0%	94.3%	0.0%	5.7%	0.0%	0.0%	100%
Director	0																				$ -
ASO	0																				$ -
Personnel	0																				$ -
Research	1	1										1									$ -
HLRB	0																				$ -
LIRAB	3	3						3													$ -
ESARO	59	58	32					32	18		4					$ 3,214.73		$ 270.00			$ 3,484.73
OCS	0																				$ -
OLA	0																				$ -
HCRC	11	11						11								$ 753.75					$ 753.75
WDC	0																				$ -
Hawaii DO	0																				$ -
West HI DO	2	2							2							$ 249.65					$ 249.65
Maui DO	9	9						8			1										$ -
Kauai DO	5	5					5														$ -
DOD	6	6*						4*					2*			$ 210.00					$ 210.00
HIOSH	1	1										1									$ -
UI	246	246										239	7								$ -
WDC	103	103										34	69	103							$ -
WSD	6	6						1				4	1			$ 45.00					$ 45.00

*Cantonese (5): Interpreter was contracted, but hearing was cancelled.
Unknown (2): Personal Interpreters. Unknown what language customers were speaking.

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

C:\Users\krusami\AppData\Local\Temp\notes256CE8\Appendix A 2/5/2014

LEP Encounter Report – Appendix A2

DLIR Staff Information

Name: _____ Position: _____
Division /Program: _____ Office Location: _____
Phone Number: _____ Email: _____
Date of Encounter: _____ Time of Encounter: _____

Language Encountered:

Cantonese ☐	Chuukese ☐	Hawaiian ☐	LEP Hearing Impaired ☐	Japanese ☐
Kosraean ☐	Thai ☐	Mandarin ☐	Marshallese ☐	Korean ☐
Phonpeian ☐	Portuguese ☐	Samoan ☐	Spanish ☐	Tagalog ☐
Tongan ☐	Vietnamese ☐	Visayan ☐	Ilokano ☐	Other ☐ _____

Type of Encounter:

- LEP person(s) walked into the office and needed assistance in a language other than English ☐
- LEP person called over the phone and needed assistance in a language other than English ☐
- Other ☐ _____

Additional Comments: _____

Who assisted with interpretation?

- Staff within the division/program☐
- Staff from other division/program☐ Which division/program? _____
- Contracted In-Person Interpreter
  1) Via Interpreter Agency ☐
     Name of Agency _____
  2) Independent ☐
     Name of Interpreter_____
- Paid Telephonic Interpreter☐ Name of Interpreter _____
- Other ☐_____

Was a written document orally translated for the LEP? Yes ☐ No ☐
If a written document was orally translated, please include a copy of that document with this form.

Additional Comments: _____

If written language service (translation) was provided, please fill out the information below:
What type of Translator?

- Staff from within the division/program☐
- Staff from other division/program☐ Which division/program? _____
- Contracted Translator ☐
  1) Via Translation Agency ☐
     Name of Agency _____
  2) Independent ☐

Name of Translator_____

- Other ☐_____

Additional Comments: _____

If NO language services were provided, please answer the questions below.

If it was not possible to provide language services, please explain why:

_____

_____

_____

What measures were taken to assist the LEP person(s)?

_____

_____

_____

Are there any follow up measures required to assist the LEP person(s)?

_____

_____

_____

Appendix B – Multi-lingual Listing of DLIR Employees

Language	Name	Office	Address	Location	Proficiency
Tagalog	Racela, Ricco	ASO	DLIR Room 309	HNL	Fluent also speaks Ilocano
Tagalog	Rivera, Lina	ASO	DLIR Room 309	HNL	Fluent
Vietnamese	Vyhien Peyton	ASO	DLIR Room 309	HNL	Fluent
Japanese	Miyajima, Naohiro	ASO	DLIR Room 309	HNL	Fluent
Tagalog	Gutierrez, Luisa	HCRC	DLIR Room 411	HNL	Fluent
Cantonese	Chao, Tin	HIOSH	DLIR Room 425	HNL	Fluent also speaks Mandarin
Ilocano	Dacanay, Julius	HIOSH	DLIR Room 425	HNL	Fluent also speaks Tagalog
Korean	Edgerton, Sunny	HIOSH	DLIR Room 423	HNL	Fluent
Mandarin	Chao, Tin	HIOSH	DLIR Room 425	HNL	Fluent
Tagalog	Dacanay, Julius	HIOSH	DLIR Room 425	HNL	Fluent also speaks Ilocano
Cantonese	Ling, Lily	LIRAB	DLIR Room 404	HNL	Conversational
Cambodian	Khuy, Chana	OCS	DLIR Room 420	HNL	Fluent
Farsi	Salimova, Lola	OCS	DLIR Room 420	HNL	Conversational
Ilocano	Villaruz, Danilo	OCS	DLIR Room 420	HNL	Fluent also speaks Tagalog
Ilocano	Dela Cruz, Jovanie	OCS	DLIR Room 420	HNL	Fluent also speaks Tagalog
Ilocano	Kaahanui, Mila	OCS	DLIR Room 420	HNL	Fluent also speaks Tagalog and Visayan
Ilocano	Cabreros, Benjamin	OCS	DLIR Room 420	HNL	Fluent
Ilocano	Duldulao, Glenda A.	OCS	DLIR Room 420	HNL	Fluent
Indonesian	Lee, Debby	OCS	DLIR Room 420	HNL	Fluent
Pohnpeian	Burdick, Alan	OCS	DLIR Room 420	HNL	Fluent

Russian	Salimova, Lola	OCS	DLIR Room 420	HNL	Fluent
Tagalog	Kaahanui, Mila	OCS	DLIR Room 420	HNL	Fluent also speaks Ilocano and Visayan
Tagalog	Villaruz, Danilo	OCS	DLIR Room 420	HNL	Fluent also speaks Ilocano
Tagalog	Dela Cruz, Jovanie	OCS	DLIR Room 420	HNL	Fluent also speaks Ilocano
Tagalog	Muyot, Zenaida	OCS	DLIR Room 420	HNL	Fluent
Tajiki-Farsi	Salimova, Lola	OCS	DLIR Room 420	HNL	Native Speaker
Uzbeki	Salimova, Lola	OCS	DLIR Room 420	HNL	Native Speaker
Visayan	Kaahanui, Mila	OCS	DLIR Room 420	HNL	Fluent also speaks Ilocano and Tagalog
Cantonese	Chong, Wendy	UID	DLIR Room 437	HNL	Fluent also speaks limited Mandarin
Cantonese	Sun, Xian	UID	DLIR Room 110	HNL	Fluent Cantonese/Mandarin
Cantonese	Hom, James	UID	DLIR Room 324	HNL	Limited
Cantonese	Lin, Fanny	UID	DLIR Room 110	HNL	Fluent also speaks Mandarin
Cebuano	Lanzaderas, Jodel	UID	DLIR Room 437	HNL	Fluent
Ilocano	Gonzales, Richard	UID	DLIR Room 110	HNL	Fluent
Ilocano	Eder, Junior	UID	DLIR Room 437	HNL	Fluent
Ilocano	Quiliquin, Marie	UID	3-3100 Kuhio Hwy, Su. C-12	**Kauai**	Fluent
Japanese	Kobayashi, Azusa	UID	DLIR Room 110	HNL	Fluent
Japanese	Ueno, Tosh	UID	DLIR Room 317	HNL	Fluent
Japanese	Muranaka, Linda	UID	DLIR Room 324	HNL	Limited
Japanese	Namba, Karen	UID	DLIR Room 437	HNL	Limited
Japanese	Miyamasu, Irene	UID	DLIR Room 325	HNL	Limited
Thai	Nakagawa, Kanjanar	UID	DLIR Room 324	HNL	Limited
Japanese	Nikura, Ray	UID	DLIR Room 110	HNL	Fluent

Korean	Miura, Stacy	UID	DLIR Room 437	HNL	Fluent
Mandarin	Sun, Xian	UID	DLIR Room 110	HNL	Fluent Cantonese/Mandarin
Mandarin	Lin, Fanny	UID	DLIR Room 110	HNL	Fluent also speaks Cantonese
Spanish	Takamori, Jodi	UID	54 S. High Street, Room 201	**Maui**	Fluent
Tagalog	Lanzaderas, Jodel	UID	DLIR Room 437	HNL	Fluent
Tagalog	Lunas, Shirley	UID	94-275 Mokuola St. #301	Waip	Fluent
Tagalog	Edano, Socorro	UID	DLIR Room 110	HNL	Fluent
Tagalog	Quilinquin, Marie	UID	4370 Kukui Grove St, Su. 3-214 Lihue	**Kauai**	Limited
Tagalog	Tacsiat, Jannette	UID	4370 Kukui Grove St, Su. 3-214 Lihue	**Kauai**	Fluent
Vietnamese	Nguyen, Tony	UID	DLIR Room 110	HNL	Fluent
Visayan	Cabiles, Desiree	UID	94-275 Mokuola St. #301	HNL	Fluent
Visayan	Lanzaderas, Jodel	UID	DLIR Room 437	HNL	Fluent
Ilocano	Ignacio, Margie	WDD	1990 Kinoole St., Su. 102	**Hilo**	Conversational
Ilocano	Fernandez, Edgar	WDD	DLIR Room 329	HNL	Fluent
Ilocano	Manera, Adele	WDD	4444 Rice Street #302	**Kauai**	Conversational
Japanese	Ah Sam, Sheryl	WDD	2064 Wells Street, Room 108	**Maui**	Limited
Samoan	Suafai, Anne Marie	WDD	601 Kamokila Blvd., Rm 138	Kapolei State Bldg	Fluent
Pohnpeian	Smith, Amy	WSD		**Kona**	Fluent

Appendix C – DLIR Language Poster

Office of Language Access State of Hawai'i

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

University of Hawaii Center for Interpretation and Translation Studies

Hawai'ian:	E kuhikuhi mai 'oe i 'ane'i ke pono ka mahele ōlelo ('a'ohe kāki).
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 하 시면 다음 약속일 전에 반듯이 통역이 필요하다고 말씀하셔야합니다. 비용은 부담않하셔도됩니다.
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 paraipatams iti Ilokano nga awan bayadna, pakitudom ditoy.
Tagalog:	Kung kailangan mo ng libreng tagasalin sa Tagalog, pakituro lamang dito.
Cebuano (Visayan):	Kung kinahanglan nimo ng 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 တာသာပြန်အလိုရှိပါက ယခုနေရာသို့ညွှန်ပြပါ။ အထက်ပါစကား အတွက်နောက်တခေါက်ဆက်သွယ်ရန်လိုကောင်းလိုပါမည်။
ภาษาไทย (Thai):	กรุณาชี้มาที่ข้อความนี้ ถ้าคุณต้องการล่ามภาษาไทย (โดยที่คุณไม่ต้องเสียค่าใช้จ่ายใดๆ)
ภาษาเขียร (Khmer):	[illegible] ([illegible])
อักสอบลาว (Lao):	[illegible] ([illegible])
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 fóósun eei fénú (kosap wisemmééni 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 fwin kom cnenu 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.
Samoan:	Fa'amolemole tusi lou lima i'ī pe 'ā 'e mana'omia se fa'amatala'upu i lo gagana lea (e te lē totogiina se tupe).
Tongan:	Tuhu 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: 808586-8146

NEIL ABERCROMBIE
Governor
State of Hawai'i

1. UI Important Documents Insert (*11 languages*) – Appendix D-1

Rev. 07/13

Unemployment Insurance Division
Translation/Interpretation Assistance Insert

ENGLISH

Important! This document(s) contains important information about your unemployment compensation right, responsibilities and/or benefits. It is critical that you understand the information in this document. If you need assistance in the translation and understanding this information, report to your local office immediately.

ILOKANO

Napateg! Daytoy (Dagitoy) a dokumento ket naglaon dagiti napateg nga impormasiyon maipapan iti karbengam maipapan dagiti bayad, responsibilidad ken/wenno benepisyo no maikkatka iti trabaho. Nakapatpateg la unay a maawatam ti impormasiyon a nilaon daytoy a dokumento. No kasapulam ti tulong iti pannakaipatarus ken pannakapaawat iti daytoy nga impormasiyon, agreportka a dagus iti lokal nga opisina.

TAGALOG

Mahalaga! Ang (mga) dokumento na ito ay naglalaman ng mahalagang impormasyon tungkol sa inyong karapatan at/o responsibilidad sa pagtanggap ng kompensasyon o benepisyo kung kayo ay walang o nawalan ng trabaho. Kritikal na maunawaan ninyo ang impormasyon na nasa dokumentong ito. Kung kailangan ninyo ng tulong sa pagsasalin sa Filipino at sa pag-unawa ng impormasyon na ito, iulat kaagad sa iyong lokal na tanggapan.

CHINESE SIMPLIFIED

注意！此文件有关您的失业救济金的重要信息，包括您的权利，责任和利益。您必需清楚地理解此文件的内容。如果您需要翻译及协助了解此文件的内容，请您立刻到当地失业局办事处请求帮助。

CHINESE TRADITIONAL

注意！此文件有關您的失業救濟金的重要信息，包括您的權利，責任和利益。您必需清楚地理解此文件的內容。如果您需要翻譯及協助瞭解此文件的內容，請您立刻到當地失業局辦事處請求幫助。

SPANISH

¡Importante! Este documento (s) contiene información importante acerca de su derecho de compensación por desempleo, responsabilidades y / o beneficios. Es muy importante que usted entienda la información contenida en este documento. Si necesita ayuda en la traducción y comprensión de la información, reportar a su oficina local de inmediato.

JAPANESE

重要！この文書（s）は、あなたの失業補償の権利、責務および/または利益に関する重要な情報が含まれています。それはあなたがこの文書に記載されている情報を理解することが重要です。あなたが翻訳で援助を必要とし、この情報を理解した場合は、直ちにお近くのオフィスに報告する。

CHUUKESE

Mi Auchea! Ei toropwe taropween poraus mi auchea ren pungun napanapen kounon omw angang (unemployment), omw puung ren niwinum non angang, omw kewe sekining me pwan pekin aninnis mi kuuk fan asengesin omw angang. Mei fakkun auchea omw kopwe weweiti met ekkei poraus mi nomw non ei toropwe. Ika kese weweiti masoen non ei toropwe, kopwe nnwitir chok ne esine ngeni ewe ofes a kan wisen tumunu me masamas won ewe kinikin ke nomw ia.

MARSHALESE

Kōjjeļā! Elōñ meļeļe ko ilo peba (ke)in me eļap tokjān kōn aṃ maroñ in bōk oṇeaṃ ilo iien ko im ejjeļok aṃ jerbal (unemployment compensation), eddo ko aṃ im jipañ ko kwo maroñ in bōk. Eļap tokjān aṃ meļeļe kōn meļeļe ko ilo peba in. Ñe kwōj aikuj jipañ ilo ukok im meļeļe men kein, kwōn ṃōkaj im kaju ñan wōpij eo ijeṇe.

KOREAN

중요! 이 문서 (들)은 실업 보상 오름쪽, 책임 및 / 또는 혜택에 대한 중요한 정보가 포함되어 있습니다. 당신이이 문서의 정보를 이해하는 것이 중요합니다. 당신이 번역에 도움이 필요하고이 정보를 이해하는 경우에는 즉시 해당 지역의 사무실에보고합니다.

VIETNAMESE

Quan trọng! Tài liệu này (s) chứa các thông tin quan trọng về quyền bồi thường thất nghiệp, trách nhiệm của bạn và / hoặc lợi ích. Điều quan trọng rằng bạn hiểu các thông tin trong tài liệu này. Nếu bạn cần hỗ trợ trong bản dịch và sự hiểu biết thông tin này, báo cáo cho văn phòng địa phương của bạn ngay lập tức.

WSD- What Every Farmer Should Know…about Minimum Wage, OT, Payment of Wages and Child Labor Laws *(Thai)*- Appendix D-2

สิ่งที่คุณควรจะรู้เกี่ยวกับ

- ค่าจ้างแรงงานและชั่วโมงการทำงาน
- การหักภาษีจากเงินเดือน
- การขอลาพักร้อน ขอลาป่วย และวันหยุดราชการ
- กฎหมายการใช้แรงงานเด็ก

WSD

กรมแรงงานอุตสาหกรรมสัมพันธ์
แผนกมาตรฐานการจ้างงาน
830 Punchbowl Street, Room 340
Honolulu, Hawaii 96813
เบอร์โทรศัพท์: 586-8777
www.hawaii.gov/labor/wsd

กฎหมายการว่าจ้างงาน

กฎหมายว่าด้วยการจ่ายค่าจ้างของเงินเดือนและค่าตอบแทนพิเศษ

- ต้องได้รับค่าจ้างตอบแทนอย่างน้อยสองครั้งต่อเดือน หรือภายใน 7 วันหลังจากวันเงินเดือนออก
- กำหนดให้จ่ายค่าตอบแทนเป็นเงินสด หรือใบสั่งจ่ายเงินตามความต้องการของลูกจ้าง
- สำหรับกรณีลูกจ้างที่ถูกปลดออก จะต้องได้รับเงินเดือนที่ชำระค้างทั้งหมดในวันที่ถูกปลดออก หรือถ้าเป็นไปได้ ไม่ช้ากว่าวันถัดไป
- สำหรับกรณีที่ลูกจ้างลาออกจากงาน เงินเดือนที่ค้างชำระจะต้องจ่ายเต็มจำนวนในสัปดาห์ถัดไปของวันจ่ายเงินประจำเดือน

ไม่ได้รับอนุญาติให้เพิกถอนการจ่ายเงินเดือนเพื่อ :

- เป็นค่าปรับสินไหม
- ทดแทนเงินที่ไม่ครบตามจำนวน เนื่องจากมีการใช้เครื่องเก็บเงินร่วมกัน และในกรณีที่เงินสูญหายจากเครื่องเก็บเงิน หรือ เนื่องจากการแลกเปลี่ยนเงิน และถ้าคุณไม่ได้รับอนุญาตให้รับผิดชอบเงินทั้งหมดที่ได้รับเริ่มตั้งแต่ทำงานและเงินที่ต้องส่งคืนหลังจากสิ้นสุดชั่วโมงทำงานจากนายจ้าง
- ค่าปรับสินไหม การลงโทษ หรือการขอใช้ค่าเสียหายจากจำนวนของแตกหักเสียหาย
- ค่าธรรมเนียมของใบสั่งจ่ายเงินที่ไม่สามารถเบิกถอนเงินได้หลังจากลูกจ้างนำใบสั่งจ่ายเงินไปขึ้นเงิน
- ทดแทนค่าเสียหายเนื่องจากความประมาทในระหว่างการทำงาน หรือ สิ่งของสูญหาย หรือ ทรัพย์สินถูกทำลาย หรือเนื่องจากลูกค้าไม่ชำระค่าสินค้าและบริการ เว้นแต่ว่าถ้าความเสียหายดังที่กล่าวมาเป็นความเจตนา หรือจงใจกระทำของลูกจ้างโดยไม่คำนึงถึงผลประโยชน์ของผู้ว่าจ้าง

สิทธิพิเศษของบริษัท:

- วันหยุดงาน การลาป่วย และ วันหยุดราชการ ไม่มีข้อบังคับทางกฎหมายให้ผู้ว่าจ้างต้องจัดเตรียมให้ลูกจ้าง แต่ถ้าบริษัทมีข้อกำหนดจะต้องเขียนเป็นลายลักษณ์อักษร พิมพ์แจกจ่ายให้ลูกจ้าง หรือติดประกาศให้รับรู้

Interpreter/Translation Services - Appendix E 1

DLIR Language Assistance Resources

INTERPRETATION (ORAL)

Benjamen J. Baud (Chinese)		1(800) 343.3133 bcb@uphill.com
East-West Concepts	Janos Samu	1(800) 332.5220 website: Eastwestconcepts.com
Equality/Access to Courts	Court Interpreter List	539.4860 State.hawaii.us/jud/interpreters.pdg
Hawaii Interpreting Services	Sign Language	394.7706 Interpretinghawaii.com
Herman Vergara, Ind.		1(702) 468.5311 Hemanvergara2008@gmail.com
Optimal Phone Interpreters	Michael Lane	1(866) 380.9410 optimalphoneinterpreters.com
Pacific Gateway Center	Phyu Hnin "Lilo" Aye	851.7000 website: Pacificgateway.org
Pacific Interpreters	Matthew Riley	1(800) 311.1232 website: Pacificinterpreters.com
TeleInterpreter	Access Coded Needed	1(866) 874.3972 website: Teleinterpreters.com

INTERPRETATION (Written Only)

Via Language	Nancy Pautsch	1(800) 737.8481 X 1018
Appleseed, Inc	Krisztina Samu	1 (609) 510.8253

INTERPRETATION AND TRANSLATION

University of Hawaii, Center for Interpretation and Translation Studies
956-4421 website: Suezeng@hawaii.edu

BRAILLE SERVICES

Library for the Blind & Physically Handicapped
733.8444 www.**librarieshawaii.org**/locations/oahu/lbph.htm

LANGUAGE ASSISTANCE RESOURCES WEBSITES

Office of Language Access(OLA)	Hawaii.gov/labor.org	Appleseed, Inc
Transperfect	Transperfect.com	Corporate Translation Services, Inc.
Language Access Line	Languageline.com	

Interpreter/Translation Services – Other Resources - Appendix E 2

For Computer Assisted Note-taker (CAN) for a hearing impaired individual, the follow have been recommended by Cathy Simmons of HCRC:

1. Jone Augustin - Phone: 922-8045, email: jawrin@gmail.com
   $20/hour - CAN Request Form (follows) needs to be completed and emailed to her to confirm reservation; 1 day cancellation notice (or you will be charged). Mention that you were referred by Cathy Simmons of HCRC.

2. Rosalind Ho - Phone: 864-9613; email: lokelina@yahoo.com
   $20/hour. Mention that you were referred by Cathy Simmons of HCRC.

3. Hawaii Interpreting Services, LLC - Phone: Sabina, 394-7706
   $75/hour with a minimum of 2 hours - an account will need to be created with them (go to interpretinghawaii.com for the registration form). They need several days to one week notice.

Appendix F – Division LEP Contacts *(Internal use only)*

Director's Office
Jade Butay

Administrative Services Office (ASO)
Gerilyn W Sakai

Personnel Office
Loriann Ikenaga

Research & Statistics Office
Janet Kaya

Disablity Compensation Division (DCD)
Royden T Koito

Employment Security Appeals Referees' Office (ESARO)
Cheryl T Medina

Workforce Development Division (WDD)
Linda Sakamoto
Carol Kanayama

Wage Standards Division (WSD)
Russell M Horikawa

Unemployment Insurance Division (UI)
Cindy M Yoshida/DLIR/StateHiUS
Cheryl M Hirata/DLIR/StateHiUS (Oahu Branch)
Jodi L Takamori/DLIR/StateHiUS (Maui)
Kathy I Perry/DLIR/StateHiUS (Hawaii)
Lisa K Nakamura/DLIR/StateHiUS (Kauai)

Workforce Development Council (WDC)
Russell T Ogawa/DLIR/StateHiUS

Hawaii Labor Relations Board (HLRB)
Nora A Ebata

Labor and Industrial Relations Appeals Board (LIRAB)
Lily O Ling

Office of Community Services (OCS)
Alan Burdick

Hawaii Civil Rights Commission (HCRC)
Kanani E Mariano

Hawaii Occupational Safety and Health Division (HIOSH)
Deirdre T Yamasaki

Maui District Office
Sharon M Char

Kauai District Office
Aric Fujii

Hawaii District Office
Lynne I Inouye

Other Resource:
Office of Language Access (OLA)
Serafin P Colmenares, Director of OLA
Serafin.Colmenares@doh.hawaii.gov

Appendix G - Sign in Sheet from the LEP Training by Director Tulang-De Silva.

DLIR LEP TRAINING			
Division Trainees	20-May	21-May	23-May
DO			
Ashley Kruse	x	x	x
Jade Butay	x		x
Robbie Adams			x
Shawna Lau-Kong	x		
DCD			
Andrea Wong			
Ann Santoki		x	
Caroline (Tami) Amuro			
Cheyenne Hiapo	x		
Debbie Valenciano			
Doris Nagano			
Duane Van Wyngarden			
Elisabeth D'Andrea			
Gail Demattos			
George Shigezawa			
Giovanna (Nena) Wakayama			
Joy Murata			
Judie Baptiste			
Kanoe Simpliciano			x
Keith Kim		x	
Kory Vasquez		x	
Leihua Lee			
Linda Kiyabu			
Lynne Inouye			
Lynne Sasaki			
Macy Muraoka	x		
Marrietta Corpuz			x
Misty Sumida	x		
Nadine Teramae	x		
Rachel Masuda	x		
Royden T. Koito			
Sharon Char			
Sherry Spenser			
Susan Shirota			
Wendy Iwai		x	
ESARO			

Cheryl Medina			x
Gale Kaneshiro			x
James Hom		x	
Janice Silva		x	
Karen Moore			x
Laura Hirayama			x
Pam Toguchi		x	
Ryan Harimoto			x
Stacy Miyatake			x
HCRC			
Aril Wilson-South			x
Bill Hoshijo			x
Carolyn Vierra			x
Cathy Simmons		x	
Connie Yonashiro			x
Constance DeMartino		x	
Gayle "Robie" Lovinger			x
Kanani Mariano		x	
Kathy Yamada			x
Ken Kuehn			x
Livia Wang			x
Luisa Gutierrez			x
Marcella Nera			
Marcus Kawatachi			x
Mary Wunsch			x
Mee Sun Takayesu			x
Robin Rudolph			x
Robin Wurtzel			x
Scott Brown			x
Shirley Garcia			
Stephen Chang			x
Wayne Akana			x
HIOSH			
Alan Yamamoto			x
Albert Li			x
Arthur Talaeai			
Bradley Shields			x
Ceronda Enocencio			x
Charles Clark			
Clayton Chun			x
Conroy Dang			x
Darrell Suzuki			x

Deirdre Yamasaki	x		
Diantha Goo			
Doreen Miyaki			x
George Smith			
Irvin Yoshino			x
Janel Schiller			x
Jason Rakofsky			x
Karen Kamihara			x
Lovelle Koike		x	
Marla Kalama		x	
Nicolas Gosnell			x
Nika Tarr			x
Phyllis Gomes			x
Robyn Sakai		x	
Soon Hye Edgerton			x
Timothy Scalzone			x
Tin Shing Chao			x
B/E			
Leana Kaapana		x	
Maria Palting Santos			x
Merna Ibuos	x		
LIRAB			
Danny Vasconcellos			
Melanie Matsu		x	
Lily Ling		x	
OCS			
Chana Khuy		x	
Zaneaida Muyot		x	
PO			
Susan Armacost	x		
Lori Ikenaga	x		
R&S			
Janet Kaya		x	
UI			
Agnes Sajor		x	
Anne Chung		x	
Anne Perreira-Eustaquio			x
Arlene Oshiro		x	
Arlette Duvernay			x
Art Barba		x	
Ayreen Valenzuela		x	
Azusa Kobayashi			x

Barbara Chu	x		
Bessie Lee	x		
Brandi Conn	x		
Carla Pacupa		x	
Caroline Sasaki	x		
Cheryl Hirata	x		
Cheryl Inamine		x	
Cindy Terao		x	
Cindy Yoshida		x	
Derek Fukuda		x	
Diane Kouchi			
Dulcie Dunaway			x
Erica Fontaine			x
Fanny Lin	x		
Frances Nagamine		x	
Greg Sue			
Irene Miyamasu	x		
Jamie Peterson		x	
Jan Silva		x	
Jennifer Nakamura		x	
Karen Christiansen	x		
Karen Kajiura		x	
Karen Namba	x		
Kenji Kwock	x		
Krystal Kassebeer	x		
Lance Hart		x	
Linda Muranaka	x		
Linda Uesato			x
Linda Yen		x	
Lori Hayasaka		x	
Lori Tengan		x	
Manuel Valle	x		
Mei Ling Cuba	x		
Melda Tani			
Merry Chung		x	
Michelle Hamilton		x	
Monty Kalilikane	x		
Myra Kamihara-Pablo	x		
Nadine Uyeda-Horio	x		
Nicole Keola			x
Phyllis Tom	x		
Reginald Tanaka	x		

Richard Gonzales			
Ruth Samuel		x	
Samantha Link	x		
Shari Lee			x
Sharon Lum		x	
Sharon Yamaoka			
Sheryl Ozaki		x	
Soccoro Edano	x		
Stacy Miura		x	
Stanley Higashi		x	
Steven Nakamura		x	
Tanya Lee		x	
Thomas Fong		x	
Toni Parrott		x	
Tony Nguyen			x
Uluwehi Pena		x	
Wendy Maher		x	
Xian Sun			x
WSD			
Yvonne Katayama			
Dale Okamoto			
Eugene Matsuda	x		
Janeen Abe	x		
Jeffrey Oh	x		
Laine Sodetani	x		
Linda Kiyabu			
Mari Imamura		x	
Pamela Kuwamura			
Pamela Martin	x		
Renee Sadang			
Russell Horikawa	x		
Sheryl Lee	x		
Wade Fujimori	x		
Yvonne Katayama			
Wesley Lum	x		
WDD			
Adele Manaera			
Carol Kanayama			
Cynthia Nakamura			x
David Longmore			
Donna Takahashi	x		
Edgar Fernandez			x

Elaine Young			
Eric Butler	x		
Eric Nordmeier			
Evelyn Taroc			
Jillian Yasutake			
Kristen Tello			x
Laurie Tachino	x		
Lillian Mahoe			
Linda Sakamoto	x		
Maricar Pilotin-Freitas			
Mark Olds		x	
Myrna Suzuki			x
Penny Nakamura	x		
Rae Ordinado			
Stanford Fichtman	x		
Susan Fujii			
Wayne Mukai			
Yvonne Chong		x	
Lei Mahoe			x
Cheryl Takunaga			x

Appendix H - Reasonable Accommodations for People who are Deaf

Title II of the ADA requires that state and local governments provide auxiliary aid or service to ensure effective communication for individuals who are deaf, hard of hearing, or deaf blind, including a sign language interpreter when needed for effective communication.