OLA Language Survey Form - Appendix A 1

LANGUAGE ACCESS REPORTING TOOL

Revised as of 6/28/11

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

Contact Person Pamela Martin Phone No. 586-8808

1	2	3				4								5		6					
		Type of Services Provided to LEP Customers (#)				Type of Oral Language Service Utilized (#)								# of Documents Translated		Language Services Expenditures ($)					
Language	# of LEP Encounters	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 (specify)	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:	452	451	52	0	0	0	5	66	18	0	5	279	79	103	0	$ 4,473.33	$ -	$ 270.00	$ -	$ -	$ 4,743.33
% of Total:	100%	99.7%	10.5%	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																				$ -
UIRAB	3	3						3													$ -
ESARO	59	58	52					39	16		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							$ 249.85					$ 249.85
Maui DO	9	9						8			1										$ -
Kauai DO	5	5					5														$ -
DCD	6	6*						4*					2*			$ 210.00					$ 210.00
HIOSH	1	1										1									$ -
UI	246	245										239	7								$ -
WDC	103	103										34	69	103							$ -
WSD	6	6						1				4	1			$ 45.00					$ 45.00

*Cantonese (1): 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\kcusami\AppData\Local\Temp\notes255C9A\Appendix A 2/5/2014