

# APPENDIX A

**LANGUAGE ACCESS REPORTING TOOL**

LEP Services by Language

Department/Agency Labor and Industrial Relations

Period Covered July - December 2015

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Language	2 # of LEP Encounters			3 Type of Services Provided to LEP Customers (#)								4 Type of Oral Language Service Utilized (#)					5 # of Documents Translated		6 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:	362	37	2	6	0	5	77	7	0	27	198	50	0	0	\$ 8,871.42	\$ -	\$ 246.26	\$ -	\$ -	\$ 7,117.68			
% of Total:	100%	88.4%	9.5%	0.5%	0.0%	1.4%	21.3%	1.9%	0.0%	7.5%	54.1%	13.5%	0.0%	0.0%	98.5%	0.0%	3.5%	0.0%	0.0%	100%			
Cantonese	171	7	1				10			6	127	28			\$ 872.34	\$ 49.70				\$ 922.04			
Chukese	7	2				1	5			1					\$ 352.32					\$ 352.32			
Hawaiian																							
Ilokano	28	1				2	18			6	2				\$ 1,317.60	\$ 32.31				\$ 1,349.91			
Japanese	26	7				10	5			6	2	3			\$ 894.54	\$ 74.95				\$ 969.49			
Korean	21	19	1			7				3	6	5			\$ 792.90	\$ 18.97				\$ 811.87			
Kosraean																							
LEP Hearing Impaired	6																						
LEP Hearing Impaired	34	2		6			3			2	27	2			\$ 135.00	\$ 38.85				\$ 173.85			
Mandarin																							
Marshalese																							
Portuguese																							
Samoan																							
Spanish	8	4					7	1							\$ 312.50	\$ 4.84				\$ 317.34			
Tagalog	28	2				4	1			1	21	1			\$ 307.08	\$ 15.50				\$ 322.58			
Thai																							
Tongan																							
Vietnamese	12	2				1	3			2	3	3			\$ 115.00	\$ 11.04				\$ 126.04			
Visayan (Cebuano)	1						1								\$ 65.00					\$ 65.00			
Laotian																							
Micronesian																							
Filipino	9	9									8	1											
Chinese	1	1					1								\$ 65.00					\$ 65.00			
French	1	1																					
Other (Czech)	1	1																					
Other (Russian)	1	1																					
American Sign Lang																							
Sign Public Training																							
Sign Inv.-No Show	2														\$ 167.06					\$ 167.06			
Sign-Investigation	4	4													\$ 893.88					\$ 893.88			
Sign Intake Interview	1	1													\$ 150.00					\$ 150.00			
Sign-Mediation	1	1													\$ 471.20					\$ 471.20			

Totals for "Type of Services Provided" and "Type of Oral Language Service Utilized" may be more than "# of LEP Encounters" since there may be more than one type of service provided or service utilized for each encounter or interpreters were contracted but clients were no-shows.

**Type of Oral Language Service Utilized:**

"Other" includes friends, family, personal interpreter.

Job Fair-DVR provided interpreters (8) @ Job Fair. Interpreters were contracted but 4 clients were no-shows.