APPENDIX G

No.	Name of document	Brief description, if necessary	Translated Languages: (Other than English)	Location: Division/Office
1	HLRB 1	Petition for Certification	None	Hawaii Labor Relations Board
2	HLRB 2	Petition for Clarification or Amendment of Appropriate Bargaining Unit	None	Hawaii Labor Relations Board
3	HLRB 3	Petition for Decertification	None	Hawaii Labor Relations Board
4	HLRB 4	Prohibited Practice Complaint	None	Hawaii Labor Relations Board
5	HLRB 5	Petition for Review of Refunds	None	Hawaii Labor Relations Board
6	HLRB 6	Statement of Objections to Conduct of Election	None	Hawaii Labor Relations Board
7	HLRB 7	Petition Relating to Financial Report of Employee Organizations	None	Hawaii Labor Relations Board
8	HLRB 8	Petition for Determination of CB Unit and Election	None	Hawaii Labor Relations Board
9	HLRB 9	Petition for Referendum	None	Hawaii Labor Relations Board
10	HLRB 10	Petition for Decertification	None	Hawaii Labor Relations Board
11	HLRB 11	Unfair Labor Practice Complaint	None	Hawaii Labor Relations Board
12	HLRB 12	Petition for Declaratory Ruling	None	Hawaii Labor Relations Board
13	HLRB 13	Petition for Intervention	None	Hawaii Labor Relations Board
14	HLRB 14	Application for Issuance of Subpoena	None	Hawaii Labor Relations Board
15	HLRB 15	Subpoena	None	Hawaii Labor Relations Board
16	HLRB 16	Subpoena Duces Tecum	None	Hawaii Labor Relations Board
17	HLRB 17	Sample Format for HIOSH Initial Claim Statement	None	Hawaii Labor Relations Board
18	General Info Regarding Workers' Compensation Appeals at LIRAB		None	Labor & Industrial Relations Appeals Board
19	Form DC-50	Notice to Employees	None	Disability Compensation Division
20	WC-101	Highlights Hawaii Workers Compensation Law	None	Disability Compensation Division
21	HC-2	Highlights of Hawaii Prepaid Health Care Law	None	Disability Compensation Division
22	TDI-69	Highlights of Hawaii Temporary Disability Insurance Law	None	Disability Compensation Division

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No.	Name of document	Brief description, if necessary	Translated Languages Other than English	Location: Division/Office
23	BB-1	Basic Business Application	None	Unemployment Insurance Division
24	UC-B-6	Quarterly Wage Contribution & Employment and Training Assess. Rpt.	None	Unemployment Insurance Division
27	UC-25	Notification of Changes	None	Unemployment Insurance Division
28	UC-86	Waver of Employer's Experience Record	None	Unemployment Insurance Division
29	UC-175	Application of Self-Financing –Nonprofit	None	Unemployment Insurance Division
30	UC-336	Election of Family-Owned Corporation	None	Unemployment Insurance Division
31	UC-177	Security Deposit Determinations	None	Unemployment Insurance Division
32	LIR#27	Application for Certificate of Compliance	None	Unemployment Insurance Division
33.	Missing FEIN Letter	Form Letter	None	Unemployment Insurance Division
34	Incomplete Registration	Form Letter	None	Unemployment Insurance Division
35	Dummy Employer	Form Letter	None	Unemployment Insurance Division
36	Future Liability	Form Letter	None	Unemployment Insurance Division
37	Termination	Form Letter	None	Unemployment Insurance Division
38	Notice of No Remittance	--	None	Unemployment Insurance Division
39	Request for Covered Workers	--	None	Unemployment Insurance Division
40	Refund of Credit	--	None	Unemployment Insurance Division
41	Collection Notice	--	None	Unemployment Insurance Division
42	Notice of Assessment	--	None	Unemployment Insurance Division
43	Statement of Account	--	None	Unemployment Insurance Division
44	Notice of Tax Assessment	--	None	Unemployment Insurance Division
45	Contribution Rate Notice	--	None	Unemployment Insurance Division
46	Waver Approval	Form Letter	None	Unemployment Insurance Division

APPENDIX G

No.	Name of document	Brief description, if necessary	Translated Languages Other than English	Location: Division/Office
47	Amended Contribution Rate Notice	--	None	Unemployment Insurance Division
48	Rate Redetermination Notice	--	None	Unemployment Insurance Division
49	Change in FEIN	Form Letter	None	Unemployment Insurance Division
50	UC-345	Quarterly Wage Reporting System Multiple Filer Application	None	Unemployment Insurance Division
51	UC-346	Quarterly Wage Reporting System Application for Magnetic Media Reporting	None	Unemployment Insurance Division
52	UC-347	Notice of Acquisitions or Transfers	None	Unemployment Insurance Division
53	Statement of Benefit Charges	--	None	Unemployment Insurance Division
54	UC-BP-1	Application for Determination of Insured Status	None	Unemployment Insurance Division
55	UC-BP-24	Eligibility Review Questionnaire	None	Unemployment Insurance Division
56	UC-BP-123	Separation Questionnaire	None	Unemployment Insurance Division
57	UC-BP-159	Hawaii Tel-Claim Instructions	None	Unemployment Insurance Division
58	UC-266	Handbook on Unemployment Benefits	None	Unemployment Insurance Division
59	UC-156	Request for Withholding of Federal or State Income Tax	None	Unemployment Insurance Division
60	UC-204	Late Filing Notice	None	Unemployment Insurance Division
61	UC-226	Verification of Registration for Work	None	Unemployment Insurance Division
62	UC-269	Questionnaire for Recipients of Retirement, Pension, or Similar Income	None	Unemployment Insurance Division
63	Eligibility Questionnaire for School Employees	--	None	Unemployment Insurance Division

APPENDIX G

No.	Name of document	Brief description, if necessary	Translated Languages Other than English	Location: Division/Office
64	Questionnaire for Individuals Attending School or Training	--	None	Unemployment Insurance Division
65	UC-BP-19	Report of Illness or Physical Disability	None	Unemployment Insurance Division
66	UC-340	Request for Exemption from Telephone Claim Certification Filing	None	Unemployment Insurance Division
67	Self-Employment Questionnaire	--	None	Unemployment Insurance Division
68	UC-253	Record of Contacts	None	Unemployment Insurance Division
69	Monetary Determination	--	None	Unemployment Insurance Division
70	Notice of Unemployment Insurance Decision	--	None	Unemployment Insurance Division
71	UC-BP-64(a)	Notice of Overpayment	None	Unemployment Insurance Division
72	LD-1	Labor Dispute Questionnaire	None	Unemployment Insurance Division
73	LD	Informational handout	None	Unemployment Insurance Division
74	TRA-3	Information on Trade Adjustment Assistance and Alternative Trade Adjustments Assistance – Services & Benefits	None	Unemployment Insurance Division
75	ETA 855	Request for Determination of Entitlement to TAA/TRA	None	Unemployment Insurance Division
76	ETA 857	Notice of Entitlement to Trade Adjustment Assistance / Trade Readjustment Allowance	None	Unemployment Insurance Division
78	Alternative Trade Adjustment Assistance Initial Application	--	None	Unemployment Insurance Division

APPENDIX G

No.	Name of document	Brief description, if necessary	Translated Languages Other than English	Location: Division/Office
79	Alternative Trade Adjustment Assistance Entitlement Determination	--	None	Unemployment Insurance Division
80	Alternative Trade Adjustment Assistance Weekly Request for Wage Subsidy	--	None	Unemployment Insurance Division
81	Instructions for Completing Form HI ATAA Weekly Request for Wage Subsidy	--	Ilocano	Unemployment Insurance Division
82	Disaster Unemployment Assistance Information & Assistance Rights	--	None	Unemployment Insurance Division
83	ETA 81	Initial Application for Disaster Unemployment Insurance	None	Unemployment Insurance Division
84	ETA 82	Notice of Determination of Entitlement	None	Unemployment Insurance Division
85	ETA 83	Weekly Request for Assistance	None	Unemployment Insurance Division
86	Instructions for completing ETA 83 Weekly Request for Assistance	--	None	Unemployment Insurance Division
87	UC-BP-155	Claimant's Statement of Gross Wages/ Net Earnings	None	Unemployment Insurance Division
88	DUA-2	Questionnaire for Self-Employed Individuals	None	Unemployment Insurance Division

APPENDIX G

No.	Name of document	Brief description, if necessary	Translated Languages Other than English	Location: Division/Office
89	Hearing Notices	--	None	Employment Security Appeals Referee Office
90	Hearing Instruction Forms	In-person and telephone versions	None	Employment Security Appeals Referee Office
91	Further Appeal Rights Information	--	None	Employment Security Appeals Referee Office
92	Resume Posting	Instructions for On-Line posting of Resumes on HireNet Hawaii	None	Workforce Development Division
93	TAA	Request for Determination of Entitlement to Trade Adjustment Assistance	None	Workforce Development Division
94	HireNet Hawaii	Online (internet)	None	Workforce Development Division
95	ATAA Initial Application	Alternative Trade Adjustment Assistance	None	Workforce Development Division
96	Letter to employees informing them about TAA and transmitting form	--	Ilocano	Workforce Development Division
97	CL-1 Child Labor Application	Work permit application form for minors 14 & 15 years	None	Wage Standard Division
98	eCL-3 Child Labor Application Instructions2	Work permit application instructions for minors 16 & 17 years.	None	Wage Standard Division
99	eCl-3 Child Labor Application	Work permit application instructions online for minors 16 & 17 years.		Wage Standard Division
100	HFLL-1	Optional form for certification of a serious health condition (Family Leave Law)	None	Wage Standard Division
101	WSD-1.104	Instruction & Complaint form for wages and Hours of Employees on Public Works	None	Wage Standard Division
102	WSD-1.378II	Instruction & complaint form for Lie Detector Tests	None	Wage Standard Division

APPENDIX G

No.	Name of document	Brief description, if necessary	Translated Languages Other than English	Location: Division/Office
103	WSD-1.378III	Instruction & complaint form for Unlawful Suspension or Discharge (because of a work injury)	None	Wage Standard Division
104	WSD-1.387-388	Instruction & complaint form for Wages and Hours. (minimum wage, overtime, & unpaid wages)	None	Wage Standard Division
105	WSD-1.390	Instruction & complaint form for Child Labor	None	Wage Standard Division
106	WSD-1.398	Instruction & complaint form for Family Leave	None	Wage Standard Division
107	eHCLL-1 Procedures For Obtaining a Child Labor Certificate	Child Labor work permit instructions for minors ages 14 to 17 years	None	Wage Standard Division
108	eHCLL-3 Theatrical Employment Under the Hawaii Child Labor Law	Child Labor Theatrical work permit instructions for minors ages 14 to 17 years	None	Wage Standard Division
109	Guide to WSD Administrative Hearings	Information Guide	None	Wage Standard Division
110	eH104-3 Requirements of Chapter 104, HRS	Information Guide	None	Wage Standard Division
111	eH104-2 Commonly Asked Questions About Chapter 104	Information Guide	None	Wage Standard Division
112	Minimum Wage Notice	Poster Notice	None	Wage Standard Division
113	Overtime Notice	Poster Notice	None	Wage Standard Division
114	Payment of Wages Law Notice	Poster notice	None	Wage Standard Division

APPENDIX G

No.	Name of document	Brief description, if necessary	Translated Languages Other than English	Location: Division/Office
115	Hoisting Machine Operator's Certification	Application form	None	HIOSH
116	Hoisting Machine Operator's Special Certification	Application form	None	HIOSH
117	Certificate of Fitness Application for Blasters and Pyrotechnics	Application form (new and renewal)	None	HIOSH
118	Boiler Installation Form	Application form	None	HIOSH
119	Authorization for Repair/Alteration Application	Application form	None	HIOSH
120	Elevator Installation Permit Application	Application form	None	HIOSH
121	Application for Certified Health Professional	Application form	None	HIOSH
122	a) http://hawaii.gov/labor/hiosh/pdf/complaints/FileAaComplaint2.pdf#Pages=4 and …Pages=6	Special website links to informational forms to help processing of various complaints.	None	HIOSH

APPENDIX G

No.	Name of document	Brief description, if necessary	Translated Languages Other than English	Location: Division/Office
123	Notice Of Filing Of Discrimination Complaint Real Property Transactions	Notice	None	Hawaii Civil Rights Commission (HCRC)
124	HCRC Mediation Program Questions & Answers	Information	None	HCRC
125	Mediation Option Form	Application Form	None	HCRC
126	HCRC Pre-Complaint Instructions and Checklist – Employment	Instructions & Information	None	HCRC
127	Pre-Complaint Instructions and Checklist – Public Accommodations	Instructions & Information	None	HCRC
128	Pre-Complaint Questionnaire – Employment	Questionnaire	None	HCRC
129	Pre-Complaint Questionnaire – Public Accommodations	Questionnaire for Determination	None	HCRC
130	Pre-Complaint Questionnaire – Real Property Transaction	Questionnaire for Determination	None	HCRC
131	Pre-Complaint Questionnaire – Access to State/Funded Services	Questionnaire for Determination	None	HCRC

APPENDIX G

No.	Name of document	Brief description, if necessary	Languages translated into:	Location: Division/Office
132	Letter for Telephone Intake	Letter for appointment	None	HCRC
133	Letter for Intake Appointment	Reminder letter	None	HCRC
134	Letter for Additional Information and/or signature	Letter with (SOL date)	None	HCRC
135	Letter requesting Medical certification	Letter – ADA consideration	None	HCRC
136	HCRC – Medical Certification	Form for Doctor's Certification	None	HCRC
137	Authorization For Release of Medical Records	Form	None	HCRC
138	Mediation Option Form	Form to obtain mediation	None	HCRC
139	Letter – Investigator Reassignment	Letter	None	HCRC
140	Invitation To Pre-Determination Settlement	Information	None	HCRC
141	Letter of announcement to schedule for review to applicant	Letter	None	HCRC
142	Letter to verify filing with action request for applicant	Letter	None	HCRC
143	Confidentiality Agreement	Agreement for bilingual interpreter for the interview	None	HCRC

APPENDIX H

Step 1: Call 1 888-338-7394
Step 2: Enter Account Number **17301**, followed by # sign
Step 3: Select 1 to be connected directly to your Spanish interpreter, *or*
Select 2 to be connected directly to your Russian Interpreter, *or*
Select 3 to be connected directly to your Vietnamese interpreter, *or*
Select 4 to be connected directly to your Somali Interpreter, *or*
Select 9 for all other languages
*If you require a 3rd party call, press 9 to reach a Customer Service Representative

How to Use Interactive Voice Response (IVR)

What if I do not know my Account number?
You do need this information in order to reach the interpreter directly. If you are unsure of your account number, wait and the system will direct you to a live operator who will look up your account.

What is IVR?
IVR stands for Interactive Voice Response. CTS LanguageLink's IVR system allows a customer to quickly select the language desired for interpretation and be connected immediately to an interpreter without interaction with a live attendant. The benefit of this is an even faster connect time to your interpreter and better service to your limited English proficient (LEP) client.

What is a third party call?
A third party call is when you need CTS LanguageLink to call the LEP client and then bridge the call together with you and the interpreter.

How do I make a third party call with CTS LanguageLink?
If you need a third party call, **press 9** ***(even for Spanish)*** to reach a Customer Service Representative (CSR) and let the operator know you need a third party call. We are happy to assist you with this at no additional charge. Our ***interpreters are not able to make the third party call*** directly.

I need another language other than the ones listed. How do I get my interpreter on the line?
Press 9 for other languages and let the CSR know which language you require and they will connect you. If the language is unknown, you may reference the "Point to your Language" visual for help with most requested languages or ask a representative for assistance.

Please contact our Client Relations Team if you have any further questions:

Email: clientrelations@ctslanguagelink.com
Toll Free: 1 (855) 579-2704