

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:	408	396	47	7	0	0	0	347	27	0	18	4	12	3	0	\$3,937.76	\$ 928.28	\$3,243.32	\$ 146.58	\$ -	\$8,255.94
% of Total:	100%	88.0%	10.4%	1.6%	0.0%	0.0%	0.0%	85.0%	6.6%	0.0%	4.4%	1.0%	2.9%	100.0%	0.0%	47.7%	11.2%	39.3%	1.8%	0.0%	100%
Cantonese	210	210	3				202	3		3	1	1				\$305.00		\$482.25			\$787.25
Chuukese	3	3							3							\$240.00					\$240.00
Hawaiian																					\$0.00
Ilokano	33	33	4				17	12				1	3			\$1,530.00		\$296.08			\$1,826.08
Japanese	15	12	6	3			11	1		1	1	1	1	1		\$218.62		\$238.30			\$456.92
Korean	23	23	4				17	4		2						\$725.76		\$328.31			\$1,054.07
Kosraean																					\$0.00
LEP Hearing Impaired	1	1					1											\$157.00			\$157.00
Mandarin	53	53	4				38	1		8	1	5				\$279.36		\$388.64			\$668.00
Marshallese																					\$0.00
Portuguese																					\$0.00
Samoan	1	1								1											\$0.00
Spanish	41	41	10				38	1		2						\$67.50		\$696.90			\$764.40
Tagalog	13	12	7	1			9	2		1			1	1		\$451.05		\$480.02			\$931.07
Thai	1	1	1				1											\$85.00			\$85.00
Tongan																					\$0.00
Vietnamese	2	2	2				2											\$90.00			\$90.00
Visayan (Cebuano)																					\$0.00
Laotian																					\$0.00
Micronesian	1		1	1									1	1							\$0.00
Filipino																					\$0.00
Chinese																					\$0.00
Other (Burmese)	1	1					1									\$120.47					\$120.47
Other (Russian)	1	1					1														\$0.00
Other (Tongan)	1	1					1														\$0.00
Other (Hindi)	1	1					1											\$0.82			\$0.82
Document Translation	2			2			2												\$146.58		\$146.58
Sign Inv.-No Show																					\$0.00
Sign-Investigation																					\$0.00
Sign Intake Interview	4		4				4											\$628.28			\$628.28
Sign-Mediation	1		1				1											\$300.00			\$300.00

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.

WDD: Family &/or friends provided services such as resume review, translation, & update to HireNet Hawaii website.