

## DEPARTMENT OF FACILITY MAINTENANCE LANGUAGE ACCESS PLAN

### INTRODUCTION

Pursuant to Act 290, 2006 Session Laws of Hawaii, the Department of Facility Maintenance submits its Language Access Plan to the Office of Language Access.

### LANGUAGE ACCESS PLAN

In order to attempt to address communication barriers of limited English speaking individuals so that they may have meaningful access to programs and services provided by the Department of Facility Maintenance, the Department will conduct a survey within the Department as to which programs have the most frequent contacts with limited English speaking individuals. In conjunction with this survey, the Department will identify personnel within the Department who have foreign language capabilities in order to create a database list of multi-lingual Department employees. Each Division within the Department will be provided with the multi-lingual list for reference. Divisions within the Department that have specialized documents that require translated versions or that require specialized protocols shall develop supplemental plans that fit their particular circumstances if deemed necessary. A copy of our department survey is attached.

To the extent that the Department requires additional personnel to provide language services to our limited English proficient customers based on the determination set forth in section 371-33(a), Hawaii Revised Statutes, the Department shall hire an outside bilingual language service agency. The HRS requires that the Department take reasonable steps to provide meaningful access to programs and services for Limited English Proficient (LEP) persons. Our Department will conduct an individualized assessment by examining the totality of the circumstances and balancing the following four factors:

1. The number or proportion of LEP persons served or encountered in the eligible service population;
2. The frequency with which LEP persons come in contact with the Department;
3. The nature and importance of the program, activity, or service provided; and
4. The resources available to the program and the costs of providing interpretation/translation services.

## PROCEDURE

### Telephone Communication

The initial step is to attempt to identify what foreign language is being spoken by the caller.

### In-Person Communication

It will be the responsibility of the Department's reception office to determine whether a foreign language translator is necessary or not.

### Providing Oral Language Services

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

Oral Interpreters - An individual approaches an employee and appears to be asking for help but has difficulty communicating what he or she needs.

1. When a request for an interpreter is made either orally or in writing, the employee shall determine whether bi-lingual staff in the office or a nearby unit is available who speaks the language being requested.
2. When bilingual staff is not available, the employee shall contact a telephone interpreter service to provide interpreter services.

### Situations Where No Interpreters or Translators Are Available

In situations where no internal language interpreters or translators are available and it has been determined that the purpose of the contact with the Department is legitimate, the Department's Language Access Coordinator shall be contacted to determine if it is appropriate to retain a private language interpreter or translator. The Language Access Coordinator may retain private services providers and follow applicable procurement provisions under Hawaii Revised Statutes chapter 103D.

### Notice of Language Services

Multilingual signage will be posted to ask LEP customers to identify the language they need.

### Written Translation of Vital Documents

The Department will be creating a list of vital documents.

### Written Notice for Oral Translation of Documents

Procedures for providing oral language services will be followed upon request for oral interpretation of a document for an individual in an LEP group that meets the 5% threshold, but number fewer than 50. Written translation is subject to the four-factor analysis and reasonableness.

## Review of Language Access Plan

The Department will review the Language Access Plan at least every two years and revise it accordingly.

## DESIGNATION OF LANGUAGE ACCESS COORDINATOR

The Human Resources Specialist, as designated by the Executive Assistant, shall be the Language Access Coordinator for the Department. The coordinator shall be responsible for implementing the Department's plan, conducting the appropriate surveys for the plan, producing the necessary internal documents that outline the program and procedures for the plan, developing training materials and sessions for the plan, and evaluating, reviewing and modifying the plan as may be required.

## SEEKING DIVISIONS' INPUT

The coordinator shall seek Divisions' input through interviews, meetings, or surveys, as may be appropriate, and shall prepare a report to the Director and Chief Engineer along with recommendations for modifications of the Plan as may be reasonable under the circumstances.

## TRAINING

The Department shall conduct training to ensure its employees are cognizant of the Department's Language Access Plan and when and how to take reasonable steps pursuant to the Language Access Plan, to ensure meaningful access to services, programs, and activities by limited English proficient persons as specified in section 371-33, Hawaii Revised Statutes.

DEPARTMENT OF FACILITY MAINTENANCE  
LANGUAGE ACCESS SURVEY

This survey is being done to assess where there may be a need in the Department to address language access for limited English proficient persons. As provided under Act 290, 2006 Session Laws of the State of Hawaii, each state agency is to take reasonable steps to ensure meaningful access to services, programs and activities by limited English proficient persons.

Please review the survey below. Fill out and return only if:

1. Your answer to Questions 1 is “yes”; or
2. You speak a non-English language and are willing to fill out Question 7.

Return survey to Judy Beasley, Human Resources Specialist, who also serves as the Department’s Language Access Coordinator.

QUESTIONS

Question 1. Does your work involve interaction with public to provide services, programs or activities to the public?

Yes \_\_\_\_\_ No \_\_\_\_\_

If you answered “no”, skip Questions 2-6 and go to Question 7.

Question 2. Identify the Division in which you work: \_\_\_\_\_

Question 3. If you answered “yes” to Questions 1, what type of public services, programs or activities does your work involve?

\_\_\_\_\_  
\_\_\_\_\_

Question 4. If you answered “yes” to Question 1, on average how often during the course of a month do you encounter a member of the public who, on account of national origin, does not speak English as their primary language and who identifies themselves as having a limited ability to read, write, speak, or understand the English language?

Please check one: Never or rarely \_\_\_\_\_  
1 to 3 times per month \_\_\_\_\_  
More than 3 times per month \_\_\_\_\_  
Other \_\_\_\_\_

Explain: \_\_\_\_\_

Question 5. If you answered “yes” to Question 1 and you encounter limited English proficient persons as part of your work, please list the types of languages you are encountering:

\_\_\_\_\_  
\_\_\_\_\_

Question 6. If you answered "yes" to Question 1 and your encounter limited English proficient persons in your work, are there vital documents used by the Department that would allow such persons better access to services, programs or activities if a written translation were provided to the public?

Yes \_\_\_\_\_ No \_\_\_\_\_

If you answered "yes", please list the documents that should be considered for translation:

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Question 7. Do you speak a non-English language? If so, and you are willing to provide language assistance when needed by the Department, please provide your name, division, phone number, and the languages that you speak. We anticipate creating a Department directory in the event language assistance is needed.

Name \_\_\_\_\_

Division \_\_\_\_\_

Phone \_\_\_\_\_

Languages \_\_\_\_\_