



HAWAII DISABILITY RIGHTS CENTER

Language Access Plan

Name of Non-Profit Agency:

Hawaii Disability Rights Center (HDRC)

Services provided:

HDRC is the protection and advocacy system for the State of Hawaii serving persons with disabilities.

Target population(s):

- Indicate the target populations served by your organization.

People with disabilities whose civil, legal, human rights have been violated.

- Define LEP persons or LEP customers for purposes of the plan.

For purposes of this Language Access Plan (the Plan), Limited English Proficient (LEP) persons or LEP customers mean individuals who do not speak English as their primary language and who have a limited ability to read, write, speak, or understand English. Such persons may be eligible to receive language assistance with respect to a particular service, benefit, or encounter.

Purpose of Language Access Plan:

The purpose of this language access plan is to take reasonable steps to ensure persons with limited English proficiency gain meaningful access to the Hawaii Disability Rights Center's services, programs, and activities.

Guidelines in providing meaningful access to LEP persons:

We will provide meaningful access to LEP persons/customers by utilizing translators, our multi-lingual website and brochures in numerous languages.

The agency will look at the totality of circumstances, including the following four factors, in determining whether to provide language services to LEP customers: (1) the number or proportion of LEP persons served in the eligible service population; (2) the frequency with which LEP persons come in contact with our services; (3) the nature and importance of the services, programs or activities that we provide; and (4) the resources that we have or the costs involved.

Procedures for providing oral language (interpretation) services:

The agency shall adopt a procedure for providing oral interpretation services to LEP customers. Multilingual signage shall be posted in public contact places asking LEP customers to identify the language they need. The agency shall as appropriate make use of bilingual personnel for initial interpretation services and may use telephonic interpretation services, contract interpreters, or community or professional services as may be necessary. The agency shall maintain a list of its bilingual staff that are willing to provide interpretation services as well as a list of the most common languages encountered.

Specifically, the following steps shall be taken in providing interpretation services to LEP customers:

As referenced above, we will take the steps necessary to assure interpreter services.

Procedures for providing written translations of vital documents to LEP groups:

The agency has determined which documents are vital and have translated the same in the languages of LEP groups who constitute 5% or 1,000, whichever is less, subject to the four-factor test.

The agency will also attach multilingual notices to documents sent to LEP persons asking if they need to have the documents translated in their language, if needed. A notice is being developed.

Written notice of right to receive free oral interpretation of written materials to LEP groups:

A written notice of the right to receive free oral interpretation of written materials, in their own language, shall be provided to LEP groups who meet the 5% threshold but number less than 50.

Office Notice of availability of interpretation/translation services to qualified LEP customers:

The LAP Coordinator has posted a written notice informing LEP persons of the availability of Interpretation/Translation Services.

Data collection and reporting system:

The organization collects data on services, programs, and activities accessed by the LEP population by developing forms to collect information on (a) what languages our LEP customers speak, (b) what services they access from our organization, and (c) the frequency in which LEP customers use these services.

The agency maintains a record of all LEP customers encountered~ including their characteristics, languages, and complaints, if any. These will be included in a report submitted annually to the funding agency.

Evaluation and revision process:

This language access plan shall be evaluated and revised, if needed, every two years. The agency's language access coordinator/contact person shall be responsible for the evaluation and revision of the plan.

LEP customers and HDRC employees are the stakeholders.

The agency has developed a monthly activities report on LEP services reported, including identifying communities where LEP customers reside and their primary languages, requests for services both met and unmet, complaints and suggestions for improving the current Plan.

Staff training:

Members of the staff, particularly those who are in contact with the public, shall be trained on the agency's language access plan. The agency's language access coordinator (or any designated person) shall be responsible for providing the training. The primary purpose of the training shall be to impart the necessary background and understanding to implement the objectives of the Plan. The training will cover: (a) the Plan; (b) the organization's policy and procedure; (c) the application of the developed information and statistical forms; and (d) the reporting requirements of the staff to the LAP Coordinator.

Language access coordinator or contact person:

Ms. Judith Taylor, Intake Advocate, will be the agency's language access plan coordinator/contact person. Her contact information is as follows: 808-949-2922; 1-800-882-1057; info@hawaiidisabilityrights.org; www.hawaiidisabilityrights.org.

What will the Coordinator be responsible for doing?

1. Coordinating the overall implementation of the Plan;
2. Developing and implementing a training program of the Plan;
3. Developing the organizational policy and procedure concerning the Plan;
4. Maintaining the Plan and the organization's policy and procedure;
5. Developing a reporting system to obtain key information concerning the LEP services provided by the organization;
6. Acquiring, compiling, and reporting LEP statistical information to the Office of Language Access on behalf of the organization;
7. Coordinating and maintaining the multi-lingual listings on the organization's employees who volunteer to assist with interpretation/translation services;
8. Coordinating and maintaining multi-lingual listings for private and governmental interpretation/translation services;
9. Handling requests for written translations;
10. Coordinating the delivery of LEP services, when necessary;
11. Responding to any inquiries or complaints regarding the Plan;
12. Providing liaison services to the Office of Language Access.

Effective Date:

January 1, 2008

Approved:

President
12/30/2007