DEPARTMENT OF TRANSPORTATION
Limited English Proficiency Plan

Introduction

What is Limited English Proficiency?

Limited English Proficiency is a term used to describe individuals who are not proficient in the English language. For purposes of this LEP Plan, 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.

Hawai'i's population reflects a rich blend of peoples and cultures. According to the 2000 census, approximately 290,000 of Hawai'i's 1.2 million people speak a language other than English at home, including over 250,000 persons that speak an Asian or Pacific Island language. For many, English is not their primary language. Many have only a limited ability to read, write, speak or understand English. Language barriers often prohibit many people from fully participating in our community and undermine efforts to become self-sufficient and productive. The intent of this LEP Plan is to provide essential and meaningful access to LEP customers.

Definitions

"Access or participate" means to be informed of, participate in, and benefit from the services, programs, and activities offered by the State and covered entities.

"State" means the executive, legislative, and judicial branches of state government, including departments, offices, commissions, boards, or other agencies within the executive, legislative, or judicial branches.

"Covered entity" means a person or organization receiving state financial assistance, including grants, purchase-of-service contracts, or any other arrangement by which the State provides or otherwise makes available assistance in the form of funds to the person or organization for the purpose of rendering services on behalf of the State. It shall not include procurement contracts, state insurance or guaranty contracts, licenses, tax credits, or loan guarantees to private businesses or general concern that do not render services on behalf of the State.

"Language" means human speech or the expression of ideas by written characters and includes systems used by nations, people, or other distinct communities.

"Oral Language Services" means the free provision of oral information necessary to enable limited English proficient persons to access or participate in services, programs, or activities.

"Vital documents":

(1) Means printed documents that provide important information necessary to participate in services, programs, and activities; and
(2) Includes but is not limited to applications, outreach materials, and written notices of rights, denials, losses, or decreases in benefits or services.

How does LEP affect the Department of Transportation?

There are two laws and an Presidential Executive Order that require the Department to provide LEP persons with meaningful access to programs, activities and services:

1) Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, *et seq.*, and its implementing regulations provide that no person shall be subjected to discrimination on the basis of race, color, or national origin under any program receiving Federal financial assistance.

2) Executive Order (EO) 13166, "Improving Access to Services for Persons with Limited English Proficiency" August 2000, is a policy directed at implementing the protections afforded by Title VI of the Civil Rights Act of 1964 and related regulations. Accordingly, it prohibits recipients of Federal financial assistance from discriminating based on national origin by failing to provide meaningful access to services to individuals who are LEP. This protection requires that LEP persons be provided an equal opportunity to benefit from or have access to services that are normally provided in English. As a recipient of Federal financial assistance, Title VI applies to all of Hawaii Department of Transportation's (HDOT) programs and activities.

3) Hawaii Revised Statutes (HRS), Chapter 371, Part II, Sections 371-31 to 37 (Act 290, SLH – July 10, 2006), regarding "Language Access", states that "Each State agency and all covered entities shall take reasonable steps to ensure meaningful access to services, programs, and activities by limited English proficient persons…" The purpose of this part is to affirmatively address, on account of national origin, the language access needs of limited English proficient persons. In providing the delivery of language accessible services, it is the intent of the legislature that those services be guided by Executive Order 13166 and succeeding provisions of federal law, regulation, or guidance. [L2006, c 290, c 290, pt of §1]

Relevant Factors

In determining how to provide effective and meaningful access to LEP customers, the U.S. Department of Transportation (DOT) has established the following four guidelines (FR, Vol. 70, No. 239, 12/14/2005):

1. The number or proportion of LEP persons served or encountered in the eligible service population;

2. The frequency with which LEP persons come into contact with the services, programs, or activities;

3. The nature and importance of the services, programs, or activities; and

4. The resources available to the program and the costs of providing interpretation/translation services.

The touchstone of this four-factor analysis is reasonableness – reasonableness as measured by balancing (1) the size, needs, and the nature of assistance to the LEP population served and (2) HDOT's capacity and available resources.

Any decision regarding the need for oral interpretation and written translation services under the following LEP Plan shall be guided by the four-factor analysis cited above.

Summary

This HDOT LEP Plan consists of seven (7) components:

(1) Obtaining key information regarding the LEP population who use HDOT services, programs and activities;

(2) Compilation of a multi-lingual listing of HDOT employees;

(3) Notice of interpretation/translation services to qualified LEP customers;

(4) Providing interpretation/translation services for qualified LEP customers;

(5) Designation of a LEP Plan Coordinator;

(6) Training HDOT staff on the implementation of this Plan;

(7) Seek input from the Office of Language Access, review and revision of the LEP Plan.

Following is an explanation of each component:

LEP Plan

I. Obtaining key information regarding the LEP population who use HDOT services, programs, and activities

In order to provide meaningful access to LEP customers, HDOT will first seek to gather information regarding the various languages spoken by LEP customers, and the services that they use.

Since September 2004, the Department has utilized the services of Tele-Interpreter Services at no cost to customers. Informal records have been retained on the number of LEP customers who utilized the Tele-Interpreter Services since its' implementation. *(Note: As of September 2004, HDOT has received only four (4) requests for use of the Tele-Interpreters Services).* The information gathered is limited to the kinds of languages requested and minutes used and does not reflect the kinds of services HDOT provides or how frequent LEP persons requests the use of such services.

HDOT will utilize the attached questionnaire (see Appendix "A") to gather more detailed information necessary to enable HDOT to provide meaningful access to LEP customers who may want to access its services. The form requests information such as, but not limited to: (1) types of languages that LEP customers need translated; (2) the kinds of HDOT service(s) that the LEP customer is requesting; and (3) how frequent are these services utilized by LEP customers.

The HDOT Office of Civil Rights, Title VI Specialist, will be responsible for working with the Staff and Divisional offices to compile the data on a yearly basis and provide a report, which will be used to update the LEP Plan.

II. Compilation of a multi-lingual listing of HDOT employees

To effectively service LEP customers, HDOT must ascertain what language skills and resources HDOT has available through its employees. The civil service application form filed with the HDOT Personnel Office includes a section that asks applicants to identify language(s) other than English, the applicant is able to read, speak, and/or write. A voluntary multi-lingual listing can be generated with information, which includes among other things, the language(s) that the employee can speak and/or read, the degree of fluency in those identified languages, occupation, and the contact information for that HDOT employee (Appendix "B" - *Available upon request from HDOT-OCR Title VI Coordinator*). An employee on this list may be contacted should a LEP customer need a particular service provided by HDOT and is in need of language assistance. The procedure to be followed when a HDOT employee is contacted to provide language assistance is contained in Section IV (A) below.

Although a employee may not be fluent in a particular language, depending on the type of information that is requested by the LEP customer, that employee's language skills may be sufficient in meeting the LEP customer's needs; e.g., simple request for

information or services. In cases where a request for language access may be more technical in nature; i.e., engineering type question, assuming the bilingual multi-listing includes that particular language, an engineer or other person with a more technical background may be asked to provide language assistance.

Should it be determined that HDOT requires additional personnel to provide language services for particular public contact positions, HDOT should hire qualified personnel who are bilingual to fill existing, budgeted vacant public contact positions.

III. Notice of interpretation/translation services to qualified LEP customers

A. Office Notice

To provide notice to LEP customers who may want to access a HDOT program, service, or activity, we have taken the following steps. Based on (1) information gathered from the U.S. Census Bureau; (2) Modern Language Association; (3) discussions with the State Department of Labor and Industrial Relations (DLIR), and Department of Health (DOH), a list of twenty-one (21) languages were identified that are likely to be the primary languages spoken by LEP persons in Hawai'i who may require access to HDOT services. These languages include: Burmese, Cambodian, Cantonese, Chamorro, Chuukese, Ilicano, Japanese, Korean, Kosraean, Lao, Mandarin, Marshallese, Pohnpeian, Samoan, Spanish, Tagalog, Thai, Tongan, Vietnamese, Visayan, and Yapese.

At least one 8-1/2" x 11" poster informing LEP customers that HDOT provides free interpretation services shall be placed in a prominent place in all HDOT offices having contact with the public. A copy of this poster developed by the DLIR is attached as Appendix "C."

B. Notice For Requesting Written Translation

HDOT will develop a written notice for vital documents each respective Deputy Director believes is important and/or believes should be translated based on the four-factor analysis discussed in the "Relevant Factors" section above. The notice, will be translated into the twenty-one (21) languages identified above, and allows a person who needs translation of a HDOT document to contact the Title VI Specialist at (808) 587-2022 (Voice), (808) 587-2210 (TTY). See Appendix "D."

IV. Providing interpretation/translation services for qualified LEP customers

A. Oral Language Services

Situations may arise where LEP customers are unable to readily negotiate through an HDOT program without the assistance of an interpreter in their native language. To ensure that LEP customer's inability to communicate in English does not deprive them of their rights or privileges to access the particular service offered by HDOT, HDOT will

seek to provide an interpreter, at no cost to the client, pursuant to the following procedures:

If a member of the public calls or approaches a HDOT employee and asks for information, but has difficulty communicating what he or she needs.

What does the HDOT employee do?

1. In-Person Interpreter

The HDOT employee assisting the customer should attempt to determine what language the person is speaking. If the language spoken cannot be determined, the HDOT employee should use the poster attached as Appendix "C" to assist in determining the particular language the person is speaking. The HDOT employee should allow the customer to review the poster and encourage the customer to indicate the language in which he or she needs an interpreter.

Should the customer identify a language on the poster, the HDOT employee will refer to the multi-lingual listing of all HDOT employees (Appendix "B"), and first contact an available interpreter within the employees' office, or in the proximity of the employees' office; i.e., same floor or building. If no one is available within the proximity of the office, then the HDOT employee may contact an interpreter within the HDOT.

If no one is available to provide interpreter services, then the HDOT employee assisting the customer must call the Tele-Interpreters Services.

2. Tele-Interpreters Services

The HDOT Office of Civil Rights has contracted with Tele-Interpreters to provide interpretation services for HDOT via the telephone at no cost to LEP customers who requests information provided by HDOT. If translation services are required, the following steps should be taken:

a. Place your non-English speaking customer on hold.

b. Call Tele-Interpreters toll-free number (1-800-822-5552) using the conference-calling feature or 3-way calling feature on your telephone.

c. Provide the Tele-Interpreters' operator with your language request. (If you do not know the language, ask the operator to assist.)

d. Give the HDOT access code 8131 and you will be connected with an interpreter.

The employee should inform the Tele-Interpreters Operator what the call is about, if you are able to determine it. The employee may refer to the poster (Appendix "C"), or

Tele-Interpreters "Multilingual from A to Z" listing (See Appendix "E"), however, if the language is not listed, the employee may have to make a best guess as to what the language is. The multilingual poster should be displayed where it is easily visible to persons seeking information. A copy of the poster, which lists the various languages, should be kept at the desk of HDOT "front-line" personnel who might be required to use the service.

When the discussion between the customer and the interpreter is finished, the HDOT employee should then speak to the interpreter to determine the service being requested by the LEP customer.

Personnel who utilize the service shall inform the Title VI Specialist (OCR-T) via telephone or email that the call was made so that OCR-T can verify the Tele-Interpreters service was utilized for billing purposes, and to record languages requested.

B. Written Translation of Vital Documents

When the Title VI Specialist (OCR-T) receives a request for a written translation, OCR-T has twenty-four (24) hours to notify the respective division who administered the document that such a request was made.

The Title VI Specialist shall consult with the Deputy Director (or designated person) of that particular division who will determine whether or not the request should be granted using the four-factor analysis discussed in the "Relevant Factors" section above. Should it be determined that translation is justified; it is within the discretion of the Title VI Specialist to find a qualified translator.

V. Designation of LEP Plan Coordinator

The Title VI Specialist within the HDOT, Office of Civil Rights is designated as the LEP Plan Coordinator. As the LEP Plan Coordinator, the Title VI Specialist will be responsible for, among other things: (1) oversee the overall implementation of the LEP Plan; (2) responding to any inquiries or comments/complaints regarding the LEP Plan and its implementation; (3) updating the LEP Plan, as necessary; (4) training HDOT employees by providing the proper background necessary to implement the objectives of the LEP Plan; (5) serve as the primary contact for LEP customers who requests written translation of important HDOT documents; and (6) in consultation with HDOT-OCR, Civil Rights Coordinator, and the Office of Language Access, coordinate efforts to implement the LEP Plan, monitor the LEP Plan, evaluate the effectiveness of the LEP Plan, and involve stakeholders' input in regards to improving the current LEP Plan.

VI. Training HDOT Staff

The Title VI Specialist will be responsible for developing and implementing training for HDOT staff regarding the LEP Plan. The primary purpose of the training is to impart the necessary background; i.e., Federal and State of Hawaii legal authorities,

understand how to implement the objectives of the LEP Plan. The training shall also address the typical documents that can be translated and the procedures or protocol for having documents translated. Additionally, the training shall include information regarding in-house listing of HDOT interpreters and issues regarding competency, confidentiality, etc., and how to utilize the services of the Tele-Interpreters Services.

All HDOT employees dealing with customers on a daily basis shall take part in the training.

VII. Seek input from the Office of Language; review and revision of the LEP Plan

As stipulated by HRS Chapter 371, Part II, Section 371-36, State agencies must submit its LEP Plan to the Office of Language Access, which is responsible to provide technical assistance to review and monitor each covered entities' implementation of its' LEP Plan to ensure that it complies with the intent of the law.

This LEP plan is intended to be flexible and recognizes the need for periodic evaluation and changes. Formative evaluations will be provided by HDOT-OCR in cooperation with the Office of Language Access in the Department of Labor and Industrial Relations. A summative evaluation of the effectiveness of the HDOT language access efforts will be provided along with the submittal of an updated plan (State agencies receiving federal financial assistance must submit a LEP Plan to the Office of Language Access July 1, 2007, and every two years thereafter).

This LEP Plan shall be revised subject to comments received from the Office of Language Access, HDOT staff, and revisions or updates that may be necessary after implementing or "putting the plan to the test." Provisions of this plan shall remain in place until a revised LEP Plan is adopted.

Appendices

With the exception of Appendix B, all other appendices are available.

Appendix "A"

Limited English Proficiency (LEP) Division/Office Report and Questionnaire

Limited English Proficiency (LEP) Division/Office Report

For Calendar Year: _____

Form to be completed for each calendar year and submitted to the HDOT, Office of Civil Rights (OCR) no later than February 1 of the following year. The information will be used to determine (among other things) the number of LEP persons requiring translation services and types of languages needing translated. HDOT-OCR will utilize the questionnaire to gather more detailed information necessary to enable HDOT to provide meaningful access to LEP customers.

Division/Office: _____ Contact Person_____

Total LEP Persons:	***Number Served***
Methods used to Inform LEP Persons of LEP Information	***Yes or No***
Language identification flashcard	
Posters informing LEP persons of language services	
Outreach documents in other languages	
TeleInterpreters Services	
Multilanguage mailer inserts	
LEP information on website	
Other:	
Types of Documents Translated:	***Yes or No***
Applications	
Agendas/Minutes	
Letters or notices regarding public meetings	
Complaint forms	
Other:	
Number of complaints filed due to language access issues:	***Number of Grievances or Complaints***
Please indicate number of grievances and/or complaints your division or office handled during the report year due to language access issues. Please also provide below the date filed and a short description of the issue.	

APPENDIX "A"

LIMITED ENGLISH PROFICIENCY (LEP) QUESTIONNAIRE

This questionnaire is to be completed by HDOT staff providing services to a person with Limited English Proficiency. Please complete the questionnaire for each LEP person served.

Staff Name: _____ Date: _____

Division: _____ Office: _____

Name of LEP Person (if known): _____

1. What is the primary language spoken by the LEP person?
   (e.g., Tagalog, Ilocano, Mandarin, Japanese, Korean, Samoan, etc.)

2. List the type of service provided this person.
   (e.g., Airport VIP services, application, job information, project or construction information, etc.)

3. Was the program service provided within the timeframe as services provided to non-LEP persons?
   (Yes or No; if No, please indicate if service was due to need for LEP service)

4. What type of LEP services did you provide this person?
   (e.g., oral interpretation in person or phone, written translation, none)

5. Who provided the interpreter services?
   (e.g., bilingual staff, contracted interpreter, TeleInterpreters Services, community volunteer, LEP person's family member, friend, own interpreter, etc.)

6. Was this person satisfied with the interpreter services provided?
   (e.g., Yes or No; if No, please explain)

Appendix "B"

HDOT Employee Multi-Language Listing *(Available upon request from HDOT, Title VI Coordinator)*

Appendix "C"

"If You Need An Interpreter…" Poster *(Pending)*

Appendix "D"

Notice For Requesting Written Translation *(Pending)*

Appendix "E"

Tele-Interpreters Language Service

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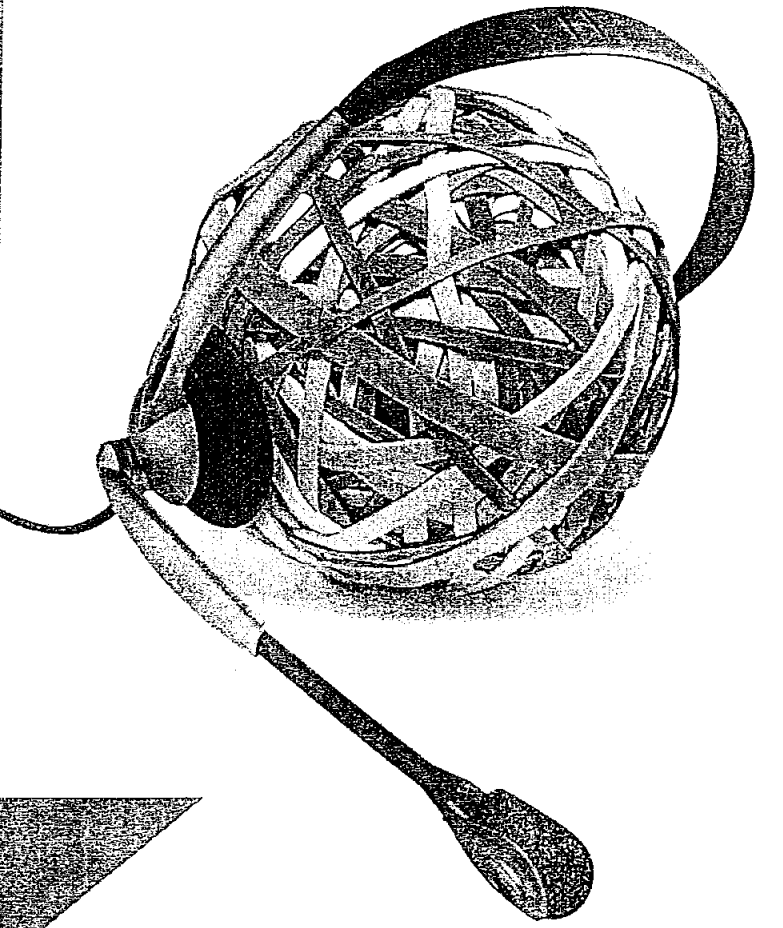

Language Services for the Multicultural Economy™

APPENDIX "E"

TeleInterpreters' on-demand language services provide easy, seamless access to an interpreter that speaks your customer's language. Just follow the simple steps on How To Use TeleInterpreters' Language Services to connect to your interpreter.

Your Non-English Customer

Your Company Representative

TOLL FREE

TeleInterpreters Operator

TeleInterpreters™

A COTO GLOBAL SOLUTIONS COMPANY

Multilingual from A to Z

Our interpreters support 170 languages and dialects and are just a toll-free call away, 24/7, 365 days a year. Each of our interpreters is fluent in English as well as the target language.

- Afrikaans
- Akan
- Albanian
- Amharic
- Arabic
- Armenian
- Ashanti
- Assyrian
- Bahasa Brunei
- Bambara
- Basque
- Belarusan
- Bengali
- Bikol
- Bosnian
- Bulgarian
- Burmese
- Cambodian
- Cantonese
- Cebuano
- Chaldean
- Chamorro
- Cherokee
- Chui Chow
- Chuukese
- Cree
- Creek
- Creole (Cape Verdean)
- Creole (French)
- Creole (Haitian)
- Creole (Pidgin)
- Creole (Sierra Leone)
- Creole (W. African)
- Croatian
- Czech
- Danish
- Dari
- Davawenyu
- Dinka
- Dutch
- Dyula
- Estonian
- Ewe
- Fanti
- Farsi
- Fijian
- Finnish
- Flemish
- Foochow
- French
- Fukienese
- Fulani
- Ga
- Gaelic
- Georgian
- German
- Gio
- Grebo
- Greek
- Guarani
- Gujarati
- Hakka
- Hausa
- Hebrew
- Hindi
- Hindko
- Hmong
- Hokkien
- Huizhou
- Hungarian
- Ibo
- Icelandic
- Ilocano
- Ilonggo
- Italian
- Japanese
- Javanese
- Kannada
- Kashubian
- Kinyarwanda
- Kirgyz
- Korean
- Krahn
- Kurdish
- Kurmanji
- Lahu
- Lan
- Lao
- Latvian
- Lebanese
- Lingala
- Lithuanian
- Maay
- Macedonian
- Malay
- Malayalam
- Malinke
- Mandarin
- Mandingo
- Marathi
- Marshallese
- Maya
- Mende
- Mien
- Mixteco
- Moldavian
- Mongolian
- Moroccan Arabic
- Nahuatl
- Navajo
- Nepali
- Nigerian
- Norwegian
- Nuer
- Oromo
- Pampangan
- Pangasinan
- Papago
- Papiamento
- Pashto
- Patois (Jamaican)
- Pohnpei
- Polish
- Portuguese
- Pothohari
- Punjabi
- Q'anjob'al
- Quechua
- Romanian
- Romansch
- Russian
- Samoan
- Serbian
- Serbo-Croatian
- Seiyap
- Shanghainese
- Silesian
- Sinhala
- Slovak
- Slovene
- Somali
- Soussou
- Spanish
- Sudanese
- Swahili
- Swedish
- Tagalog
- Taiwanese
- Tamil
- Telugu
- Temne
- Tewa
- Thai
- Tibetan
- Tigrinya
- Toishan
- Tongan
- Turkish
- Twi
- Ukrainian
- Urdu
- Vietnamese
- Visayan
- Wolof
- Xhosa
- Yapese
- Yiddish
- Yoruba
- Yucateco
- Zulu

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How To Use TeleInterpreters' Language Services

1. Place your non-English speaking customer on hold.
2. Call TeleInterpreters' toll free number using the conference-calling feature or 3-way calling feature on your telephone.
3. Provide TeleInterpreters' operator with your language request. (If you do not know the language, ask the operator to assist.)
4. Inform the operator of any outbound 3rd party call requirements.
5. State your access code.
6. Provide additional information (if your company requires.)

The operator will connect you to the interpreter.

Experience a language interpretation call through our audio-visual demonstration. Visit our web site at www.teleinterpreters.com, choose Language Services in the navigation bar, and then click "Listen to Our Demo."

Helpful Tips On Working With An Interpreter

Brief introduction	Briefly inform our interpreter about the nature of the call.
Speak in "first person"	Conduct the conversation as if you are communicating with an English-speaking customer. This enhances call efficiency and understanding.
You control the call	You have total command of the call and the line of questioning. The interpreter's responsibility is to facilitate communication through an alternating exchange between English and your customer's language, but you drive the conversation.
Use short sentences	Speak in short sentences where possible. Pause at the end of a complete thought to allow for interpretation. This will also make the call more conversational.
Avoid compound questions	Asking a single question at a time will help avoid misunderstandings and set a good rhythm.
Word-for-word interpretation	Languages differ in grammatical structures and ways of expressing ideas, so do not expect word-for-word interpretation. For idiomatic expressions or slang, our interpreter will often use more or less words to express the same idea in the other language.
Interpretation of proper names	Names of places, streets, businesses, etc. sometimes cannot be interpreted into another language. Spelling the name is not possible for languages that do not use the English alphabet.
Speak distinctly	Speak distinctly, especially if using a speakerphone.
Be aware of cultural/ educational differences that could affect understanding	If you sense that the non-English customer does not understand a question or specific terminology, please try to re-phrase it.

Customer Resource Center—Your Online Portal to Monitor Your Interpretation Services

Optimal client reporting is a high priority for TeleInterpreters and reflects our commitment to partnership accountability. Through the Customer Resource Center, we offer clients the convenience and accessibility of web-based reporting for secure, 24/7 visibility into the progress of your over the phone interpretation services.

How To Access The Customer Resource Center and View Your Reports

Users must have Internet Explorer 5.5 or higher.

1. Go to TeleInterpreters' web site at www.teleinterpreters.com and click on the Customer Resource Center link in the right column of our home page.
2. At the "Customer Service Login" screen, you will be prompted to enter your user name and password.
3. Upon first usage, enter your unique access code for both your user name and password.
4. At the prompt, customize your password, if desired. Note that the password is case sensitive and supports both alpha and numeric passwords.

   Your user name always remains your unique TeleInterpreters' access code.
5. To view your reports, click "Home" on the menu, select "Report Type" (such as Language Summary) and "Month." Click "View Report."
6. To download your Invoice Report into Microsoft Excel, make sure to save it as an excel document (.xls).

Trouble Management

How To Report A Service Issue

- Call TeleInterpreters' Client Services at 800-298-3307 or send an email to cs@teleinterpreters.com.
- Provide our Client Services representative with:
  1. Your company's name
  2. Your name
  3. Call-back number
  4. Date and time of service issue
  5. Language
  6. Brief description of issue

Your dedicated account manager will contact you regarding resolution of your issue within two business days.

TeleInterpreters' Trouble Management System

TeleInterpreters is the voice of your multilingual customers and the voice of your customer service representatives. We are dedicated to delivering the best customer experience with every interpretation call. With an uncompromising focus on quality, we have established a trouble management system to effectively resolve any potential issue that could arise:

- TeleInterpreters' Client Services designates a response team based on the nature of the service issue – customer service, interpreter quality or technical issue.
- Customer service and interpreter quality resolution response teams include a quality manager and language expert for the target language.
- If applicable, the call recording is reviewed by the response team.
- Technical issues addressed by our telecom department identify the issue, involve telecom carriers, if required, and work with the client's IT and telecom departments when necessary to resolve the issue.
- A formal resolution report on the issue is delivered to our client within 2 business days.
- A follow up plan is established for monitoring and improvement of customer service and interpreter quality-related issues.

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How To Use TeleInterpreters' Language Services

1. Call TeleInterpreters at: **800-822-5552**

2. Provide operator with language request and any outbound 3rd party call requirements.

3. State your access code: **8131**

Additional information (if required):

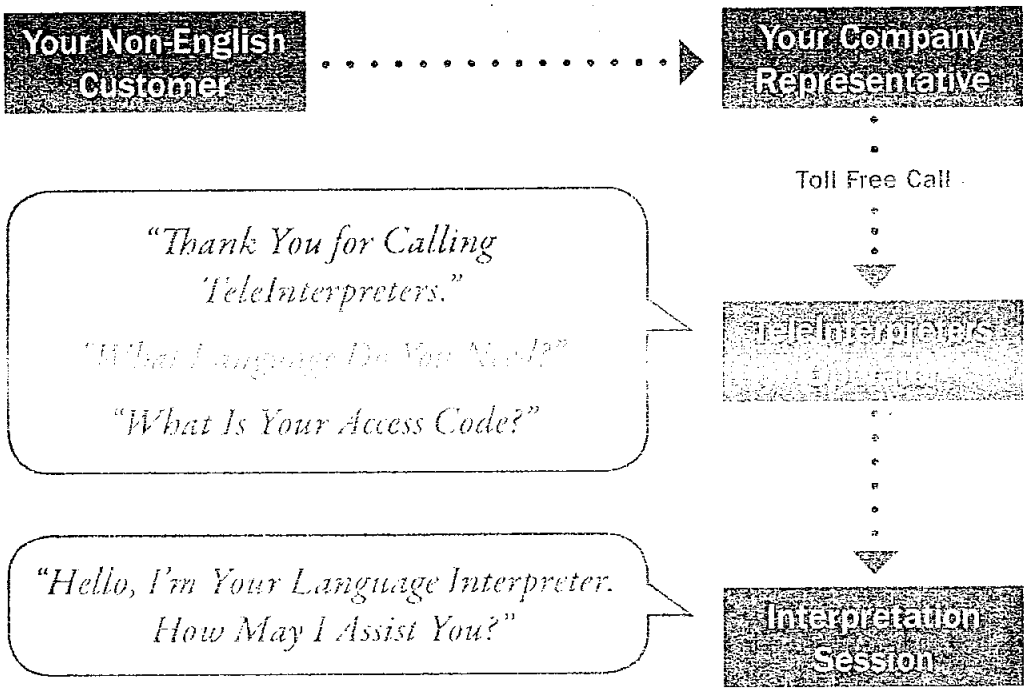
State Your Name

The operator will connect you to your interpreter.

Helpful Tips On Working With An Interpreter

- Briefly inform the interpreter about the nature of the call.
- Remember you have total command of the call and the line of questioning. The interpreter's responsibility is to facilitate communication.
- Use short sentences where possible. Pause at the end of a complete thought to allow for interpretation.
- Speak distinctly, especially if using a speakerphone.
- Do not expect "word-for-word" interpretation, as languages differ in grammatical structures and ways of expressing ideas.

Over The Phone Interpretation Call Flow



Trouble Management: Reporting A Service Issue

- Call TeleInterpreters' Client Services at 800-298-3307 or send an email to cs@teleinterpreters.com.
- Provide our Client Services representative with:
  - Your company's name
  - Your name
  - Call-back number
  - Date and time of service issue
  - Language
  - Brief description of issue
- You will receive resolution within 2 business days.

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Appendix "F"

Language Interpretation/Translation Providers

Language Interpretation/Translation Providers

- TELE-INTERPRETERS (**Telephone interpreter services**)
  Tele-Interpreters On Call Inc.
  500 N. Brand Blvd., Suite 1850
  Glendale, CA 91203
  Ph. 800-822-5552

- BILINGUAL ACCESS LINE (**Oral interpretation & written translation**)
  Helping Hands of Hawaii
  2100 N. Nimitz Hwy.
  Honolulu, HI 96813
  Ph. 808-526-9724

- PACIFIC GATEWAY CENTER (**Oral interpretation & written translation**)
  720 N. King Street
  Honolulu, HI 96817
  Ph. 808-845-3918

- DISABILITY & COMMUNICATION ACCESS BOARD (**Sign Language**)
  919 Ala Moana Blvd., Room 101
  Honolulu, HI 96814
  Ph. 808-586-8121 (V/TTY)
  Certified List of Individual Sign Language Interpreters (See attached)

- LIBRARY FOR THE BLIND & PHYSICALLY HANDICAPPED (**Braille Services**)
  402 Kapahulu Avenue
  Honolulu, HI 96815
  Ph. 808-733-8444 (V/TTY)

DISABILITY AND COMMUNICATION ACCESS BOARD

919 Ala Moana Boulevard, Room 101 - Honolulu, Hawaii 96814
Ph. (808) 586-8121 (V/TDD) - Fax (808) 586-8129

Communication Access Providers as of 5/8/2007

1.) Agencies and businesses who employ communication access providers are encouraged to review Hawaii Administrative Rules, Title 11, Chapter 218 (as explained in the DCAB Fact Sheet) for general guidelines, recommended fee schedules and an explanation of credentials and certification levels.

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4.) Agencies and businesses who employ any of these providers are encouraged to verify that the provider's certification or other professional credentials are current as of the date of employment. (If a provider has submitted current copies of their credentials to DCAB, an asterisk* appears next to their credential.)

5.) Communication access providers are usually employed as independent contractors. All terms and conditions of such employment should be negotiated between the contractor and the hiring agency.

6.) Agencies and businesses with limited experience in the direct employment of sign language interpreters are encouraged to use a professional referral service such as Hawai'i Services on Deafness.

7.) This list has been customized to meet the needs of your request. Information is current as of 5/8/2007 . Please contact DCAB if this list is more than 30 days old.

Name and Certification	Telephone and Email	Mailing Address
Baird, Darlene L. Interpreter_Sign Certification: HQAS V* Expires: 6/30/2008 No Courts or Legal Appts	Cell: 352-2246 Bus. Email: pukapantz@hotmail.com	*Oahu* 84-550 Nukea St Waianae, Hi 96792
Blake, Jenny Stanton Interpreter_Sign Certification: RID CI&CT	Res. Tel: 239-8953 V/TTY Pager: 277-0785 Bus. Email: codasign@aol.com	*Oahu*
Bownds, Beverly K. Interpreter_Sign Certification: RID CSC* Expires: 6/30/2007	Cell: 389 8997 Bus. Email: bevsignasl@yahoo.com	*Oahu*

Communication Access Providers as of 5/8/2007

Name and Certification	Telephone and Email	Mailing Address
Eifler, Kate Interpreter_Sign Certification: RID CI&CT* Expires: 6/30/2007	Cell: 808 268 8919 Bus. Email: kate.eifler@gmail.com	*Maui* 1636A South Kihei Rd. Kihei, HI 96753
Fischer, Susan Interpreter_Sign Certification: RID CI&CT* Expires: 6/30/2007	Res. Tel: 808 732-3954 Cell: 808 282 3350 Bus. Email: hulasusan@hotmail.com	*Oahu* 1504 D Pukele Ave. Honolulu, HI 96816
Fried, Jan Interpreter_Sign Certification: RID IC CI&CT* Expires: 6/30/2007	Res. Tel: 734-5889 V/T Pager: 288-7928 Fax: 734-9893 Pers. Email: janfried@hotmail.com	*Oahu* 1731 Mikahala Way Honolulu, Hi 96816 Availability: Part Time
Hallet, Katherine Interpreter_Sign Certification: RID CSC SC:L* Expires: 6/30/2009	Bus. Tel: 612-251-9501 Bus. Email: katherineah@yahoo.com	
Hiraga, Martin Interpreter_Sign Certification: RID CI&CT EXPIRED: 6/30/2005 No Performing Arts Assignments	Cell: 808 218 0351 Pager: mhiraga@mac.com	*Oahu*
Jackson, Debbie Interpreter_Sign Certification: RID CSC EXPIRED: 6/30/2006 No Performing Arts Assignments	Res. Tel: 239-6163 V/T Cell: 392-2549 Bus. Email: dljackson@hawaiiantel.net	*Oahu* Availability: Part Time After 4:00 pm Mon-Fri and all day on Weekends
Kroe-Unabia, Susan Interpreter_Sign Certification: RID CI&CT* Expires: 6/30/2007	Res. Tel: 396-1800 V/T Bus. Email: susankroe@aol.com	*Oahu*
Lambrecht, Linda Interpreter_Deaf_Relay Certification: RID RSC CLIP:R EXPIRED: 6/30/2004 Note: Relay Interpreter must be teamed with hearing interpreter.	Bus. Tel: 808-239-7660 V/T/F Pager: 808-255-4979 Bus. Email: linje40s@hotmail.com Pers. Email: aslteal@tmail .com (mobile)	*Oahu* Availability: Part Time Spring 2002 MWF 8-11am; TTH 8am-2pm

Communication Access Providers as of 5/8/2007

Name and Certification	Telephone and Email	Mailing Address
Lani, Tamar 'Terpreting Connection Interpreter_Sign Notetaker Certification: RID CI&CT EXPIRED: 6/30/2003	Bus. Tel: 808-537-5933 Res. Tel: 808-537-5933 Bus. Email: tamarlani@verizonmail.com	*Oahu* P.O. Box 1380 Kaneohe, Hi 96744-1380
Love, Mary Rose Mary R. Love Inc. Interpreter_Sign Certification: RID CI&CT EXPIRED: 6/30/2003	Cell: 808 291 9146 Bus. Email: marylove999@hotmail.com Pers. Email: mary.love7@verizon.net	*Oahu* 555 Haha'ione St. 1G Honolulu, HI 96825
McDonald, Loretta Ann Interpreter_Sign Certification: RID CSC EXPIRED: 6/30/2004 No Performing Arts Assignments	Res. Tel: 947-7640 V/T/Fax Pers. Email: ehuandme@juno.com	*Oahu* Availability: Part Time
Miehlstein, Valerie Island Skill Gathering (ISG, Inc.) Interpreter_Sign Certification: RID CI&CT* Expires: 6/30/2007 No Courts or Legal Appts No Performing Arts Assignments	Res. Tel: 808-732-4622 V/T Bus. Email: isg@aloha.net	*Oahu* 3472 Kanaina Avenue Honolulu, Hi 96815 Availability: Part Time
Morris, Michele Interpreter_Sign Certification: RID CI&CT* Expires: 6/30/2008 No Courts or Legal Appts	Cell: 808-284-0402	*Oahu* 91-1029 Ahuua St. Ewa Beach, Hi 96706
Nakamoto, Lynn Interpreter_Sign Certification: RID CSC* Expires: 6/30/2008	Cell: 551-3778 Bus. Email: nakamoto@hawaiiantel.net	*Oahu* 4490 Luaole St. Honolulu, Hi 96818
Park Okuna, Inga Interpreter_Sign Certification: RID CSC EXPIRED: 6/30/2003	Bus. Email: ingapark@tmail.com	*Oahu* Availability: Part Time

Communication Access Providers as of 5/8/2007

Name and Certification	Telephone and Email	Mailing Address
Pena, Lynn M. Pena Interpreting, LLC Interpreter_Sign Certification: RID CI&CT* Expires: 6/30/2007	Cell: 808 217 6611 Fax: 888 210 5603 Pers. Email: lynn.pena@yahoo.com	*Hawaii* 200 Kanoelehua Ave., Box 434 Hilo, HI 96720 Availability: Part Time
Sakal, Patty Interpreter_Sign Certification: HQAS V+H* Expires: 4/30/2010	Cell: 808-223-5841 Pers. Email: sakalp002@hawaii.rr.com	*Oahu* 98-410 Koauka Loop No. 20J Aiea, Hi 96701
Sapko, Regina Interpreter_Sign Certification: RID CI&CT* Expires: 6/30/2007	Cell: 808-429-3553 Bus. Email: reginaclare@hotmail.com	*Oahu* PO Box 22701 Honolulu, Hi 96823-2701
Thorpe, Malina Steffanie Dravis Interpreter_Sign Certification: NAD V EXPIRED: 6/30/2004	Res. Tel: 808-966-7840 Cell: 808-936-0046	*Hawaii* HCR3 Box 11087 Keaau, HI 96749
Trujillo, Tara Interpreter_Sign Certification: RID CI&CT* Expires: 6/30/2007	Cell: 808 557 1616 Bus. Email: tarawolf@hotmail.com	*Hawaii* 2033 Kaiwiki Road Hilo, HI 96720
Ulmen, Heather Interpreter_Sign Certification: RID CI&CT No Courts or Legal Appts	Res. Tel: 808 683 0463 Cell: 443 889 5039 Fax: 808 685 5916 Pers. Email: hu_ntrprtr@hotmail.com	*Oahu* 91-325 Hoowalea Place Ewa Beach, HI 96706
Wallace, Scott Interpreter_Sign Certification: RID CI&CT EXPIRED: 6/30/2003	Bus. Email: scottcict@aol.com	*Oahu* 44-663 Kuono Place Kaneohe, Hi 96744

Communication Access Providers as of 5/8/2007

Name and Certification	Telephone and Email	Mailing Address
Wilford, Sabina Interpreter_Sign Certification: RID CI&CT No Courts or Legal Appts	Res. Tel: 808 247 1429 Cell: 916 205 3210 Fax: 808 247 1429 Bus. Email: sabinawilford@yahoo.com	*Oahu* 45-121 Mauli Place Kaneohe, HI 96744 Availability: Part Time
Collier, Cathie L. Colliers Interpreter Services Interpreter_Sign Certification: RID CI EXPIRED: 6/30/2003	Bus. Email: smile4cathie@aol.com	*Oahu*
Cooper, Kennedy L. Interpreter_Sign Certification: HQAS IV* Expires: 5/31/2007 No Courts or Legal Appts	Cell: 808-381-8378 Bus. Email: kennedyclm@yahoo.com	*Oahu* Akinson Tower No. 404 419-Atkinson Drive Honolulu, Hi 96814
Doran, Jean-Marie T. Interpreter_Sign Certification: HQAS IV* Expires: 2/28/2010	Cell: 808 989 2522 Pers. Email: jmdterp@hotmail.com	*Hawaii* P.O. Box 10937 Hilo, HI 96721
Goodhue, Eliza Wright Interpreter_Sign Certification: HQAS IV* Expires: 11/30/2009	Res. Tel: 808 572-2173 Pers. Email: elizaflower@yahoo.com	*Maui* Availability: Part Time
Haynesworth, Alycen Interpreter_Sign Certification: RID CI EXPIRED: 6/30/2006 No Courts or Legal Appts	Res. Tel: 808 895 8918	*Hawaii*
Kia, Rosalind Interpreter_Sign Certification: HQAS IV* Expires: 9/30/2007	Res. Tel: 808-988-6801 V/TTY Cell: 808-255-6379 Bus. Email: rozkia@tmail.com (Pager) Pers. Email: rozkia@aol.com	*Oahu*

Communication Access Providers as of 5/8/2007

Name and Certification	Telephone and Email	Mailing Address
Palmer, Stephen C.		*Oahu*
Interpreter_Sign Certification: NAD IV	Bus. Tel: 808-428-0734 Res. Tel: 808-428-0734 Bus. Email: singingasl@hotmail.com	P.O. Box 29824 Honolulu, HI 96820
Richardson Gomes, Samantha		*Hawaii*
Interpreter_Sign Certification: HQAS IV+H * Expires: 8/11/2011	Res. Tel: 808 966 4995 Cell: 808 895 9315 Pers. Email: samilani1@yahoo.com	RR 3 Box 81474 Pahoa, HI 96778
Christian, Amanda Jean		*Oahu*
Interpreter_Sign Certification: HQAS III EXPIRED: 4/30/2007	Bus. Tel: 808 587 5652 Res. Tel: 808 836 6727 Cell: 808 351 9954 Pers. Email: manaki201@yahoo.com	2936 Noonan St. Honolulu, HI 96818
Licciardo, Susan C.		*Oahu*
SuSigns Interpreter_Sign Certification: HQAS III* Expires: 8/1/2008 No Medical Appts No Courts or Legal Appts	Bus. Tel: 808-372-9456 Cell Fax: 808-396-1458	Availability: Part Time
Linter, Vicki		*Hawaii*
Interpreter_Sign Certification: RID IC&TC EXPIRED: 6/30/2003 No Performing Arts Assignments	Bus. Tel: (808) 935-8535 ext.13 Res. Tel: (808) 965-0289 Bus. Email: vickilinter@hotmail.com	Availability: Part Time Mon-Fri 8:30-9:30 am and 11:00 am to 1:00 pm
Quintero-Hoohuli, Victor		*Oahu*
Interpreter_Sign Certification: RID IC&TC* Expires: 6/30/2007	Cell: 925 285 1689 Pers. Email: victor32@mac.com	
Tabit, Jenica Jean		*Oahu*
Interpreter_Sign Certification: HQAS III Expires: 2/15/2009	Bus. Tel: 206-232-9414 Res. Tel: 425-432-8793 Cell: 206-255-4119 Bus. Email: smiles4u51@hotmail.com	

Communication Access Providers as of 5/8/2007

Name and Certification	Telephone and Email	Mailing Address
Taguchi, Taren		*Oahu*
Interpreter_Sign Interpreter_Sign Certification: HQAS III* Expires: 8/1/2008	Res. Tel: 808 225-6413 Pers. Email: tarenstephanie@yahoo.com	Availability: Part Time
Wilford, Daryl Glen		*Oahu*
Interpreter_Sign Certification: HQAS III* Expires: 3/30/2009	Res. Tel: 808 247 1429 Cell: 916 764 8978 Pers. Email: demodeaftmo@tmo.blackberry.net	45-121 Mauli Place Kaneohe, HI 96744 Availability: Part Time
Wong, Darlene W.L.		*Oahu*
Interpreter_Sign Certification: HQAS III* Expires: 8/1/2007	Cell: 384 0940 Pers. Email: pochacs074@yahoo.com	Availability: Part Time

DISABILITY AND COMMUNICATION ACCESS BOARD

919 Ala Moana Boulevard, Room 101 - Honolulu, Hawaii 96814
Ph. (808) 586-8121 (V/TDD) - Fax (808) 586-8129

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Name and Certification	Telephone and Email	Mailing Address
Cassity, Kathleen J.		*Oahu*
Captioner_Real_Time Certification: NCRA RPR RMR CSR EXPIRED: 6/30/2003	Res. Tel: 941-1657 Bus. Email: kcassity@aloha.com	
Anderson-Hernandez, Brooke		*Oahu*
Aloha Captioning Captioner_Real_Time Certification: NCRA RPR	Res. Tel: 688-1400 Cell: 221-5004 Bus. Email: alohacaptioning@hawaiiantel.net	94-1139 Kapukawai St Waipahu, Hi 96797 Availability: Part Time

Communication Access Providers as of 5/8/2007

Name and Certification	Telephone and Email	Mailing Address
Hackett, Holly Caption Services of Hawaii Captioner_Off_Line Certification: NCRA RPR EXPIRED: 12/31/2002		*Oahu* P.O. Box 755 Honolulu, Hi 96808 Availability: Part Time Off Line Captioning Only
Mujtabaa, Sharon The Caption Company- Inc. Captioner_Off_Line Certification: NCRA RPR	Bus. Tel: 623-1174 Res. Tel: 625-2511 Bus. Email: captionlady@hawaii.rr.com	*Oahu* 95-780 Paikauhale St Mililani, Hi 96789
Yamamoto, Joyce Island CART Captioner_Real_Time Certification: NCRA CLIP RPR EXPIRED: 12/31/2004	Bus. Tel: 808-526-1842 Res. Tel: 808-526-1842 Bus. Email: joyce@hgea.org	*Oahu* P.O. Box 4412 Honolulu, Hi 96812

Language Interpretation/Translation Providers

- TELE-INTERPRETERS (**Telephone interpreter services**)
  Tele-Interpreters On Call Inc.
  500 N. Brand Blvd., Suite 1850
  Glendale, CA 91203
  Ph. 800-822-5552

- BILINGUAL ACCESS LINE (**Oral interpretation & written translation**)
  Helping Hands of Hawaii
  2100 N. Nimitz Hwy.
  Honolulu, HI 96813
  Ph. 808-526-9724

- PACIFIC GATEWAY CENTER (**Oral interpretation & written translation**)
  720 N. King Street
  Honolulu, HI 96817
  Ph. 808-845-3918

- DISABILITY & COMMUNICATION ACCESS BOARD (**Sign Language**)
  919 Ala Moana Blvd., Room 101
  Honolulu, HI 96814
  Ph. 808-586-8121 (V/TTY)
  Certified List of Individual Sign Language Interpreters (See attached)

- LIBRARY FOR THE BLIND & PHYSICALLY HANDICAPPED (**Braille Services**)
  402 Kapahulu Avenue
  Honolulu, HI 96815
  Ph. 808-733-8444 (V/TTY)