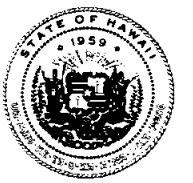
LINDA LINGLE
GOVERNOR



NELSON B. BEFITEL
DIRECTOR

COLLEEN Y. LaCLAIR
DEPUTY DIRECTOR

STATE OFHAWAII
DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS
830 PUNCHBOWL STREET, ROOM 321
HONOLULU, HAWAII 96813
www.hawaii.gov/labor
Phone: (808) 586-8842 / Fax: (808) 586-9099
Email: dlir.director@hawaii.gov

DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS' LIMITED ENGLISH PROFICIENCY PLAN (2007)

INTRODUCTION

The Department of Labor and Industrial Relations (DLIR) implemented the "Limited English Proficiency (LEP) Plan," a pilot program, on May 3, 2006. The DLIR is committed to continually review and revise the plan based on recommendations from customers, interested stakeholders, employees, and the general public. This new (revised) 2007 LEP Plan, which supersedes the original plan on January 31, 2007, provides the inclusion of language interpreter training for volunteer employee interpreters and the establishment of an online registration for LEP persons to improve services.

Presidential Executive Order 13166, "Improving Access to Services for Persons with Limited English proficiency" was created to ". . . improve access to . . . federally assisted programs and activities for persons, who as a result of national origin, are limited in their English proficiency . . . .". Title VI of the Civil Rights Act of 1964, 42 U.S.C. § 2000d ("Title VI") serves as the basis for Executive Order 13166. Title VI provides that no person shall "on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." Certain divisions of the State of Hawai`i Department of Labor and Industrial Relations ("DLIR") receive Federal funding from the U.S. Department of Labor and, by virtue of that funding, Title VI applies to all DLIR's operations. *See* 29 CFR parts 31.1; 31.2(g); and 31.3. Accordingly, DLIR seeks to implement the initiatives set forth in this Limited English Proficiency ("LEP") Plan to meet its obligations under Title VI. The purpose of this LEP Plan is to take reasonable steps to ensure persons with limited English proficiency gain meaningful access to DLIR services and programs.

Hawai`i's population reflects a rich blend of peoples and cultures. According to the 2000 census, almost 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 residents from fully participating in our community and undermine efforts to become self-sufficient and productive. This LEP Plan speaks of DLIR's commitment to provide essential and meaningful access to LEP customers.

DEFINITION OF LIMITED ENGLISH PROFICIENT PERSONS/CUSTOMERS

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.

RELEVANT FACTORS

In determining how to provide effective and meaningful access to LEP customers, the U.S. Department of Labor has established the following four guidelines (68 FR 32290, 32294 (May 29, 2003)):

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by the program;

2. The frequency with which LEP persons come into contact with the program;

3. The nature and importance of the program, activity, or service provided by the program to LEP persons; 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) DLIR's capacity and available resources.

SUMMARY

This DLIR LEP Plan is comprised of seven (7) components:

(1) Development of a reporting system designed to obtain key information about the LEP population who use DLIR services;

(2) Compilation of comprehensive multi-lingual listing of DLIR 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 DLIR staff on the implementation of this plan; and

(7) Seeking stakeholders' input; review and revision of the LEP Plan.

Each component will be explained below.

LEP PLAN

I. DEVELOPMENT OF A REPORTING SYSTEM TO OBTAIN KEY INFORMATION ABOUT THE LEP CUSTOMERS WHO USE DLIR SERVICES

In order to provide meaningful access to LEP customers, DLIR will continue to gather information about what languages they speak, what DLIR services they use, and the frequency in which they use these services.

Since 1994, DLIR has been providing telephone interpretation services to LEP customers, free of charge. Based on this long-standing practice, DLIR has retained informal statistics on the number of persons who have requested help with language interpretation. These statistics, however, are limited to the kinds of languages requested and the collective amount of minutes used in providing interpretation services for a particular language. This data does not reflect the kinds of DLIR services provided or how frequently such services were used by LEP customers.

While certain DLIR divisions had already begun gathering more detailed information about the LEP customers they serve,[1] DLIR took the opportunity to articulate a more comprehensive approach.

DLIR's Research and Statistics Division ("R&S") has developed a comprehensive survey form designed to collect the information necessary to enable us to render meaningful access to LEP customers who use our services. *See* Appendix "A." This form seeks to collect, among other things, the following information: (1) the kinds of languages that LEP customers need translated; (2) the kinds of DLIR services are used by LEP customers; and (3) the frequency in which LEP customers use certain DLIR services.

The R&S shall be responsible for establishing a procedure for each DLIR division to complete the form attached as Appendix "A." R&S will compile the data on an annual basis and provide a report to the designated LEP Plan Coordinator by the 1st of December. (The responsibilities of the LEP Plan Coordinator are explained in Section V below.)

II. COMPILATION OF COMPREHENSIVE MULTI-LINGUAL LISTING OF DLIR EMPLOYEES

To effectively service LEP customers, we must ascertain what language skills and resources DLIR may already have available through its employees. As such, the Department has developed and

[1] For example, questionnaires were distributed to twenty-two (22) Wage Standards Division ("WSD") employees requesting responses concerning their experiences with LEP customers. The majority of employees that responded indicated that they have indeed encountered LEP customers while performing their duties (i.e., fourteen (14) of nineteen (19)). The most common languages encountered were Mandarin, Cantonese, Ilocano, and Tagalog. The two most requested services by LEP customers were services regarding the filing and investigation of complaints (i.e., six (6) and nine (9) respectively). As for frequency of transactions with LEP customers, responses spanned the spectrum of three (3) LEP customers in twenty (20) years to one (1) LEP customer per month.

will continue to maintain a log of its employees and the languages that he or she can read and/or speak (Appendix B).

The list includes information volunteered by DLIR personnel including the language or languages that the DLIR employee can speak and/or read, the degree of fluency in those identified languages, and the contact information for that DLIR employee. An employee on this list may be contacted when a LEP customer of DLIR services needs language assistance. The procedure to be followed when a DLIR employee is contacted to provide language assistance is contained in Section IV.A. below.

Although a DLIR employee may not be fluent in a particular language, depending on the circumstances, that employee's language skills may facilitate a certain comfort level that may contribute significantly to meeting a LEP customer's needs.

All DLIR employee volunteer interpreters shall be highly encouraged to complete training in translation techniques.

III. Notification Of Interpretation/Translation Services to LEP Customers

A. Office Notice

To provide notice to the LEP population who may access DLIR services, we have taken the following steps. Based on (1) the existing data compiled by DLIR in providing telephone interpretation services to LEP customers since 1994; (2) data from the State of Hawai`i Data Book 2004; (3) survey responses of WSD employees about their experience in dealing with LEP customers and (4) discussions with Federal Immigration Court administrators in Honolulu and advocates of the interests of LEP persons statewide, we have compiled a list of twenty-one (21) languages that are likely to be the primary languages of LEP persons in Hawai`i who need access to DLIR services. These languages include: Burmese, Cambodian, Cantonese, Chamorro, Chuukese, Ilocano, Japanese, Korean, Kosraean, Lao, Mandarin, Marshallese, Pohnpeian, Samoan, Spanish, Tagalog, Thai, Tongan, Vietnamese, Visayan, and Yapese.

At least one 11" x 17" poster informing LEP customers that the DLIR provides free interpretation services shall be placed in a prominent place in all DLIR offices having contact with the public. An 8 ½" x 11" copy of this poster developed by the Office of Community Services is attached as Appendix "C."

B. Notice For Requesting Written Translation

The DLIR has also developed a written notice that will be attached to documents that each respective division administrator believes is important and/or finds through the experiences of his or her division, needs to be translated. The notice, which is translated into the twenty-one (21) languages identified above, invites a person who needs translation of a DLIR document to contact the LEP Plan Coordinator at 586-8865. *See* Appendix "D."

C. ONLINE REGISTRATION

The DLIR shall offer LEP individuals the opportunity to register with the department through its online system prior to their visit. The LEP person would be able to obtain (by printout) an official DLIR introductory card which they may present to a counter person. This would avoid any anxiety on the part of the LEP person and assure faster, efficient service by the department. By registering through this new system, the LEP individual will alert the department of their special needs and the type of services being requested.

IV. PROVIDING INTERPRETATION/TRANSLATION SERVICES FOR LEP CUSTOMERS

A. ORAL INTERPRETATION

In the course of serving our clients, situations may arise where LEP customers are unable to negotiate through DLIR programs without the assistance of interpreters in their preferred language. To ensure that the inability to communicate in English does not deprive the public of rights and privileges, the DLIR will continue to provide an interpreter, at no cost to the client, for LEP customers pursuant to the following procedures.

A customer approaches a DLIR employee and appears to be asking for help, but has difficulty communicating what he or she needs.

What should the DLIR employee do?

The employee may be given a printed form (originated from the DLIR online registration service) by the customer which identifies the LEP person by name and the division services requested. The printed form indicates that the department had prior notification of the requested services and that the LEP person should be taken to the respective division/program office.

However, if no form is provided by the LEP person, the employee should proceed with the following:

1. In-Person Interpreter

The DLIR employee helping the customer should attempt to determine what language that person speaks. If the language cannot be readily determined, the DLIR employee will use the poster, attached as Appendix "C," to ascertain what language the customer speaks. The DLIR employee will allow the client to review the poster and encourage the person to point to the language in which he or she needs an interpreter.

As a general rule, a competent,[2] in-person interpreter is preferred over a telephone interpreter. Accordingly, if the client points to a language on the poster, then the DLIR employee will refer to the

[2] While it may be customary for LEP customers to bring their relatives or friends as interpreters, it is not appropriate to have minors serve as interpreters. Minors are often not formally trained in providing interpretation services and their experience as an interpreter tends to be limited.

multi-lingual listing of all DLIR employees, attached as Appendix "B," and first contact an available interpreter within the DLIR employee's office. If no one is available to interpret within that office, then the DLIR employee will attempt to contact an interpreter in the proximity of his or her own office (i.e., on the same floor). If no one in the proximity of the office is available, then the DLIR employee will contact an interpreter within any office of the DLIR.

If no one is available within the DLIR, the employee assisting the customer will call "Language Line."

2. Language Line Telephone Interpreters

If an in-person interpreter within the DLIR cannot be located, the DLIR employee helping the customer will call "Language Line", by dialing 1-800-874-9426. The DLIR employee will then be prompted to enter the DLIR's 6-digit Client ID, the Division phonetics, and Division ID code. If the customer indicates he or she speaks Spanish, the DLIR employee will press 1. Otherwise, the DLIR employee will press 2 and speak the name of the language when prompted.

The DLIR employee may then either press 0 or stay on the line for assistance.

The DLIR employee will then communicate the following information to the Language Line representative:

- 6-digit Client ID: 123456 (example)
- Organization Name: Hawai`i Department of Labor and Industrial Relations
- Division Phonetics: DLIR 2 to 5 letter Division phonetics (e.g., Workforce Development Division = WDD).
- Division ID Code: 6789 (example)

An interpreter will then be connected to the call.

The DLIR employee will (1) brief the interpreter about the situation by summarizing what the employee wishes to accomplish, and (2) convey any special instructions to the interpreter.[3]

The DLIR employee will then allow the client to speak to the interpreter.

When the discussion between the client and the interpreter is finished, or when the DLIR employee is prompted, the DLIR employee will then speak to the interpreter to find out what the client needs.

The cost for oral interpretation services shall be borne by the division.

At the end of the transaction, the DLIR employee shall complete a Service Log entry, detailing the date of the call, the start and end times, the originating phone number and the language involved. A sample page of the Service Log is attached as Appendix "E." All DLIR offices/divisions shall compile the information from the daily Services Logs and submit a monthly Service Log for the

[3] If the speaker phone feature is available on the DLIR employee's phone, then the speaker phone feature should be used to allow both the LEP customer and the DLIR client to be on the line at the same time.

office/division to the LEP Plan Coordinator within fifteen (15) days after the end of each month.

3. No Language Line Interpreter Available or Language Not Listed on Poster

If the Language Line representative indicates that Language Line does not have an available interpreter and the language is listed on the LEP Plan poster (Appendix "C"), [4] the DLIR employee can contact the interpreter services listed on Appendix "F" for assistance. Appendix "F" is a list of interpreter/translation services compiled by the LEP Plan Coordinator.

If the language that the client speaks is not listed on the LEP Plan poster (Appendix "C"), the DLIR employee assisting the LEP customer shall contact the LEP Plan Coordinator and proceed as instructed. The LEP Plan Coordinator shall contact the administrator of the division servicing the LEP customer, and the LEP Plan Coordinator and the administrator of the division shall decide whether to grant the request, in whole or in part, by using the four-factor analysis discussed in the "RELEVANT FACTORS" section above.

4. Telephone Calls

Should a DLIR employee receive a telephone call from a LEP customer or a representative of a LEP customer needing oral translation, the DLIR employee should encourage that LEP customer to come into the DLIR employee's office, so that oral interpretation services may be arranged as set forth above, or to register with the DLIR online services.

B. WRITTEN TRANSLATION

As discussed in Section III.B above, a notice regarding a request for written translation shall be attached to important documents in order to provide meaningful access to LEP customers and/or sent with documents that division personnel have sufficient reason to believe are addressed to a LEP customer.

For example, in matters concerning unemployment insurance, an unemployment insurance claim form is the kind of important document necessary for meaningful access to DLIR services.

As another example, during a WSD investigation, it becomes evident that the person who filed a complaint for not being paid for the hours he worked has great difficulty understanding and speaking English. The notice regarding translation should accompany any decision concerning the investigation.

When a request for a written translation is received by the LEP Plan Coordinator, the Coordinator has twenty-four (24) hours to notify the division who sent the document that such a request was made.

The LEP Plan Coordinator and the administrator of that particular division shall decide whether or not the request should be granted using the four-factor analysis discussed in the "RELEVANT

[4] Should a LEP customer require sign language services, the DLIR employee may go directly to Appendix "F" and make the necessary arrangements for sign language interpreter services.

FACTORS" section above. It is within the sound discretion of the LEP Plan Coordinator and the administrator to select a qualified translator.

V. DESIGNATION OF LEP PLAN COORDINATOR

Mr. Gary Noda, DLIR's Equal Employment Opportunity Officer, shall serve as the DLIR's LEP Plan Coordinator. The LEP Coordinator will be primarily responsible for, among other things: (1) the overall implementation of the LEP Plan; (2) responding to any inquires or comments/complaints regarding the LEP Plan and its implementation; (3) making any revisions and modifications to the LEP Plan, as necessary; (4) training DLIR employees by providing the proper background necessary to implement the objectives of the LEP Plan; (5) serving as the primary contact for LEP customers who may need a written translation of important DLIR documents; and (6) coordinating efforts to implement, monitor, evaluate, and invite stakeholders' input aimed at improving the current LEP Plan.

VI. TRAINING DLIR STAFF

The LEP Plan Coordinator will be responsible for developing and implementing training for the DLIR staff. The primary purpose of the training is to impart the necessary background and understanding to implement the objectives of the LEP Plan. The training shall address the application of the policies and procedures in the LEP Plan to various "real-world" situations that they will likely encounter. The LEP Plan Coordinator shall, as a part of the training, develop reference sheets encapsulating the essential principles and procedures of the LEP Plan and disseminate these reference sheets to the entire Department. The training shall also address what kind of documents should be generally translated. Additionally, the training shall address competency, confidentiality, and impartiality issues regarding in-person interpreters within the DLIR.

VII. SEEKING STAKEHOLDERS' INPUT; REVIEW AND REVISION OF THE LEP PLAN

The DLIR, through the LEP Plan Coordinator and the Office of Community Services, will actively seek input from groups that provide assistance to LEP customers, including those who advocate for the interests of immigrants, refugees and others who may be LEP consumers of DLIR services. All interested stakeholders are encouraged to contact the LEP Plan Coordinator directly. The LEP Plan Coordinator shall have at least one (1) public meeting with LEP persons, other interested stakeholders, and DLIR administrators during the month of October each year. The objectives for seeking such input are (1) to provide feedback and information that will result in refining this LEP Plan, and (2) to enable the DLIR to meet its goal of taking significant and reasonable strides toward ensuring meaningful access to LEP customers. The LEP Plan coordinator shall then submit a comprehensive report on the meeting, including the recommendations and comments on the LEP Plan, to the Director no later than December 31st of each succeeding year.

This report shall include a list of the most requested languages in which assistance is needed and a list of the most requested documents to be translated. The report shall also include a synthesis of the data contained in the report submitted by R&S. *See* Section I above.

This LEP Plan is a "living document" that shall be reviewed and revised in light of comments

from LEP customers, their representatives, interested stakeholders, and DLIR staff. Such review and revision shall take place no later than January 31, 2008. The provisions of this LEP Plan shall remain in place until a revised LEP Plan is adopted.

CONCLUSION

Through the enactment of this LEP Plan, the DLIR, in compliance with the mandate of Title VI, has memorialized the initial steps in providing reasonable and meaningful access to LEP customers that seek DLIR services.

All DLIR divisions and administratively attached agencies shall immediately comply with this LEP plan.

Nelson B. Befitel, Director
Department of Labor & Industrial Relations

JUN 2 9 2007
Date

Limited English Proficiency Plan 2007

APPENDIX – A

Limited English Proficiency Division/Office Report

LEP Customer Log

Limited English Proficiency (LEP) Division/Office Report

for Calendar Year: _____

Please complete this report with information for the most recently completed calendar year. Send report to the Research and Statistics Office, Operations Management Information Staff by January 20 following the report year.
Please call Dayle Kobashigawa at 586-9005 if you have questions or would like the Excel spreadsheet document.

Division/Office: _____

Division/Office Coordinator: _____

Total Customer Population:	***Number Served***
Please estimate the total number of customers you serviced during the report year. This number will be used to determine the proportion of LEP persons serviced to your total customer population.	
Methods Used to Inform LEP Persons of LEP Services Available:	***Yes or No***
Language identification flashcard	
Signs informing LEP persons of how to access free language services	
Multilanguage mailer inserts	
Outreach documents in other languages	
Telephone voice mail menu	
LEP information on web sites	
Other:	
Types of Documents Translated: Please indicate whether you produced translated versions of your program documents.	***Yes or No***
Applications	
Complaint forms	
Letters or notices regarding participation in program activities	
Other:	
Number of grievances or complaints filed because of language access problems:	***Number of Grievances or Complaints***
Please indicate the number of grievances and/or complaints your division/office handled during the report year as a result of language access problems. Please also provide below the date filed and a short description of the grievance(s)/complaint(s).	

LEP Customer Log for the period: October 16, 2006 through September 30, 2007

Division/Office _____

Contact Person_____ **Phone No.**_____

Please e-mail form to Dayle Kobashigawa, Research and Statistics Office (586-9005), at Dayle.N.Kobashigawa@hawaii.gov by November 1, 2007.

LEP person's name (if known)	**Language** (indicate primary language spoken by LEP person)	**Date(s) of service**	**Type of service** (check all that apply)						**How often** (check one)					**LEP service** (check all that apply)				**Interpreter** (check all that apply)					**Customer satisfied?**	
			Process application / Registration	Interview / Fact finding	Hearing	Provide program information	Provide general information	Other (please list)	One time	Twice	Weekly	Monthly	Other (please list)	Oral interpretation in person	Oral interpretation by phone	Written translation	Other (please list)	Bilingual staff	Family member or friend	Telephone language line	Contracted interpreter	Other (please list)	Yes	No (please explain)
1																								
2																								
3																								
4																								
5																								
6																								
7																								
8																								
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10																								
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Revised: 12/06

Limited English Proficiency Plan 2007

APPENDIX – B

List of Bi-Lingual Speaking DLIR Staff Interpreters

Appendix B

Appendix B is available to the Department of Labor and Industrial Relations' employees upon request to the LEP Coordinator.

APPENDIX – C

DLIR LEP Poster

IF YOU NEED AN INTERPRETER . . .

We provide free interpreter services on request to conduct your business with the State of Hawai'i Department of Labor and Industrial Relations. If you need an interpreter in a particular language, point to that language below:

☞ မြန်မာဘာသာနှင့်စကားပြန်လိုလျှင် ဤနေရာကိုလက်ညှိုးထိုးပြပါ။	Burmese
☞ **ចង្អុលនៃនេះបើអ្នកត្រូវការអ្នកបកប្រែភាសានេះ**	Cambodian
☞ E punto guene unnesesita intepete ni esta na lenguahe.	Chamorro
☞ Tikii awenewenen ikei, ika pun ka chok tongeni anneani, weweiti, pwan kapasen Chuuk, pun ach ei neeni epwe awora emon noum chon chiaku ren kapasen Chuuk ngeni Merika pwan kapasen Merika ngeni Chuuk.	Chuukese
☞ Itudom ditoy no makasao ken maka-awat iti daytoy a sarita. Maitdanka iti mangipatarus.	Ilocano
☞ お話しになる言語を指してください。	Japanese
☞ 여러분이 이언어를 이해하시고 사용하시면 이곳을 가르키십시요 저희가 통역을 제공하겠읍니다	Korean
☞ Kom fin nikin, kom enenu in oasr met leng kahs lom.	Kosraen
☞ **ຖ້າທ່ານເວົ້າແລະເຂົ້າໃຈພາສານີ້, ໃຫ້ຊີ້ໃສ່ທີ່ນີ້. ນາຍພາສາຈະຊ່ວຍທ່ານ**	Lao
☞ 如果您明白此種語言，請指向本文。我們會提供該種語言翻譯員。	Mandarin or Cantonese
☞ Jitōñe ñe elōñ am ñoñ rikook kajin.	Marshallese
☞ Idih wasabt ma ke anahne soun kawehwe ni lokaia wet.	Pohnpeian
☞ Afai e te mana'omia le faaliliu upu ile gagana Samoa faailoa mai faamolemole.	Samoan
☞ Apunte aqui si necesita un traductor en: Espanol	Spanish
☞ Ituro dito kung ikaw ay nanganga-ilangan ng ganitong salita.	Tagalog
☞ **กรุณาชี้ตรงนี้ถ้าต้องการผู้ช่วยแปลภาษา**	Thai
☞ Tuhu ki he tohi ni Kapau'oku Fie. ma'u ha Tokoni ke Fakamatala atu 'ae 'uhinga 'oe ton.	Tongan
☞ Chỉ vào đây nếu ba cần mô t thông di ch viên cho ngôn ngữ Vietnam.	Vietnamese
☞ Itudlo dire kung nanginahanglan ka ug interpreter nianing pinulongan.	Visayan
☞ Mu guchum ngarag ni faamra gabadag ninge thilyeg bee e thin rom.	Yapese

DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS

State of Hawai'i

Linda Lingle, Governor

APPENDIX – D

Request for Translation of DLIR Document

If you need this document translated, please call the State Department of Labor and Industrial Relations' Limited English Proficiency Plan Coordinator at 586-8865.

Burmese

အကယ်၍ စာရွက်စာတန်းများကို ဘာသာပြန်ဖို့ လိုအပ်လျှင်
အလုပ်သမားနှင့်စက်မှုဝန်ကြီးဌာဏမှ အကူအညီပေးသူကို
အောက်ပါဖုံးနံပါတ်ကို ခေါ်ယူ၍ အကူအညီတောင်းခံနိုင်ပါသည်။
ဆက်သွယ်ရန်။ ။ ၈၀၈ ၅၈၆ ၈၈၆၅

Cambodian

ប្រើអ្នកត្រូវការឯកសារនេះបកប្រែឲ្យនៅថ្ងាភាសាអ្នក
សូមអ្នកជាក់ជងនិង ក្រសួងកិច្ចការនិងជំនាក់ជំនង
បស់ជ្ជ៉ន្ជ្ជកភាសា តាមលេខ ៥៨៦-៨៨៦៥

Chamorro

Yanggen un nisisita na u ma translada este na dokumento, pot fabot agang i State Department of Labor and Industrial Relations' Limited English Proficiency Plan Coordinator gi 586-8865.

Chinese

假如你需要翻譯這份文件, 請致電586-8865
向州政府勞工與工業關係部"英語有限協助計劃"協調員聯絡

Chuukese

Are kopwe mochen eman epwe awewei novin taropwe mei auchea, kopwe kan kori Department of Labor and Industrial Relations Limited English Proficiency Plan Coordinator at 586-8865.

Ilocano

No agkasapulan iti mangipatarus iti daytoy a dokumento, pangnga-asiyo ta tumawag iti State Department of Labor and Industrial Relations' Limited English Proficiency Plan Coordinator iti numero 586-8865.

Japanese

この書類の翻訳をご希望の方は、州労働・労使関係省、英語能力の限られた方を支援するプログラムのコーディネータ、586-8865までご連絡ください。

Kosraen

Kom fin enenu pepu se inge in lengla nu ke kas inglis, nunakmunas pangon Office lun Labor ac Industrial Relations ke numbu 586-8865.

Lao

"ຖ້າທ່ານຕ້ອງການແປເອກກະສານນີ້,ກະຣຸນາໂທຣໄປກົມພົວພັນແຮງງານ ແລະອຸສາຫະກຳຣັດຣາວາຍຜູ້ຕິດຕໍ່ແຜນການດ້ວຍພາສາອັງກິດ ທີ່586-8865."

Marshallese

Ne kwoj aikuij jiban joij pok nompa in State Department of Labor and Industrial Relations Limited English Proficiency Plan Coordinator at 586-8865.

Pohnpeian

Ma ke anahne daropwe wet en kaweweda, a ke menlau doko delepwohn 586-8865 oh kosoieng ohpis me kin sewese anahn en lokaian wai na ohpis lap en apwali kosoandi en doadoake en aramas akan de State Department en Labor oh Industrial Relations.

Samoan

Mo se fa'amalamalamaga i lau gagana, fa'afeso'ota'i mai le ofisa o Labor ma Industrial Relations i le 586-8865.

Spanish

Si necesita una traduccion de este documento, favor de llamar el Departamento de Labor y Relaciones Industriales, el Coordinador del Plan de Proficiencia de Ingles Limitada, 586-8865.

Tagalog

Kung kailangan mong isalin ang mga dokyumentong ito, pakitawagan ang koordineytor ng Department of Labor and Industrial Relations' Limited English Proficiency Plan sa 586-8865.

Thai

ถ้าคุณต้องการให้แปลข้อความต่อไปนี้กรุณาโทรศัพท์แจ้งไปที่กรมแรงงานและอุตสาหกรรมสัมพันธ์ หน่วยงานช่วยเหลือผู้ต้องการความความช่วยเหลือทางด้านภาษาอังกฤษ เบอร์โทร 586- 8865.

Tongan

Kapau 'oku ke fie ma'u ha taha ke liliu ae ngaahi fakamatala ni ki he 'etau lea faka-Tongan pea ke fakamolemole 'o telefoni mai ki he Kautaha Tokoni 'ae Siteiti 'o Hauai'i, moe Tokotaha oku ne toknoi kihe lea faka papalangi, Fakamolemole o teleoni mai kihe fika telefoni koe 586-8865. Malo Aupito.

Vietnamese

Nếu bạn cần văn kiên nầy thông dịch, xin vui lòng gọi Bộ Lao Động và Nhân viên Ban Giao Dịch Kế Họach tại sô' diện thọai 586-8865.

Visayan

Kung imong guikinahanglan nga kining mga dokyumento hubaron, palihug tawagi ang koordineytor sa State Department of Labor and Industrial Relation's Limited English Proficiency Plan sa 586-8865.

Yapese

Fa'anra gabadag ni ngani translate nag ere babyor ney, wenig ngom mu kol nag e State Department of Labor and Industrial Relations' Limited English Proficiency Plan Coordinator kore telephone number ni ba'ara, 586-8865.

APPENDIX – E

Language Line Monthly Log

Oral Translation Services Log

For the Month ending _____

Division/Office: _____ **Project Code (if applicable): _____**

Date	Translation Service Used	Start Time	End Time	Originating Phone #	Language

Comments from LEP clients or their representative(s) regarding quality of services provided:

Approved by: _____ **Date: _____**

Language Interpretation/Translation Providers

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

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

- DISABILITY & COMMUNICATION ACCESS BOARD **(Sign Language)**
  Certified List of individual providers

- LIBRARY FOR THE BLIND & PHYSICALLY HANDICAPPED **(Braille services)**
  402 Kapahulu Ave.
  Honolulu, HI 96815
  Ph: 733-8444(TTY/Voice)

APPENDIX – F

Language Interpretation/Translation Providers