

# **Hawai'i State Judiciary**

## **Language Access Plan for Persons with Limited English Proficiency**

**FY 2017-2018**

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**I. INTRODUCTION: HAWAI‘I’S LIMITED ENGLISH PROFICIENT (LEP) POPULATION**

Hawai‘i has a diverse mix of people and cultures representing numerous languages and dialects. The demographic composition of the Judiciary’s eligible client population has changed dramatically, as both the number of immigrants and the rate of immigration continue to climb. In addition, Hawai‘i’s linguistic makeup is becoming more and more diverse as migrants come from many new countries, bringing many new languages and dialects, particularly among the Asian and Pacific Island languages.

Hawai‘i has one of the highest relative proportions of non-English speakers in the nation. Despite its isolated location in the middle of the vast Pacific Ocean more than 2,500 miles from the continental United States, Hawai‘i has a relatively large limited English proficient population. Hawaii’s LEP population increased from 124,400 in 1990, to 166,700 in 2015, a 34% increase.<sup>1</sup> In 2016, roughly one in five or 18.4% of Hawai‘i’s total population were foreign born, ranking it sixth among all states.<sup>2</sup> Approximately 22% of Hawai‘i’s foreign born population reported that they speak English “not well” or “not at all”.<sup>3</sup> Individuals who speak English less than “very well” are considered to be limited English proficient (LEP).

According to the U.S. Census Bureau American Community Survey 2016 (1-year Estimates), approximately one in four or 26.5% of Hawai‘i residents five years and older, speak a language other than English at home, ranking it ninth among all states.<sup>4</sup> Of those, 12.2% reported that they speak English “less than very well,” ranking Hawai‘i fifth among all states.<sup>5</sup> According to a 2012 U.S. Census Bureau Press Release, Hawai‘i is one of only five “majority-minority” states

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<sup>1</sup> Migration Policy Institute tabulations from the U.S. Census Bureau’s 1990 and 2000 Decennial Censuses and 2010 and 2015 American Community Surveys, *available at* <https://www.migrationpolicy.org/article/frequently-requested-statistics-immigrants-and-immigration-united-states/#Demographic>.

<sup>2</sup> U.S. Census Bureau, 2016 American Community Survey 1-Year Estimates (“2016 ACS(1)”), Tbl. DP02, SELECTED SOCIAL CHARACTERISTICS IN THE UNITED STATES, *available at* [http://files.hawaii.gov/dbedt/census/acs/ACS2016/ACS2016\\_1\\_Year/geographic/ACS\\_16\\_1YR\\_DP\\_state\\_all.pdf](http://files.hawaii.gov/dbedt/census/acs/ACS2016/ACS2016_1_Year/geographic/ACS_16_1YR_DP_state_all.pdf) (“Tbl. DP02”) and PERCENT OF PEOPLE WHO ARE FOREIGN BORN - United States -- States; and Puerto Rico & Tbl. R0501, *available at* [http://files.hawaii.gov/dbedt/census/acs/ACS2016/ACS2016\\_1\\_Year/state\\_rank/16\\_state\\_ranking\\_file.pdf](http://files.hawaii.gov/dbedt/census/acs/ACS2016/ACS2016_1_Year/state_rank/16_state_ranking_file.pdf).

<sup>3</sup> U.S. Census Bureau, 2016 2012-2016 American Community Survey 5-Year Estimates, NATIVITY BY LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER & Tbl. B16005, *available at* [https://factfinder.census.gov/faces/tableservices/jsf/pages/productview.xhtml?pid=ACS\\_16\\_5YR\\_B16005&prodType=table](https://factfinder.census.gov/faces/tableservices/jsf/pages/productview.xhtml?pid=ACS_16_5YR_B16005&prodType=table).

<sup>4</sup> 2016 ACS(1), Tbl. DP02 *supra* and Tbl. R1601, Percent of People 5 Years and Over Who Speak a Language Other Than English at Home, *available at* [http://files.hawaii.gov/dbedt/census/acs/ACS2016/ACS2016\\_1\\_Year/state\\_rank/16\\_state\\_ranking\\_file.pdf](http://files.hawaii.gov/dbedt/census/acs/ACS2016/ACS2016_1_Year/state_rank/16_state_ranking_file.pdf)

<sup>5</sup> 2016 ACS(1), PERCENT OF PEOPLE 5 YEARS AND OVER WHO SPEAK ENGLISH LESS THAN “VERY WELL” – United States –States; and Puerto Rico & Tbl. R1603 & Tbl DP02, *available at* [http://files.hawaii.gov/dbedt/census/acs/ACS2016/ACS2016\\_1\\_Year/state\\_rank/16\\_state\\_ranking\\_file.pdf](http://files.hawaii.gov/dbedt/census/acs/ACS2016/ACS2016_1_Year/state_rank/16_state_ranking_file.pdf).



(with the District of Columbia, California, New Mexico, and Texas).<sup>6</sup> Hawai‘i has the largest minority population (77%) of all states.<sup>7</sup> Nearly 22% of the Asian and Pacific Island language speakers in Hawai‘i speak a language other than English at home, and of those, 51% speak English less than “very well.”<sup>8</sup> Hawai‘i experienced an extraordinary influx of Micronesians over a 10 year period, with this population increasing from 6,119 in 1997, to 16,421 in 2007, a 168% change.<sup>9</sup> Within the four states that comprise the Federated States of Micronesia (Chuuk, Kosrae, Pohnpei, and Yap) alone, 17 languages and dialects are spoken.

Many of Hawaii’s foreign-born residents are considered to be LEP and are therefore subject to protection under Title VI of the Civil Rights Act of 1964, 42 U.S.C. § 2000d, *Prohibition Against Exclusion from Participation in, Denial of Benefits of, and Discrimination Under Federally Assisted Programs on Ground of Race, Color, or National Origin* (“Title VI”) and Hawai‘i’s Language Access Law, codified as Hawai‘i Revised Statutes (HRS) chapter 371, part II, §§ 371-31 to –37 (repealed 2012), Act 201 of July 3, 2012 (recodified as HRS ch. 321C). The United States Department of Justice (DOJ) has defined LEP persons as individuals for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English.<sup>10</sup> This includes those individuals who reported that they speak English less than “very well” on the Census. A person may not be LEP in all situations. A person may be able to go shopping, catch the bus, and get around the community with their level of English skills. However, due to the formal court setting, difficult legal language, and significant impact a court case can have on people’s lives, that person may not be able to navigate the court system or meaningfully participate in legal proceedings with the same level of English skills, and thus may be considered a court customer with LEP. Language for individuals who are LEP can be a barrier to accessing important benefits or services, understanding and exercising important rights, complying with applicable responsibilities, or understanding other information provided by federal agencies and federally funded programs and activities.

Hawai‘i’s recent demographic changes exacerbate the difficulty of responding to the language needs of the Judiciary’s client population. The Hawai‘i State Judiciary is cognizant of the federal and state legal requirements associated with individuals who are LEP and has developed

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<sup>6</sup> U.S. Census Bureau, Press Release: Most Children Younger Than Age 1 are Minorities, Census Bureau Reports (May 17, 2012), available at <http://www.census.gov/newsroom/releases/archives/population/cb12-90.html>. Majority-minority states are those in which minority ethnic groups are numerically dominant.

<sup>7</sup> “A State-by-State Look at Growing Minority Populations” (June 25, 2015) (based on *Governing* calculations of Annual Estimates of the Resident Population, U.S. Census Bureau 2014), available at <http://www.governing.com/topics/urban/gov-majority-minority-populations-in-states.html>.

<sup>8</sup> U.S. Census Bureau, 2016 ACS 1-year estimates, Hawai‘i: Language Spoken at Home, Tbl. S1601, available at <https://factfinder.census.gov/faces/tableservices/jsf/pages/productview.xhtml?src=bkmk>.

<sup>9</sup> U.S. Gov’t Acct’g Off., Cong. Rpt. No. GAO-02-40, Foreign Relations: Migration from Micronesian Nations Has Had a Significant Impact on Guam, Hawai‘i, and the Commonwealth of the Northern Mariana Islands (Oct. 2001), available at <http://www.gao.gov/new.items/d0240.pdf>. A discussion of the reasons for the burgeoning Micronesian migration to the U.S. is beyond the scope of this report; however, it appears that this trend will continue, and the numbers of Micronesian migrants to Hawai‘i will likely not decline in the near future.

<sup>10</sup> Limited English Proficient (LEP) persons are “individuals who do not speak English as their primary language and who have a limited ability to read, write, speak, or understand English.” U.S. Dep’t of Justice, Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons, 67 Fed. Reg. 41455, 41459 (June 18, 2002).



this plan accordingly to ensure their equal access to court services in a manner that is responsive to diverse cultural and communication needs.

## II. LEGAL BASES FOR LANGUAGE ACCESS

Title VI provides that “[n]o person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefit of, or be subjected to discrimination under any program or activity receiving federal financial assistance.” Different treatment based upon a person’s inability to speak, read, write, or understand English may be national origin discrimination under Title VI. The Department of Justice issued Guidance on the implementation of Title VI in 2002.<sup>11</sup> Further guidance is provided in the U.S. Department of Justice letter to state courts, issued on August 16, 2010.<sup>12</sup>

On August 11, 2000, President William J. Clinton signed into law Executive Order 13166, *Improving Access to Services for Persons with Limited English Proficiency* (“EO 13166”), requiring all agencies receiving federal funds to address the needs of persons who, due to their status as having limited English proficiency (LEP), cannot fully and equally participate in the agency’s programs and activities. Whereas Title VI creates obligations for recipients of federal funds to provide meaningful access for persons with LEP to federally conducted programs, EO 13166 creates obligations for federal agencies to do the same.<sup>13</sup>

On July 10, 2006, the Hawai‘i State Legislature enacted Hawai‘i’s Language Access Law, now HRS Ch. 321C, to further reduce language barriers that can preclude individuals who have LEP from meaningful access to services, programs, and activities offered by the State of Hawai‘i or by state-funded programs. Hawai‘i’s Language Access Law specifically requires each state agency or covered entity (entities that receive state funds) to establish a language access plan (LAP).<sup>14</sup> State agencies receiving federal financial assistance, including the Judiciary, were required to file an initial LAP by July 1, 2007, and an updated LAP every two years thereafter.<sup>15</sup>

## III. FOUR-FACTOR ANALYSIS REQUIRED TO DETERMINE THE EXTENT OF LANGUAGE ASSISTANCE TO BE PROVIDED

The U.S. Department of Justice *Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons* (“DOJ Guidance”) issued pursuant to Title VI and EO 13166, is intended to assist DOJ-funded programs, including those in the Judiciary, to provide meaningful access to persons with LEP. To determine if language access services must be provided, and if so, the extent of those services, requires an individualized analysis that balances the following four factors:

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<sup>11</sup> U.S. Dep’t of Justice, *Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons*, 67 Fed. Reg. 41455 (June 22, 2002) (“DOJ Guidance”).

<sup>12</sup> U.S. Dep’t of Justice, Letter to Chief Justices/State Court Administrators (Aug. 16, 2010), *available at* [http://www.lep.gov/final\\_courts\\_ltr\\_081610.pdf](http://www.lep.gov/final_courts_ltr_081610.pdf).

<sup>13</sup> See, e.g., U.S. Dep’t of Justice, Memorandum to Heads of Federal Agencies, General Counsels and Civil Rights Heads re: Federal Government’s Renewed commitment to Language Access Obligations under Executive Order 13166 (Feb. 17, 2011), *available at* [http://www.justice.gov/crt/about/cor/AG\\_021711\\_EO\\_13166\\_Memo\\_to\\_Agencies\\_with\\_Supplement.pdf](http://www.justice.gov/crt/about/cor/AG_021711_EO_13166_Memo_to_Agencies_with_Supplement.pdf).

<sup>14</sup> Hawai‘i Revised Statutes (HRS) § 321C-4.

<sup>15</sup> *Id.*



- 1) The number or proportion of persons with LEP that are eligible to be served or likely to be encountered by the program or grantee;
- 2) The frequency with which individuals with LEP come in contact with the program;
- 3) The nature and importance of the program, activity, or service provided by the program to people’s lives; and
- 4) The resources available to the Judiciary and associated costs.

Under this analysis, if the Judiciary determines that it requires additional Judiciary staff to respond to the language needs of persons with LEP because more reasonable or appropriate means of providing these services are not available, the Judiciary, consistent with state and federal laws, shall hire qualified staff who are bilingual to fill existing, budgeted, vacant public contact positions.<sup>16</sup> In a report submitted to the Hawai‘i Office of Language Access (OLA) on January 5, 2009, the Judiciary identified the public contact positions within its organization statewide in which interfacing with state court users constitutes a significant part of the incumbent’s regularly assigned job duties. *See* Attachment A, Hawai‘i State Judiciary, Public Contact Positions Survey Report (Jan. 5, 2009). The Judiciary recognizes the need to employ new and innovative recruitment strategies to ensure departments have the resources needed to respond to increased language needs by using bilingual staff. Although having sufficient bilingual staff within each service area to obviate the need for contracted interpreting services is desired, this ideal work environment has not been achieved to date. However, the Judiciary remains committed to looking at alternative ways to utilize the education, training, and work experience of its bilingual staff as a way of meeting the increasing language needs of its court customers with LEP, in a manner that is culturally and linguistically appropriate.

Upon determining the language assistance services that are appropriate to provide meaningful access to the agency’s programs, services, and activities, the DOJ recommends that a Language Access Plan (LAP) be developed to address the identified language needs of the population with LEP that is served, including the following: (1) identifying LEP individuals who need language assistance; (2) developing language assistance measures; (3) training staff; (4) providing notice to LEP persons; and (5) monitoring and updating the LAP.<sup>17</sup>

The Judiciary developed this LAP to identify the needs of the community it serves and to ensure that LEP persons have meaningful access to Judiciary programs, services, and activities in compliance with Title VI, EO 13166, and HRS Chapter 321C, in a manner that is culturally and linguistically appropriate. The Judiciary has also designated the Program Director of the Office on Equality and Access to the Courts (OEAC) as the Language Access Coordinator (LAC), responsible for overseeing the implementation and evaluation of language access services under the LAP. *See* Section X below.

The Judiciary collaborated with the U.S. Department of Justice from September 2013 to March 2015 to better meet the growing needs of court users requiring language assistance services in court operations and proceedings. During this technical assistance agreement period, the Judiciary updated and expanded its Language Assistance Policy; provided mandatory training for staff and judges; refined its court interpreter assignment policy; redoubled its efforts

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<sup>16</sup> HRS § 321C-3(d).

<sup>17</sup> DOJ Guidance, *supra* note 11, at 41464-65; *see also* U.S. Dep’t of Justice, Language Access Assessment and Planning Tool for Federally Conducted and Federally Assisted Programs (May 2011), *available at* [http://www.lep.gov/resources/2011\\_Language\\_Access\\_Assessment\\_and\\_Planning\\_Tool.pdf](http://www.lep.gov/resources/2011_Language_Access_Assessment_and_Planning_Tool.pdf).



to educate local court interpreter assignment coordinators; and implemented an awareness campaign on its webpage to increase the public's knowledge about how to access language services, including translating information on the Language Access page into 14 of the most frequently encountered languages in the Hawai'i State Courts.

The Judiciary's progress in providing language access was recognized by the Justice Index 2016 Findings, released by the National Center for Access to Justice, which ranked Hawaii number one in the country for providing support for people with limited English proficiency (LEP) and among the top three states in the country for practices aimed at making access to justice a reality for all people.

#### **IV. LIMITED ENGLISH PROFICIENT POPULATIONS ELIGIBLE TO BE SERVED BY STATE COURTS**

The diversity of races and cultures in Hawai'i is reflected in the makeup of state court users. Indicative of a growing population with LEP are the Judiciary's annual expenditures for court interpreters, which have risen dramatically due both to greater demand for interpreting services, as well as increased interpreter pay rates initially implemented as part of the Judiciary's Court Interpreter Certification Program in FY 2007-2008.

In 2007, the Judiciary conducted a self-assessment to identify the points of public contact in each of its programs and to determine the language assistance needs of those programs to better respond to the cultural and linguistic diversity of populations served. The Judiciary compiled data on the LEP populations that were served, the primary points of public contact with the state courts, the current services in place to meet the needs of these populations, and the availability of oral language services and translated documents. The Judiciary also reviewed its signage, and how staff and LEP court customers understand the right to free language access services.

According to the most recent data compiled, from FY 2014-2015, the Judiciary provided oral language services (court interpreting) to LEP defendants and witnesses in state courts in more than 10,592 court proceedings, with expenditures exceeding \$687,056.

<b>STATEWIDE TOP LANGUAGES REQUESTED, FY 2015</b>						
<b>Rank</b>	<b>Language</b>	<b>\$ Paid</b>		<b>Rank</b>	<b>Language</b>	<b># Cases</b>
1	CHUUKESSE	\$136,370.63		1	CHUUKESSE	3,258
2	ILOKANO	\$101,482.74		2	ILOKANO	1,368
3	SPANISH	\$63,017.15		3	MARSHALLESE	1,242
4	MARSHALLESE	\$57,576.57		4	KOREAN	925
5	KOREAN	\$48,794.25		5	SPANISH	705
6	VIETNAMESE	\$42,447.75		6	VIETNAMESE	472
7	JAPANESE	\$37,632.97		7	TAGALOG	456
8	TAGALOG	\$35,205.50		8	JAPANESE	389
9	SAMOAN	\$28,946.99		9	TONGAN	310
10	TONGAN	\$27,151.72		10	SAMOAN	269
11	ASL	\$26,334.95		11	CANTONESE	228
12	MANDARIN	\$18,722.47		12	MANDARIN	213
13	CANTONESE	\$14,565.51		13	POHNPEIAN	209
14	POHNPEIAN	\$10,846.18		14	ASL	133
15	LAOTIAN	\$10,540.18		15	KOSRAEAN	96

HAWAII TOP LANGUAGES REQUESTED, FY 2015						
Rank	Language	\$ Paid		Rank	Language	# of Cases
1	CHUUKESSE	\$22,815.75		1	MARSHALLESE	735
2	MARSHALLESE	\$19,039.10		2	CHUUKESSE	567
3	ILOKANO	\$13,820.30		3	SPANISH	235
4	SPANISH	\$13,034.45		4	ILOKANO	205
5	ASL	\$5,888.27		5	KOSRAEAN	66

KAUAI TOP LANGUAGES REQUESTED, FY 2015						
Rank	Language	\$ Paid		Rank	Language	# of Cases
1	ILOKANO	\$7,217.50		1	ILOKANO	134
2	TONGAN	\$4,153.90		2	MARSHALLESE	39
3	MARSHALLESE	\$4,012.25		3	TONGAN	32
4	TAGALOG	\$2,041.75		4	TAGALOG	26
5	SPANISH	\$1,350.95		5	SPANISH	14

MAUI TOP LANGUAGES REQUESTED FY 2015						
Rank	Language	\$ Paid		Rank	Language	# of Cases
1	SPANISH	\$20,443.25		1	SPANISH	331
2	ILOKANO	\$11,863.62		2	ILOKANO	264
3	POHNPEIAN	\$2,680.71		3	POHNPEIAN	106
4	MARSHALLESE	\$2,654.90		4	MARSHALLESE	77
5	TONGAN	\$2,229.90		5	CHUUKESSE	64

OAHU TOP LANGUAGES REQUESTED FY 2015						
Rank	Language	Payments \$		Rank	Language	# of Cases
1	CHUUKESSE	\$111,938.39		1	CHUUKESSE	2,627
2	ILOKANO	\$68,581.32		2	KOREAN	879
3	KOREAN	\$46,222.75		3	ILOKANO	765
4	VIETNAMESE	\$41,684.90		4	VIETNAMESE	455
5	JAPANESE	\$36,059.12		5	MARSHALLESE	391
6	MARSHALLESE	\$31,870.32		6	JAPANESE	365
7	TAGALOG	\$29,453.50		7	TAGALOG	351
8	SPANISH	\$28,188.50		8	SAMOAN	252
9	SAMOAN	\$26,306.89		9	CANTONESE	217
10	ASL	\$18,758.07		10	TONGAN	208
11	TONGAN	\$18,662.99		11	MANDARIN	196
12	MANDARIN	\$17,147.07		12	SPANISH	125
13	CANTONESE	\$14,018.51		13	ASL	90
14	LAOTIAN	\$10,540.18		14	LAOTIAN	85
15	POHNPEIAN	\$5,529.12		15	POHNPEIAN	66



## V. PROTOCOL FOR PROVIDING LANGUAGE SERVICES

As part of the Judiciary's commitment to promoting and providing language access for LEP court customers in a manner that is culturally and linguistically appropriate, the Judiciary adopted Judiciary Policy #12:

The Hawai'i State Judiciary is committed to providing meaningful access to court processes and services to persons with limited English proficiency. In all case types, the Judiciary shall reasonably provide, free of charge, and in a timely manner, competent court interpreters for parties, witnesses and individuals with a substantial interest in a case. It shall also provide language assistance services at points of contact with the Judiciary, including over-the-counter and over-the-telephone encounters for all Judiciary-related business. The Judiciary shall notify the public of the Judiciary's language assistance commitment.

The policy is posted on the Judiciary website on the language access page. *See* Attachment B Language Identification / Notice Materials. In 2014 as part of mandatory statewide staff training on language access, OEAC developed a benchcard for Judiciary staff, *Language Access Services: A Guide for Staff*, which contains this policy and the protocol for providing language services discussed in this section. *See* Attachment H.

### A. PUBLIC NOTICE OF THE RIGHT TO AN INTERPRETER

To ensure that individuals with LEP are afforded meaningful access to the courts in a culturally and linguistically appropriate manner, it is important for the Judiciary to inform them of their right to an interpreter. *See* Attachment B, Language Identification / Notice Materials, for the materials discussed herein.

*Signage.* Strategically placed multilingual signs and/or pamphlets at a courthouse or court facility are a functional and effective method to inform individuals with LEP of where and how to request language assistance. Signage is, and will continue to be made available to staff at specified court support service locations identified as primary points of public contact. *See* Section VI.(D).

In addition, at courthouses statewide, court users are greeted by multilingual *Welcome Banners* printed in English and 14 non-English languages.

*Internet.* In response to the diverse cultural and linguistic needs of court users, the Judiciary website has a multilingual notice of the availability of language access services in English and 14 non-English languages. A person with LEP can directly access the multilingual notice by clicking on a list of languages on the Judiciary homepage. The notice informs the public of the right to an interpreter at no cost.

Multilingual language identification cards (Language ID Cards) are available in courthouses statewide and on the Judiciary's website. The cards are printed in English and 14 non-English languages. Individuals who have LEP can request an interpreter by showing the appropriate Language ID Card to staff or writing in the name of their language. Judiciary staff are trained to respond to the cultural and linguistic needs of LEP court customers and can more efficiently provide appropriate language services without embarrassment or undue delay to these customers.

## **B. PROCEDURE FOR PROVIDING LANGUAGE SERVICES FOR IN-COURT PROCEEDINGS**

The Judiciary, through its Administrative Director of the Courts, Office on Equality and Access to the Courts (OEAC), and Hawai‘i Supreme Court Committee on Court Interpreters and Language Access (CILA) (formerly known as the Hawai‘i Supreme Court Committee on Court Interpreters), is committed to providing the most qualified interpreter reasonably available to afford LEP parties, witnesses and individuals with a substantial interest in a case, with meaningful access to the courts in a culturally and linguistically appropriate manner in all case types.

OEAC serves as the platform for planning and policy-making in the area of court interpreting within the Hawai‘i state courts. Although OEAC provides guidance to Judiciary staff regarding court interpreting services obtained and used in the Hawai‘i state courts, direct provision of interpreting services, including scheduling and payment, falls under the responsibility of the court operations of each judicial circuit within the Judiciary.

### ***1. Determine the Need for an Interpreter in the Courtroom***

Hawai‘i Supreme Court Rules establish standards for determining the need for a court interpreter in a legal proceeding. The rules provide that:

An interpreter is needed if, upon examination by the court,

- (1) a party or witness is unable to speak English so as to be understood directly by counsel, court, and jury, or
- (2) if a party is unable to hear, understand, speak, and/or use English sufficiently to comprehend the proceedings and to assist counsel in the conduct of the case.<sup>18</sup>

There are various ways that the Judiciary determines whether a court customer is LEP and needs language services to participate in a legal proceeding. Identifying the need for an interpreter in a legal proceeding and providing interpreting services for such a proceeding may initially occur upon the request of the LEP court customer or someone on his/her behalf, or by the request of an authorized court clerk, judicial assistant, bailiff, or other court staff. Non-Judiciary staff, including a public defender, prosecuting attorney, private attorney, or community advocate, may also inform the court of a client’s need for an interpreter in a particular case. If there is no request for an interpreter, but it appears that an individual may be LEP, the presiding judge may respond to the individual’s cultural and linguistic needs by providing an interpreter to ensure equal access to the courts. The presiding judge has the ultimate responsibility for authorizing the provision of an in-court interpreter in a legal proceeding.

### ***2. Obtain Court Interpreter Services***

Once it has been determined that an individual requires language services to meaningfully participate in a legal proceeding, Judiciary policy requires the provision of the most qualified, reasonably available interpreter to provide such services. Designated Judiciary staff are trained to use the Court Interpreter Registry (“Registry”) to contact and obtain the most qualified interpreter who is reasonably available for a particular assignment in any given language.

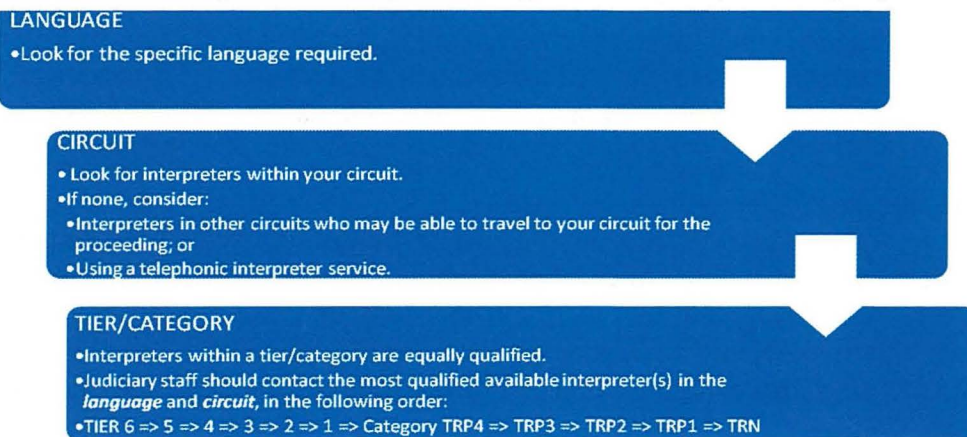
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<sup>18</sup> Order Adopting the Policies for Interpreted Proceedings in the Courts of the State of Hawai‘i, filed June 22, 1995), in Hawai‘i Rules for Certification of Spoken & Sign Language Interpreters, at App. B (Haw. S. Ct., adopted July 11, 2007, effective nunc pro tunc July 1, 2007), available at <http://www.state.hi.us/jud/ctrules/cssli.pdf>.



*The Registry* is a statewide list of interpreters eligible to interpret in the state courts. Interpreters are listed by Language, Circuit, and Tier/Category. Within each Tier/Category, interpreters are listed in reverse alphabetical order by last name.<sup>19</sup> Judiciary staff should contact interpreters in the required language within the specific circuit, beginning with interpreters in the highest available tier, then the next highest tier(s), and so on from Tier 6/Certified Master Interpreters to Tier 1/Registered Interpreters. The chart below outlines the procedure for obtaining a court interpreter from the Registry for in-court proceedings.

**Procedure for Finding a Court Interpreter Using the Court Interpreter Registry**



<sup>19</sup> After evaluation of requests by court interpreters, the Judiciary placed the Registry list in reverse alphabetical order by last name, as of September 1, 2007.

The court may appoint interpreters who are not listed on the statewide Registry only when no one on the Registry is available. In those situations, Judiciary staff should use transitional interpreters who have applied to the Certification Program but have not yet satisfied the mandatory minimum requirements and are thus not listed on the Registry. All contracted interpreters are expected to adhere to the ethics and competency standards adopted by the Judiciary. All interpreters are required to complete a Declaration agreeing to abide by these standards.

*Telephone interpreter.* If an interpreter is not available to appear in-person through this process, the court may suspend the case until an interpreter is available or consider using - for limited purposes – a telephone interpreter from the Judiciary's contracted vendor, CTS LanguageLink. The chart below, *Handling LEP Speakers in the Courtroom*, summarizes this procedure.

*Call OEAC.* If an in-person or telephone interpreter is not available, Judiciary staff should contact the Office on Equality and Access to the Courts (OEAC) as early as possible prior to the scheduled court date, for assistance in securing the resources necessary to meet the language needs of the individual with LEP for an in-court proceeding. When individuals require access to services within short time frames, Judiciary staff – in consultation with a supervisor, manager, or court administrator and the Judiciary's Language Access Coordinator (LAC) – shall take reasonable actions to ensure that court customers with LEP have access to language access services as needed.

*Data Collection.* At the end of the transaction, Judiciary staff shall log the LEP encounter and the service provided (or requested) on the User Log-LEP/Language Services form. *See* Section VII.

The above protocol is intended to ensure that LEP parties, witnesses, or persons with a substantial interest in a case are provided with appropriate language services to facilitate their meaningful participation in a legal proceeding in a manner that is culturally and linguistically appropriate. There is no charge to the court customer with LEP for court-ordered interpreter services. It is inappropriate to allow the use of friends or family members, particularly minors, as interpreters in a legal proceeding in court. The better practice, in cases where an LEP defendant or witness requires an interpreter and there is no in-person interpreter or telephone interpreter available, is to continue the hearing to a future date and to order the provision of an interpreter in the needed language, as this authorizes Judiciary staff to retain an interpreter by using the Court Interpreter Registry. Nothing in this plan precludes a party from bringing their own, privately-retained interpreter to court in a particular case; provided that, in such cases, the courts finds the interpreter qualified to interpret and the cost of the court interpreter is borne by the party, not the court.

*Request for an interpreter.* In addition to Judiciary staff arranging for a court interpreter, court customers with LEP can request an interpreter for court. The Judiciary collaborated with the Hawai'i Access to Justice Commission to use grant funding the Commission obtained from the American Bar Association to develop an informational flyer to explain the process of requesting an interpreter for a court matter. This information is available in English and 6 non-English languages on the Judiciary's website (Language Access tab).



## Handling LEP Speakers in the Courtroom

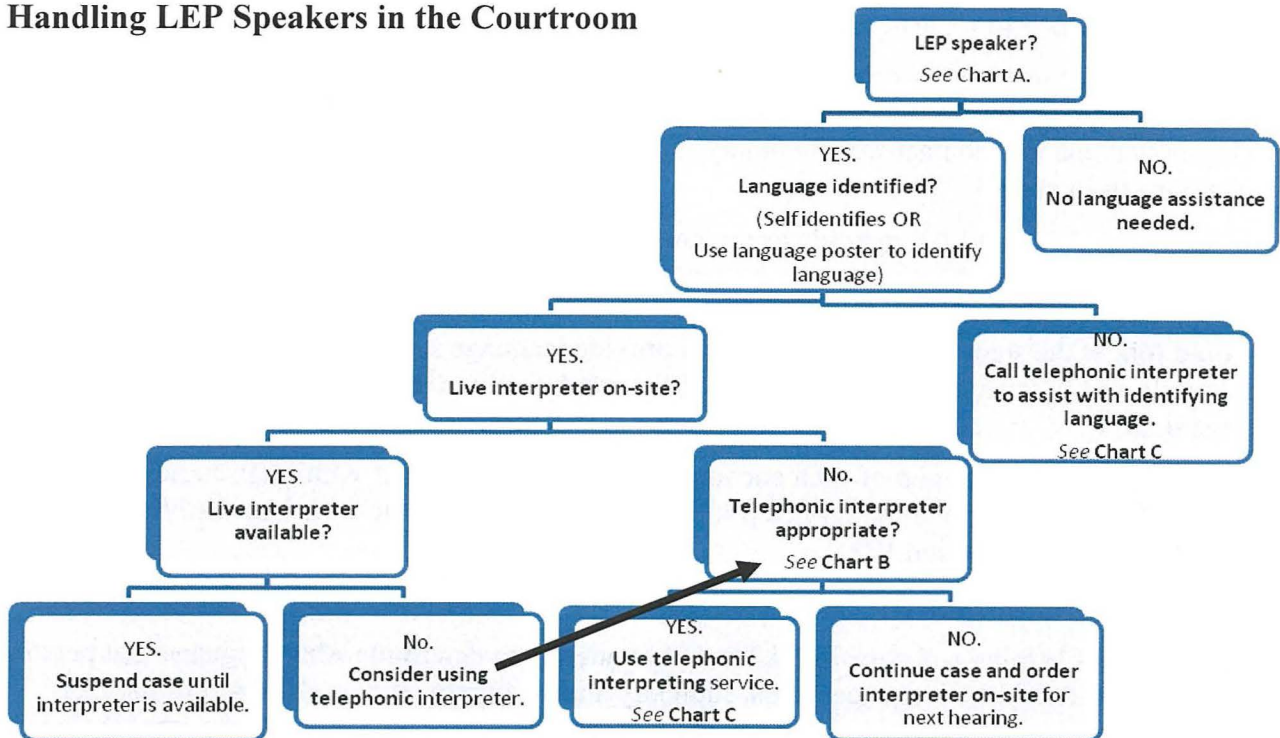


CHART A LEP Speaker: Assessment	CHART B Whether it is Appropriate to Use a Telephone Interpreter	CHART C Using a Telephone Interpreter in Court
<p><b>STANDARD:</b> An interpreter is needed if the speaker is:</p> <ol style="list-style-type: none"> <li>1) Unable to speak English to be understood by counsel, court, and jury; or</li> <li>2) Unable to hear, understand, speak and/or use English sufficient to comprehend proceedings and assist counsel.</li> </ol> <p><b>DETERMINING FACTORS:</b></p> <ol style="list-style-type: none"> <li>1) Non-responsiveness</li> <li>2) Ask open-ended questions requiring narrative responses</li> <li>3) Assess: <ul style="list-style-type: none"> <li>• Inappropriate grammar</li> <li>• Awkward vocabulary</li> <li>• Lack of fluency</li> <li>• Unintelligible accents</li> <li>• Repeated statements</li> <li>• "Blank look"</li> </ul> </li> </ol> <p><b>SAMPLE QUESTIONS:</b></p> <ol style="list-style-type: none"> <li>1) Please state your (name, address, age, birthdate, place) for the record.</li> <li>2) Where were you born?</li> <li>3) What is your first language?</li> </ol>	<p><b>WHEN TO USE TELEPHONE INTERPRETER IN COURT:</b></p> <ul style="list-style-type: none"> <li>• When proceedings are short and non-evidentiary (best suited for short proceedings under 15 minutes)</li> <li>• When a rare language is needed</li> <li>• When no certified or qualified interpreter is available</li> <li>• When local interpreters have conflicts of interest</li> <li>• When a hearing must be held before an interpreter can get there, such as for TRO petition and hearings</li> <li>• When interpreter travel costs are high relative to length or importance of hearing</li> </ul> <p><b>WHEN NOT TO USE A TELEPHONE INTERPRETER:</b></p> <ul style="list-style-type: none"> <li>• When there is a certified or qualified interpreter close by</li> <li>• For intensive cross-examination or emotionally charged situations</li> <li>• For proceedings longer than 30 minutes or proceedings involving too many people</li> <li>• During trials</li> <li>• Any time that communication is difficult to establish adequately</li> <li>• Any time quality of interpretation would be compromised</li> </ul>	<p><b>COURTROOM IS HARD-WIRED</b> (i.e. telephone connected to public announcement (PA) system):</p> <ol style="list-style-type: none"> <li>1) Activate telephone connection to PA system (30 seconds)</li> <li>2) Call CTS LanguageLink – see below.</li> </ol> <p><b>COURTROOM IS NOT HARD-WIRED:</b></p> <ol style="list-style-type: none"> <li>1) <b>SET UP EXTERNAL GROUP SPEAKERPHONE</b> in courtroom (5-10 minutes depending on staff know how) <ul style="list-style-type: none"> <li>• Court staff obtain equipment from designated staff or locations</li> <li>• Connect speakerphone to breakout box</li> <li>• Connect breakout box to CISCO phone</li> <li>• Connect breakout box to power outlet</li> <li>• Place speakerphone on ledge fronting Judge</li> <li>• Place witness stand microphone on ledge directed towards speakerphone</li> </ul> </li> <li>2) <b>CALL CTS LanguageLink</b> 1-877-650-8014 (toll free) <ul style="list-style-type: none"> <li>• Subaccount Number (4 digits)</li> <li>• Language needed</li> <li>• When interpreter is on the telephone: <ul style="list-style-type: none"> <li>• Qualify the interpreter</li> <li>• Swear in the interpreter</li> </ul> </li> </ul> </li> </ol>

### **C. PROCEDURE FOR PROVIDING LANGUAGE SERVICES OUTSIDE OF THE COURTROOM**

In the course of serving the public, situations may arise where LEP individuals are unable to negotiate through court service centers and/or programs without the assistance of an interpreter. They may come into contact with Judiciary staff in court support services primarily via the telephone or in person.

In order to ensure that LEP individuals are not hindered in accessing identified Judiciary programs, services, and activities, the Judiciary will make reasonable efforts to provide an interpreter, free of charge, to court customers with LEP outside of the courtroom. Judiciary staff should follow the steps below to identify and provide language services in a manner that is culturally and linguistically appropriate to LEP court customers in settings outside of the courtroom.

*Data Collection.* At the end of each encounter with a court customer with LEP, Judiciary staff shall log the encounter and the service provided (or requested) on the User Log-LEP/Language Services form. *See* Section VII.

#### **1. Identify the Language Needs**

Judiciary staff helping a person with LEP should attempt to determine what language that person speaks. To identify the language needs, Judiciary staff may rely on the self-report of the LEP individual, a friend, family member or on the presentation of the Judiciary’s Language ID Card indicating the LEP individual’s name and language they speak. Alternatively, Judiciary staff may show the LEP individual an “If You Need an Interpreter” card or poster.<sup>20</sup> *See* Attachment B, Language Identification / Notice Materials. Staff will allow the individual with LEP to review the card or poster, which directs them to point to the language for which they need an interpreter. In addition, language access signage informing individuals with LEP of the availability of language services in 24 languages is available at specified court support services locations identified as primary points of public contact; these signs may also be used to help identify the specific language needs of the individual with LEP. Where Judiciary staff is unable to identify the language using the language access signage, “If You Need an Interpreter” card or posters, or Language ID cards, Judiciary staff can call the Judiciary’s telephone interpreting service to help determine the specific language spoken by the individual with LEP. *See* Section V.C.3.

#### **2. Contact Accessible Bilingual Volunteer Staff**

The Judiciary currently maintains a workforce in excess of 1,900 staff statewide. Bilingual staff who are willing, on an as-needed basis, to assist the Judiciary by facilitating informal communication with LEP individuals in settings outside of the courtroom, are self-identified through a voluntary survey. Bilingual Judiciary volunteers, students, and interns may be available to work with Judiciary staff to meet the language needs of the Judiciary’s LEP populations.

Judiciary bilingual staff, volunteers, students, interns, and temporary hire employees including law clerks, (collectively “staff”) who are willing to facilitate informal communication with LEP individuals outside of the courtroom, complete the Bilingual Volunteer Staff Questionnaire form,

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<sup>20</sup> The “If You Need an Interpreter” card is available in 24 languages, including many of the Asian and Pacific Island languages encountered in Hawai‘i, at [http://judintra/eac/EAC2\\_files/Language%20ID%20Rack%20Card%20\(print%20%20per%20page\).pdf](http://judintra/eac/EAC2_files/Language%20ID%20Rack%20Card%20(print%20%20per%20page).pdf).



available on the Judiciary Intranet in the Forms section and on the EAC department page and submit it to the OEAC. See Attachment C, Bilingual Volunteer Staff Questionnaire.

Bilingual staff must obtain supervisor approval before agreeing to provide language services when requested by Judiciary staff. The Judiciary will continue to develop criteria specific to departments, offices, or sections, as needed, to most effectively utilize the language skills of bilingual staff, as workload demands may prevent bilingual staff from assisting with language needs for out-of-court encounters with LEP individuals.

As a general rule, a competent, in-person interpreter is preferred over a telephone interpreter. The Bilingual Volunteer Staff List ("Bilingual Staff List")<sup>21</sup> lists staff who, as needed and available, are willing to facilitate informal communication with LEP individuals to assist the Judiciary in fulfilling its mandate to provide meaningful language access outside of the courtroom. The list is confidential and for use by internal staff only, not for public use.

After the language needs of the LEP individual have been determined, Judiciary staff have been trained to contact the bilingual volunteer staff from the Bilingual Staff List. Staff will first contact an available bilingual volunteer staff within the Judiciary nearest to that staff person's location. If no such bilingual volunteer staff is available, then staff will contact another bilingual volunteer staff from the Bilingual Staff List. If none is available within the Judiciary, then staff should use the telephone interpreting service.

### ***3. Utilize Contracted Telephone Interpreting Service***

The Judiciary has contracted with a telephone interpreting service to provide oral interpreting services by telephone, upon request of the Judiciary, after a determination to provide language services is made based on the four-factor analysis stated in Section III. If an in-person interpreter within the Judiciary cannot be located or a bilingual staff person is not available, then staff should call the contracted telephone interpreter service. Telephone interpreting services are available for Judiciary staff statewide.

*Training.* OEAC conducted initial training on how to use the service and how to work effectively with a telephone interpreter, including training materials, for staff statewide prior to full implementation of telephone interpreting services in May 2011. OEAC continues to provide refresher training and training for new staff to support the use of the telephone interpreter service. In 2014, all Judiciary staff statewide were required to attend one of OEAC's two-hour mandatory language access trainings, which include using the telephone interpreting service. Thus, most Judiciary staff statewide have now been trained on the Judiciary's language access policy and procedures for servicing persons with LEP who contact the courts.

*Cost.* The cost for telephone interpretation services continues to be borne by OEAC. Once usage trends materialize, costs for the service shall be borne by the specific court or department that uses the service.

*Courtroom Upgrades.* In addition to training on this service, in 2013, the Judiciary upgraded its courtrooms to support use of telephone interpreters in the courtroom when a live interpreter is not reasonably available. All courtrooms in the Judiciary's judicial circuits (except Hana District Court) have direct telephone connection to the existing public address system and recording

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<sup>21</sup> The Bilingual Volunteer Staff List includes the names, non-English language, physical location and contact information of Judiciary staff, volunteers, students, interns, and temporary hires who have submitted the Bilingual Volunteer Staff Questionnaire.



devices in each courtroom. Court staff have been trained on how to provide telephonic interpreting services in the courtroom. This enables judges to utilize remote interpreting by telephone interpreters, as well as support remote appearances for court proceedings.

#### **D. RECORD LEP/LANGUAGE ACCESS DATA**

In order to assist the Judiciary in identifying populations with LEP that are eligible to be served by the state courts and ensuring the provision of language access services in a culturally and linguistically appropriate manner to eligible LEP groups, the Judiciary has implemented the LEP/Language Access Data Collection Project. Judiciary staff will record each encounter with an individual who has LEP, whether in court or outside of the courtroom. *See* Section VII.

#### **E. SPECIAL SITUATIONS**

##### **1. *Language Not Listed on "If You Need an Interpreter" Card or Poster***

If the court customer with LEP speaks a language that is not listed on the "If You Need an Interpreter" card or poster, Judiciary staff should try to identify the language needs by calling the telephone interpreting service and asking for assistance in identifying the customer's language. If this is not successful, then the staff should contact the Judiciary's Language Access Coordinator (LAC) at 539-4860 for further assistance.

##### **2. *No Telephone Interpreter Available***

If the telephone interpreting service representative indicates that an interpreter is not available, staff should contact the Judiciary's Language Access Coordinator (LAC) at 539-4860 for assistance. Note: The telephone interpreting service provider cannot guarantee service in any language. However, staff can call in advance to try to preschedule a telephone interpreter in a particular language.

##### **3. *Other Circumstances***

*Use of family or friend is discouraged.* In cases where language services cannot be provided through the methods listed above, Judiciary staff should contact the LAC at 539-4860 for further assistance. Judiciary staff should not require, suggest, or encourage an individual with LEP to use a family member or friend as an interpreter. Minor children under the age of 18 should not be used to provide interpreting services. However, the exception is that a family member or friend may be used as an interpreter in instances of extreme urgency such as encounters where imminent danger or bodily harm may result if immediate communication is not had.

The Judiciary is committed to taking reasonable steps to ensure that LEP parties, witnesses, and persons with a substantial interest in a case in all case types, have meaningful access to the court system. The Judiciary is also providing language access assistance to LEP persons accessing court support services in conformity with the four-factor analysis as discussed in Section III.

*Public Access.* The Judiciary has Self-Help Centers and Access to Justice (ATJ) Rooms statewide, where volunteer attorneys provide limited legal information (at Centers) or limited legal advice (at ATJ Rooms) to self-represented litigants involved in a civil case. Volunteer attorneys have access to telephone interpreters to respond in a culturally and linguistically appropriate manner to public questions from self-represented litigants needing language assistance.

#### **F. TELEPHONE CALLS**

If Judiciary staff receive a telephone call from a person with LEP, or their representative, and needs oral interpreting services, staff should call the telephone interpreting service for assistance.

Alternatively, to the extent possible, an appointment should be made for the LEP individual to come into the Judiciary office so that oral interpretation services may be arranged as set forth above.

#### **G. WRITTEN TRANSLATION**

As discussed in Section VI.(C) below, the Judiciary is working toward attaching a “notice” to identified court support services documents in order to provide meaningful access to individuals with LEP. When a request for written translation of a document is received, the supervisor or administrator of the particular division receiving the request shall decide whether or not the request should be granted using the four-factor analysis discussed in Section III. (determining what services to provide and the extent of those services).

### **VI. LANGUAGE ACCESS RESOURCES AVAILABLE FOR IN-COURT AND OUT-OF-COURT PROCEEDINGS**

The Judiciary developed the following resources to ensure that LEP court customers have meaningful access to the courts and to support the protocols described above. These resources will enable staff to respond in a culturally and linguistically appropriate manner to the diverse communication needs of court customers who need language assistance.

#### **A. COURT INTERPRETER CERTIFICATION PROGRAM**

The Hawai‘i State Judiciary’s efforts to meet the needs of court customers with LEP, are driven by the linguistic and cultural diversity of Hawai‘i and further challenged by Hawaii’s relative geographic isolation, being the most remote island network from any continental land mass in the world. Hawai‘i cannot rely on interpreters to travel from neighboring states to interpret for a case. In addition, the Judiciary’s judicial circuits are separate islands within the state of Hawai‘i resulting in further challenges. The Judiciary recognizes that it must build self-sufficiency in its ability to provide qualified court interpreters for a multitude of languages, many of which are considered “rare.” Accordingly, the Judiciary has taken steps to systematically address court interpreter needs for over a decade.

In its ongoing effort to increase the quality of interpreting in the Hawai‘i state courts, the Judiciary, through the Office on Equality and Access to the Courts (OEAC), launched the Court Interpreter Certification Program (“Certification Program”) in 2007.<sup>22</sup> The Hawai‘i Rules for Certification of Spoken and Sign Language Interpreters, adopted by the Hawai‘i Supreme Court and effective on July 1, 2007,<sup>23</sup> provide the authority for the Certification Program and establish the process by which interpreters may be registered, certified, and otherwise qualified to provide interpreting services in the Hawai‘i state courts. In its continued effort to facilitate the accessibility and availability of court interpreters, the Judiciary introduced legislation in 2011 to establish an exemption for court interpreters from expired parking meter violations received

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<sup>22</sup> In 2005, legislation was introduced by the Judiciary and later enacted by the Hawai‘i State Legislature establishing a revolving fund for court interpreter education, screening, training, testing, and certification, a necessary precursor to the establishment of the Court Interpreter Certification Program. The revolving fund was necessary to create a mechanism for ongoing program fiduciary self-sufficiency. In 2006, the Legislature appropriated \$158,329 in start-up funding for the Judiciary’s Court Interpreter Certification Program to orient, screen, train, and test court interpreters, which included funding for two certification staff positions. Act 120 § 7.3 (2006).

<sup>23</sup> Hawai‘i Rules for Certification of Spoken & Sign Language Interpreters (Haw. S. Ct., adopted July 11, 2007, effective nunc pro tunc July 1, 2007), available at <http://www.state.hi.us/jud/ctrules/cssli.pdf>.

while serving a court assignment. The 2011 Legislature passed the measure, and the Governor subsequently signed it into law.<sup>24</sup> In addition, in an effort to fill interpreter requests for assignments in rural courts, the Judiciary increased the mileage reimbursement rate for court interpreters on assignment from \$.35/mile to \$.55/mile effective July 1, 2013, and established compensation for commute travel time to service eligible assignments of far distance.

The Certification Program promotes and ensures equal access to Hawai‘i’s courts for parties, witnesses and individuals with a substantial interest in a case, by providing the most qualified, reasonably available interpreters to provide meaningful access to court proceedings in a manner that is culturally and linguistically appropriate. The Certification Program structure establishes a minimum standard for court interpreters and categorizes interpreters into different designated levels of status (tier), pay, and hiring preference according to their interpreting skill level, as determined through measurable objective testing criteria, thereby facilitating the provision of language services to populations with LEP that are served by Hawai‘i State Courts. The Certification Program is similar to that of 43 other states and based on a model program recommended by the National Center for State Courts Language Access Services Section (formerly developed by the National Consortium for State Court Interpreter Certification) (“Consortium”), of which Hawai‘i is a member.

The current requirements to interpret in the Hawai‘i state courts are as follows: Interpreters must:

- Be at least eighteen (18) years of age;
- Be eligible to work in the United States;
- Possess a valid Hawai‘i General Excise Tax license; and
- Complete a Certification Program Application, available at [http://www.courts.state.hi.us/services/court\\_interpreting/registration\\_packet\\_&\\_instructions.html](http://www.courts.state.hi.us/services/court_interpreting/registration_packet_&_instructions.html).

Because court interpretation is a highly specialized form of interpreting that cannot be effectively performed without commensurate specialized training and skills, the Certification Program further establishes the following mandatory minimum requirements for interpreters to be qualified to interpret in the state courts. Interpreters must:

- 1) Attend a two-day (16 hours) Basic Orientation Workshop. Topics covered include: Hawai‘i state court system, legal procedure and terminology, interpreting skills, and court interpreter ethics;
- 2) Pass both the Consortium Written English Proficiency Exam and the Hawai‘i Basic Ethics Exam; and
- 3) Clear a criminal background check administered by the Judiciary.

Interpreters who satisfy the mandatory minimum requirements attain Tier 1/Registered Interpreter designation status and are placed on the Hawai‘i State Judiciary Court Interpreter Registry (“Registry”), a statewide roster of interpreters qualified to interpret in state courts.

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<sup>24</sup> Act 42 (effective May 4, 2011) (codified at HRS § 621-8 (b)); *see also* Gov. Msg. No. 1142 (May 4, 2011).



Tier1 interpreters may opt to take an Oral Exam that tests interpreting skills and proficiency in both English and their non-English language. Interpreters who achieve qualifying scores on the Oral Exams can attain a higher tier designation and commensurate higher pay rate and hiring preference.

*Interpreter Training.* The Judiciary has been offering an Arraignment & Plea Workshop for new court interpreters and obtained grant funds to travel to the neighbor islands in March 2016 to provide Informational Briefings for Criminal Justice Stakeholders to publicize the Judiciary’s language access policy and services available to assist LEP court customers.

In August 2017 the Judiciary sought to improve the quality of court interpreters, in a pilot project aimed at documenting that interpreters meet a baseline standard of understandable, conversational English. 70 court interpreters statewide participated in the project by taking the Versant Oral English Screener free of charge, online or by telephone. Versant evaluates the spoken English skills of non-native English speakers and is recommended by the National Center for State Courts. Interpreters who were assessed as needing improvement, were offered free access to an online English speech training program which can improve spoken English pronunciation and reduce native accents.

Additionally, in collaboration with the Asian Pacific Institute on Gender-Based Violence and the National Language Service Corps, in August 2017, the Judiciary co-sponsored a free, intermediate level skills building training for court interpreters in Honolulu. Lead by interpreter trainer Martha Cohen from the Seattle King County Courts, 23 court interpreters participated in a full day of interactive interpreting exercises and received practical tips and individualized feedback to help them learn how to build their skills in consecutive, simultaneous, and sight translation.

*Interpreter Recruitment.* The Judiciary continues to expand its base of court interpreters through active recruiting. The Judiciary was invited to participate in the 6th Annual Pacific Youth Empowerment for Success (PacYES) event at UH Hilo on October 21, 2017. The event aimed to provide Pacific Island high school students with information and resources to promote college, career, and community readiness. Community and student leaders plan and coordinate the event. The Judiciary successfully reached a target audience of Pacific Islander college students and community members to pitch the Court Interpreter Program and met some potential partners who may be able to help the Judiciary reach out to Pacific Islanders who speak languages in high demand in the state courts. The Judiciary was also invited to present at the Multilingual Career Development Day sponsored by the Hawai‘i Language Roadmap Initiative Project on March 28, 2018. Bilingual high school and college students attended the event, which highlighted language skills in the workplace. The Judiciary was also asked to participate in the Hawai‘i Association of Language Teachers Spring Conference on April 14, 2018.

## **B. COURT INTERPRETER REGISTRY**

The Office on Equality and Access to the Courts (OEAC) maintains the Court Interpreter Registry, a statewide listing of interpreters qualified to interpret in the state courts. The Registry assists the Judiciary to effectively identify and give assignment preference to the most skilled court interpreters based on a system that assigns a numerical tier designation (i.e., Tiers 6, 5, 4, 3, 2, and 1) to each listed interpreter.

The Registry is available to Judiciary staff statewide through the Judiciary’s intranet. The Registry is also made available to the public at <http://www.courts.state.hi.us/docs/services/interpreters.pdf>, or from the Judiciary’s website at [http://www.courts.state.hi.us/services/court\\_interpreting/court\\_interpreting.html](http://www.courts.state.hi.us/services/court_interpreting/court_interpreting.html) (on right sidebar, click on “List of Registered Interpreters,” then click on the “registry of interpreters” link in the text) and from the “List of Interpreters” link on the “Language Access” tab on the Judiciary’s homepage. The first page of the Registry is a chart illustrating the various tier designations used by the Certification Program to classify interpreters, including requirements for each tier and applicable pay rate. The actual list of interpreters begins on page 3. The Registry lists interpreters by language, circuit (island), and tier designation in descending order from 6 to 1 (with the highest tier, or more qualified interpreters, listed first). Within each tier, interpreters are listed in reverse alphabetical order<sup>25</sup> by last name, and are considered equally qualified. *See* Attachment D, Court Interpreter Registry. The Registry is updated regularly by OEAC to ensure that Judiciary staff have access to the most current roster and contact information for court interpreters.

### C. DOCUMENT TRANSLATION

#### 1. *Vital Documents*

The Judiciary has identified vital documents – forms, brochures, and other written materials routinely distributed to English-speaking individuals, that provide important information necessary to access or benefit from its programs, services, or activities. Through a process of prioritization, the Judiciary has identified critical and vital documents to be translated upon availability of funding. *See* Attachment E, Hawai‘i State Judiciary, Vital Documents Survey Reports, submitted to the Hawai‘i Office of Language Access (OLA) on Nov. 3, 2008 and July 17, 2012.

The Judiciary is working to ensure that vital documents are translated where the program regularly encounters languages other than English in serving the public, subject to the four-factor analysis and funding availability. Written notices of the right to receive competent and free oral interpretation of vital documents are being developed for translation into languages other than English for groups who have LEP that do not meet the five percent or 1,000 persons threshold, subject to the requirements of HRS Ch. 321C. Through its Courts Eliminating Language Barriers (CELB) project funded through a FY 2010 Byrne Justice Assistance Grant (JAG) grant, OEAC aimed to improve the criminal justice system by providing communication access for LEP defendants and witnesses to help them successfully navigate the courts and criminal justice system, process information, make wise decisions, and understand and comply with court orders. OEAC developed and provided the following: Language identification cards (in English + 14 languages) (*See* V.(A) *supra*.); and an informational brochure, “How to Use a Court Interpreter” (in English + 7 languages) to inform defendants and witnesses of the role and use of a court interpreter in court proceedings – with the aim of making effective and efficient use of court interpreters.

In addition, through its Providing Language Access in the Courts (PLAC) project, funded by a FY2011 Byrne JAG Grant, the Judiciary will focus on strengthening interpreter services by providing specialized Interpreter Skills Building training for criminal court cases to facilitate the provision of timely, competent, and free language services for LEP persons in the state courts.

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<sup>25</sup> *See supra* note 19.



Criminal court forms/written information will be translated into non-English languages frequently encountered in the Hawai'i State Courts. Judges and court administrators were polled to identify specific forms/written information that provide important information necessary for criminal defendants to meaningfully participate in court proceedings and comply with court orders/judgments.

Through its Multilingual Temporary Restraining Order (MTRO) project funded by a FY2015 S.T.O.P. Violence Against Women Act (VAWA) grant obtained in 2017, the Judiciary is working to improve its ability to facilitate access to justice for immigrant and LEP victims of domestic violence by translating TRO packets and other vital documents that provide important information to access the family courts statewide. MTRO project documents will be translated into the high demand languages encountered in each circuit statewide.

## ***2. Notice of Availability of Document Translation***

The Judiciary is also working to develop "notice" language to be translated into frequently encountered non-English languages to attach to identified court documents. It is anticipated that the content of the notice may include the following: "If you need this document translated, please contact the Judiciary's Language Access Coordinator by email at [oeac@courts.hawaii.gov](mailto:oeac@courts.hawaii.gov) or by telephone at 808-539-4860."

### **D. NOTICE**

It is the Judiciary's goal that identified entry points and primary points of public contact have posted signage that informs LEP persons of their right to free language services.

*Signage.* In August 2012, the Judiciary released its version of the revised (July 2012) language identification poster developed by the Hawai'i Office of Language Access to instruct customers to contact the Judiciary if they have any questions or need information on interpretation services. Signage is posted statewide in various high traffic locations within the Circuit, District, Family and Rural Courts, including the Traffic Violations Bureau, Cashier's Office, Legal Documents Branch, Adult Client Services Branch, and Customer Service Centers. It is also readily available on OEAC's intranet page for printing in various sizes for posting and personal desk-side use. *See* Attachment B Language Identification / Notice Materials.

The Judiciary will continue an ongoing process of assessment to ensure appropriate signage is posted. In implementing this Language Access Plan (LAP), the Judiciary will take into account physical signage and special considerations so that interactions between the Judiciary and court customers with LEP can take place in a fairly private manner.

*Language ID cards.* As stated above in Section V.A., multilingual language identification cards (Language ID Cards) are available in all courthouses statewide, and court users are greeted by multilingual *Welcome Banners* printed in English and 14 non-English languages. *See* Attachment B Language Identification / Notice Materials.

*Rack cards.* The Judiciary also provides rack cards at court support services and/or program centers notifying court customers with LEP that interpreters are available free of charge. As stated above in Section VI.(C)(2), the Judiciary is working toward providing a notice regarding the availability of free translation services to attach to court documents that a court customer with LEP may need translated.



*Other notice.* The Judiciary continues to explore alternative means of providing notice to individuals with LEP, such as:

- Posting notice of availability of language access services for court customers with LEP on the Judiciary’s website in additional non-English languages, as determined by the four-factor analysis as discussed in Section III. above
- Developing an interpreter request form, available in hard copy and on the Internet that LEP persons can use to alert the Judiciary of their language needs, to present to Judiciary staff upon arrival when seeking court services
- Promoting use of plain language in court informational materials and website content for readability and ease of understanding

#### **E. JUDICIARY INTERNET SITE**

Multilingual information is available on the Judiciary internet site. From the “Language Access” tab on the Judiciary’s homepage, the following information can be accessed: the Judiciary’s Language Assistance Policy; Language Access Services; List of Interpreters; Request a Court Interpreter; Sign Language Interpreters; Use a Court Interpreter; Become a Court Interpreter; and Contact Information. In addition, on the left side of the main website page, there is access to multilingual information in 14 languages frequently encountered in the Hawai‘i State Courts. The National Center for State Court’s named the Judiciary’s website as #1 for Court Technology Solutions Awards in 2016 for its work in multiple language access solution.

#### **F. LANGUAGE ACCESS COMPLAINTS**

During its 2013-2015 technical assistance review of the Hawai‘i State Judiciary, the U.S. Department of Justice identified the need for a complaint process for limited English proficient persons to submit a complaint about the denial of interpreter services, or issues with the language services received. Subsequently, the Judiciary developed a language access complaint procedure for court users who believe that they did not receive language access, were not provided with an interpreter by the court, or have a complaint about a court interpreter.

The Judiciary recognizes the need for a multilingual complaint form, and a clear, public, transparent complaint process for LEP persons to notify the Judiciary of concerns with the provisions of language assistance services. Thus, in its Language Access in the Courts Enhancement (LACE) project funded by a FY 2014 Byrne JAG Grant, the Judiciary translated the language access complaint form and complaint process informational sheet into 14 languages frequently encountered in the Hawai‘i State Courts to inform LEP persons about how to file a complaint. Providing such information in LEP persons’ primary language will facilitate timely notifying the Judiciary about any problems with provisions of services, so that appropriate corrective action can be taken. This will ultimately reduce delays in court proceedings, insufficient court records, and unenforceable court orders which may result from language barriers. The translations will be posted on the language-specific webpages on the Judiciary’s website, and should also be available in hard copy at courthouses statewide.

### **VII. LEP/LANGUAGE ACCESS DATA COLLECTION PROJECT**

After assisting a court customer with LEP, Judiciary staff shall document the encounter on the *User Log-LEP/Language Services* form, which includes a User Guide (quick guide) to assist staff in accurately recording LEP encounters. Each section/office/departments is responsible for compiling data on encounters with LEP court customers from *User Logs* into a *Quarterly*

*Report-LEP/Language Services (by language)*, which must be submitted to OEAC. OEAC will then compile the information into a comprehensive *Quarterly Report-LEP/Language Services* statewide report.

The language access reporting forms, together with instructions and training materials (sample scenarios and accompanying forms showing how to log the data), are available on the Judiciary Intranet, on the Forms page and the EAC department page. See Attachments F and G, EAC Intranet page, Language Access/Data Collection Reporting Tool, *User Log & Quarterly Report Form (Excel Format)*; and Language Access/Data Collection Reporting Tool Training Materials, *Scenarios, Blank Forms & Answer Sheets*.

## VIII. STAFF TRAINING

### A. LANGUAGE ACCESS PLAN (LAP)

The Judiciary recognizes that the training of its staff is an important component of working with populations that have LEP. All staff should understand the need to determine language needs of individuals who have LEP in a timely manner to reduce delay, frustration, and costs. Training also ensures that staff working across departments know how to service individuals with LEP in a consistent and uniform manner.

Accordingly, in 2009, the Judiciary conducted initial training for court administrators, senior management members and staff statewide on its Language Access Plan (LAP). For the initial training, representatives from each First Circuit office were required to attend the train-the-trainer sessions in order to subsequently train their respective staff. As part of its training, OEAC developed the *Guide for Serving LEP Court Customers*, to serve as reference material for staff with the essential principles and procedures of the LAP.

The Judiciary has continued to provide refresher training statewide on its LAP for staff, judges, law clerks, and new employees. Most recently, in 2014, OEAC conducted 95 two-hour mandatory language access training sessions for Judiciary staff statewide (27 on neighbor islands, 68 in the First Circuit). As part of this training, OEAC developed a benchcard for Judiciary staff, *Language Access Services: A Guide for Staff*, which contains the protocol for providing language services discussed in Section V. See Attachment H. The benchcard replaced the *Guide for Serving LEP Court Customers* mentioned above. In addition, mandatory judicial training on language access was conducted for all judges. In 2016, the Judiciary updated its data collection forms for staff and conducted additional workshops on how to collect data on encounters with court clients who are limited English proficient.

Due to the size and complexity of its workforce, the Judiciary is exploring alternative modes of training including:

- *Formal Training* – Face-to-face training designed for management, supervisors, and staff who are likely to encounter court customers with LEP, covering topics such as the Judiciary's Language Access Plan (LAP), protocols for providing language services, and how to effectively work with interpreters.
- *Distance Learning* – Training by videoconference, teleconference, and interactive television systems designed to reach staff who are unable to attend training in person due to geographical barriers, budget constraints, and travel restrictions.

- *Computer-Based Training* – Computer-based, online training covering such topics as the Judiciary's LAP, protocols for providing language services, and how to effectively work with interpreters is tentatively scheduled for 2016.
- *Informal Training* – Informal training provided by unit supervisors or trained staff on topics such as the Judiciary's LAP and procedures for providing language assistance services to court customers with LEP.

The Judiciary's Language Access Coordinator (LAC) will continue to work with court administrators and the respective training departments to determine effective methods of delivering language access training to Judiciary staff. This process may include identifying trainers within each circuit who are willing to conduct language access trainings and coordinating trainings for Judiciary staff and bilingual volunteers and staff.

#### **B. BILINGUAL VOLUNTEER STAFF**

The Judiciary has offered bilingual volunteer staff the opportunity to attend training conducted by the State Office of Language Access (OLA) to better understand their role as bilingual volunteer staff interpreters and ways to work more effectively in this capacity. In addition, the Judiciary is exploring the development of additional training for its bilingual volunteer staff modeled after OLA's "The Role of Bilingual Staff" and "Serving LEP Individuals through Interpreters" workshops. The goal is to develop a curriculum designed to provide basic training in interpreter ethics and confidentiality requirements related to providing language services. The Judiciary is working with OLA to provide Judiciary staff with access to online training videos produced by OLA on the role of bilingual staff.

### **IX. MONITORING AND UPDATING THE PLAN**

To ensure continual improvement in the area of customer service for individuals with LEP, in a manner that is culturally and linguistically appropriate, the Judiciary's Language Access Coordinator (LAC) will monitor provision of language access services for persons with LEP, and update the Language Access Plan (LAP) every two years. The Judiciary will also, to the extent practicable, coordinate across programs, departments, and circuits, to more efficiently meet the needs of its court customers who have LEP. The Judiciary implemented an LEP/Language Access Data Collection Project to collect data on every encounter court staff has with individuals with LEP. It is anticipated that the Data Collection Project will provide necessary information to assist the Judiciary to better determine the language needs of individuals with LEP who seek access to Judiciary programs, services, and activities.

### **X. DESIGNATION OF THE JUDICIARY LANGUAGE ACCESS COORDINATOR**

The Program Director of Office on Equality and Access to the Courts (OEAC) is the designated Language Access Coordinator (LAC) for the Judiciary and is responsible for: (1) overseeing implementation and evaluation of the Language Access Plan (LAP); (2) revising the LAP, as necessary; (3) responding to inquiries/comments/complaints regarding the LAP and its implementation; and (4) training Judiciary staff on the LAP.

The LAC also works with other State departments and agencies to identify areas where coordination or collaboration would improve the efficiency with which language access services can be provided. In addition to participating in the State Language Access Coordinators meetings convened by the Hawai'i Office of Language Access, the LAC also participates in the Roundtable meetings convened by the Overcoming Barriers to Access to Justice Committee of

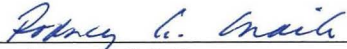


the Access to Justice Commission (OBAJ Roundtable). The OBAJ Roundtable is comprised of invited entities working to reduce language and other barriers to access to justice and aims to facilitate collaboration and cooperation among its participants and members.

The LAC also participates in the Hawai'i Language Roadmap Initiative Project which acknowledges the realization that to compete in a global economy and to respond to the demands of its increasingly diverse population, Hawai'i must promote and support the study of foreign languages and culture. The project brings stakeholders from education, government, and business together to assess foreign language needs and create sustainable and applicable solutions designed to meet language access needs within the state.

## **XI. CONCLUSION**

This Language Access Plan (LAP), developed in compliance with the mandates of Title VI and HRS Ch. 321C, memorializes the Judiciary's actions and initiatives to provide reasonable and meaningful access to individuals with LEP who seek access to Judiciary programs, services, and activities. For further information on this LAP, contact the Judiciary's Language Access Coordinator at 808-539-4860 or [oeac@courts.state.hi.us](mailto:oeac@courts.state.hi.us).

  
\_\_\_\_\_  
Rodney A. Maile  
Administrative Director of the Courts  
Hawai'i State Judiciary

**MAY 29 2018**

\_\_\_\_\_  
Date

**ATTACHMENTS**

Attachment A	Hawai‘i State Judiciary, Public Contact Positions Survey Report
Attachment B	Language Identification / Notice Materials <ul style="list-style-type: none"><li>• Language Access Policy Notice</li><li>• Multilingual Notice of Availability of Language Services</li><li>• Language ID Cards</li><li>• If You Need An Interpreter Rack Card</li><li>• Multilingual Welcome Banner</li></ul>
Attachment C	Bilingual Volunteer Staff Questionnaire
Attachment D	Court Interpreter Registry
Attachment E	Hawai‘i State Judiciary, Vital Documents Survey Report
Attachment F	EAC Intranet page
Attachment G	LEP/Language Access Data Collection Materials <ul style="list-style-type: none"><li>• How to Record an LEP Encounter</li><li>• User Log-LEP/Language Services</li><li>• Quarterly Report-LEP/Language Services (by language)</li></ul>
Attachment H	Language Access Services: A Guide for Staff (benchcard)

## **Attachment A**

# **Hawai'i State Judiciary, Public Contact Positions Survey Report (Jan. 5, 2009)**



Survey of State Public Contact Positions

The bilingual hiring requirement of Hawai'i's Language Access law is an element of all language access plans for state agencies. It is included in state plans as a cost effective way for the state to assure language access to state services. If additional personnel are required to provide language services, Hawai'i's Language Access law requires hiring "qualified personnel who are bilingual to fill existing, budgeted, vacant public contact positions." HRS § 371-33(d). This survey is being conducted in order to better guide you on positions that are public contact positions and may need to be filled with bilingual personnel; it will also facilitate monitoring compliance with this aspect of the law.

**Summary:**

- (1) Department: Hawaii State Judiciary
- (2) Total Number of Budgeted Employees: 1908.5
- (3) Total Number of Budgeted Public Contact Positions (PCP): 217
- (4) Total Number of PCPs currently filled by bilingual employees: 22
- (5) Percentage bilingual staff in PCPs (#4 above) out of the total number of PCPs for your agency (#3 above) or  $\#4 / \#3 = 0.1\%$
- (6) **Attachment:** Please attach a copy of your agency's overall organizational chart when you return the completed survey to the OLA.

**Definitions:**

(a) *Bilingual personnel* or *bilingual staff* is a person who is employed by the State of Hawaii; can communicate fluently in English and in one or more other languages with varying degrees of proficiency; and provides direct services, information or assistance in another language. Note: This does not include - and should not be confused with - a *Staff interpreter*<sup>1</sup> or *Volunteer Staff*.<sup>2</sup>

(b) *Public contact* means greeting, meeting, contacting, interfacing with, serving, or providing information or services to the public.

(c) *Public contact position* means a position in which the primary job responsibilities include greeting, meeting, contacting, interfacing with, serving, or providing information or services to the public in the performance of the duties of that position. These positions require personal contacts with the public, community and civic organizations, or any combinations of this group. Examples include:

- |                               |                               |                                |                      |
|-------------------------------|-------------------------------|--------------------------------|----------------------|
| • Caseworker                  | • Human Services Professional | • Office Assistant             | • Receptionist       |
| • Clerk                       | • Inspector                   | • Park interpretive technician | • Secretary          |
| • Customer Service Specialist | • Intake                      | • Persons in direct services   | • Social worker      |
| • Educator                    | • Investigator                | • Program specialist           | • Tax Collector      |
| • Enforcement officer         | • Library Positions           | • Psychologist                 | • Telephone operator |
| • Human Resources             | • Nurse                       | • Public information           |                      |

<sup>1</sup> *Staff interpreter* means a person who is employed by the State of Hawai'i as an Interpreter; is trained in interpretation and has proficient knowledge and skills in English and at least one other language; and uses those skills and training to make possible communication in one language by orally converting what is said to another language while retaining the same meaning.

<sup>2</sup> *Volunteer Staff* means a person who is employed by the State of Hawai'i; can communicate fluently in English and in one or more other languages with varying degrees of proficiency; and has volunteered to assist the Department/Agency in language matters.

**Make additional copies if necessary.**

**Please return the completed survey to the Office of Language Access by January 5, 2009. Mahalo!**

POSITION	Dept	Box	Phone	Vacant? (Y/N)	Bilingual? (Language)
Clerk III	Courts of Appeal	(SCCO)	539-4919	N	
Court Documents Clerk III	Courts of Appeal	(SCCO)	539-4919	N	N
Court Documents Clerk III	Courts of Appeal	(SCCO)	539-4919	N	
Court Documents Clerk III	Courts of Appeal	(SCCO)	539-4919	N	
Judicial Clerk II	Courts of Appeal	(SCCO)	539-4919	N	
Supreme Court Clerk	Courts of Appeal	(SCCO)	539-4919	N	
Supreme Court Clerk	Courts of Appeal	(SCCO)	539-4919	N	N
Clerk III	Administration	(HR)	539-4900	N	N
Human Resources Technician VI	Administration	(HR)	539-4900	N	N
Human Resources Technician VI	Administration	(HR)	539-4900	N	N
Human Resources Technician VI	Administration	(HR)	539-4900	N	N
Law Library Technician	Administration	(ICRD)	539-4900	N	N
Librarian V	Administration	(ICRD)	539-4900	N	N
Librarian V	Administration	(ICRD)	539-4900	N	N
Library Technician V	Administration	(ICRD)	539-4900	N	N
Library Technician VI	Administration	(ICRD)	539-4900	N	N
Library Technician VI	Administration	(ICRD)	539-4900	N	N
Library Technician VI	Administration	(ICRD)	539-4900	N	N
State Law Librarian	Administration	(ICRD)	539-4900	N	KOR
Court Bailiff I	First Circuit	(DC Unit)	538-5055	N	
Court Bailiff I	First Circuit	(DC Unit)	538-5055	N	N
Court Bailiff I	First Circuit	(DC Unit)	538-5055	N	FIN; SWE; FRN
Court Bailiff I	First Circuit	(DC Unit)	538-5055	N	
Court Bailiff I	First Circuit	(DC Unit)	538-5055	N	N
Court Bailiff I	First Circuit	(DC Unit)	538-5055	N	
Court Bailiff II	First Circuit	(DC Unit)	538-5055	N	
Court Bailiff II	First Circuit	(DC Unit)	538-5055	N	

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POSITION	Dept	Unit	Phone	Vacant? (Y/N)	Bilingual? (Language)
Court Bailiff II	First Circuit	(DC Unit)	538-5055	N	
Court Bailiff II	First Circuit	(DC Unit)	538-5055	N	N
Court Bailiff II	First Circuit	(DC Unit)	538-5055	N	
Court Bailiff II	First Circuit	(DC Unit)	538-5055	N	
Court Bailiff II	First Circuit	(DC Unit)	538-5055	N	
Court Bailiff II	First Circuit	(DC Unit)	538-5055	N	SAM
Court Bailiff II	First Circuit	(DC Unit)	538-5055	N	
Court Bailiff II	First Circuit	(DC Unit)	538-5055	N	
Court Bailiff II	First Circuit	(DC Unit)	538-5055	N	N
Court Bailiff III	First Circuit	(DC Unit)	538-5055	N	
Court Bailiff I	First Circuit	(FC Unit)	539-4460	N	
Court Bailiff I	First Circuit	(FC Unit)	539-4460	N	
Court Bailiff I	First Circuit	(FC Unit)	539-4460	N	
Court Bailiff I	First Circuit	(FC Unit)	539-4460	N	
Court Bailiff I	First Circuit	(FC Unit)	539-4460	N	
Court Bailiff II	First Circuit	(FC Unit)	539-4460	N	
Court Bailiff II	First Circuit	(FC Unit)	539-4460	N	
Court Bailiff II	First Circuit	(FC Unit)	539-4460	N	
Court Bailiff II	First Circuit	(FC Unit)	539-4460	N	
Court Bailiff II	First Circuit	(FC Unit)	539-4460	N	
Court Bailiff II	First Circuit	(FC Unit)	539-4460	N	
Court Bailiff II	First Circuit	(FC Unit)	539-4460	N	N
Court Bailiff III	First Circuit	(FC Unit)	539-4460	N	N
Cir Ct Documents Supervisor	First Circuit	(Ho'okele)	539-4767	N	N
Court Documents Clerk I	First Circuit	(Ho'okele)	539-4767	N	
Court Documents Clerk I	First Circuit	(Ho'okele)	539-4767	N	N

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POSITION	Court	County	Phone	Years? (Y/N)	Bilingual? (Language)
Court Documents Clerk I	First Circuit	(Ho'okele)	539-4767	N	N
Court Documents Clerk I	First Circuit	(Ho'okele)	538-5629	N	
Court Documents Clerk I	First Circuit	(Ho'okele)	538-5629	N	ILO
Court Documents Clerk I	First Circuit	(Ho'okele)	538-5629	N	
Court Documents Clerk III	First Circuit	(Ho'okele)	538-5629	N	
Judicial Clerk II	First Circuit	(Ho'okele)	538-5767	N	N
Judicial Clerk II	First Circuit	(Ho'okele)	539-4767	N	
Court Documents Clerk III	First Circuit	(Legal Docs 1/CC Ct Docs)	539-4300	N	
Court Documents Clerk III	First Circuit	(Legal Docs 1/CC Ct Docs)	539-4300	N	
Court Documents Clerk III	First Circuit	(Legal Docs 1/CC Ct Docs)	539-4300	N	
Court Documents Clerk III	First Circuit	(Legal Docs 1/CC Ct Docs)	539-4300	N	JPN
Court Documents Clerk III	First Circuit	(Legal Docs 1/CC Ct Docs)	539-4300	N	
Court Documents Clerk III	First Circuit	(Legal Docs 1/CC Ct Docs)	539-4300	N	
Court Documents Clerk III	First Circuit	(Legal Docs 1/CC Ct Docs)	539-4300	N	
Court Documents Clerk III	First Circuit	(Legal Docs 1/CC Ct Docs)	539-4300	N	
Court Documents Clerk III	First Circuit	(Legal Docs 1/CC Ct Docs)	539-4300	N	
Court Documents Clerk III	First Circuit	(Legal Docs 1/FC Ct Docs)	539-4300	N	
Court Documents Clerk III	First Circuit	(Legal Docs 1/FC Ct Docs)	539-4300	N	
Court Documents Clerk III	First Circuit	(Legal Docs 1/FC Ct Docs)	539-4300	N	
Clerk III	First Circuit	(Legal Docs 1/Files Svc)	539-4300	N	
Judicial Clerk I	First Circuit	(Legal Docs 1/Files Svc)	539-4300	N	N
Judicial Clerk I	First Circuit	(Legal Docs 1/Files Svc)	539-4300	N	N
Judicial Clerk II	First Circuit	(Legal Docs 1/Files Svc)	539-4300	N	N
Judicial Clerk II	First Circuit	(Legal Docs 1/Files Svc)	539-4300	N	ILO
Judicial Clerk II	First Circuit	(Legal Docs 1/Files Svc)	539-4300	N	TAG
Judicial Clerk II	First Circuit	(Legal Docs 1/Files Svc)	539-4300	N	N
Judicial Clerk II	First Circuit	(Legal Docs 1/Files Svc)	539-4300	N	

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POSITION	Court	Dept	Phone	24-hour (Y/N)	Bilingual? (Language)
Judicial Clerk V	First Circuit	(Legal Docs 1/Files Svc)	539-4300	N	
Judicial Clerk I	First Circuit	(Legal Docs 2/DC Files Svc)	538-5102	N	N
Judicial Clerk I	First Circuit	(Legal Docs 2/DC Files Svc)	538-5102	N	N
Judicial Clerk II	First Circuit	(Legal Docs 2/DC Files Svc)	538-5102	N	N
Judicial Clerk II	First Circuit	(Legal Docs 2/DC Files Svc)	538-5102	N	N
Judicial Clerk II	First Circuit	(Legal Docs 2/DC Files Svc)	538-5102	N	JPN
Judicial Clerk IV	First Circuit	(Legal Docs 2/DC Files Svc)	538-5102	N	N
Judicial Clerk I	First Circuit	(Legal Docs 2/Doc Recvg)	538-5102	N	
Judicial Clerk I	First Circuit	(Legal Docs 2/Doc Recvg)	538-5102	N	N
Judicial Clerk I	First Circuit	(Legal Docs 2/Doc Recvg)	538-5102	N	RUS
Judicial Clerk I	First Circuit	(Legal Docs 2/Doc Recvg)	538-5102	N	TAG; Visayan
Judicial Clerk I	First Circuit	(Legal Docs 2/Doc Recvg)	538-5102	N	N
Judicial Clerk II	First Circuit	(Legal Docs 2/Doc Recvg)	538-5102	N	ILO
Judicial Clerk II	First Circuit	(Legal Docs 2/Doc Recvg)	538-5102	N	TAG
Judicial Clerk II	First Circuit	(Legal Docs 2/Doc Recvg)	538-5102	N	N
Judicial Clerk II	First Circuit	(Legal Docs 2/Doc Recvg)	538-5102	N	
Judicial Clerk III	First Circuit	(Legal Docs 2/Doc Recvg)	538-5102	N	N
Judicial Clerk III	First Circuit	(Legal Docs 2/Doc Recvg)	538-5102	N	
Judicial Clerk III	First Circuit	(Legal Docs 2/Doc Recvg)	538-5102	N	N
Judicial Clerk III	First Circuit	(Legal Docs 2/Doc Recvg)	538-5102	N	
Judicial Clerk III	First Circuit	(Legal Docs 2/Doc Recvg)	538-5102	N	N
Judicial Clerk III	First Circuit	(Legal Docs 2/Doc Recvg)	538-5102	N	
Judicial Clerk III	First Circuit	(Legal Docs 2/Doc Recvg)	538-5102	N	
Judicial Clerk V	First Circuit	(Legal Docs 2/Doc Recvg)	538-5102	N	N
Clerk III	First Circuit	(TVB Cust Svc)	538-5500	N	N
Clerk III	First Circuit	(TVB Cust Svc)	538-5500	N	N
Clerk III	First Circuit	(TVB Cust Svc)	538-5500	N	

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POSITION	Circ	Dep't	Phone	Vacant? (Y/N)	Bilingual? (Language)
Judicial Clerk I	First Circuit	(TVB Cust Svc)	538-5500	N	N
Judicial Clerk I	First Circuit	(TVB Cust Svc)	538-5500	N	N
Judicial Clerk I	First Circuit	(TVB Cust Svc)	538-5500	N	TAG; JPN
Judicial Clerk II	First Circuit	(TVB Cust Svc)	538-5500	N	
Judicial Clerk II	First Circuit	(TVB Cust Svc)	538-5500	N	
Judicial Clerk II	First Circuit	(TVB Cust Svc)	538-5500	N	
Judicial Clerk II	First Circuit	(TVB Cust Svc)	538-5500	N	N
Judicial Clerk II	First Circuit	(TVB Cust Svc)	538-5500	N	N
Judicial Clerk II	First Circuit	(TVB Cust Svc)	538-5500	N	TAG; ILO
Judicial Clerk II	First Circuit	(TVB Cust Svc)	538-5500	N	N
Judicial Clerk II	First Circuit	(TVB Cust Svc)	538-5500	N	CAN
Judicial Clerk II	First Circuit	(TVB Cust Svc)	538-5500	N	CAN; MAN
Judicial Clerk II	First Circuit	(TVB Cust Svc)	538-5500	N	
Judicial Clerk II	First Circuit	(TVB Cust Svc)	538-5500	N	ILO
Judicial Clerk III	First Circuit	(TVB Cust Svc)	538-5500	N	
Judicial Clerk III	First Circuit	(TVB Cust Svc)	538-5500	N	N
Judicial Clerk III	First Circuit	(TVB Cust Svc)	538-5500	N	N
Judicial Clerk III	First Circuit	(TVB Cust Svc)	538-5500	N	JPN
Judicial Clerk III	First Circuit	(TVB Cust Svc)	538-5500	N	N
Judicial Clerk III	First Circuit	(TVB Cust Svc)	538-5500	N	
Judicial Clerk III	First Circuit	(TVB Cust Svc)	538-5500	N	N
Judicial Clerk III	First Circuit	(TVB Cust Svc)	538-5500	N	
Judicial Clerk III	First Circuit	(TVB Cust Svc)	538-5500	N	
Judicial Clerk III	First Circuit	(TVB Cust Svc)	538-5500	N	N
Judicial Clerk IV	First Circuit	(TVB Cust Svc)	538-5500	N	
Judicial Clerk IV	First Circuit	(TVB Cust Svc)	538-5500	N	
Judicial Clerk IV	First Circuit	(TVB Cust Svc)	538-5500	N	N

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Position	Circuit	Division	Phone	Visiting (Y/N)	Bilingual? (Language)
Judicial Clerk IV	First Circuit	(TVB Cust Svc)	538-5500	N	
Judicial Clerk V	First Circuit	(TVB Cust Svc)	538-5500	N	
Judicial Clerk V	First Circuit	(TVB Cust Svc)	538-5500	N	N
Judicial Clerk II	First Circuit	(Wahiawa Div.)	534-6200	N	TAG
Court Bailiff I	Second Circuit		244-2788	N	N
Court Bailiff II	Second Circuit		244-2788	N	
Court Bailiff II	Second Circuit		244-2788	N	N
Court Bailiff II	Second Circuit		244-2788	N	N
Court Bailiff II	Second Circuit		244-2788	N	
Court Bailiff II	Second Circuit		244-2788	N	N
Clerk III	Second Circuit	(Law Lib/Svc Ctr)	244-2960	N	
Court Documents Clerk III	Second Circuit	(Law Lib/Svc Ctr)	244-2960	N	
Library Technician V	Second Circuit	(Law Lib/Svc Ctr)	244-2959	N	
Cir Ct Documents Supervisor	Second Circuit	(Legal Docs)	244-2969	N	N
Court Documents Clerk I	Second Circuit	(Legal Docs/Doc Recvg)	244-2969	N	
Court Documents Clerk I	Second Circuit	(Legal Docs/Doc Recvg)	244-2969	N	
Court Documents Clerk III	Second Circuit	(Legal Docs/Doc Recvg)	244-2969	N	
Court Documents Clerk III	Second Circuit	(Legal Docs/Doc Recvg)	244-2969	N	N
Court Documents Clerk III	Second Circuit	(Legal Docs/Doc Recvg)	244-2969	N	N
Court Documents Clerk III	Second Circuit	(Legal Docs/Doc Recvg)	244-2969	N	
Court Documents Clerk III	Second Circuit	(Legal Docs/Doc Recvg)	244-2969	N	N
Judicial Clerk II	Second Circuit	(Legal Docs/Files Svc)	244-2969	N	
Judicial Clerk II	Second Circuit	(Legal Docs/Files Svc)	244-2969	N	N
Court Bailiff I	Third Circuit	(Hilo)	934-5700	N	
Court Bailiff I	Third Circuit	(Hilo)	934-5700	N	
Court Bailiff II	Third Circuit	(Hilo)	961-7403	N	
Court Bailiff II	Third Circuit	(Kona/Kamuela)	329-7377	N	N

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Position	Dept	Dept2	Phone	Vacant? (Y/N)	Bilingual? (Language)
Court Bailiff II	Third Circuit	(Kona/Kamuela)	329-7377	N	N
Court Bailiff II	Third Circuit	(Kona/Kamuela)	329-7377	N	
Library Technician VII	Third Circuit	(Hilo)	961-7438	N	
Library Technician V	Third Circuit	(Kona)	322-8729	N	
Cir Ct Documents Supervisor	Third Circuit	(Legal Docs/Hilo)	961-7400	N	
Court Documents Clerk III	Third Circuit	(Legal Docs/Hilo)	961-7400	N	
Court Documents Clerk III	Third Circuit	(Legal Docs/Hilo)	961-7400	N	N
Court Documents Clerk III	Third Circuit	(Legal Docs/Hilo)	961-7400	N	
Court Documents Clerk III	Third Circuit	(Legal Docs/Hilo)	961-7400	N	N
Court Documents Clerk III	Third Circuit	(Legal Docs/Hilo)	961-7400	N	N
Judicial Clerk II	Third Circuit	(Legal Docs/Hilo)	961-7400	N	
Judicial Clerk II	Third Circuit	(Legal Docs/Hilo)	961-7400	N	N
Judicial Clerk II	Third Circuit	(Legal Docs/Hilo)	961-7400	N	
Judicial Clerk II	Third Circuit	(Legal Docs/Hilo)	961-7400	N	N
Judicial Clerk II	Third Circuit	(Legal Docs/Hilo)	961-7400	N	N
Judicial Clerk II	Third Circuit	(Legal Docs/Hilo)	961-7400	N	JPN
Judicial Clerk III	Third Circuit	(Legal Docs/Hilo)	961-7400	N	
Judicial Clerk III	Third Circuit	(Legal Docs/Hilo)	961-7400	N	
Judicial Clerk III	Third Circuit	(Legal Docs/Hilo)	961-7400	N	TAG
Judicial Clerk III	Third Circuit	(Legal Docs/Hilo)	961-7400	N	N
Judicial Clerk III	Third Circuit	(Legal Docs/Hilo)	961-7400	N	
Judicial Clerk III	Third Circuit	(Legal Docs/Hilo)	961-7400	N	
Judicial Clerk III	Third Circuit	(Legal Docs/Hilo)	961-7400	N	N
Judicial Clerk III	Third Circuit	(Legal Docs/Hilo)	961-7400	N	N
Judicial Clerk IV	Third Circuit	(Legal Docs/Hilo)	961-7400	N	
Judicial Clerk III	Third Circuit	(Legal Docs/Kamuela)	443-2030	N	N
Judicial Clerk III	Third Circuit	(Legal Docs/Kamuela)	443-2030	N	N

1/05/09

POSITION	Court	Dept	Phone	Vacant? (Y/N)	Bilingual? (Language)
Judicial Clerk III	Third Circuit	(Legal Docs/Kamuela)	443-2030	N	N
Cir Ct Documents Supervisor	Third Circuit	(Legal Docs/Kona)	322-8750	N	
Court Documents Clerk III	Third Circuit	(Legal Docs/Kona)	322-8750	N	
Court Documents Clerk III	Third Circuit	(Legal Docs/Kona)	322-8750	N	
Court Documents Clerk III	Third Circuit	(Legal Docs/Kona)	322-8750	N	
Judicial Clerk II	Third Circuit	(Legal Docs/Kona)	322-8750	N	
Judicial Clerk II	Third Circuit	(Legal Docs/Kona)	322-8750	N	
Judicial Clerk II	Third Circuit	(Legal Docs/Kona)	322-8750	N	
Judicial Clerk II	Third Circuit	(Legal Docs/Kona)	322-8750	N	
Judicial Clerk III	Third Circuit	(Legal Docs/Kona)	322-8750	N	
Judicial Clerk III	Third Circuit	(Legal Docs/Kona)	322-8750	N	
Judicial Clerk III	Third Circuit	(Legal Docs/Kona)	322-8750	N	
Judicial Clerk III	Third Circuit	(Legal Docs/Kona)	322-8750	N	
Judicial Clerk IV	Third Circuit	(Legal Docs/Kona)	322-8750	N	HAW; JPN
Court Bailiff II	Fifth Circuit		482-2300	N	
Court Bailiff II	Fifth Circuit		482-2300	N	N
Library Technician VII	Fifth Circuit		482-2570	N	
Secretary III	Fifth Circuit		482-2351	N	
Cir Ct Documents Supervisor	Fifth Circuit	(Legal Docs)	482-2330	N	
Court Documents Clerk III	Fifth Circuit	(Legal Docs)	482-2330	N	
Court Documents Clerk III	Fifth Circuit	(Legal Docs)	482-2330	N	
Court Documents Clerk III	Fifth Circuit	(Legal Docs)	482-2330	N	
Judicial Clerk II	Fifth Circuit	(Legal Docs)	482-2330	N	N
Judicial Clerk II	Fifth Circuit	(Legal Docs)	482-2330	N	
Judicial Clerk II	Fifth Circuit	(Legal Docs)	482-2330	N	N
Judicial Clerk II	Fifth Circuit	(Legal Docs)	482-2330	N	
Judicial Clerk III	Fifth Circuit	(Legal Docs)	482-2330	N	

1/05/09



POSITION	Dept.	Supervisor	Phone	Vacant? (Y/N)	Bilingual? (Language)
Judicial Clerk III	Fifth Circuit	(Legal Docs)	482-2330	N	N

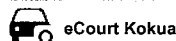
**Attachment B - Language Access Policy Notice**
[for Public](#) [for Litigants](#) [for Attorneys](#) [for Jurors](#) [for Media](#) [Language Access](#) [ADA](#) [Access to Justice](#)
[General Information](#) [News & Reports](#) [Self-Help](#) [Services](#) [Courts](#) [Legal References](#) [Community Outreach](#) [Special Projects & Events](#)
[Home](#) » [Services](#) » [Judiciary Language Assistance Policy](#)
 Search the site...

## Judiciary Language Assistance Policy

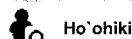
### I want to...

[Find a Mediator](#)  
[Get Victim Assistance](#)  
[Become a Court Interpreter](#)  
[Visit the Law Library](#)  
[Learn About the Judicial System](#)  
[Request an ADA Accommodation](#)  
[Give Feedback](#)

### Searches



For access to traffic cases, district court criminal and appellate cases. (The Hawaii Judiciary is not affiliated with Sustain Technologies, Inc. or with eCourt®, which is a registered trademark of Sustain Technologies, Inc.)



For access to criminal and civil case information filed in the Circuit and Family courts and certain civil cases of the District Courts.



Search for jobs at the Judiciary



Case information.

### Status Updates

[Twitter Stream](#)

[Facebook Fan Page](#)

[YouTube Channel](#)

### A Message From Chief Justice Mark E.

#### Recktenwald:

The Judiciary has long recognized that many people who come before the courts, or receive Judiciary services, may not be able to meaningfully participate due to limited English proficiency (LEP) or speech or hearing impairments. We have dedicated many resources over the last several years to enhancing language access services for LEP court customers. We are proud of the accomplishments we have achieved in providing such services -- including providing court interpreters for all defendants, parties, and witnesses in all case types and providing language services at all points of contact with the Judiciary, including over-the-counter and over-the-telephone encounters. Much of our success is attributable to the time and care Judiciary employees and volunteers provide LEP customers. The Judiciary's commitment to serving LEP customers is set forth in the following policy:

#### Judiciary Policy #12

The Hawai'i State Judiciary is committed to providing meaningful access to court processes and services to persons with limited English proficiency. In all case types, the Judiciary shall reasonably provide, free of charge, and in a timely manner, competent court interpreters for parties, witnesses and individuals with a substantial interest in a case. It shall also provide language assistance services at points of contact with the Judiciary, including over-the-counter and over-the-telephone encounters for all Judiciary-related business. The Judiciary shall notify the public of the Judiciary's language assistance commitment.

#### Language Access Services

The following materials are available on a trial basis. Additional materials and additional languages may follow in the future within the limits of Court resources in the interest of enhancing public access. For more information about language services, contact:

English

You have the right to an interpreter at no cost to you.

Language ID Card

Print this card and show it to Judiciary staff when you come to court.

How to Request an Interpreter

English | Kapasen Chuuk (Chuukese) | Ilokano (Ilokano) |

한국어 (Korean) | Kajin Majôl (Marshallese) |

Español (Spanish) | Tiếng Việt (Vietnamese)

How to Request a Sign Language Interpreter

How to Use A Court Interpreter

[English, Kapasen Chuuk (Chuukese), Ilokano, 日本語 (Japanese),

한국어 (Korean), Kajin Majôl (Marshallese), Español (Spanish),

Tiếng Việt (Vietnamese)]

Tips on Going to Court

Self-Help Centers

How to Become a Court Interpreter

Language Access Services Home

廣東話 / 广东话 | Cantonese

Kapasen Chuuk | Chuukese

Ilokano | Ilokano

日本語 | Japanese

한국어 | Korean

Kosrae | Kosraean

國語 / 普通话 | Mandarin

Kajin Majôl | Marshallese

Pohnpei | Pohnpeian

Gagana Samoa | Samoan

Español | Spanish

Tagalog | Tagalog

Lea faka-Tonga | Tongan

Tiếng Việt | Vietnamese

## Multilingual Notice of Availability of Language Services

### Language Services

The following materials are available on a trial basis. Additional materials and additional languages may follow in the future within the limits of Court resources in the interest of enhancing public access.

#### English

You have the right to an interpreter at no cost to you.

Print this card and show it to Judiciary staff when you come to court.

#### Cantonese / 廣東話

你有权利要求一位免费的传译员。

請打印此卡，帶它來法院，到達時把它給司法人員看。

#### Chuukese / Kapasen Chuuk

Mi wor omw pung an epwe wor chon chiaku ngonuk nge kesapw moni.

Kopwe print-ini ei card, iwe ka pwari ngeni chon angangen non imwen kapung nupwen ka etto kapung.

#### Japanese / 日本語

通訳を無料でご利用になれます。

このカードを印刷し、裁判所にお出での際に司法部の担当者に提示して下さい。

#### Korean / 한국어

여러분은 무료로 전문 통역자의 도움을 받을 권리가 있습니다.

이 카드를 인쇄하여 법원에 가지고 오셔서 사법부 직원에게 보여 주십시오.

#### Mandarin / 普通话 (华语/國語)

你有权利要求一位免费的传译员。

請打印此卡，帶到法院拿給司法人員看。

#### Pohnpeian / Pohnpei

Mie omwi pwuhng en doadoahngki sounkawehweh me komw sohte pahn pwain.

Print kahs wet oh kasalehiong tohn doadoahk en mwoalen kopwung ahnsou komw pwarodo mwoalen kopwung.

#### Samoan / Gagana Samoa

E iai lou aia tatau i se faamatala upu e aunoa ma se tau ia te oe.

Lolomi lenei pepa ma faaali atu i le au faigaluega a le faamasinoga pe a e susu mai i le fale faamasino.

#### Spanish / Español

Usted tiene derecho a un intérprete gratis.

Imprima esta tarjeta y muéstrasela a un funcionario de la Judicatura al comparecer en el juzgado.

#### Tagalog / Tagalog

Ikaw ay may karapatan na magkaroon ng tagapagsalin na walang bayad.

I-print ang card na ito at ipakita sa kawani ng Hukuman pagdating mo sa korte.

#### Vietnamese / Tiếng Việt

Quý vị có quyền được một thông dịch viên miễn phí.

Xin in thẻ này và trình voi nhân viên tu pháp khi bạn ra tòa.

# Cantonese

Hello, my name is

The language I speak is **Cantonese**. Please find someone who can speak my language so we can talk to each other. Thank you.

This project was supported by Award No. 2010-DJ-BX-0404, awarded by the Bureau of Justice Assistance, Office of Justice Programs, U.S. Department of Justice through the Hawaii Department of the Attorney General.



# Ilokano

Hello, my name is

The language I speak is **Ilokano**. Please find someone who can speak my language so we can talk to each other. Thank you.

This project was supported by Award No. 2010-DJ-BX-0404, awarded by the Bureau of Justice Assistance, Office of Justice Programs, U.S. Department of Justice through the Hawaii Department of the Attorney General.



# Korean

Hello, my name is

The language I speak is **Korean**. Please find someone who can speak my language so we can talk to each other. Thank you.

This project was supported by Award No. 2010-DJ-BX-0404, awarded by the Bureau of Justice Assistance, Office of Justice Programs, U.S. Department of Justice through the Hawaii Department of the Attorney General.



# Mandarin

Hello, my name is

The language I speak is **Mandarin**. Please find someone who can speak my language so we can talk to each other. Thank you.

This project was supported by Award No. 2010-DJ-BX-0404, awarded by the Bureau of Justice Assistance, Office of Justice Programs, U.S. Department of Justice through the Hawaii Department of the Attorney General.



# Pohnpeian

Hello, my name is

The language I speak is **Pohnpeian**. Please find someone who can speak my language so we can talk to each other. Thank you.

This project was supported by Award No. 2010-DJ-BX-0404, awarded by the Bureau of Justice Assistance, Office of Justice Programs, U.S. Department of Justice through the Hawaii Department of the Attorney General.



# Chuukese

Hello, my name is

The language I speak is **Chuukese**. Please find someone who can speak my language so we can talk to each other. Thank you.

This project was supported by Award No. 2010-DJ-BX-0404, awarded by the Bureau of Justice Assistance, Office of Justice Programs, U.S. Department of Justice through the Hawaii Department of the Attorney General.



# Japanese

Hello, my name is

The language I speak is **Japanese**. Please find someone who can speak my language so we can talk to each other. Thank you.

This project was supported by Award No. 2010-DJ-BX-0404, awarded by the Bureau of Justice Assistance, Office of Justice Programs, U.S. Department of Justice through the Hawaii Department of the Attorney General.



# Kosrae

Hello, my name is

The language I speak is **Kosrae**. Please find someone who can speak my language so we can talk to each other. Thank you.

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# Marshallese

Hello, my name is

The language I speak is **Marshallese**. Please find someone who can speak my language so we can talk to each other. Thank you.

This project was supported by Award No. 2010-DJ-BX-0404, awarded by the Bureau of Justice Assistance, Office of Justice Programs, U.S. Department of Justice through the Hawaii Department of the Attorney General.



# Samoan

Hello, my name is

The language I speak is **Samoan**. Please find someone who can speak my language so we can talk to each other. Thank you.

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# Kapasen Chuuk

Ran allim, itei

Pukutan ai fos, fosun Chuuk.  
Kose mochen kuttato emon mi sile kapasen  
fonuwei pwe am upwe tongeni poraus fengen.  
Killisou.

## 日本語

こんにちは、私は

と申します。  
私の話す言語は日本語です。会話ができるように  
日本語の話者を探してください。  
よろしくお願いいたします。

## Kosrae

Hello, inek pa

Ngakahs Kosrae. Nuhnahk muhnaht sokack sie  
mwet muh etuh kash luhk uh nga el in sramsram.  
Kulo.

## Kajin Majôl

lakwe, eta in

Kajin eo aô ej Kajin Majôl. Joi im bukôt tok juôn  
Armij eo ejelâ Kajin e aô bwe kemro en mâroñ  
kônono iben droon. Kom emmol.

## Gagana Samoa

Talofa, O lo'uigoa o

Ou te tautala i le gagana Samoa.  
Fa'amolemole, sa'ili mai se tasi e mafia ona  
tautala i la'u gagana, ina ia mafia ona talatalanoa  
ma'ua. Fa'afetai.

## 廣東話 / 广东话

(Traditional) 你好，我的名字叫：

我說廣東話。請幫我找一位會說廣東話的人，以便溝通。  
謝謝。

(Simplified) 你好，我的名字叫：  
我说广东话。请帮我找一位会说广东话的人，以便沟通。  
谢谢。

## Ilokano

Hello. Siak ni

Ilokano ti pagsasaok. Isapulanakman ti maysa a  
makasao ti Ilokano tapno mabalintay ti  
agsasarita. Agyamanak.

## 한국어

안녕하십니까. 제 이름은

입니다.  
제가 사용하는 언어는 한국어입니다. 의사소통이 가능  
하도록 한국어 통역사를 찾아 주시기 바랍니다.  
감사합니다.

## 國語/普通话

(Traditional) 您好，我的名字是：

我說 國語(普通話)。請幫我找一位會說國語(普通話)的人，  
以便溝通。謝謝。

(Simplified) 您好，我的名字是  
我说普通话。请帮我找一位说普通话的人，以便沟通。谢谢。

## Pohnpei

Kaselehlie, edei

I kin lokaiahn Pohnpei. I sohte kak lokaiahn wai  
mwahu. Komw kak rapahkihda emen me kak  
lokaiahn Pohnpei, pwe sen kak kosoi pene.  
Kalahngan.

# Spanish

Hello, my name is \_\_\_\_\_

The language I speak is **Spanish**. Please find someone who can speak my language so we can talk to each other. Thank you.

This project was supported by Award No. 2010-DJ-BX-0404, awarded by the Bureau of Justice Assistance, Office of Justice Programs, U.S. Department of Justice through the Hawaii Department of the Attorney General.



# Tagalog

Hello, my name is \_\_\_\_\_

The language I speak is **Tagalog**. Please find someone who can speak my language so we can talk to each other. Thank you.

This project was supported by Award No. 2010-DJ-BX-0404, awarded by the Bureau of Justice Assistance, Office of Justice Programs, U.S. Department of Justice through the Hawaii Department of the Attorney General.



# Tongan

Hello, my name is \_\_\_\_\_

The language I speak is **Tongan**. Please find someone who can speak my language so we can talk to each other. Thank you.

This project was supported by Award No. 2010-DJ-BX-0404, awarded by the Bureau of Justice Assistance, Office of Justice Programs, U.S. Department of Justice through the Hawaii Department of the Attorney General.



# Vietnamese

Hello, my name is \_\_\_\_\_

The language I speak is **Vietnamese**. Please find someone who can speak my language so we can talk to each other. Thank you.

This project was supported by Award No. 2010-DJ-BX-0404, awarded by the Bureau of Justice Assistance, Office of Justice Programs, U.S. Department of Justice through the Hawaii Department of the Attorney General.



# Tagalog

Hello, ako si \_\_\_\_\_.

Ang wika ko ay Tagalog. Maaari lamang na ihanap ako ng isang nakakapagsalita sa aking wika upang pwede tayong makapag-usap. Salamat.

# Español

Hola, mi nombre es \_\_\_\_\_.

El idioma que hablo es Español. Por favor encuentre a alguien que hable mi idioma a fin de poder comunicarnos. Gracias.

# Tiếng Việt

Xin chào, tên tôi là \_\_\_\_\_.

Tôi nói tiếng Việt. Xin vui lòng tìm một người nào đó có thể nói tiếng của tôi để chúng ta có thể nói chuyện với nhau. Xin cảm ơn.

# Lea faka-Tonga

Malo e lelei, ko hoku hingoa ko \_\_\_\_\_.

Ko e lea 'oku ou ngaue'aki ko e: Lea faka-Tonga. 'Oku 'ikai ke lelei 'eku lea fakapapalangi. Fakamolemole kae kumi mu'a ha taha 'oku poto lelei he lea faka-Tonga ke ma lava 'o femahino'aki. Malo.

## Attachment B - If You Need an Interpreter Rack Card



Please point here if you need an interpreter  
in this language (at no cost to you).



Please point here if you need an interpreter  
in this language (at no cost to you).



<b>‘Ōlelo Hawai‘i (Hawaiian):</b>	E kuhikuhi mai ‘oe i ‘ane’i ke pono ka mahele ‘ōlelo (‘a’ohe kāki).
<b>日本語 (Japanese):</b>	日本語の通訳が必要な方は、ここを指差してください (通訳費用はかかりません)。
<b>한국어 (Korean):</b>	통역을 필요로 하 시면 다음 약속일 전에 반듯이 통역이 필요하다고 말씀하셔야합니다. 비용은 부담없하셔도됩니다.
<b>普通话 (华语/國語) (Mandarin):</b>	如果您需要讲普通话的免费翻译, 请指这里。(如果您需要講國語的免費翻譯, 請指這裡。)
<b>廣東話 (Cantonese):</b>	如果您需要講廣東話的免費翻譯, 請指這裡。
<b>Ilokano:</b>	No masapulmo ti paraipatarus iti Ilokano nga awan bayadna, pakitudom ditoy.
<b>Tagalog:</b>	Kung kailangan mo ng libreng tagasalin sa Tagalog, pakituro lamang dito.
<b>Cebuano (Visayan):</b>	Kung kinahanglan nimo ug libre nga tighubad sa Binisaya, itudlo lang diri.
<b>Tiếng Việt (Vietnamese):</b>	Xin chỉ vào đây nếu bạn cần thông dịch viên cho ngôn ngữ này (bạn sẽ được cung cấp thông dịch viên miễn phí).
<b>မြန်မာ (Myanmar):</b>	သင့်အားလည်သဘောကကောင်း စကားပြန်အလိုရှိပါက အခမဲ့အခမဲ့ပြန်ပါ။ အထက်ပါစကား အတွက်အောက်တစ်ဆင့်ဆက်သွယ်ရန်လိုအပ်ပါသည်။
<b>ภาษาไทย (Thai):</b>	กรุณาชี้มาที่ข้อความนี้ ถ้าคุณต้องการล่ามภาษาไทย (โดยที่คุณไม่ต้องเสียค่าใช้จ่ายใดๆ)
<b>ភាសាខ្មែរ (Khmer):</b>	សូមបង្ហាញនៅត្រង់នេះមក បើសិនជាអ្នកត្រូវការអ្នកបកប្រែភាសាខ្មែរ (អ្នកមិនត្រូវការចំណាយអ្វីទាំងអស់)។
<b>ອັກສອນລາວ (Lao):</b>	ກະ, ນາລຸ້ນໃສ່ ບໍ່ ອ່ານ ບໍ່ ຖ້າ ທ່ານ ຕ້ອງການ ວ່າ ພາສາລາວ (ໂດຍທ່ານ ບໍ່ ຕ້ອງ ສິດ ວ່າ ໃຊ້ ຈ່າຍ ໃດໆ)
<b>Kajin Majöl (Marshallese):</b>	Jouj im jitiöke ijin elañe kwoj aikuji juön am ri-ukok ilo kajin in (ejjelok wōñāñ ñan yuk).
<b>Kapasen Chuuk (Chuukese):</b>	Itini awenewenan ikeei ika pwún kopwe néúnéu emén chón chiakú nón fōósun eei fénú (kosap wisenmééni noum eei chón chiakú).
<b>Chamorro:</b>	Matka pat apunta este yangen un nesisita intetpiti gi fino Chamorro (dibadi este na sitbesio).
<b>Pohnpeian:</b>	Menlau idih wasa ma ke anahne soun kawehwe (sohte isais).
<b>Kosraean:</b>	Nunak munas srismngingac acn se nge fwín kom enenu met in top nuke kahs lom an sifacna (kom ac tia moli).
<b>Yapese:</b>	Fa'anra bet'uf bae' ninge ayweg nem nge abweg e thin rom (ni dabmu pii'pulwon) meere mog aray.
<b>Yapese (Outer Island):</b>	Gobe sor gare go tipeli bwo semal yebe gematfa kepatal menel le yetwai yor paluwal ngalug.
<b>Gagana Samoa (Samoan):</b>	Fa'amolemole tusi lou lima i'i pe 'ā 'e mana'omia se fa'amatala'upu i le gagana lea (e te lē tologiina se tupe).
<b>Tongan:</b>	Tuhu ki heni kapau 'e fiema'u ha taha ke fakatonulea 'oku ta'etotongi.
<b>Русский (Russian):</b>	Если вам нужен бесплатный переводчик русского языка, пожалуйста укажите пальцем на это предложение.
<b>Español (Spanish):</b>	Por favor señale aquí con el dedo si necesita un intérprete (sin ningún costo para usted).

<b>‘Ōlelo Hawai‘i (Hawaiian):</b>	E kuhikuhi mai ‘oe i ‘ane’i ke pono ka mahele ‘ōlelo (‘a’ohe kāki).
<b>日本語 (Japanese):</b>	日本語の通訳が必要な方は、ここを指差してください (通訳費用はかかりません)。
<b>한국어 (Korean):</b>	통역을 필요로 하 시면 다음 약속일 전에 반듯이 통역이 필요하다고 말씀하셔야합니다. 비용은 부담없하셔도됩니다.
<b>普通话 (华语/國語) (Mandarin):</b>	如果您需要讲普通话的免费翻译, 请指这里。(如果您需要講國語的免費翻譯, 請指這裡。)
<b>廣東話 (Cantonese):</b>	如果您需要講廣東話的免費翻譯, 請指這裡。
<b>Ilokano:</b>	No masapulmo ti paraipatarus iti Ilokano nga awan bayadna, pakitudom ditoy.
<b>Tagalog:</b>	Kung kailangan mo ng libreng tagasalin sa Tagalog, pakituro lamang dito.
<b>Cebuano (Visayan):</b>	Kung kinahanglan nimo ug libre nga tighubad sa Binisaya, itudlo lang diri.
<b>Tiếng Việt (Vietnamese):</b>	Xin chỉ vào đây nếu bạn cần thông dịch viên cho ngôn ngữ này (bạn sẽ được cung cấp thông dịch viên miễn phí).
<b>မြန်မာ (Myanmar):</b>	သင့်အားလည်သဘောကကောင်း စကားပြန်အလိုရှိပါက အခမဲ့အခမဲ့ပြန်ပါ။ အထက်ပါစကား အတွက်အောက်တစ်ဆင့်ဆက်သွယ်ရန်လိုအပ်ပါသည်။
<b>ภาษาไทย (Thai):</b>	กรุณาชี้มาที่ข้อความนี้ ถ้าคุณต้องการล่ามภาษาไทย (โดยที่คุณไม่ต้องเสียค่าใช้จ่ายใดๆ)
<b>ភាសាខ្មែរ (Khmer):</b>	សូមបង្ហាញនៅត្រង់នេះមក បើសិនជាអ្នកត្រូវការអ្នកបកប្រែភាសាខ្មែរ (អ្នកមិនត្រូវការចំណាយអ្វីទាំងអស់)។
<b>ອັກສອນລາວ (Lao):</b>	ກະ, ນາລຸ້ນໃສ່ ບໍ່ ອ່ານ ບໍ່ ຖ້າ ທ່ານ ຕ້ອງການ ວ່າ ພາສາລາວ (ໂດຍທ່ານ ບໍ່ ຕ້ອງ ສິດ ວ່າ ໃຊ້ ຈ່າຍ ໃດໆ)
<b>Kajin Majöl (Marshallese):</b>	Jouj im jitiöke ijin elañe kwoj aikuji juön am ri-ukok ilo kajin in (ejjelok wōñāñ ñan yuk).
<b>Kapasen Chuuk (Chuukese):</b>	Itini awenewenan ikeei ika pwún kopwe néúnéu emén chón chiakú nón fōósun eei fénú (kosap wisenmééni noum eei chón chiakú).
<b>Chamorro:</b>	Matka pat apunta este yangen un nesisita intetpiti gi fino Chamorro (dibadi este na sitbesio).
<b>Pohnpeian:</b>	Menlau idih wasa ma ke anahne soun kawehwe (sohte isais).
<b>Kosraean:</b>	Nunak munas srismngingac acn se nge fwín kom enenu met in top nuke kahs lom an sifacna (kom ac tia moli).
<b>Yapese:</b>	Fa'anra bet'uf bae' ninge ayweg nem nge abweg e thin rom (ni dabmu pii'pulwon) meere mog aray.
<b>Yapese (Outer Island):</b>	Gobe sor gare go tipeli bwo semal yebe gematfa kepatal menel le yetwai yor paluwal ngalug.
<b>Gagana Samoa (Samoan):</b>	Fa'amolemole tusi lou lima i'i pe 'ā 'e mana'omia se fa'amatala'upu i le gagana lea (e te lē tologiina se tupe).
<b>Tongan:</b>	Tuhu ki heni kapau 'e fiema'u ha taha ke fakatonulea 'oku ta'etotongi.
<b>Русский (Russian):</b>	Если вам нужен бесплатный переводчик русского языка, пожалуйста укажите пальцем на это предложение.
<b>Español (Spanish):</b>	Por favor señale aquí con el dedo si necesita un intérprete (sin ningún costo para usted).



Interpretation services may be provided at no charge in accordance with Chapter 371-33.  
Hawaii Revised Statutes.  
Questions? See Judiciary staff for more information.



Interpretation services may be provided at no charge in accordance with Chapter 371-33.  
Hawaii Revised Statutes.  
Questions? See Judiciary staff for more information.





Multilingual Welcome Banner

Mogethin!



The **Judiciary** State of Hawai'i

Mabuhay!

Ran annim!

你好!



*Welcome!*

Kaselehlia!

Kabla-aw!

ようこそ!

환영 합니다!



Xin Chào!



## Bilingual Volunteer / Staff Questionnaire

Employee Name: \_\_\_\_\_

Department: \_\_\_\_\_

Division/Office: \_\_\_\_\_

Position Title or Position Name: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Email: \_\_\_\_\_

1. Do you speak a language **other than English**? (check one) ☐ Yes ☐ No

If yes, please specify which languages you speak. If no, please skip to *Question 6*.

Language(s) (include dialect if applies) other than English (please specify):

>

2. How would you describe your oral language ability? (Check one)

- ☐ Elementary (basic words, yes-no questions)  
☐ Conversational (can converse on simple topics)  
☐ Advanced (can converse on deeper or more technical topics)

3. How would you describe your written language ability? (check one)

- ☐ No ability  
☐ Elementary (basic word level, some simple sentences)  
☐ Basic Conversational (can write/read sentences on simple, everyday topics)  
☐ Advanced (can read/write on deeper or more technical topics)

4. Do you use this language as part of your job? (Check one) ☐ Yes ☐ No

5. **Would you be willing, from time to time, to help Judiciary staff provide basic (non-legal) information in your second language to Accommodate Limited English Proficient court customers?** (check one) ☐ Yes ☐ No

*Interpreting services may be performed over the telephone or in person. Bilingual volunteer staff who assist LEP court customers must obtain supervisor's approval prior to participating. Participating volunteer staff will be allowed release time from their scheduled work hours, as appropriate, and will not receive additional compensation for their assistance. Participation is strictly voluntary.*

6. How often, as part of your job, do you interact with the public, included by telephone, email, or in person? **Note:** The "public" does not include state employees from other departments, sections, offices or divisions. (Please check one)

- ☐ Never ☐ Rarely ☐ Occasionally ☐ Monthly ☐ Daily ☐ All day  
 1-2x/year (6x-8x/year)

**Please Return Completed Surveys to OEAC**

Fax: (808) 539-4203 \* Email: [OEAC@courts.state.hi.us](mailto:OEAC@courts.state.hi.us) \* Phone: (808) 539-4860

*Mahalo for participating in this survey!*

Appendix A of the Hawaii State Judiciary Court Interpreter Certification Program Court Rules, below, lists the requirements necessary for court interpreters to achieve a Tier Designation on the certification program Registry.

Appendix A - Tiers of Court Interpreter Designation				
Tier	Spoken or ASL	Hourly Fee	Designation	Requirement
ALL TIERS OF COURT INTERPRETER DESIGNATIONS MUST FULFILL THE MINIMUM REQUIREMENTS SET FORTH UNDER TIER 1				
6	Spoken	55	Certified Master	Full Consortium Oral Exam: 80% for Simultaneous; 80% for Consecutive; 80% overall for Sight Translation, with at least 75% for each subpart; or Federal Court Interpreter Certification Exam (FCICE)
	ASL	55	Certified Master	RID SC:L
5	Spoken	N/A	N/A	N/A
	ASL	50	Certified Advanced	Tier 4 requirements and fulfillment of "Certified Advanced" requirements (currently being determined)
4	Spoken	45	Certified	Full Consortium Oral Exam: 70% for Simultaneous; 70% for Consecutive; 70% overall for Sight Translation, with at least 65% for each subpart
	ASL	45	Certified	NAD V; or HQAS V; or RID CI and CT; or RID CDI; or RID CSC; or RID RSC
3	Spoken	40	Approved	Full Consortium Oral Exam: 60% for Simultaneous; 60% for Consecutive; 60% overall for Sight Translation, with at least 55% for each subpart; or Abbreviated Consortium Oral Exam: 70% for Simultaneous; 70% for Oral English Proficiency component
	ASL	40	Approved	NAD IV; or HQAS IV; or RID CI or CT
2	Spoken	35	Conditionally Approved	Abbreviated Consortium Oral Exam: 60% for Simultaneous; 60% for Oral English Proficiency component; or Alternative Credential Recognition for passage of an exam approved by the Judiciary
	ASL	N/A	N/A	N/A
1	Spoken	25	Registered	2-Day Basic Orientation Workshop; 70% for Consortium Written Exam; 80% for Hawaii Basic Ethics Test; and Passage of Criminal Background Check
	ASL	25	Registered	2-Day Basic Orientation Workshop; 70% for Consortium Written Exam; 80% for Hawaii Basic Ethics Test; and Passage of Criminal Background Check

## **HAWAII STATE JUDICIARY COURT INTERPRETER CERTIFICATION PROGRAM**

The highest tier achievable for each language may vary. The following table lists the current languages on the Registry and the performance exam available to achieve the highest tier in each language.

<b>LANGUAGE</b>	<b>HIGHEST TIER POSSIBLE</b>	<b>ACHIEVED VIA</b>
American Sign Language	6	RID SC:L
Arabic	6	Consortium Full Exam
Bengali	2	LionBridge Exam
Bulgarian	2	LionBridge Exam
Burmese	2	LionBridge Exam
Cantonese	6	Consortium Full Exam
Cebuano	2	LionBridge Exam
Chuukese	2	LionBridge Exam
Farsi	2	LionBridge Exam
French	6	Consortium Full Exam
German	2	LionBridge Exam
Ilokano	6	Consortium Full Exam
Indonesian	2	LionBridge Exam
Italian	6	Consortium Full Exam
Japanese	2	LionBridge Exam
Khmer (Cambodian)	6	Consortium Full Exam
Korean	6	Consortium Full Exam
Kosraean	1	Written English Exam & Ethics Exam
Laotian	6	Consortium Full Exam
Mandarin	6	Consortium Full Exam
Marshallese	2	LionBridge Exam
Palauan	1	Written English Exam & Ethics Exam
Pohnpeian	1	Written English Exam & Ethics Exam
Polish	6	Consortium Full Exam
Portuguese	6	Consortium Full Exam
Russian	6	Consortium Full Exam
Samoan	2	LionBridge Exam
Spanish	6	Consortium Full Exam
Tagalog	6	Consortium Full Exam
Taiwanese	2	LionBridge Exam
Thai	2	Consortium Full Exam
Tongan	2	LionBridge Exam
Vietnamese	6	Consortium Full Exam
Woleaian	1	Written English Exam & Ethics Exam
Yapese	1	Written English Exam & Ethics Exam



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\* Please refer to the Hawai'i Rules for Certification of Spoken and Sign Language Interpreters, Appendix A for the list of tiers and tier requirements.

<u>LANGUAGE</u>	<u>ISLAND</u>	<u>TIER</u>	<u>NAME</u>	<u>CONTACT #</u>
AMERICAN SIGN	Oahu	6	LANI, TAMAR H.	216-6898(C), tamarness@gmail.com
AMERICAN SIGN	Oahu	4	SAPKO, REGINA C.	429-3553(C), reginaclare@hotmail.com
AMERICAN SIGN	Oahu	4	SAKAL, PATRICIA L.	223-5841(B), mumpkin2@gmail.com
AMERICAN SIGN	Oahu	4	NAKAMOTO, LYNN M.	551-3778(C), lynnsigns@gmail.com
AMERICAN SIGN	Oahu	4	LAMBRECHT, LINDA Y.	393-9861(C) Text Only, 734-9154 (B), aslteal@gmail.com or lambrech@hawaii.edu
AMERICAN SIGN	Oahu	4	KROE-UNABIA, SUSAN L.	295-0647(B), susankroe@aol.com
AMERICAN SIGN	Oahu	4	KOTANI, JORDAN N.	kotanijojo@gmail.com
AMERICAN SIGN	Oahu	4	JACKSON, DEBBRA L.	239-6163(H), alii.interpreting.svc@gmail.com
AMERICAN SIGN	Oahu	4	HUNGERFORD, GINA C.	778-6790(B)(C), ginhungerford@yahoo.com
AMERICAN SIGN	Oahu	4	FRIED, JAN L.	734-5889(H), 734-9154(B), 734-9799(F) janfried@gmail.com or jfried@hawaii.edu
AMERICAN SIGN	Oahu	4	COOPER, KENNEDY L.	497-9925(C), kennedyclm@mac.com
AMERICAN SIGN	Oahu	4	BLAKE, JENNY S. L.	codasignhi@gmail.com, 277-0785(C)
AMERICAN SIGN	Oahu	4	BENJAMIN, HEATHER L.	heather.interpreter@gmail.com
AMERICAN SIGN	Oahu	4	BAIRD, DARLENE L.	352-2246(C), missinglinkhawaii@gmail.com
AMERICAN SIGN	Maui	4	GREEN, DENISE	845-558-2012(C), greeninterpreter@yahoo.com
AMERICAN SIGN	Maui	3	ROE, APRIL	250-6828(C), april.interpreter@gmail.com
AMERICAN SIGN	Hawaii	4	SAPKO, REGINA C.	429-3553(C), reginaclare@hotmail.com
AMERICAN SIGN	Hawaii	4	LOVE, MARY R.	291-9146(C), marylove999@gmail.com
AMERICAN SIGN	Hawaii	4	LABADIE-MENDES, MICHAEL J.	315-1072(B), michael.labadie.mendes@gmail.com
AMERICAN SIGN	Hawaii	4	KERN, KU MEI B.	896-9059 (C)(B), kooshmabob@yahoo.com
AMERICAN SIGN	Hawaii	4	BROOKS, PAULINE C.	430-5129(C), pbrooks.asl@gmail.com
AMERICAN SIGN	Kauai	4	LITTLETON, LARRY M.	241-1386(Voice), 240-1717(Message), LarryMLittleton@gmail.com
AMERICAN SIGN	Kauai	4	BALDWIN, MARK K.	markbaldwininterpreting@gmail.com
AMERICAN SIGN	Oahu	3	SAFRANSKI, LAURA B.	lauraterp@yahoo.com
AMERICAN SIGN	Oahu	3	GALAPIN, NORMAN R., JR.	714-309-2528(B)(H)(C), 951-808-8605(F), normang2005@yahoo.com
ARABIC	Oahu	1	SMITH, WILLIAM H.	258-7971(C), 237-8301(H)(F), smithwm@hawaii.rr.com

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ARABIC	Oahu	1	MOUSTAFA, NEVINE FARID	377-3093(H), 393-3683(C), vanvoun293@aol.com
ARABIC	Oahu	1	BANDACK, FREDRICK E.	382-2945(C), hawaiian8heart@aol.com
BENGALI	Oahu	1	SMITH, WILLIAM H.	258-7971(C), 237-8301(H)(F), smithwm@hawaii.rr.com
BENGALI	Oahu	1	ROUF, MOHAMMAD A.	479-0298(C), 949-1163(H), 833-5787(B), 833-5987(F), mohammad@globeteckgroup.com
BOSNIAN	Hawaii	1	ZJAK, DEJAN M.	345-2795(B), dejan2810@yahoo.com
BULGARIAN	Oahu	1	IBISHEVA, ZHULIETA B.	636-3068(C), zibisheva@gmail.com
CANTONESE	Oahu	2	YING, MONICA T.	415-326-3382(B), languagemajor@gmail.com
CANTONESE	Oahu	1	ZHU, JIAN YOU	startcrafter@yahoo.com
CANTONESE	Oahu	1	YUEN, PEARL P.J.C.	721-0533(C), ppcyuen@hotmail.com
CANTONESE	Oahu	1	XU, MICHELLE WONG	408-676-9891(C)(H)(B), michellewongxu@gmail.com
CANTONESE	Oahu	1	WONG, WILLY	626-0237(H), 677-2592(F), wongwillywonka@aol.com
CANTONESE	Oahu	1	WONG, PATRICK T. C.	255-6188(C), patricktcwong@yahoo.com
CANTONESE	Oahu	1	SO, GLORIA C. M.	228-6355(C), gloria.cm.so@gmail.com
CANTONESE	Oahu	1	SHIMABUKURO, LYNNETTE LEE LING	230-0826(C), 732-6205(H)(F), lynnstreasures@gmail.com
CANTONESE	Oahu	1	NARUSE, WENDY (YIP)	772-8215(C), 258-7878(H), 696-8787(F), wendynaruse@outlook.com
CANTONESE	Oahu	1	LIANG, WEIPENG	485-7788(C), liangw8@hawaii.edu
CANTONESE	Oahu	1	LAU, ROWENA C. W.	232-1370(C), rlbsea@hotmail.com
CANTONESE	Oahu	1	KWAN, WENG SI	393-0493(C), emilyarbee@hotmail.com, emilyarbee@gmail.com
CANTONESE	Oahu	1	KONG, YUET MUI	yuetmui_kong@hotmail.com
CANTONESE	Oahu	1	CHOI, KIT YEE	429-2028(C), candychoi68@gmail.com
CANTONESE	Oahu	1	CHOI, JOHNSON	524-5738(B), 524-8063(F), jwkc8168@yahoo.com
CANTONESE	Oahu	1	CHIN, CYNTHIA Y. L.	367-8753(C)(B), cynthiac888@gmail.com
CANTONESE	Oahu	1	CHAN, SHIRLEY W. Y.	shirchan88@hotmail.com
CANTONESE	Oahu	1	AU, NANETTE Y. B.	523-6568(B)(F)(H), nanette000@gmail.com
CANTONESE	Hawaii	1	ATWELL, ESTHER Y.	430-3577(C), contact@eggheadtranslation.com
CEBUANO	Oahu	2	WASHBURN-REPOLLO, EVA ROSE B.	735-4874(B), 728-3089(C), wr.evarose@gmail.com

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CEBUANO	Oahu	1	NELSON, CRYSTAL Y. D.	230-1150(C), 487-8765(H), crystalynelson@yahoo.com
CEBUANO	Maui	1	LUBATON, EUFEMIA P.	205-8108(C), 874-7554(H), emie_wolf2009@yahoo.com
CEBUANO	Hawaii	1	MANIPOL-LARSON, JOCELYN	640-1540(C), 960-6006(B), raven_reuboni@yahoo.com
CHUUKESSE	Oahu	2	ALBERT, JOSEPHINE M.	308-0441(C), llangcsolutions@gmail.com
CHUUKESSE	Oahu	1	VON OELHOFFEN, MARCUS T.	292-6388(C), 342-5421(H), mvonoelhoffen5@gmail.com
CHUUKESSE	Oahu	1	TAKASHY, AUGUSTINA S.	670-6999(C), tinatacashy03@gmail.com
CHUUKESSE	Oahu	1	SILANDER, KACHUSY M.	954-0487(C), 200-2483(H), kachusy_silander@yahoo.com
CHUUKESSE	Oahu	1	SANDY, ELIAS H.	364-0795(C), 690-5225(C)
CHUUKESSE	Oahu	1	ROBERT, CHARLENE	
CHUUKESSE	Oahu	1	MANNERING, JOHN M., JR.	546-1087(H), 779-0577(C), kapetablock@hotmail.com
CHUUKESSE	Oahu	1	ESAH, SOPHIE	861-5578(C), sophie_esah@yahoo.com
CHUUKESSE	Hawaii	2	MURITOK, LESTHER F.	854-8165(C), lmletok@yahoo.com
CROATIAN	Hawaii	1	ZJAK, DEJAN M.	345-2795(B), dejan2810@yahoo.com
FARSI	Oahu	2	NIKOU, MOANA R.	226-3729(C), mrnikou@hotmail.com
FRENCH	Oahu	1	ROLLAND, PATRICIA M.	256-6419(B), bientranslated@hawaii.rr.com
FRENCH	Oahu	1	NAKAOKA, VANINA	223-1883(C), 595-7221(H), bruce_vanina@yahoo.com
FRENCH	Oahu	1	MOUSTAFA, NEVINE FARID	377-3093(H), 393-3683(C), vanvoun293@aol.com
FRENCH	Oahu	1	MILLER, STANLEY FRANCOIS	923-9079(H)(B), 922-8309(F), francois@lava.net
FRENCH	Oahu	1	KRIEGER, KATHLEEN F.	kkrieger47@gmail.com
FRENCH	Oahu	1	FUKUDA, TANIA M.H.	388-6103(C)(B), translationexpert@fastmail.fm
FRENCH	Oahu	1	DRUKER, ROMAN	487-7774(H), 227-3747(C), drucker@hawaii.edu
FRENCH	Oahu	1	CHAUVET, TATIANA F.M.	808-895-2623(C), tatianachauvet@gmail.com
FRENCH	Maui	1	ADLER, MARTIN E.	870-0770(C), adlerm002@hawaii.rr.com
FRENCH	Hawaii	1	SULT, PAULE	831-915-9781(C), jampataye@gmail.com
FRENCH	Hawaii	1	LEE-MILLER, VANESSA F.	
FRENCH	Hawaii	1	BERNSTEIN, ALEXANDRA N.	883-3666(H)

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<u>LANGUAGE</u>	<u>ISLAND</u>	<u>TIER</u>	<u>NAME</u>	<u>CONTACT #</u>
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<u>LANGUAGE</u>	<u>ISLAND</u>	<u>TIER</u>	<u>NAME</u>	<u>CONTACT #</u>
TAGALOG	Oahu	1	STONE, ANNABELLE S.	469-7239(C), annabelle.stone@gmail.com
TAGALOG	Oahu	1	PAVON, LYDIA A.	258-4880(C), lydiaabajo@yahoo.com
TAGALOG	Oahu	1	NELSON, CRYSTAL Y. D.	230-1150(C), 487-8765(H), crystaldnelson@yahoo.com
TAGALOG	Oahu	1	MANZANO, MARIA CORAZON B.	282-3081(C)
TAGALOG	Oahu	1	LACANIENTA, JOY M.	joyL247@hawaii.edu, joyL247@aol.com
TAGALOG	Oahu	1	LABRADOR, JERALDINE C.	523-8799(H), 256-9622(C), gigi192170@gmail.com
TAGALOG	Oahu	1	FRONDA, CESAR B.	234-3671(C), cbfnam123@yahoo.com
TAGALOG	Oahu	1	FARINA, JACQUELINE	941-1616(H), 741-1000(C), naninani@hawaiiantel.net
TAGALOG	Oahu	1	DALERE, VICTOR T.	386-2401(C), 677-3662(B), 621-8969(H), vdalere@hotmail.com
TAGALOG	Oahu	1	CARPIO, MARIA A.	841-3312(H), zee.carpio@gmail.com
TAGALOG	Oahu	1	CAMBE, ASHLEY JOY E.	225-5740(C), ashleycambe@yahoo.com
TAGALOG	Oahu	1	BONILLA, CESAR G.	372-0264(C), alohapilipinas@yahoo.com
TAGALOG	Oahu	1	BAUTISTA, LILIA EDNA C.	306-1218(C), 678-1088(H)
TAGALOG	Oahu	1	BASILIO, JENELYN D.	384-2247(C), jbasilio77@gmail.com
TAGALOG	Oahu	1	BARTOLOME, HONOFRE E.	450-5093(C)
TAGALOG	Oahu	1	ARRE, JENNIFER V.	971-1213 (C), jennifer.arre2019@gmail.com
TAGALOG	Maui	1	WICKMAN, RUTH	633-4181(C), ruthienkihei@gmail.com
TAGALOG	Maui	1	VILLEGAS, SYDNEY G.	874-8714(H), 205-7274(C), syds329@yahoo.com
TAGALOG	Maui	1	SUMER, NIEVA J.	280-8778(C), 214-5592(H), sumer@hawaii.edu
TAGALOG	Maui	1	LUBATON, EUFEMIA P.	205-8108(C), 874-7554(H), emie_wolf2009@yahoo.com
TAGALOG	Maui	1	LOPEZ-RAHMAN, LILIA B.	871-4950(H)(B), lilia3843@msn.com
TAGALOG	Hawaii	1	SAYMO, VICTOR F.	339-1968(C), victorluzohico@aol.com
TAGALOG	Hawaii	1	MANIPOL-LARSON, JOCELYN	640-1540(C), 960-6006(B), raven_reuboni@yahoo.com
TAGALOG	Hawaii	1	MABABA, ARMANDO B.	990-1632(C)
TAGALOG	Hawaii	1	GUENTHOER, JAMES R.	769-1113(C), bumbero911@hotmail.com
TAGALOG	Hawaii	1	COLIS-ESCOBAR, ANITA W.	896-2314(C), 935-9105(B), 961-9105(F), anita.escobar2@hawaiiantel.net

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**COURT INTERPRETER REGISTRY**  
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**May 15, 2018**

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<u>LANGUAGE</u>	<u>ISLAND</u>	<u>TIER</u>	<u>NAME</u>	<u>CONTACT #</u>
TAGALOG	Hawaii	1	ANTONIO, FERIO E.	895-2017(C), 966-8573(H)(F)
TAGALOG	Kauai	1	GOLDBERG, MARY CAMELA T.	332-7848(H), 652-7799(C), candlegoldberg@yahoo.com
TAGALOG	Kauai	1	GARDUQUE, FELIPA-FELINA C.	822-2062(H)(F), 639-6590(C), 822-2464(B)
TAGALOG	Kauai	1	GARDUQUE, CHITO P.	822-2062(H)(F), 639-0718(C)(B), tohig@hotmail.com
TAGALOG	Kauai	1	ABADILLA, DANILO P.	346-1830(C), abadilla@alum.bu.edu
TAIWANESE	Oahu	1	TSWEI, KATHY	735-0045(H)(B), 780-5583(C), 735-0030(F), kathy.tswei@hawaiiintel.net
TAIWANESE	Oahu	1	TINAKORN, DANA	(310) 940-0789(C), dtinakorn@gmail.com
TAIWANESE	Hawaii	1	YAMACHIKA, HSIN-YI H.	443-3625(C)(B)
THAI	Oahu	2	TANHCHALEUN, CHOU L.	486-7882(H), aieamom@hotmail.com
THAI	Oahu	1	TAKAHASHI, CHINTANA Y.	956-3556(B), 626-4454(H), chintana@hawaii.edu
THAI	Oahu	1	PORTER, KHAMTOUN C.	247-3619(H), khamtoun@yahoo.com
THAI	Oahu	1	OSTROWSKI, DEJA M.	699-0609(C), dejamarie@gmail.com
THAI	Oahu	1	HU, VINCENT C. S.	265-6879(B)(C), 396-6387(F), vincenthuu@aol.com
THAI	Oahu	1	CROUSORE, SUNISA C.	349-9599(C), schaviwanc@gmail.com
THAI	Hawaii	1	BURIAN, CHALINTORN N.	775-1064(H), chalintornburian@yahoo.com
THAI	Kauai	1	SRIMAKE, YAWADEE	455-0417(B), yawadee@hawaii.edu
TONGAN	Oahu	2	KAULUKUKUI, SOFOLONIA F.	421-7227(C), niak808@yahoo.com
TONGAN	Oahu	1	FINAU, SAIA S.	841-7293(B)(H), 428-8213(C), 843-1071(F), saiasfinau@gmail.com
TONGAN	Maui	1	OLEVAO, SIONE K.	269-4869(C), lunas4life2011@gmail.com, 661-9080(F)
TONGAN	Maui	1	MAKONI, ANA	283-8076(C)(H), anamakoni@gmail.com
TONGAN	Hawaii	2	TUIKOLOVATU, AISEA T.	938-6374(B)(C), 325-6234(H)(F), bestchoiceinconstruction@msn.com
TONGAN	Hawaii	1	DEXTER, LESIELI K.	lesielidexter@yahoo.com
UIGHUR	Oahu	1	YILAMU, WUMAIER	675-1604(C), 955-0739(H), wumaier@hawaii.edu
UZBEK	Oahu	1	YILAMU, WUMAIER	675-1604(C), 955-0739(H), wumaier@hawaii.edu
VIETNAMESE	Oahu	3	CRUMPTON, THU-HUONG T.N.	284-0429(C), 239-5532(H), huyenthuhuong44@yahoo.com and huyenthuhuong@hotmail.com
VIETNAMESE	Oahu	2	NGUYEN, STEVE	371-4422(C), trungmail@hotmail.com

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<u>LANGUAGE</u>	<u>ISLAND</u>	<u>TIER</u>	<u>NAME</u>	<u>CONTACT #</u>
VIETNAMESE	Oahu	1	NGUYEN, TONY H.	227-0136(C), tiennguyen68@hotmail.com
VIETNAMESE	Oahu	1	NGUYEN, KIM NGOC P.	220-2762(C), kngoc3@hotmail.com
VIETNAMESE	Oahu	1	LE, LINA M.	linale90@gmail.com
VIETNAMESE	Oahu	1	LE, HANG M.	439-3386(C), 956-8672(B), 921-0237(H), leminhhanguh@yahoo.com
VIETNAMESE	Oahu	1	LAM, TAMMY T.	256-4161(C), tammylam808@gmail.com
VIETNAMESE	Oahu	1	KORAN, BETTY L.	450-1137(C), betkoran808@gmail.com
VIETNAMESE	Oahu	1	HOLT-NGUYEN, TRUC T.	721-2927(C), 952-216-1772(F), legalwork808@gmail.com
VIETNAMESE	Maui	1	BUI, THOMAS A.	387-2374(C)

# Office of Language Access Survey of State Agencies Translation of Vital Documents

Hawaii's Language Access Law requires state agencies and covered entities to provide **written translations of vital documents** to limited English proficient (LEP) persons who seek to access services, programs or activities.

"Vital documents" are printed documents that provide important information necessary for access to services and participation by the LEP populations, such as but not limited to: applications; outreach materials; written notices of rights, denials, losses or decreases in benefits or services. Each agency must also further define "vital documents" in its language access plan to include items that are appropriate and applicable to the agency's mission and mandate.

Please fill out this 1 page survey and return it to the Office of Language Access by **July 16, 2012** by fax at 586-8733; email pdf to [dlir.ola@hawaii.gov](mailto:dlir.ola@hawaii.gov); or send via inter-agency mail.

Name of Agency: Hawai'i State Judiciary Date: July 17, 2012  
Language Access Coordinator: Debi Tulang-De Silva Phone: 539-4861  
State Agency Head: Mark E. Recktenwald Phone: 539-4700

1. On the back of this page, please list the "vital documents" utilized in your department; whether they have been translated; and if so, into which language. Use additional sheets if necessary.

2. How did you do the translation work? Use of:

☐ bilingual staff ☒ private contractors ☐ volunteers ☐ software ☐ other \_\_\_\_\_

3. What has been the average cost of each translated document? \_\_\_\_\_

4. Approximately how much **total** has your department spent on written translations since 2006? None

5. Has your department set aside money for translation of vital documents in your annual budget? Yes/(No)

6. What challenges and/or difficulties did your department encounter in these translations?

☒ identifying vital documents ☒ cost ☐ not a priority ☒ lack of guidance on translation process ☐ lack of translators ☒ simplifying documents

Other: \_\_\_\_\_

7. What resources aside from financial would your department find helpful for translating vital documents?

It would be helpful to have a centralized state contract or vendor - like for telephonic interpreters - for all agencies to use with negotiated prices in place.

8. Other Comments: (Feel free to elaborate on back or separate sheet of paper.)

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**“Vital documents”:**

[illegible]

**Other Comments:**

[illegible]

No.	Name of Document	Brief Description	Languages Translated		Division/Office/Unit
			Current	Proposed	
1	Waiver of Jury Trial		None	Ilokano	District Court
				Tagalog	
				Korean	
				Vietnamese	
				Samoan	
				Japanese	
				Chinese	
2	Waiver of Preliminary Hearing		None	Ilokano	District Court
				Tagalog	
				Korean	
				Vietnamese	
				Samoan	
				Japanese	
				Chinese	
3	DUI Change of Plea	[Driving Under the Influence]	None	Ilokano	District Court
				Tagalog	
				Korean	
				Vietnamese	
				Samoan	
				Japanese	
				Chinese	
4	Terms and Conditions of Probation		None	Ilokano	District Court
				Tagalog	
				Korean	
				Vietnamese	
				Samoan	
				Spanish	
5	Special Conditions of Probation		None	Ilokano	District Court
				Tagalog	
				Korean	
				Vietnamese	
	Special Conditions of Probation (cont.)			Samoan	
				Spanish	
6	Terms and Conditions of Deferred Acceptance of	[DAGP]	None	Ilokano	District Court
				Tagalog	

No.	Name of Document	Brief Description	Languages Translated		Division/Office/Unit
			Current	Proposed	
				Korean	
				Vietnamese	
				Samoan	
				Spanish	
7	Special Conditions of Deferred Acceptance of	[DAGP]	None	Ilokano	District Court
				Tagalog	
				Korean	
				Vietnamese	
				Samoan	
				Spanish	
8	Terms and conditions of Deferred Acceptance of Nolo Contendere Plea	[DANCP]	None	Ilokano	District Court
				Tagalog	
				Korean	
				Vietnamese	
				Samoan	
				Spanish	
9	Special Conditions of Deferred Acceptance of Nolo Contendere Plea	[DANCP]	None	Ilokano	District Court
				Tagalog	
				Korean	
				Vietnamese	
				Samoan	
				Spanish	
10	Conditions of Release for Judgment of Acquittal and Conditional Release		None	Ilokano	District Court
				Tagalog	
				Korean	
	Conditions of Release for Judgment of Acquittal and Conditional Release (cont.)			Vietnamese	
				Samoan	
				Spanish	
11	District Court Temporary Restraining Order: Information and FAQs	Brochure	None		District Court

No.	Name of Document	Brief Description	Languages Translated		Division/Office/Unit
			Current	Proposed	
12	Temporary Restraining Orders/Injunctions from Further Harassment: Information for Petitioners	Brochure	None		District Court
13	Temporary Restraining Orders/Injunctions from Further Harassment: Information for Respondents	Brochure	None		District Court
14	Civil TRO Packet: Petition for Ex Parte Temporary Restraining Order and for Injunction Against Harassment; Declaration of Petitioner; Temporary Restraining Order Against Harassment; Notice of Hearing		None	Ilokano	District Court
				Korean	
				Vietnamese	
				Samoan	
				Spanish	
15	TRO Questionnaire	[Temporary Restraining Order]	None	Ilokano	District Court
				Korean	
				Vietnamese	
				Samoan	
				Spanish	
16	Order Granting Petition for Injunction Against Harassment		None	Ilokano	District Court
				Korean	
				Vietnamese	
				Samoan	
				Spanish	
17	Your Guide to Small Claims Court	Brochure	None	Ilokano	District Court
				Tagalog	
				Korean	
				Vietnamese	
				Samoan	
				Japanese	District Court
				Laotian	
				Chinese	

No.	Name of Document	Brief Description	Languages Translated		Division/Office/Unit
			Current	Proposed	
				Marshallese	
				Chuukese	
18	Your Guide to Regular Claims Court	Brochure	None	Ilokano	District Court
				Tagalog	
				Korean	
				Vietnamese	
				Samoan	
				Japanese	
				Laotian	
				Chinese	
				Marshallese	
				Chuukese	
19	Small Claims (General) Packet: Statement of Claim and Notice; Affidavit; Return and Acknowledgment of Service	Instructions, forms, and sample documents	None		District Court
20	Small Claims (Security Deposit) Packet: Statement of Claim and Notice (Residential Security Deposit); Affidavit; Return and Acknowledgment of Service	Instructions, forms, and sample documents	None		District Court
21	Garnishment Packet: Ex Parte Motion for Issuance of Garnishee Summons After Judgment; Garnishee Summons; Garnishee Information; Notice to Recipients of Temporary Aid to Needy Families (TANF); Return and Acknowledgment of Service	Instructions, forms, and sample documents	None		District Court
22	Temporary Restraining Orders/Protection Orders: Information for Respondents [Brochure]		None		Family Court
23	Family Supervision Hearing: Information and Options for Parents [Brochure]		None		Family Court
24	Temporary Foster Custody Hearing: Information and Options for Parents [Brochure]		None		Family Court
25	What Can I Do If I Am an Immigrant in an Abusive Marriage? [Brochure]	[By Na Loio & Advocates for Immigrant Women]	Ilokano		Family Court
			Spanish		

No.	Name of Document	Brief Description	Languages Translated		Division/Office/Unit
			Current	Proposed	
26	Increasing Your Safety, Full Faith and Credit for Protective Orders [Brochure]	[By Hawaii Dep't of Atty General, Grants Enforcing Arrest Policies Training Project]	Ilokano		Family Court
			Japanese		
			Samoan		
			Tongan		
			Vietnamese		
			Korean		
27	What You Need to Know about Stalking [Brochure]	[By Hawaii Dep't of Atty General, Grants Enforcing Arrest Policies Training Project]			Family Court
28	Guardianship of the Person-Minor Persons Packet: Petition for Appointment of a Guardian; Notice of Hearing; Exhibits; Order Appointing Guardian; Letters of Guardianship	Instructions and forms	None		Family Court
29	Voluntary Establishment of Paternity (VEP) Packet: Ex Parte Motion and Affidavit to Waive Filing Fees; Petition for Custody, Visitation, Support Orders after VEP; Summons; Paternity Financial Information Sheet; Proof of Service; Memorandum to Family Support Branch; Child Support Guidelines and Worksheet; Order to Withhold Income for Child Support; Order re: Custody, Visitation, Support after VEP; Statement of Mailing	Instructions and forms	None		Family Court

No.	Name of Document	Brief Description	Languages Translated		Division/Office/Unit
			Current	Proposed	
30	Uncontested Paternity Packet: Petition for Paternity and Summons; Certificate of Live Birth; Paternity Financial Information Sheet; Child Support Guidelines and Worksheet; Acknowledgment of Maternity and Paternity; Affidavit of Respondent; Proof of Service; Memorandum to Family Support Branch; Stipulated Judgment of Paternity Order/Notice to Withhold Income for Child Support; Statement of Mailing	Instructions and forms	None		Family Court
31	Child Custody, Visitation, Support Orders after VEP Packet: Ex Parte Motion and Affidavit to Waive Filing Fees; Petition for Custody, Visitation, Support Orders after VEP; Summons; Paternity Financial Information Sheet; Proof of Service; Memorandum to Family Support Branch, Child Support Guidelines and Worksheet; Order/Notice to Withhold Income for Child Support; Order re: Custody, Visitation, Support after VEP; Statement of Mailing	Instructions and forms	None		Family Court
32	Pre-Decree Relief (Support, Custody, Visitation) Pkt: Motion and Affidavit for Pre-Decree Relief; Scheduling Order; Custody/Visitation Statement; Child Support Guidelines and Worksheet; Income and Expense Statement; Asset and Debt Statement; Proof of Service	Instructions and forms	None		Family Court
33	Pre-Decree Relief (Visitation) Packet: Motion and Affidavit for Pre-Decree Relief; Scheduling Order; Custody/Visitation Statement; Proof of Service	Instructions and forms	None		Family Court



No.	Name of Document	Brief Description	Languages Translated		Division/Office/Unit
			Current	Proposed	
34	Pre-Decree Relief (Alimony) Packet: Motion and Affidavit for Pre-Decree Relief; Scheduling Order; Income and Expense Statement; Asset and Debt Statement; Proof of Service	Instructions and forms	None		Family Court
35	Pre-Decree Relief (Support) Packet: Motion and Affidavit for Pre-Decree Relief; Scheduling Order; Income and Expense Statement; Asset and Debt Statement; Child Support Guidelines and Worksheet; Proof of Service	Instructions and forms	None		Family Court
36	Post-Decree Relief (Support, Custody, Visitation) Packet: Motion and Affidavit for Post-Decree Relief; Scheduling Order; Custody/Visitation Statement; Income and Expense Statement; Asset and Debt Statement; Child Support Guidelines and Worksheet; Proof of Service	Instructions and forms	None		Family Court
37	Post-Decree Relief (Support, Custody, Visitation) Packet: Motion and Affidavit for Post-Decree Relief; Scheduling Order; Custody/Visitation Statement; Income and Expense Statement; Asset and Debt Statement; Child Support Guidelines and Worksheet; Proof of Service	Instructions and forms	None		Family Court
38	Post-Decree Relief (Visitation) Packet: Motion and Affidavit for Post-Decree Relief; Scheduling Order; Custody/Visitation Statement; Proof of Service	Instructions and forms	None		Family Court
39	Post-Decree Relief (Alimony) Packet: Motion and Affidavit for Post-Decree Relief; Scheduling Order; Income and Expense Statement; Asset and Debt Statement; Proof of Service	Instructions and forms	None		Family Court

No.	Name of Document	Brief Description	Languages Translated		Division/Office/Unit
			Current	Proposed	
40	Post-Decree Relief (Support) Packet: Motion and Affidavit for Post-Decree Relief; Scheduling Order; Income and Expense Statement; Asset and Debt Statement; Child Support Guidelines and Worksheet; Proof of Service	Instructions and forms	None		Family Court
41	Service by Mail and Posting in Lieu of Publication Packet (divorce): Ex Parte Motion for Service by Mail and Posting in Lieu of Publication; Affidavit of Plaintiff; Order Granting/Denying Ex Parte Motion for Service by Mail and Posting in Lieu of Publication; Plaintiff's Affidavit of Mailing in Lieu of Publication; Affidavit of Posting of Complaint and Summons Pursuant to Order for Service by Mail and Posting in Lieu of Publication; Request for Non-Hearing Uncontested Divorce	Instructions and forms	None		Family Court
42	Uncontested Divorce without Children Packet: Complaint for Divorce; Summons; Matrimonial Action Information; Income and Expense Statement; Asset and Debt Statement; Proof of Service; Appearance and Waiver; Income and Expense Statement of Defendant; Asset and Debt Statement of Defendant; Request for Non- Hearing Uncontested Divorce; Affidavit of Plaintiff; Divorce Decree	Instructions and forms	None		Family Court

No.	Name of Document	Brief Description	Languages Translated		Division/Office/Unit
			Current	Proposed	
43	Uncontested Divorce with Children Packet: Complaint for Divorce; Summons; Matrimonial Action Information; Income and Expense Statement; Asset and Debt Statement; Kids First Information Sheet; Proof of Service; Appearance and Waiver; Income and Expense Statement of Defendant; Asset and Debt Statement of Defendant; Child Support Guidelines and Worksheet; Affidavit of Plaintiff; Order/Notice to Withhold Income for Child Support; Request for Non-Hearing Uncontested Divorce; Decree Granting Divorce and Awarding Child Custody	Instructions and forms	None		Family Court
44	Income Statement		None	Ilokano	
				Tagalog	
				Korean	
				Vietnamese	
45	Asset and Debt Statement		None	Samoan	Family Court
				Ilokano	
				Tagalog	
				Korean	
				Vietnamese	
46	Rules and Conditions of Probation and Order		None	Samoan	Family Court
				Ilokano	
				Tagalog	
				Korean	
				Vietnamese	
47	Rules and Conditions of Protective Supervision and Order		None	Samoan	Family Court
				Ilokano	
				Tagalog	
				Korean	
				Vietnamese	
48	Ex Parte Petition for a Temporary Restraining Order for Protection and Statement		None	Samoan	Family Court

No.	Name of Document	Brief Description	Languages Translated		Division/Office/Unit
			Current	Proposed	
				Ilokano	
				Tagalog	
				Korean	
				Vietnamese	
				Samoan	
				Japanese	
				Laotian	
				Chinese	
				Marshallese	
				Chuukese	
49	Notice of Hearing		None	Ilokano	Family Court
				Tagalog	
				Korean	
				Vietnamese	
				Samoan	
				Japanese	
				Laotian	
				Chinese	
				Marshallese	
				Chuukese	
50	Amended Notice of Hearing		None	Ilokano	Family Court
				Tagalog	
				Korean	
				Vietnamese	
				Samoan	
				Japanese	
				Laotian	
				Chinese	
				Marshallese	
				Chuukese	
51	Temporary Restraining Order		None	Ilokano	Family Court
				Tagalog	
				Korean	
				Vietnamese	
				Samoan	

No.	Name of Document	Brief Description	Languages Translated		Division/Office/Unit
			Current	Proposed	
				Japanese	
				Laotian	
				Chinese	
				Marshallese	
				Chuukese	
52	Order for Protection		None	Ilokano	Family Court
				Tagalog	
				Korean	
				Vietnamese	
				Samoan	
				Japanese	
				Laotian	
				Chinese	
				Marshallese	
				Chuukese	
53	Request for Interpreter at Kids First Program	Mandatory program for children in divorce cases	Simplified Chinese		Family Court
			Traditional Chinese		
			Japanese		
			Korean		
			Vietnamese		Family Court
54	Purple Family Video (Screenplay)		Japanese		Family Court
55	Guilty Plea/No Contest Plea/Motion to Defer		English	Ilokano	Circuit Court
				Tagalog	
				Korean	
				Vietnamese	
				Samoan	
				Spanish	
56	Arraignment and Plea Advisement		None	Ilokano	Circuit Court
				Tagalog	
				Korean	
				Vietnamese	

No.	Name of Document	Brief Description	Languages Translated		Division/Office/Unit
			Current	Proposed	
				Samoan	
				Spanish	
57	Waiver of Indictment/Trial by Jury		None	Ilokano	Circuit Court
				Tagalog	
				Korean	
				Vietnamese	
				Samoan	
				Spanish	
58	Sex Offender Addendum		None	Ilokano	Circuit Court
				Tagalog	
				Korean	
				Vietnamese	
				Samoan	
				Spanish	
59	Acknowledgment of Receipt of Conditions of Probation		None	Ilokano	Circuit Court
				Tagalog	
				Korean	
				Vietnamese	
				Samoan	
				Spanish	
60	Mandatory Conditions of Probation/DAGP/DANCP		None	Ilokano	Circuit Court
				Tagalog	
				Korean	
				Vietnamese	
				Samoan	
				Spanish	
61	Special Conditions of Probation		None	Ilokano	Circuit Court
				Tagalog	
				Korean	
				Vietnamese	
				Samoan	
				Spanish	

No.	Name of Document	Brief Description	Languages Translated		Division/Office/Unit
			Current	Proposed	
62	Order Setting Aside Bail and Establishing Terms and Conditions of Release		None	Ilokano	Circuit Court
				Tagalog	
				Korean	
				Vietnamese	
				Samoan	
				Spanish	
63	Waiver of Extradition		None	Ilokano	Circuit Court
				Tagalog	
				Korean	
				Vietnamese	
				Samoan	
				Spanish	
64	Standard Terms and Conditions of Supervised Release/Bail Reduction		None	Ilokano	Circuit Court
				Tagalog	
				Korean	
				Vietnamese	
				Samoan	
				Spanish	
65	Special Conditions of Supervised Release/Bail Reduction		None	Ilokano	Circuit Court
				Tagalog	
				Korean	
				Vietnamese	
				Samoan	
				Spanish	
66	Terms and Conditions of Probation		None	Ilokano	Circuit Court
				Tagalog	
				Korean	
				Vietnamese	
				Samoan	
				Spanish	
67	Probation/DAGP/DANCP		None	Ilokano	Circuit Court
				Tagalog	



No.	Name of Document	Brief Description	Languages Translated		Division/Office/Unit
			Current	Proposed	
				Korean	
				Vietnamese	
				Samoan	
				Spanish	
68	Children's Justice Center of Oahu	Brochure	None	Chinese	ADC-ICRD
69	Children's Justice Center of Oahu	Identification Table	Filipino		ADC-ICRD
			Hawaiian		
			Japanese		
			Korean		
			Portuguese		
			Puerto Rican		
			Spanish		
70	If you need an interpreter ...	Poster - Office of Language Access (OLA)	Burmese		
			Cambodian		
			Chamorro		
			Chuukese		
			Hawaiian		
			Ilokano		
			Japanese		
			Korean		
			Kosraen		
			Lao		
			Mandarin/ Cantonese		
			Marshallese		
			Pohnpeian		
			Samoan		
			Spanish		
			Tagalog		
			Thai		
			Tongan		
			Vietnamese		
			Visayan/Cebuano		
			Yapese		



## OFFICE ON EQUALITY AND ACCESS TO THE COURTS

Office of the Administrative Director Hawaii State Judiciary

426 Queen Street, B17, Honolulu, Hawaii 96813, Phone: (808) 539-4860, Fax: (808) 539-4203

Updated 05/15/18

**Welcome**

Aloha! Welcome to the Office on Equality and Access to the Courts web site. From here, you can access court interpreter documents, forms, and resources. For best viewing of the following documents, we recommend using Microsoft's Internet Explorer browser.

### Language Access Services

Document	Description or Use	Updated
<a href="#"><u>The Judiciary's Language Access Plan</u></a>	The Language Access Plan specifies the steps the Judiciary will take to provide language access to court customers as required by law.	9/9/15
<a href="#"><u>Guide for Staff (Staff Benchmark for language access)</u></a>	<b>Guide for Judiciary Staff.</b> Provides information and procedures for assisting Limited English Proficient (LEP) court customers.	7/17/15
<a href="#"><u>Binder - Language Access Services</u></a>	Provides step-by-step instructions for staff to service LEP court customers.	7/17/15
<a href="#"><u>Bilingual Volunteer Staff List For Internal Use Only.</u></a>	List of bilingual staff who may be able to provide basic language assistance to court customers outside of court. <b>FOR INTERNAL USE ONLY.</b>	10/19/17
<a href="#"><u>Bilingual Volunteer Staff Questionnaire</u></a>	Questionnaire surveys language ability of staff and volunteers. Must be submitted by all staff and VIPS volunteers. **To be listed on the Bilingual Volunteer Staff List, completed Questionnaire must be submitted to OEAC.**	12/18/13
<a href="#"><u>Language ID Poster</u></a> <a href="#"><u>Language ID Rack Card</u></a> (prints 2 per page)	"If you need an interpreter..." poster to help LEP court customers to identify the language they speak.	7/27/12
<b>Telephonic Interpreting Services</b>		

<a href="#">Telephonic Interpreting (Blue Card)</a>	<b>Telephonic Interpreting (blue card).</b> Three-step guide to calling the Judiciary's telephonic interpreting service, includes Sample Script and how to make a conference call.	5/15/14
<a href="#">Guide for Judiciary Staff Using Telephone Interpreters Outside of the Courtroom</a>	<b>Guide for Judiciary Staff.</b> Provides information on how to use the Judiciary's telephonic interpreting service and how to work with a telephone interpreter.	5/02/11
<a href="#">CTS Language Link List of Languages for Hawaii</a>	List of languages for which contracted vendor provides telephone interpreters (updated 3/1/17).	9/7/17
<a href="#">Telephone Interpreter Evaluation Form</a>	Evaluation form for Judiciary staff to provide feedback or comments on performance of telephone interpreter or telephonic interpreting services vendor.	5/02/11
<a href="#">Telephonic Interpreting Services Training PowerPoint Slides and Handouts</a>	Telephonic Interpreting Services training - PowerPoint presentation (slides) and handouts.	5/02/11
<b>Language Access/Data Collection Reporting Tool</b>		
<a href="#">User Log &amp; Quarterly Report Form (Excel format) UPDATED!</a>	<i>User Log-LEP/Language Services and Quarterly Report</i> forms in Excel (click on the tabs at bottom of screen to select the "User Log" or "Qtrly Rpt" forms). <b>With Cheat Sheet!</b>	8/1/14
<a href="#">Quarterly Report Deadlines</a>	Deadlines for submitting Quarterly Report forms to OEAC.	1/8/18
<a href="#">Definitions</a>	Defines terms used in <i>Language Access Reporting Tool - User Log-LEP/Language Services and Quarterly Report</i> forms.	6/23/10
<b>Language Access/Data Collection Reporting Tool Training Materials</b>		
<a href="#">Data Collection Tool Training PowerPoint Slides and Handouts</a>	Language Access/Data Collection Reporting Tool training - PowerPoint presentation (slides) and handouts.	6/23/10
<a href="#">Practice Entries for Data Collection</a>	Sample forms and scenarios that illustrate how to complete the <i>Language</i>	4/4/17

<i>Access Reporting Tool -User Log- LEP/Language Services and Quarterly Report forms.</i>
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## **Court Interpreting Services**

For problems/questions concerning this web site, please contact the Office on Equality and Access to the Courts. Links to other web sites should not be considered an endorsement. EAC is not responsible for the content of external web sites.

# How to Record an LEP Encounter

The language access law requires the Judiciary to collect data on its encounters with limited English proficient (LEP) persons.

Record data after each encounter with an LEP person, whether in person or over the telephone, on the **User Log of LEP/Language Services**. Turn in your LEP User Log to the designated LEP Data Collection Coordinator. Your Coordinator will compile the LEP User Logs into a Quarterly Report that is submitted to the Office on Equality and Access to the Courts.



Get the **User Log of LEP/Language Services (LEP User Log)** Form.

[http://judintra/eac/EAC2\\_files/User Log & Qtrly Rpt Forms.xls](http://judintra/eac/EAC2_files/User Log & Qtrly Rpt Forms.xls)

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Language and Date.

Write down the language spoken by the LEP person and the date of the encounter.

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Specific Method Utilized - How was language service provided? Place an “X” in the appropriate column.

- “Bilingual Volunteer Staff”
- “Telephone Interpreter” (from Telephonic Interpreting Service)
- “Court Interpreter” (Live, In-Person)
- “Language Service Company Sent Live Interpreter”
- “Other”, includes:
  - No service provided
  - No interpreter present
  - Did not know an interpreter was needed
  - Customer had own interpreter

**Do not use family or friends to interpret.**

But if the LEP person insists on using them, place an “X” in “Other” and write “Family” or “Friend” in “Comments”.

*See the **User Guide for Common LEP Encounters** at the bottom of the LEP User Log.*



Written Translation

- Was a written document (in English) read aloud into a non-English language by an interpreter?  
Place an “X” in “Document Read Aloud by Interpreter” (Sight Translation) column.
- Was a document written in a non-English language given to or used by the LEP person?  
Place an “X” in “Translated Document Given to LEP Person” (Written Translation) column.

Remember to turn in your LEP User Log to your LEP Data Collection Coordinator.

## DUE BY: \_\_\_\_\_

**Contact Person**\_\_\_\_ **Phone No.**\_\_\_\_

[illegible]

# **USER LOG OF LEP/LANGUAGE SERVICES**

DUE BY: \_\_

Court\_\_ Division/Office\_\_

Period Covered (Quarter/FY)\_\_

Contact Person\_\_

Phone No. \_\_

Date Submitted\_\_



1	2	3	4	5	6	7	8			
No.	Language	Date	Specific Method Utilized: Place an "X" in the column					Documents Translated: Place an "X" in the column		Comments [E]
			Bilingual Volunteer Staff [C-1]	Telephone Interpreter (from Telephonic Interpreting Service) [C-2]	Court Interpreter (Live, In-Person) [C-3]	Language Service Company Sent Live Interpreter [C-4]	Other (Specify in Comments) [C-5]	Document Read Aloud by Interpreter (Sight Translation) [D-1]	Translated Document Given to LEP Person (Written Translation) [D-2]	
1										
2										
3										
4										
5										
6										
7										
8										
9										
10										
11										
12										
13										
14										
15										

## **User Guide for Common LEP Encounters:**

Check off (✓) in the User Log:	→ if the LEP Encounter involves the following:
C-1	→ Bilingual Judiciary employee provided oral language service in the LEP person's language (i.e., bilingual staff helped LEP person)
C-2	→ Called CTS LanguageLink (1-877-650-8014) to use an interpreter by telephone.
C-3	→ Court interpreter provided oral language service in the LEP person's language.
C-5 and E	→ No interpreting service provided (e.g., no interpreter was present, did not know interpreter was needed, used Family/Friend, brought own interpreter, etc.)
D-1 and C-3	→ Court interpreter read a written document aloud in the LEP person's language or in English.
D-2	→ Gave LEP person a written translation (i.e., a written document that is printed in another language) during the encounter.



# A GUIDE FOR STAFF

If you cannot identify the language, the telephone interpreting service can help. **See Call a Telephone Interpreter on page 2.**

Call the Assignment Coordinator for your circuit to arrange for a court interpreter. You can also arrange for a court interpreter using the confidential Internal List of Court Interpreters. See <http://judintra/eac/MASTER/PREF.htm>. Staff must use the most qualified court interpreter who is reasonably available to service each assignment.

Staff must use the most qualified court interpreter on the confidential Internal List of Court Interpreters who is reasonably available to service the assignment. Occasionally, the court may need to call an interpreter who is not on the Internal List. Such interpreters should only be used if an interpreter on the Internal List is not available, and if remote interpreting is not possible or suitable for the proceeding.

☐ **Record the LEP encounter** on the *LEP User Log* form. See Complete the LEP User Log on page 2.

