

# **Attachment A\***

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

**\* Attachment is on file with OEAC**


**(808) 539-4860 or Email: [oeac@courts.hawaii.gov](mailto:oeac@courts.hawaii.gov)**



## **Attachment B**

- **Language Access Policy Notice**
- **Multilingual Notice of Availability of Language Services**
- **Language Identification Cards**
- **If You Need an Interpreter Rack Card**
- **Multilingual Welcome Banner**





Hawaiʻi State

Judiciary

for Public

for Litigants

for Attorneys

for Jurors

for Media

Language Access

ADA

Access to Justice

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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

eCourt Kokua

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.)

Ho'ohiki

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

Jobs

Search for jobs at the Judiciary

Efilng

Case information.

Status Updates

Twitter Stream

Facebook Fan Page

YouTube Channel

Judiciary Language Assistance Policy

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 Hawaiʻi 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

http://www.courts.state.hi.us/services/language\_assistance\_services.html[8/27/2015 4:35:39 PM]



# 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

你有權利要求一位免費的傳譯員。

[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）

你有權利要求一位免費的傳譯員。

[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.



# 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.

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# 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.

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# 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.

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# 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.

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# 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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# 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.

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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.

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# 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.

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# Samoaan

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

The language I speak is **Samoaan**. 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 muhnahs sokack sie  
mwet muh etuh kash luhk uh nga el in sramsram.  
Kulo.

# Kajin Majôl

lakwe, eta in

Kajin eo aô ej Kajin Majôl. Joij im bukôt tok juôn  
Armij eo ejelâ Kajin e aô bwe kemro en mârôn  
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

Kaselehlhie, 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.

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# 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.

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# 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.

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# 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 hingo'a ko \_\_\_\_\_.

Ko e lea 'oku ou ngaue'aki ko e: Lea faka-Tonga. 'Oku 'ikai ke lelei 'eku lea fakapapalagi. 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).



<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 부담않하셔도됩니다.
<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>	သင့်အားလည်သောကေားနှင့် တာဘာပြန်အလို့ငှါက ယခုနေရာသို့ညွှန်ပြပါ။ အထက်ပါစကား အတွက်အောက်ဘဝေါက်ဆက်သွယ်ရန်လိုအပ်ပါသည်။
<b>ภาษาไทย (Thai):</b>	กรุณาชี้มาที่ข้อความนี้ ถ้าคุณต้องการล่ามภาษาไทย (โดยที่คุณไม่ต้องเสียค่าใช้จ่ายใดๆ)
<b>ភាសាខ្មែរ (Khmer):</b>	សូមបង្ហាញនៅត្រង់នេះមក បើសិនជាអ្នកត្រូវការអ្នកបកប្រែជាភាសានេះ (អ្នកមិនត្រូវការថ្លៃឈាមអ្វីទាំងអស់)។
<b>ອັກສອນລາວ (Lao):</b>	ກະຣຸ, ນາຊີ ໃສ່ ບໍ່ ອນນ ົ ຖ້າ ທ ັ ນ ຕ ັ ອງ ກ ນ ວ ັ ນ ພ າ ສ າ ວ າ ວ (ໂດຍ ບ ັ ທ ັ ນ ບ ັ ຕ ັ ອງ ເ ອ ັ ດ ັ ໃ ຊ ັ ຈ ັ າ ບ ໂດຍ)
<b>Kajin Majöl (Marshallse):</b>	Jouj im jitöñe ijin elañe kwoj aikuji juöñ am ri-ukok ilo kajin in (ejjelok wöññāñ ñan yuk).
<b>Kapasen Chuuk (Chuukese):</b>	Itini awenewenan ikeei ika pwún kopwe néñuéú emén chón chiakú nón fóósun eei fénú (kosap wisenmécéni 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 srisrngingac acn se nge fwin 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'iT'pe 'ā 'e mana'omia se fa'amatala'upu i le gagana lea (e te lē totoigiina 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.



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 부담않하셔도됩니다.
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<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.
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<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).
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<b>ภาษาไทย (Thai):</b>	กรุณาชี้มาที่ข้อความนี้ ถ้าคุณต้องการล่ามภาษาไทย (โดยที่คุณไม่ต้องเสียค่าใช้จ่ายใดๆ)
<b>ភាសាខ្មែរ (Khmer):</b>	សូមបង្ហាញនៅត្រង់នេះមក បើសិនជាអ្នកត្រូវការអ្នកបកប្រែជាភាសានេះ (អ្នកមិនត្រូវការថ្លៃឈាមអ្វីទាំងអស់)។
<b>ອັກສອນລາວ (Lao):</b>	ກະຣຸ, ນາຊີ ໃສ່ ບໍ່ ອນນ ົ ຖ້າ ທ ັ ນ ຕ ັ ອງ ກ ນ ວ ັ ນ ພ າ ສ າ ວ າ ວ (ໂດຍ ບ ັ ທ ັ ນ ບ ັ ຕ ັ ອງ ເ ອ ັ ດ ັ ໃ ຊ ັ ຈ ັ າ ບ ໂດຍ)
<b>Kajin Majöl (Marshallse):</b>	Jouj im jitöñe ijin elañe kwoj aikuji juöñ am ri-ukok ilo kajin in (ejjelok wöññāñ ñan yuk).
<b>Kapasen Chuuk (Chuukese):</b>	Itini awenewenan ikeei ika pwún kopwe néñuéú emén chón chiakú nón fóósun eei fénú (kosap wisenmécéni 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 srisrngingac acn se nge fwin 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'iT'pe 'ā 'e mana'omia se fa'amatala'upu i le gagana lea (e te lē totoigiina 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.





**Aloha!**

**Mogethin!**

**你好!**

**Iokwe!**

**Kabla-aw!**

**환영 합니다!**

**Malo e me‘a mai!**



The **Judiciary** State of Hawai‘i

*Welcome!*

**Mabuhay!**

**Ran anim!**

**¡Bienvenidos!**

**Kaselehlia!**

**ようこそ!**

**Tālofa!**

**Xin Chào!**







## **Attachment C**

### **Bilingual Volunteer Staff Questionnaire**



Employee Name:	Department: _____ Division/Office: _____
Position Title or Position Name:	Phone Number: _____ Email: _____

Email: [oeac@courts.state.gov](mailto:oeac@courts.state.gov) Phone: (808) 539-4860 Office: 426 Queen Street, B17, Honolulu, HI 96813



## **Attachment D\***

### **Court Interpreter Registry**

**\* Attachment is on file with OEAC**

**(808) 539-4860 or Email: [oeac@courts.hawaii.gov](mailto:oeac@courts.hawaii.gov)**



# **Attachment E**

## **Hawaii State Judiciary, Vital Document Survey Report**





# 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:**This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There are approximately 20 lines visible. The paper has a slight shadow on the right side, suggesting it's resting on a surface.

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 Harrassment; 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	

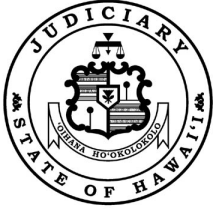
No.	Name of Document	Brief Description	Languages Translated		Division/Office/Unit
			Current	Proposed	
				Korean	
				Vietnamese	
				Samoan	
				Spanish	
68	Children's Justice Center of Oahu	Brochure	None	Chinese	ADC-ICRD
69	Children's Justice Center of Oahu	Identification Table	Filipino		ADC-ICRD
			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		



**Attachment F**

**EAC Intranet page**





# 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 4/4/2022

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="#">The Judiciary's Language Access Plan</a>	The Language Access Plan specifies the steps the Judiciary will take to provide language access to court customers as required by law.	08/03/18
<a href="#">Guide for Staff (Staff Benchcard for language access)</a>	<b>Guide for Judiciary Staff.</b> Provides information and procedures for assisting Limited English Proficient (LEP) court customers.	7/17/15
<a href="#">Binder - Language Access Services</a>	Provides step-by-step instructions for staff to service LEP court customers.	7/17/15
<a href="#">Bilingual Volunteer Staff List <b>For Internal Use Only.</b></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>	01/28/22
<a href="#">Bilingual Volunteer Staff Questionnaire</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="#">Language ID Poster</a> <a href="#">Language ID Rack Card</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
Telephonic Interpreting Services Training <a href="#">PowerPoint Slides</a> and <a href="#">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)</a> <b>UPDATED!</b>	<i>User Log-LEP/Language Services</i> and <i>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.	4/4/22
<a href="#">Definitions</a>	Defines terms used in <i>Language Access Reporting Tool - User Log-LEP/Language Services</i> and <i>Quarterly Report</i> forms.	6/23/10
<b>Language Access/Data Collection Reporting Tool Training Materials</b>		
Data Collection Tool Training <a href="#">PowerPoint Slides</a> and <a href="#">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 Access Reporting Tool -User Log-LEP/Language Services</i> and <i>Quarterly Report</i> forms.	4/4/17

## Court Interpreting Services

Document	Description or Use	Updated
<a href="#">Instructions for Using the Internal List</a>	Provides information for how to use the Internal List of Interpreters.	12/03
<a href="#">Internal List</a>	Select interpreters from this list first for assignments.	
<a href="#">Changes to the Internal List</a>	Interpreters added to and deleted from the Internal List since the last update are listed in language order.	11/01/19

<a href="#">Language Codes</a>	Provides a listing of language codes.	08/16/18
Tips for Obtaining Interpreters	Provides information when obtaining interpreters of:  <a href="#">Chinese Dialects</a> <a href="#">Filipino Dialects</a> <a href="#">Micronesian Languages</a>	Chinese (09/04) Filipino (09/04) Micronesian (12/04)
<a href="#">Policies for Interpreted Proceedings in the Courts of the State of Hawaii, adopted by Order on June 22, 1995</a>	Provides guidance for proceedings in which an interpreter is used.	06/22/95
<a href="#">Declaration of Non-Registered Court Interpreter Form; Code of Professional Conduct for Interpreters</a>	Using a non-registered interpreter? Each time your court/program uses a non-registered interpreter, this form should be completed by the non-registered interpreter. A copy of the Code should be given to the interpreter with the form.	Declaration (12/03)  Code (06/22/95)

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.



## **Attachment G**

### **LEP/Language Access Data Collection Materials:**

- **How to Record an LEP Encounter**
- **Quarterly Report-LEP Language Services (by language)**
- **User Log – LEP/Language Services**





# 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)



Language and Date.

[Write down the language spoken by the LEP person and the date of the encounter.](#)

---

### 3

---

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.](#)

---

### 4

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:\_\_\_



**Court**\_\_\_\_ **Division/Office**\_\_\_\_ **Period Covered (Quarter/FY)**\_\_\_\_  
**Contact Person**\_\_\_\_ **Phone No.**\_\_\_\_

**Date Submitted**[illegible]

# USER LOG OF LEP/LANGUAGE SERVICES

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

Contact Person\_\_

Period Covered (Quarter/FY)\_\_

Phone No. \_\_

DUE BY: \_\_

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															
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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.

## **Attachment H**

### **Language Access Services: A Guide for Staff (benchcard)**





# Language Access Services

## A GUIDE FOR STAFF

### Language Access Policy

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. *Judiciary Policy #12*

### Identify the Language Spoken

Use the Language ID poster to identify the language spoken. See [http://judintra/eac/EAC2\\_files/Language\\_ID\\_Poster.pdf](http://judintra/eac/EAC2_files/Language_ID_Poster.pdf). If you cannot identify the language, the telephonic interpreting service can help. See [Call a Telephone Interpreter](#) on page 2.

**EXAMPLE**

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

<b>Olelo Hawai'i (Hawaiian):</b>	E kahi kahi maui 'oe ('oe) i ke pono ka mahele/olelo ('oe) ole kahi.
<b>日本語 (Japanese):</b>	日本語の通訳が必要の方は、ここに指差してください (通訳費用はかかりません)。
<b>한국어 (Korean):</b>	통역을 필요로 하시면 다음 약속일 전에 반드시 통역이 필요하다고 알람하셔야 합니다. 비통은 부담하지 않습니다.
<b>普通话 (普通话) (Mandarin):</b>	如果您需要普通话的免费翻译, 请指这里。(如果您需要普通话的免费翻译, 请指这里。)
<b>廣東話 (Cantonese):</b>	如果您需要廣東話的免費翻譯, 請指這裡。
<b>Hokano:</b>	No massuplino ti paraipatarus iti Hokano nga awan bayadna, pakitudom ditoy.
<b>Tagalog:</b>	Kung kailangan mo ng libreng tagapakin sa Tagalog, pakituro lamang dito.
<b>Cebuano (Visayan):</b>	Kung kailangan nimo ug libre nga tigbabad sa Binisaya, itadho lang diri.
<b>Chhina Vjet (Vietnamese):</b>	Xin chỉ vào đây nếu bạn cần thông dịch miễn phí (Bạn sẽ được cung cấp thông dịch miễn phí).
<b>မြန်မာ (Myanmar):</b>	အကယ်၍ သင်တို့အတွက် လိုအပ်သော အခမဲ့ အဘိဓာန် အကူအညီ လိုအပ်ပါက ဤနေရာတွင် ညွှန်ကြားပါ။
<b>ภาษาไทย (Thai):</b>	กรุณาชี้ไปที่ป้ายนี้ หากท่านต้องการล่ามฟรี (โปรดอย่าชำระเงินค่าล่าม)
<b>ភាសាខ្មែរ (Khmer):</b>	សូមចង្អុលបង្ហាញទៅកាន់តួសញ្ញាបញ្ជីនេះ បើអ្នកត្រូវការការបកប្រែឥតគិតថ្លៃ។
<b>ភាសាខ្មែរ (Khmer):</b>	សូមចង្អុលបង្ហាញទៅកាន់តួសញ្ញាបញ្ជីនេះ បើអ្នកត្រូវការការបកប្រែឥតគិតថ្លៃ។
<b>ភាសាខ្មែរ (Khmer):</b>	សូមចង្អុលបង្ហាញទៅកាន់តួសញ្ញាបញ្ជីនេះ បើអ្នកត្រូវការការបកប្រែឥតគិតថ្លៃ។
<b>Kajin Majel (Marshallese):</b>	Aojj im jilöhe jin eñhe kvoj akujj juth am ri-sok ilo kajin in (ejjelok vöññin ñam yuk).
<b>Kapapen Chuk (Chukchee):</b>	Itim awenewenun deeti ñka pövin kopve nününün emen chün chuk nön fööñun esi ñin (köpp wänwänñun nön esi chün chuk).
<b>Chamorro:</b>	Makla pot apueta cete yangen un nestoña interpi gi fino Chamorro (dihadi cete un sibbeno).
<b>Pohnesian:</b>	Mekda idih wam ma ke anahne non kawehwe (soñte inia).
<b>Kororean:</b>	Nusuk munat eñringingac nen se nge fwin kom enenu met in top mke kahs lom an sifusa (kom se tin mot).
<b>Yapese:</b>	Fa'ama bet'of bae' ninge ayweng nem nge abweg e thin rom (ni dabnu pi'pudvrom) meene mege mege.
<b>Yapese (Outer Islands):</b>	Gobe nee gare go tipeli broso samal yebhe gonatfa keputat menet le yevoi yor pahawd ngabag.
<b>Gagana Samoa (Samoan):</b>	Fa'amolemole toni lou lima i' pe 'a 'e mame'omia se fa'amatala'upu i le gagana lea (e se le fotogaina se tupo).
<b>Tongan:</b>	Tuho ki heni kapau 'e fiera'u'a ha tuha ke fakatouhau 'oku ta'etotongi.
<b>Russian (Russian):</b>	Если вам нужен бесплатный переводчик русского языка, пожалуйста указать на эту табличку.
<b>Espanol (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.

### Request a Court Interpreter

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.

### IN THE COURTROOM

#### Using a Court Interpreter

A person with limited English proficiency has limited ability to hear, understand or communicate effectively in English. Court interpreters serve a fundamental role in providing access to justice in court proceedings by facilitating direct communication between an LEP person and English speakers.

**Being bilingual does not qualify a person to interpret. Children, relatives and friends should never be used to interpret. Judges, attorneys and court personnel should not also function as interpreters.**

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.

#### COURTROOM CHECKLIST:

##### ☐ Limited English Proficient (LEP)?

Does the person have trouble speaking or understanding English?

##### ☐ Identify the language spoken.

Use the Language ID poster. See [Identify the Language Spoken](#) on this page.

##### ☐ Use a court interpreter.

Use the scheduled interpreter. In cases where an interpreter was not scheduled, call the Assignment Coordinator to see if an interpreter in that language is available in the courthouse.

✓ **ROIS.** When a court interpreter is used, complete and sign the *Record of Interpreter Services (ROIS)* form. Give the ROIS to the interpreter at the end of the assignment.

##### ☐ Call a telephone interpreter.

If a court interpreter is not available, ask the judge if a telephone interpreter should be called.

✓ **Activate the telephone component** for the courtroom PA system, so all parties can hear and be heard.

##### ☐ Submit interpreter request for next

**court date.** If the judge orders a court interpreter, submit an interpreter request to the Assignment Coordinator to schedule a court interpreter for the date needed.

☐ **Record the LEP encounter** on the *LEP User Log* form. See [Complete the LEP User Log](#) on page 2.

# A GUIDE FOR STAFF

## Call a Telephone Interpreter

If no bilingual volunteer staff is available, call CTS LanguageLink for a telephone interpreter (toll free): 1-877-650-8014. Provide your 4-digit subaccount number. For your subaccount number, ask your supervisor. To print a blue card, see <http://judintra/eac/documents/BlueTelephonicInterpretingCard.pdf>.

**EXAMPLE**

Front

**TELEPHONIC INTERPRETING**

If no Bilingual Volunteer Staff is available:

1. Call CTS LanguageLink (toll free): 1-877-650-8014
2. Subaccount Number (4-digits): \_\_\_\_\_ #
3. Language needed: Spanish → Press 1

Other languages → Press 9  
Request the language needed.  
Confirm your request.

Conference call → Press 9  
Provide customer's name and a phone number.  
(See Conference Call on back)

**\*\* See Sample Script on back \*\***

**EXAMPLE**

Back

**SAMPLE SCRIPT**

• "Interpreter, we are using a (single-handed, Southwestern, Two phones, etc.)."

• The customer has questions about a (Traffic case, Hearing, Mediation, etc.).

• To the LEP customer: "My name is \_\_\_\_\_, I don't speak (name of LEP customer's language), so I have called an interpreter."

• The interpreter does not work for us and will be here & not later. The interpreter will not give you advice and will interpret everything that we say."

**CONFERENCE CALLS**

1. Call the LEP customer.
2. During the call, press the "more" button on the bottom right side of the telephone screen until you see the "Conf" button.
3. Press "Conf" button. You will hear a dial tone for a new line, and the LEP Customer is placed on hold.
4. Dial CTS LanguageLink, 91-1-877-650-8014.
5. After the interpreter is on the line, press the "Conf" button. All 3 people will be connected to the call.

## Tips on Working with Interpreters

- Allow at least twice the usual time. Everything will be said twice: in English and in the other language.
- Say "Interpreter, please interpret" to keep the interpreter on track. The interpreter should not have separate side conversations with the LEP person.
- Speak directly to the person needing language assistance, not to the interpreter. Say "What is your name?", not "Ask him what his name is."
- Tell the interpreter the context.
- Speak slowly, clearly and loud enough, using plain (basic) English, and avoiding acronyms and colloquialisms. Say "yes" or "no", not "uh-huh" or "yeah".
- Use short sentences and pause frequently.
- Check for understanding. Ask open-ended questions that require a narrative response, not a "yes" or "no" answer.
- Allow interpreter breaks every 30-45 minutes.

## Judiciary Internet: Language Access Services

On the **Language Access** drop down menu are the following:

- ▶ Language ID Cards
  - Cantonese • Chuukese • Ilokano • Japanese • Korean
  - Kosraean • Mandarin • Marshallese • Pohnpeian • Samoan
  - Spanish • Tagalog
  - Tongan • Vietnamese

Publications in *Chuukese, Ilokano, Japanese, Korean, Marshallese, Spanish and Vietnamese* include:

- ▶ How to Request an Interpreter for a Court Proceeding
- ▶ How to Use a Court Interpreter
- ▶ Self-Help Centers

**EXAMPLE**

Language ID Card

**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. 2015-CU-BU-0404, awarded by the Bureau of Judicial Assistance, Office of Justice Programs, U.S. Department of Justice through the Hawaii Department of the Attorney General.

**Kapasen Chuuk**

Ran allim, ilei \_\_\_\_\_

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



## OUTSIDE OF THE COURTROOM

The Judiciary provides interpreters free of charge for all participants in all case types AND at all points of contact with the Judiciary outside of the courtroom. **Being bilingual does not qualify a person to interpret.** Children, relatives and friends should never be used to interpret.

## LANGUAGE ASSISTANCE CHECKLIST:

### 1. Identify the Language Spoken

Use the Language ID poster to find out what language is spoken. See Identify the Language Spoken on page 1.

### 2. Call Bilingual Volunteer Staff to Assist

Look at the Bilingual Volunteer Staff List on the Judiciary's Intranet and call a Judiciary staff person who speaks the language needed. See [http://judintra/eac/EAC2\\_files/Bilingual\\_Volunteer\\_Staff\\_List.pdf](http://judintra/eac/EAC2_files/Bilingual_Volunteer_Staff_List.pdf).

**EXAMPLE**

Bilingual Volunteer Staff List

Language	First Name	Last Name	Phone Number	Email Address	Language	First Name	Last Name	Phone Number	Email Address
Arabic	Muhammad	Al-Husseini	808-228-1111	muhammad.al-husseini@hawaii.gov	Arabic	Muhammad	Al-Husseini	808-228-1111	muhammad.al-husseini@hawaii.gov
Chinese	Li	Wei	808-228-1111	li.wei@hawaii.gov	Chinese	Li	Wei	808-228-1111	li.wei@hawaii.gov
English	John	Doe	808-228-1111	john.doe@hawaii.gov	English	John	Doe	808-228-1111	john.doe@hawaii.gov
French	Marie	Curie	808-228-1111	marie.curie@hawaii.gov	French	Marie	Curie	808-228-1111	marie.curie@hawaii.gov
German	Karl	Marx	808-228-1111	karl.marx@hawaii.gov	German	Karl	Marx	808-228-1111	karl.marx@hawaii.gov
Hebrew	David	Benzion	808-228-1111	david.benzion@hawaii.gov	Hebrew	David	Benzion	808-228-1111	david.benzion@hawaii.gov
Hawaiian	Kamehameha	III	808-228-1111	kamehameha.iii@hawaii.gov	Hawaiian	Kamehameha	III	808-228-1111	kamehameha.iii@hawaii.gov
Japanese	Yuki	Yamamoto	808-228-1111	yuki.yamamoto@hawaii.gov	Japanese	Yuki	Yamamoto	808-228-1111	yuki.yamamoto@hawaii.gov
Korean	Kim	Jong	808-228-1111	kim.jong@hawaii.gov	Korean	Kim	Jong	808-228-1111	kim.jong@hawaii.gov
Marshallese	John	Adams	808-228-1111	john.adams@hawaii.gov	Marshallese	John	Adams	808-228-1111	john.adams@hawaii.gov
Portuguese	João	de Deus	808-228-1111	joao.deus@hawaii.gov	Portuguese	João	de Deus	808-228-1111	joao.deus@hawaii.gov
Russian	Ivan	Ivanovich	808-228-1111	ivan.ivanovich@hawaii.gov	Russian	Ivan	Ivanovich	808-228-1111	ivan.ivanovich@hawaii.gov
Spanish	Antonio	Garcia	808-228-1111	antonio.garcia@hawaii.gov	Spanish	Antonio	Garcia	808-228-1111	antonio.garcia@hawaii.gov
Tamil	Arundhati	Rai	808-228-1111	arundhati.raai@hawaii.gov	Tamil	Arundhati	Rai	808-228-1111	arundhati.raai@hawaii.gov
Tagalog	Jose	Maria	808-228-1111	joze.maria@hawaii.gov	Tagalog	Jose	Maria	808-228-1111	joze.maria@hawaii.gov
Vietnamese	Nguyen	Van	808-228-1111	nguyen.van@hawaii.gov	Vietnamese	Nguyen	Van	808-228-1111	nguyen.van@hawaii.gov

### 3. Call a Telephone Interpreter

If bilingual volunteer staff is unavailable, call a telephone interpreter. See Call a Telephone Interpreter on this page.

### 4. Complete the LEP User Log

Record the data for your encounter with the limited English proficient customer in your LEP User Log and Data Collection Quarterly Report. See <http://judintra/eac/index.html>, [Language Access/ Data Collection Reporting Tool](#), [User Log & Quarterly Report Form \(Excel\)](#).

**USER LOG OF LEP/LANGUAGE SERVICES**

Division/Office: \_\_\_\_\_ Period Covered (Quarter/Yr): \_\_\_\_\_ Date Submitted: \_\_\_\_\_

Case No.	Language	Date	Requester's Name	Requester's Phone No.	Requester's Email Address	Requester's Address	Requester's City	Requester's State	Requester's Zip	Requester's Country	Requester's Language	Requester's Ethnicity	Requester's Age	Requester's Gender	Requester's Education	Requester's Occupation	Requester's Income	Requester's Status	Requester's Other
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