

Program Structure Number: 020205

Program ID and Title: LBR 316, Office of Language Access

Page Reference in the Executive Budget Supplement, Vol. I: None

I. Introduction

A. Summary of Program Objectives

To provide oversight, central coordination, and technical assistance to State and state-funded agencies in their implementation of the requirements under the language access law.

B. Description of Program Objectives

The program assists State and state-funded agencies in the development and implementation of their language access plans by providing them with technical assistance (workshops, trainings, examples of language access plans, and other tools); by monitoring the implementation of their plans and the submission of periodic reports, including resolution of complaints; and by providing central coordination of language access plan requirements, education and training, and resource development.

C. Explain how the Program intends to meet its objectives within the Biennium Budget.

The program will conduct workshops and trainings on language access plan implementation, administer a monitoring process; ensure the submission of reports; address and resolve complaints; work with agencies in addressing resource needs; and conduct outreach activities to the limited English proficient (LEP) community.

II. Program Performance Results

A. Discuss the performance results achieved by each program in FY 2008.

The program, through training, education and outreach, was successful in having all 25 state agencies submit their initial language access plans by the statutory deadlines; in addition, 53 state-funded agencies have submitted their plans on a voluntary basis. The program finished its strategic planning process; sponsored the training of court interpreters; and conducted the first of its annual monitoring process of State agencies. The program successfully held the first Hawaii Statewide Conference on

Language Access, which was attended by more than 200 people from Hawaii and the mainland; it also held several activities to celebrate September as Language Access Month in Hawaii, including a gubernatorial proclamation, messages on employee pay-stubs, radio public service announcements (PSAs), a language access forum, and a community fair. The program also fielded more than 700 calls consisting of requests for interpreters/translators, language access information, and complaints. Finally, the program expanded the membership of the advisory council to include representatives from the counties.

- B. Explain how these results relate to the program's objectives and department's mission.

These activities are aligned with the program's goal of ensuring that State and state-funded agencies provide language access services to LEP individuals and are in compliance with the requirements of the language access law.

- C. Explain how the effectiveness of the Program is measured (i.e., outcome, measures of effectiveness, benchmarks, etc.) and discuss the performance results achieved during the past two years.

The program's effectiveness is measured in terms of the number or percentage of agencies that have complied with the requirements of the language access law (submission of language access plans); the number of trainings/technical assistance provided to agencies; and the number of informal/formal requests and complaints resolved.

- D. Discuss actions taken by each Program to improve its performance results.

A 5-year strategic plan was established. The advisory council was expanded to include participation from the counties. A language access month was proposed to and established by the Legislature, and a language access conference was held to promote outreach, public awareness and education. Bimonthly meetings with State agencies are being held to discuss and address language access plan implementation issues. Monitoring visits to State agencies will continue to determine the status of plan implementation and identify problems and solutions.

- E. Identify all modifications to your program's performance measures and discuss the rationale for these modifications.

None.

III. Problems and Issues

A. Discuss Problems and Issues Encountered if Any.

1. There is a dearth of trained interpreters and translators in Hawaii which severely affects the implementation of language access plans and limits the provision of language services to LEP persons.

B. Program Change Recommendations to Remedy Problems

1. Develop an adequate pool of trained interpreters and translators by allowing the program to establish a centralized language access resource center.

C. Identify any program issues or problems that affected or will affect the implementation of the program, and corrective measures or remedies established or planned.

See A and B above.

IV. Expenditures for Fiscal Year 2008-2009

	Act213/07,158/08 FY 2008 - 2009	Collective * Bargaining	Transfers Restriction	Available Resources	Est. Total Expenditures
Pos. Count	6.00			6.00	6.00
Personal Services	\$ 291,764	22,514		\$ 314,278	\$ 314,278
Current Expenses	148,236		(80,000)	68,236	68,236
Equipment					
Motor Vehicles					
Total	<u>\$ 440,000</u>	<u>22,514</u>	<u>(80,000)</u>	<u>\$ 382,514</u>	<u>\$ 382,514</u>
Less:					
Pos. Count					
Special Fund					
Pos. Count					
Federal Fund					
Pos. Count					
Other Funds					
Pos. Count	6.00			6.00	6.00
Gen. Fund	\$ 440,000	22,514	(80,000)	\$ 382,514	\$ 382,514

A. Explain all transfers within the Program ID and its impact on the Program.

None.

B. Explain all transfers between Program IDs and its impact on the Program.

\$65,000 that was budgeted for the rental of office space was transferred to LBR 902 (General Administration) to fund the payroll deficit due to the 4% reductions by the Legislature. The OLA is located in the Princess Ruth Keelikolani State Building.

C. Explain all Restrictions and its Impact on the Program.

\$15,000 to design an OLA website was restricted. Since the program is unable to pursue the development of a multilingual website, translated documents were posted online.

V. Biennium Budget Request for FY 2010 – FY 2011

	Budget Request FY2009-2010	Budget Request FY2010-2011	Biennium Budget FY2010-FY2011
Pos. Count	5.00	5.00	5.00
Personal Services	\$ 283,066	\$ 283,066	\$ 566,132
Current Expenses	148,236	148,236	296,472
Equipment			
Motor Vehicles			
Total	\$ 431,302	\$ 431,302	\$ 862,604
Less:			
Pos. Count			
Special Fund			
Pos. Count			
Federal Fund			
Pos. Count			
Other Funds			
Pos. Count	5.00	5.00	5.00
Gen. Fund	\$ 431,302	\$ 431,302	\$ 862,604

A. Workload or Program Request

1. Description of request, reason for the request, and desired outcomes or objectives to be accomplished.

None.

2. Listing/description of positions requested, and funding requirements by cost category and source of funding.

None.

3. For all lump sum requests, please provide a breakout indicating specific purposes for all planned expenditures.

None.

- B. For all position count reductions, please specify whether the positions were filled, or vacant.

The position is vacant due to the resignation and hiring freeze.

- VI. Identify restrictions carried over from FY 2008-2009 as well as additional reductions due to the Department of Budget and Finance's budget ceilings for FY2010-FY2011.

- A. Description of the reduction, the reasons for the reduction and the impacts to the objectives to be accomplished by the program.

Reduction of one position (legal clerk) and \$31,212. The program was unable to fill the position due to the hiring freeze. The loss of the position will limit the program's capability to intake, track, follow-up and resolve requests for information and language services, as well as assist with complaints from the community regarding language access violations.

- B. Listing/description of the positions cut including source of funding; please specify whether the positions were filled or vacant.

OLA Legal Clerk, General Funds, vacant.

- VII. Capital Improvement Request for FY2010-FY2011

None.

- VIII. Proposed Lapses of Capital Improvement Program Projects

None.