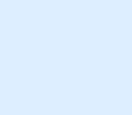


Top 10 Tips for Translating in Languages of Lesser Diffusion: Lessons Learned



Hawai'i State Judiciary
Office on Equality and
Access to the Courts



The **Judiciary** State of Hawai'i

Aloha!

Mabuhay!

Mogethin!

Ran anim!

你好!

¡Bienvenidos!

Iokwe!

Kaselehlia!

Kabla-aw!

ようこそ!

환영합니다!

Tālofa!

Malo e me'a mai!

Xin Chào!



Welcome!



Presentation

- **Hawaii's demographics**
- **Hawaii's challenges**
- **Lessons learned with translations in languages of lesser diffusion**

Hawai'i Residents

- **1 in 4 speak a language other than English at home**
- **Nearly 1 in 5 are immigrants**
- **51% of immigrants speak English less than “very well”**

Hawai'i Residents

- **Around 1 in 9 residents is limited English proficient (LEP)**
- **More than 130 languages are spoken in Hawai'i**

Source: U.S. Census Bureau, 2017 American Community Survey



Ranking in the Nation

Highest percentage of:

- **Asian population**
- **Native Hawaiians and Other Pacific Islanders**
- **Mixed racial population**

Source: U.S. Census Bureau, 2017 American Community Survey

Top 15 Languages in Hawai'i State Court

- 1. Chuukese**
- 2. Ilokano**
- 3. Marshallese**
- 4. Korean**
- 5. Spanish**
- 6. Vietnamese**
- 7. Tagalog**
- 8. Japanese**
- 9. Tongan**
- 10. Samoan**
- 11. Cantonese**
- 12. Mandarin**
- 13. Pohnpeian**
- 14. American Sign Language**
- 15. Kosraean**

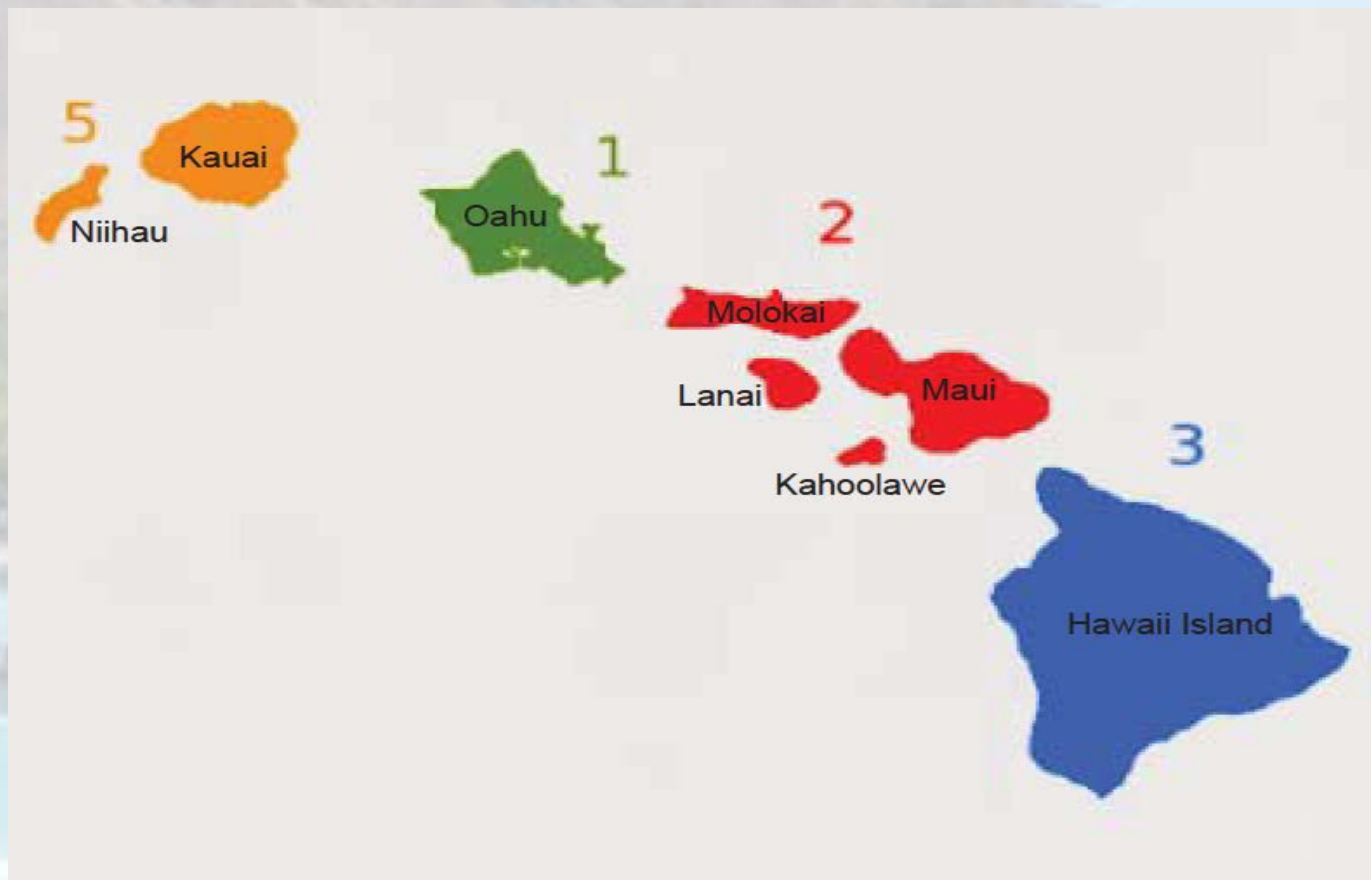
Interpreter Services

- **Spent over \$906,000**
- **Well over 13,000 proceedings**
- **42 different languages**

Based on FY2018 Court Interpreter Payments

Challenges


► Geographic isolation



Challenges

- ▶ **Limited pool in high demand languages**
- ▶ **Lack of in-language resources for high demand languages**
- ▶ **Budget constraints**

Top 10 Tips for Translations in Languages of Lesser Diffusion

-  **Use focus group of language speaker users to assess problem terms of contemplated document**

Top 10 Tips for Translations in Languages of Lesser Diffusion

-  **Revise document in plain language prior to soliciting translation work**


Top 10 Tips for Translations in Languages of Lesser Diffusion

-  **Determine realistic resume profiles and credentials of translators**


Top 10 Tips for Translations in Languages of Lesser Diffusion

-  **Relax translation memory software requirements and rigid usage of consistent translated terms**


Top 10 Tips for Translations in Languages of Lesser Diffusion

-  **Allot sufficient time for completion, review, and correction process**

Top 10 Tips for Translations in Languages of Lesser Diffusion

-  **Include clear and realistic expectations in work solicitation**


Top 10 Tips for Translations in Languages of Lesser Diffusion

-  **Beware of low bidders and conduct sufficient research on vendors prior to awarding contract**

Top 10 Tips for Translations in Languages of Lesser Diffusion

-  **Form a review group of reliable language speakers**

Top 10 Tips for Translations in Languages of Lesser Diffusion

-  **Conduct pre-meeting with awardee before translation work begins**

Top 10 Tips for Translations in Languages of Lesser Diffusion

-  **Consider audio recording of acceptable translated work**

A scenic view of a tropical beach with a large mountain in the background and people swimming in the water. The text is overlaid on the image.

Hawai'i State Judiciary's Multilingual Resources for LEP court customers

Multilingual Website: Language Access Tab



The screenshot displays the Hawai'i State Judiciary website. At the top, a navigation bar includes links for 'For Public', 'For Litigants', 'For Attorneys', 'For Jurors', 'For Media', 'Language Access', 'ADA', and 'Access to Justice'. A red arrow points to the 'Language Access' dropdown menu, which is open and lists the following options: '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'. The website header features the Hawai'i State Judiciary logo and social media icons for Twitter, Facebook, and YouTube. Below the navigation bar, there are sections for 'General Information', 'News & Reports', 'Self-Help', 'Services', 'Courts', and 'Legal Ref'. A search bar is located on the left side. The main content area includes a featured article titled 'Hilo Attorneys Recognized for Assisting 1,000 People in 2017' with a group photo of the attorneys. At the bottom, there is a calendar for February and a section for 'Upcoming Events'.

Multilingual Website: Language Access Tab



Judiciary



- General Information ▾
- News & Reports ▾
- Self-Help ▾
- Services ▾
- Courts ▾
- Legal References ▾
- Community Outreach ▾
- Special Projects & Events ▾

[Home](#) » [Access to Justice Initiatives](#) » Judiciary Language Assistance Policy

Search this site



eCourt Kookua*

For access to traffic cases, District Court criminal, Circuit Court criminal, Family Court criminal (adults) and appellate cases

Ho'ohiki

For access to civil case information filed in the Circuit and Family Courts and certain civil cases of the District Courts (small and regular claims)

Jobs

Search for jobs at the Judiciary

Efiling

Case information

I want to...

[Find a Mediator](#)

[Get Victim Assistance](#)

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 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,

[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](#)

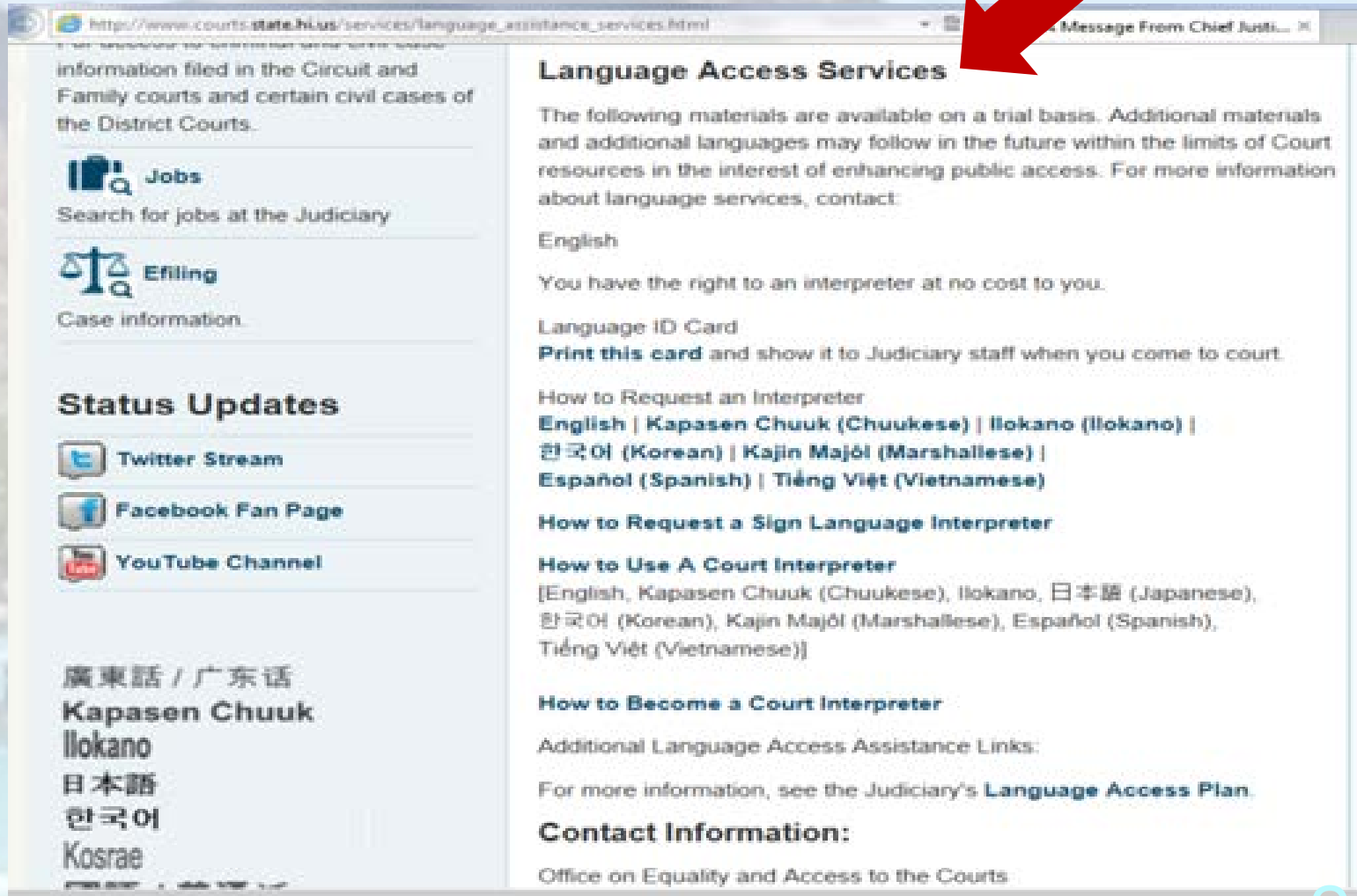
[Pohnpei | Pohnpeian](#)

[Gagana Samoa | Samoan](#)

[Español | Spanish](#)

[Tagalog | Tagalog](#)

Multilingual Website: Language Access Services



http://www.courts.state.hi.us/services/language_assistance_services.html

information filed in the Circuit and Family courts and certain civil cases of the District Courts.

Jobs
Search for jobs at the Judiciary

Efiling
Case information.

Status Updates

- Twitter Stream
- Facebook Fan Page
- YouTube Channel

廣東話 / 广东话
Kapasen Chuuk
Ilokano
日本語
한국어
Kosrae

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 Majòl (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 Majòl (Marshallese), Español (Spanish), Tiếng Việt (Vietnamese)]

How to Become a Court Interpreter

Additional Language Access Assistance Links:
For more information, see the Judiciary's [Language Access Plan](#).

Contact Information:
Office on Equality and Access to the Courts

Multilingual Website: Self-Help – Protective Orders

The screenshot displays the Hawaii State Judiciary website. At the top, there is a navigation bar with links for 'For Public', 'For Litigants', 'For Attorneys', 'For Judges', 'For Media', 'Language Access', 'ADA', and 'Access to Justice'. The main header features the Hawaii State Judiciary logo and the text 'Hawaii State Judiciary'. Below the header, there is a secondary navigation bar with links for 'General Information', 'News & Reports', 'Self-Help', 'Services', 'Courts', 'Legal References', 'Community Outreach', and 'Special Projects & Events'. A search bar is located on the left side of the page. A red arrow points to the 'Self-Help' menu, which is expanded to show a list of options: 'Self-Help', 'Court Forms', 'Pay Traffic Fines Online', 'Victim Services', 'Request Court Records', 'Traffic Cases', 'Self-Help Centers', 'Protective Orders', 'Mortgage Foreclosure', 'Small Claims', 'Regular Claims', 'Divorce', 'Landlord-Tenant Claims', and 'Tips on Going to Court'. The 'Protective Orders' option is highlighted in white. Below the menu, there is a news article titled 'Unity: Hawaii Supreme Court Holds Oral Argument at Castle High School' and a section for 'Upcoming Events'.

Multilingual Website: Self-Help – Protective Orders

The screenshot shows the Hawaii State Judiciary website. The header includes the state seal and the text "Hawaii State Judiciary". A navigation menu contains: General Information, News & Reports, Self-Help, Services, Courts, Legal References, Community Outreach, and Projects & Events. The breadcrumb trail is: Home » Self-Help » Protective Orders » Protective Orders. On the left sidebar, there are sections for "eCourt Kokua*", "Ho'ohiki", and "Jobs". The main content area is titled "Protective Orders" and contains a paragraph explaining the right to a safe environment and the process of filing a petition for a TRO. A red arrow points to a highlighted box on the right side of the page containing the text "Kapasen Chuuk | Chuukese Tumunun Pungun Kapwung" and three bullet points: "Your Safety", "What To Do If Your Order Is Violated", and "View Case Records".

Hawaii State
Judiciary

General Information ▾ News & Reports ▾ Self-Help ▾ Services ▾ Courts ▾ Legal References ▾ Community Outreach ▾ Projects & Events ▾

Home » Self-Help » Protective Orders » Protective Orders

Search this site

eCourt Kokua*
For access to traffic cases, District Court criminal, Circuit Court criminal, Family Court criminal (adults) and appellate cases

Ho'ohiki
For access to civil case information filed in the Circuit and Family Courts and certain civil cases of the District Courts (small and regular claims)

Jobs
Search for jobs at the Judiciary

Protective Orders

Any person, regardless of his or her immigration or citizenship status, has a right to live in a safe environment, free from the threat of harm from a family member or an acquaintance. If someone you know is engaging in a pattern of harassment or abuse (including physical abuse or sexual abuse, verbal threats, property damage or stalking), you can seek protection by filing a petition and obtaining a temporary restraining order (TRO) against the perpetrator.

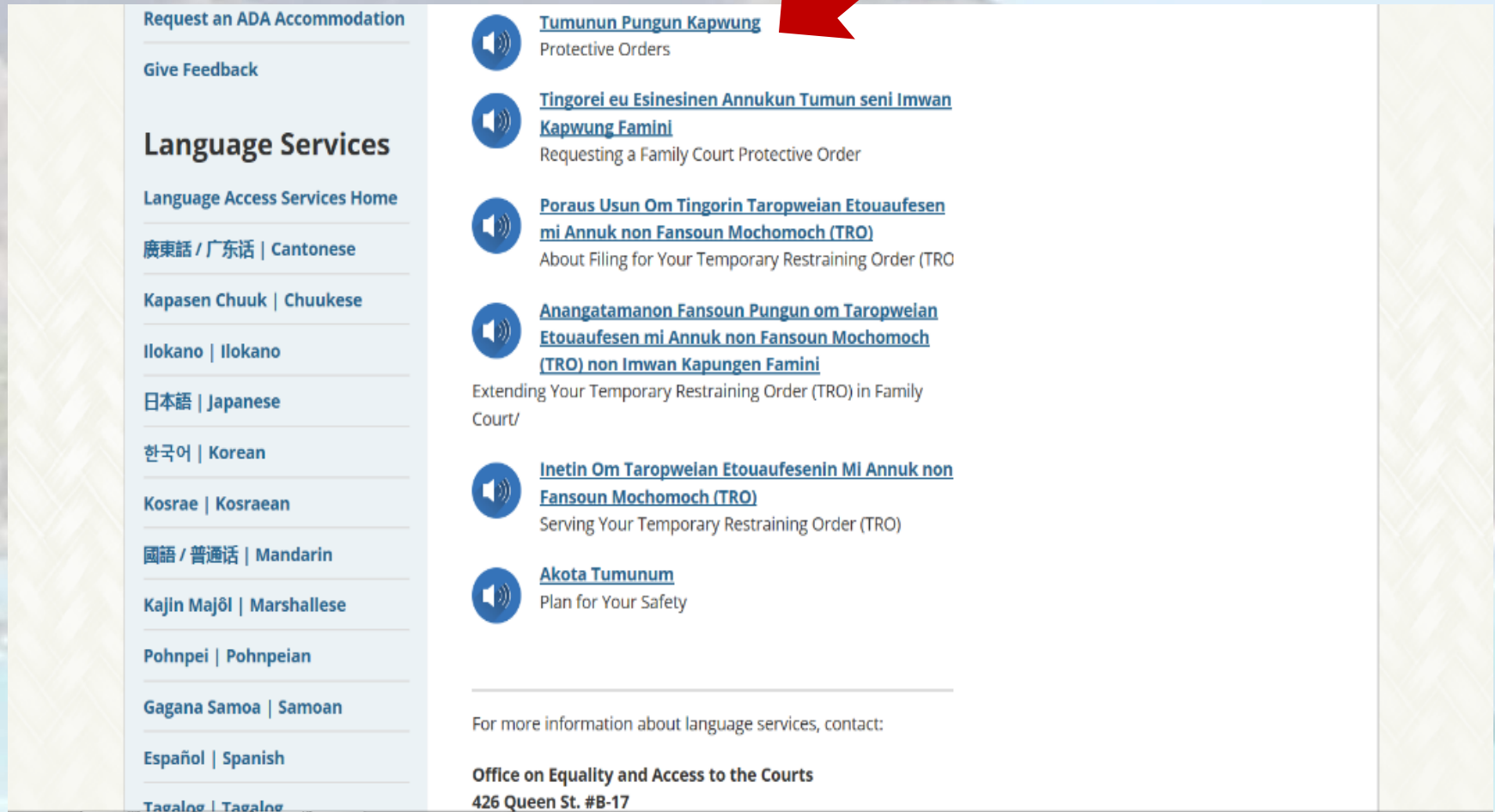
- In the District Court, if you need to extend the TRO for your protection, you may request an injunction for up to three years.
- In the Family Court, if the TRO is against a family or household member and you need to extend the TRO for your protection, you may request an order for protection for

Kapasen Chuuk | Chuukese Tumunun Pungun Kapwung

- [Your Safety](#)
- [What To Do If Your Order Is Violated](#)
- [View Case Records](#)

Translated into 10 languages: Chuukese, Ilokano, Japanese, Korean, Kosraean, Marshallese, Pohnpeian, Spanish, Tagalog, Thai

Multilingual Website: Self-Help – Protective Orders



The screenshot shows a website interface with a sidebar on the left and a main content area on the right. The sidebar contains links for 'Request an ADA Accommodation', 'Give Feedback', and 'Language Services'. Under 'Language Services', there are links for various languages: Cantonese, Chuukese, Ilokano, Japanese, Korean, Kosraean, Mandarin, Marshallese, Pohnpeian, Samoan, Spanish, and Tagalog. The main content area features a list of audio links, each with a speaker icon. A red arrow points to the first link: 'Tumunun Pungun Kapwung Protective Orders'. Other links include 'Tingorei eu Esinesinen Annukun Tumun seni Imwan Kapwung Famini', 'Poraus Usun Om Tingorin Taropweian Etouaufesen mi Annuk non Fansoun Mochomoch (TRO)', 'Anangatamanon Fansoun Pungun om Taropweian Etouaufesen mi Annuk non Fansoun Mochomoch (TRO) non Imwan Kapungen Famini', 'Inetin Om Taropweian Etouaufesenin MI Annuk non Fansoun Mochomoch (TRO)', and 'Akota Tumunum'. At the bottom, there is contact information for the Office on Equality and Access to the Courts.

Request an ADA Accommodation

Give Feedback

Language Services

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


 [Tumunun Pungun Kapwung](#)
Protective Orders

 [Tingorei eu Esinesinen Annukun Tumun seni Imwan Kapwung Famini](#)
Requesting a Family Court Protective Order

 [Poraus Usun Om Tingorin Taropweian Etouaufesen mi Annuk non Fansoun Mochomoch \(TRO\)](#)
About Filing for Your Temporary Restraining Order (TRO)

 [Anangatamanon Fansoun Pungun om Taropweian Etouaufesen mi Annuk non Fansoun Mochomoch \(TRO\) non Imwan Kapungen Famini](#)
Extending Your Temporary Restraining Order (TRO) in Family Court/

 [Inetin Om Taropweian Etouaufesenin MI Annuk non Fansoun Mochomoch \(TRO\)](#)
Serving Your Temporary Restraining Order (TRO)

 [Akota Tumunum](#)
Plan for Your Safety

For more information about language services, contact:

Office on Equality and Access to the Courts
426 Queen St. #B-17

Multilingual Website: Self-Help – Protective Orders

Request an ADA Accommodation

Give Feedback



[Tumunun Pungun Kapwung](#)
Protective Orders



http://oaoa.hawaii.gov/jud/audio_oaac/W1_Protective_Orders_CHU.mp3

Multilingual Website: Self-Help – Protective Orders

http://www.courts.state.hi.us/self-help/protective_orders/protective_orders

Protective Orders

Annuken Tumun

Any person, regardless of his or her immigration or citizenship status, has a right to live in a safe environment, free from the threat of harm from a family member or an acquaintance. If someone you know is engaging in a pattern of harassment or abuse (including physical abuse or sexual abuse, verbal threats, property damage or stalking), you can seek protection by filing a petition and obtaining a temporary restraining order (TRO) against the perpetrator.

Aramas meinin, ese nifinifin won nonnomun fan sokkopaten wawareto are fan muu, mei wor ar pungun ar repwe nom non ew neni mi tum, minne mi ngas seni eniweniwan efeiangau seni aramaser are pwan emon ir mi sine. Ika pwe mei wor emon en mi sinei pwe ir soun efeiangau won kapas are newuni amanau (fiti newuni amanauen kawet are newuni amanauen pekin nisou, fosun eniweniw, atai pisek are akkannif mi ngau), ka tongeni kuta tumun ren om kopwe fori tingorun o angei taropweian etouaufesen mi annuk non fansoun mochomoch (TRO) ngeni ewe chon tipis.

- In the District Court, if you need to extend the TRO for your protection,

Your Safety

[Tumunun Nonomuw](#)

What To Do If Your Order Is Violated

[Met kopwe fori nupwen emon a puratiw omw we pungun kapwung](#)

View Case Records

[Kutta Uruwon Keis](#)

Multilingual Website: Language-Specific Sidebar



Resolve My Dispute Out of Court

Get Foreclosure Information

Efiling

Give Feedback

Language Services

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

Statement regarding
Applicants Wanted

Our Judges **RE**

Notice of Judicial V
Notice of Anticipate
12/01/2017)

Notice of Anticipate

Notice of Petition
Notice of Petition fo

Nominees/Appoin
Somerville, Viola, W
Judicial Selection Co
(Release Date: 07/31

Proposed Rul

The Supreme Court c
You may submit your
mail to 417 South Kin

There are no propose

Multilingual Website: Language-Specific Pages

The screenshot shows the Judiciary website interface. At the top, there is a navigation bar with links for General Information, News & Reports, Self-Help, Services, Courts, Legal References, Community Outreach, and Special Projects & Events. Below the navigation bar, the page title is "Kapasen Chuuk / Chuukese". The main content area is divided into three columns. The left column contains a search bar and several service links: eCourt Kokua* (for traffic, criminal, and appellate cases), Ho'ohiki (for civil case information), Jobs (search for jobs at the Judiciary), Efilng (case information), and a "I want to..." section with links for finding a mediator, getting victim assistance, becoming a court interpreter, visiting the law library, and learning about the judicial system. The middle column features the title "Kapasen Chuuk / Chuukese" and a paragraph in Chuukese: "Mi wor omw pung omw kopwe nouni emon chon affeu iteitan fansoun omw kapung, nge kosapw meeni. You have the right to an interpreter at no cost to you." Below this, there are links for Ewe ID Card, Kopwe print-ini ei kat (with a print this card link), Lapalapen omw kopwe tungor noum chon affou lon omw ew atun arongorong, Ifa Usun Omw Kopwe Nounou chon-affeu lon kapung, and Met kopwe fori me mwen omw kopwe feilo kapwung. The right column contains a "Language Access Services Home" section with links for Cantonese, Chuukese, Ilokano, Japanese, Korean, Kosraean, Mandarin, Marshallese, Pohnpeian, Samoan, Spanish, Tagalog, Tongan, and Vietnamese.

Home » Access to Justice Initiatives » Kapasen Chuuk / Chuukese

Search this site

eCourt Kokua*
For access to traffic cases, District Court criminal, Circuit Court criminal, Family Court criminal (adults) and appellate cases

Ho'ohiki
For access to civil case information filed in the Circuit and Family Courts and certain civil cases of the District Courts (small and regular claims)

Jobs
Search for jobs at the Judiciary

Efilng
Case information

I want to...

- Find a Mediator
- Get Victim Assistance
- Become a Court Interpreter
- Visit the Law Library
- Learn About the Judicial System

Kapasen Chuuk / Chuukese

Mi wor omw pung omw kopwe nouni emon chon affeu iteitan fansoun omw kapung, nge kosapw meeni.
You have the right to an interpreter at no cost to you.

Ewe ID Card mi affata pwe en emon kopwe nounou chon affou
Language ID Card

Kopwe print-ini ei kat, iwe ka pwari ngeni chon angangen kapung lupwen omw feito kapung.
[Print this card](#) and show it to Judiciary staff when you come to court.

Lapalapen omw kopwe tungor noum chon affou lon omw ew atun arongorong
How to Request an Interpreter at the Hearing

Ifa Usun Omw Kopwe Nounou chon-affeu lon kapung
How to Use a Court Interpreter

Met kopwe fori me mwen omw kopwe feilo kapwung
Tips on Going to Court

Ekkewe ekkoch leni ra pwal tongeni alisuk
Self-Help Centers

[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 Majōl | Marshallese](#)

[Pohnpei | Pohnpeian](#)

[Gagana Samoa | Samoan](#)

[Español | Spanish](#)

[Tagalog | Tagalog](#)

[Lea faka-Tonga | Tongan](#)

[Tiếng Việt | Vietnamese](#)

SAMPLE – Chuukese language page

Summary

- ☑ **Hawaii's demographics**
- ☑ **Hawaii's challenges**
- ☑ **Lessons learned with translations in languages of lesser diffusion**


Office on Equality and Access to the Courts

Debi S. Tulang-De Silva

Program Director

426 Queen Street, B17

Honolulu, HI 96813-2914

 **(808) 539-4860**

 **(808) 539-4203**

 **Debi.S.Tulang-DeSilva@courts.hawaii.gov**

Mahalo

A scenic view of a tropical beach. In the foreground, a person is riding a pink water scooter in the clear blue water. In the middle ground, several people are swimming and playing in the water. In the background, a large, brown, rocky mountain rises against a clear blue sky. The word "Mahalo" is overlaid in the center in a large, blue, bold font.