



Title VI Program FFY 2019-2022

for compliance with
FTA Title VI Circular 4702.1B

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1.0 Introduction

1.1 Lanakila Pacific (Lanakila)

Lanakila Pacific (LP) is a Hawaii-based, private non-profit organization celebrating its 81st anniversary this year. Our mission is to build independence for challenged lives and improve quality of life for adults with intellectual, physical, social or age related challenges. Opened in 1939 as a tuberculosis recovery center on Honolulu's waterfront, LP was one of the first organizations in the state of Hawaii to work with individuals with disabilities. Today, LP serves over 2,000 Oahu residents annually through three core programs: Lanakila Teaching and Learning Centers (TLC), Lanakila Training and Advocacy Program (TAP), and Lanakila Meals on Wheels (MOW).

Working in collaboration with the City and County of Honolulu Department of Transportation Services (DTS), LP provides transportation services in the form of Agency Provided Trips. The transportation services receive Federal Transit Administration (FTA) Section 5307 funds:

Agency Provided Trips provides individuals who participate in LP's Teaching and Learning Centers (TLC) with daily trips on vehicles operated by LP staff to and from program sites in Honolulu and Wahiawa. These clients would otherwise be utilizing the Americans with Disabilities Act (ADA) paratransit service (Handi-van) on Oahu.

1.2 Requirements and Guidance

As a condition of LP's funding from the Federal Transit Administration (FTA) through a subrecipient agreement with the City and County of Honolulu Department of Transportation Services, LP is required annually to submit Certifications and Assurances. In addition, on a triennial basis, Lanakila is required to submit to DTS evidence documenting compliance with FTA Circular 4702.1B on Title VI of the Civil Rights Act of 1964, which states in Section 601:

No person in the United States shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.

There are two Presidential Executive Orders that place further emphasis upon Title VI protections of race and national origin.

- Executive Order #12898 directs federal agencies to develop strategies to address disproportionately high and adverse human health or environmental effects of their programs on minority and low-income

populations.

- Executive Order #13166 directs federal agencies to evaluate services provided and implement a system that ensures that persons with Limited English Proficiency are able to meaningfully access the services provided consistent with and without unduly burdening the fundamental mission of each federal agency. Additionally, each federal agency shall ensure that recipients of federal financial assistance provide meaningful access to their Limited English Proficiency applicants and beneficiaries.
- Circular 4703.1 went into effect on August 15, 2012 to provide recipients of FTA financial assistance with guidance to incorporate environmental justice principles into plans, projects and activities that receive funding from FTA.
- Circular 4702.1B went into effect on October 1, 2012 to assist grantees in complying with Title VI of the Civil Rights Act of 1964. The purpose of this Circular is to provide recipients of FTA financial assistance with instructions and guidance necessary to carry out the US Department of Transportation's Title VI regulations (49 CFR part 21).

2.0 General Requirements

2.1 *Notice to the Public*

Requirement: All recipients must provide a copy of the recipient's Title VI notice to the public that indicates that the recipient complies with Title VI, and informing members of the public of the protections against discrimination afforded to them by Title VI, as well as a list of locations where the notice is posted.

Policy: LP posts its Title VI notice in English in the public portions of its buildings located at 1809 Bachelot St, Honolulu, HI 96817 and 330 Walker Ave, Wahiawa, HI 96786, and online at www.lanakilapacific.org. A sample Notice to the Public, along with a Title VI Poster, is included in Appendix 4.

2.1 *Complaint Procedures and Form*

Requirement: All recipients must provide a copy of instructions to the public regarding how to file a Title VI discrimination complaint, including a copy of the complaint form.

Policy: The procedure for filing a Title VI complaint can be found online at www.lanakilapacific.org and may also be obtained from LP's offices at 1809 Bachelot St, Honolulu HI 96817 and 330 Walker Ave, Wahiawa, HI 96786. LP staff are available to assist complainants with filing a Title VI complaint.

LP has developed procedures for filing, tracking and investigating Title VI complaints. The procedures, including a complaint form provided by LP are included in Appendix 2.

2.2 Investigations, Complaints and Lawsuits

Requirement: All recipients must provide a list of any public transportation related Title VI investigations, complaints and lawsuits filed with the recipient since the time of the last submission.

Policy: LP has developed procedures for tracking and monitoring complaints and lawsuits and has procedures for investigation of complaints.

2.3 Inclusive Public Involvement

Requirement: Pursuant to 49 CFR 21.5(b)(7), and to engage in community outreach consistent with the DOT Order on Environmental Justice, recipients and sub-recipients shall seek out and consider the viewpoints of minority and low income populations in the course of conducting public outreach and involvement activities. An agency's public participation plan shall offer early and continuous opportunities for the public to be involved in the identification of social, economic and environmental impacts of proposed transportation decisions.

Policy: LP is a representative of the City and County of Honolulu and provides transportation services outlined in the City's Human Services Transportation Coordination Program (HSTCP) plan. The City updates the HSTCP plan on a regular basis and encourages the public to participate in the development of the plan. The City will notify LP of any changes to the HSTCP plan that affect their transportation services.

2.4 Language Assistance Plan

Requirement: All recipients are required to provide a Language Assistance Plan (LAP), which specifies policies and procedures for providing language assistance to LEP populations, in accordance with U.S. Department of Transportation LEP Guidance.

2.4.1 Four Factor Analysis

The U.S. Department of Transportation (DOT) issued its *Policy Guidance Concerning Recipient's Responsibilities to Limited English Proficiency (LEP) Persons*. This policy states that DOT recipients are required to take reasonable steps to ensure meaningful access to programs by LEP persons. There are four

factors for agencies to consider when assessing language needs and determining what steps they should take to ensure access for LEP persons, regardless of whether or not the agency chooses not to prepare a written LEP plan:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by a program, activity or service of the recipient;
2. The frequency with which LEP individuals come in contact with the program;
3. The nature and importance of the program, activity or service provided by the recipient to people's lives; and
4. The resources available to the recipient and costs.

For individuals who participate in LP's Teaching and Learning Centers (TLC), information from all participants is collected upon enrollment to ascertain the primary language spoken at home.

Figure 1

The majority of LP's participants are unable to drive. Providing transportation to our participants ensures they will be able to participate in services offered by LP. We offer a variety of classes focused on assisting individuals with intellectual and development challenges to develop and master the basic life skills that are sometimes taken for granted.

LP assessed its available resources that are currently being used, and those that could be used, to provide language assistance. Within the limited funding available for the Agency Provided Trips, LP provides a reasonable degree of services for limited English speaking persons.

2.5 Interactions with the Limited English Proficiency Population

LP employs the following to ensure meaningful input is received:

- LP ensures that its staff is available to work with customers whose primary language is not English. Annually LP compiles a list of other languages spoken by LP staff.
- When customers communicate with LP and state a language preference, requested materials are provided orally in the requested language.
- Notices that are posted on the Agency-Provided Trips vehicles are provided in English. Notices will contain a statement directing individuals to contact LP if assistance is needed in another language. This statement will appear both in English and in any languages spoken by LEP populations that exceed the Safe Harbor threshold (see Section 2.7, Safe Harbor Provisions).

2.6 LEP Training and Implementation by Lanakila's staff

LP employs the following to ensure meaningful input is received:

- When new hires start employment, LP management distributes an Employee Handbook that contains all Agency policies and procedures. LP's Language Access Plan includes the organization's policy on outreach to and communication with limited-English speaking persons.
- As new policies/procedures are developed, or existing policies/procedures are amended, these new documents are distributed to affected employees through various methods, including but not limited to paper distribution, electronic documents, postings in employee break rooms, and scheduled group or individual training sessions.
- Agency-Provided Trips operators, who are the most direct point of contact for LEP persons, have several methods to respond to an LEP individual. If vehicle operators are not bilingual, they are instructed to ask for assistance from a bilingual passenger. In cases where there is no one in the vehicle who can offer language assistance when needed, the vehicle operator contacts LP for assistance.

2.7 Safe Harbor Provisions

The Safe Harbor requirements state, "if a recipient provides written translation of vital documents for each eligible LEP language group that constitutes five percent (5%) or

1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, then such action will be considered strong evidence of compliance with the recipient's written translation obligations. Translation of non-vital documents, if needed, can be provided orally."

There are no language groups for Agency Provided Trips clients that exceed the Safe Harbor threshold.

2.8 Monitoring, Evaluation and Updates to the Plan

LP's Title VI program and Language Access Plan are designed to be living documents that are updated accordingly. LP monitors its services and service area statistics:

1. Through contact with our clients
2. Through formal comments obtained by the public and local officials
3. Through outreach with other human service agencies on their changing customer demographics.

Based on the information received, LP reviews all comments and updates the plan and outreach documents accordingly. All data is reviewed as needed and at a minimum, a new plan is updated and adopted by the Board every three years.

2.9 Committee and Board Composition

Committee and Board Composition Requirement: Recipients that have transit-related, non-elected planning boards, advisory councils or committees or similar bodies, the membership of which is selected by the recipient, must provide a table depicting the racial breakdown of the membership of those committees and a description of efforts made to encourage the participation of minorities on such committees or councils.

Policy: LP does not have any non-elected planning boards, advisory councils or committees, or similar bodies.

2.10 Construction Projects

Requirement: If the recipient has constructed a facility, such as a vehicle storage facility, maintenance facility, operation center, etc., the recipient shall include a copy of the Title VI equity analysis conducted during the planning stage with regard to the location of the facility.

Title 49 CFR Section 21.9 (b)(3) states, "In determining the site or location of facilities, a recipient or applicant may not make selections with the purpose or effect of excluding persons from, denying them the benefits of, or subjecting them to discrimination under any program to which this regulation applies, on the ground of race, color or national origin."

Title 49 CFR part 21, Appendix C, Section (3) (iv) provides, “The location of projects requiring land acquisition and the displacement of persons from their residences and businesses may not be determined on the basis of race, color or national origin.”

For the purposes of this requirement, “facilities” does not include bus shelters, as these are transit amenities and are covered in Chapter IV of Circular 4702.1B, nor does it include transit stations, power substations, etc., as those are evaluated during project development and the NEPA process. Facilities included in this provision include, but are not limited to, storage facilities, maintenance facilities, operations centers, etc.

Policy: LP does not have any construction projects as defined by this regulation.

2.11 Subrecipient Monitoring

Recipients shall include a narrative or description of efforts used to ensure subrecipients are complying with Title VI, as well as a schedule of subrecipient Title VI program submissions.

Policy: LP does not have any pass-through agreements with subrecipients and no such agreements are expected during the term of this Title VI plan.

2.12 Board Approval

Requirement: A copy of board meeting minutes, resolution, or other appropriate documentation showing the Board of Directors reviewed and approved the Title VI program must be included.

Policy: This Title VI program will be posted to the LP website once approved by LP and is scheduled to be approved by the Board of Directors in spring 2020.

2.13 Required Submission of the Title VI Program

To ensure compliance with 49 CFR Section 21.9 (b), FTA requires that all recipients document their compliance by submitting a Title VI program to FTA’s regional civil rights officer once every three years.

Policy: LP will work with the City and County of Honolulu Department of Transportation Services to update and submit a new Title VI program to FTA’s regional civil rights office every three years.

3.0 General Reporting Requirements

Chapter III of FTA Circular 4702.1B speaks to the general reporting requirements required of recipients of FTA funding and its subrecipients to ensure that their activities comply with the DOT Title VI regulations and the DOT Guidance on Limited English Proficiency (LEP). Summaries of these requirements and LP's efforts in meeting them are outlined below.

3.1 Annual Title VI Assurance

Applicants shall submit their annual Title VI assurance as part of their annual Certification and Assurances submission to FTA. Recipients shall collect Title VI certification from sub-recipients prior to passing through FTA funds.

Lanakila annually submits its Certifications Form to the City and County of Honolulu, Department of Transportation Services as a subrecipient of FTA Urbanized Area Formula Program (Section 5307) funds. A sample of the Sub-Recipient Annual Certification Form is included in this document as Appendix 1.

3.2 Notifying Beneficiaries of Protection

In order to comply with 49 CFR Section 21.9 (d), recipients and subrecipients shall provide information to beneficiaries regarding their Title VI obligations and appraising beneficiaries of the protections against discrimination afforded to them by Title VI.

LP has established a Policy Statement, per Title VI, for those who are benefiting from services, and/or contracts, funded with federal assistance and has made that Policy Statement available to the public. This Policy Statement addresses LP's commitment to avoiding discrimination on the basis of race, color or national origin.

LP's "Policy Statement on Non-Discrimination and Title VI Civil Rights Protections," which includes a public notification of rights, is shown in Appendix 3. All of these documents can be translated into various languages upon request. In addition, Lanakila's Title VI Policy Statement and Complaint Procedure are included on Lanakila's web site at www.lanakilapacific.org

Appendix 1: Sub-Recipient Annual Certification Form

SAMPLE TITLE VI SUB-RECIPIENT ANNUAL CERTIFICATION FORM (12/2015)

The City and County of Honolulu Department of Transportation Services

This form is to certify compliance with Title VI of the Civil Rights Act of 1964. If your Title VI Plan has been approved by the City and County of Honolulu Department of Transportation Services, all changes to the organization's Title VI Plan which occurred during the current fiscal year (July 1 thru June 30) must be reported on this form. Please attach additional pages, as necessary, to provide a complete response to each question.

Name of Organization			
Name of Title VI Coordinator		Title	
Address			
City	ST	Zip	Telephone
Email			
1	Has your Title VI Coordinator changed during the reporting period or since your last Title VI Plan was approved? If yes, please list the name and contact information for the new coordinator.	YES	NO
2	Has your organization had any transportation projects that have Title VI, LEP, or EJ impacts? If yes, <ul style="list-style-type: none"> • How many? • What have you done to ensure that those populations affected by the project had meaningful access to and involvement in the development process? • What is the number or percentage of LEP or EJ populations who were affected by the project? • How many public involvement meetings did you hold during the reporting period (new projects only)? • If you provide language assistance at any of your public meetings during the reporting period, how many persons received this assistance? 	YES	NO
3	Did you provide reasonable accommodation to persons with disabilities during the reporting period? If yes, how many persons received this assistance?	YES	NO
4	Did you receive any formal or informal Title VI complaints, or law suits during this reporting period? If yes, how many, and please use a separate sheet to provide details regarding each complaint or law suit and the resolution.	YES	NO
5	During this reporting period, how many of your employees have been educated about Title VI and their responsibility to ensure non-discrimination in any of your programs, services, or activities?		
6	Please provide any comments or additional information related to the organization's Title VI Plan.		
<i>The information reported is accurate and reflects all changes to the organization's Title VI Plan for the current fiscal year.</i>			
Name		Title	Date

PLEASE SUBMIT THIS FORM BY SEPTEMBER 30TH OF THE REPORTING YEAR.

Please contact Jared Kerr, Planner, Paratransit Operations Branch (808) 768-8366, or jared.kerr@honolulu.gov if you have questions regarding this Title VI Certification Form.

Appendix 2: Title VI Complaint Procedures

Title VI Complaint Procedure Guidelines

A. SCOPE OF TITLE VI COMPLAINTS

Any person who believes they have been aggrieved by an unlawful discriminatory practice under Title VI may individually or through a legally authorized representative make and sign a complaint and file the complaint with LP. Allegations received do not have to use the key words “complaint,” “civil rights,” “discrimination,” or even their near equivalents. It is sufficient if such allegations imply any form of unequal treatment in one or more of our programs for it to be considered and processed as an allegation of a discriminatory practice.

B. LANAKILA TITLE VI PUBLIC NOTICE PROCESS

LP has given assurance for the protection of the general public in accordance with Title VI. LP, by a public notice process, affords the general public an opportunity to formally complain with regard to the Agency’s treatment of Agency activities as they may adversely affect some. As a minimum, such public notice shall contain the following:

1. LP's assurance of compliance with Title VI of the Civil Rights Act of 1964 and Departmental Policy concerning non-discrimination in all of LP's activities.
2. Public right to file complaints.
3. One hundred eighty (180) calendar day time limit for filing of complaints.
4. Complaint filing procedure. An example of such “Lanakila's Notice to the Public” is included as Appendix 4.

Title VI, Environmental Justice, and Limited English Proficiency Complaint Form

Rev. June 4, 2015

Title VI, Civil Rights Act, 1964 states “No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subject to discrimination under any program or activity receiving Federal financial assistance.” Two Executive Orders extend Title VI protections to Environmental Justice, which also protects persons of low income, and Limited English Proficiency (LEP).

Please provide the following information necessary in order to process your complaint. Assistance is available upon request. If information is needed in another language, please call Lanakila at 808-531-0555. Complete this form and mail or deliver to:

Lanakila Pacific ATTN: Quality Assurance Manager 1809 Bachelot Street Honolulu, HI 96817 www.lanakilapacific.org (808) 531-0555	<u>OR</u>	Department of Transportation Services - Paratransit Operations Branch City and County of Honolulu Frank F. Fasi Municipal Building 650 King Street, Third Floor Honolulu, HI 96813-3071
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1. Complainant's Name: _____

2. Address: _____

3. City: _____ State: _____ Zip Code: _____

4. Telephone No. (Day): _____ (Evening): _____

5. Person discriminated against (if other than complainant)

Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

6. What was the discrimination based on? (Check all that apply):

_____ Race/Color _____ National Origin

_____ Disability _____ Limited English Proficiency

_____ Low Income _____ Other

7. Date of incident resulting in discrimination: _____

8. Describe how you were discriminated against. What happened and who was responsible?
For additional space, attach additional sheets of paper or use back of form.

9. Did you file this complaint with another Federal, state, or local agency; or with a Federal or state court? (Check appropriate space) _____ Yes _____ No

If answer is yes, check each agency complaint was filed with:

Federal Agency _____ Federal Court _____ State Agency _____
State Court _____ Local Agency _____ Other _____

10. Provide contact person information for the agency you also filed the complaint with:

Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Date Filed: _____

11. Sign the complaint in the space below. Attach any documents you believe support your complaint.

Complainant's Signature

Signature Date

Lanakila Title VI Complaint Log

DATE: _____

Completed by: _____

Phone: _____

email: _____

Date (Month, Day, Year)	Summary (include basis of complaint: race, color, or national origin)	Status	Action(s) Taken
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Investigations

- 1.
- 2.

Lawsuits

- 1.
- 2.

Complaints

- 1.
- 2.

Appendix 3: Policy Statement of Non-Discrimination and Title VI Civil Rights Protections

Lanakila Pacific

Policy Statement on Non-Discrimination

Lanakila Pacific treats its customers with respect, integrity, and loyalty.

The Board of Directors of Lanakila Pacific, takes this opportunity to express that one of its highest priorities in the area of operating federally-funded transportation programs is to ensure that administration of Lanakila Pacific and federally-funded programs administered by Lanakila Pacific, operate with the common goal of providing equal opportunity to federally-funded staff and participants.

Lanakila Pacific operates its programs without regard to race, color, creed, national origin, religion, sex, sexual preference, marital status, age, medical condition, or disability in accordance with Title VI of the Civil Rights Act, or other applicable law. For more information, contact Lanakila Pacific's office at (808) 531-0555.

Lanakila Pacific will take positive measures toward eliminating architectural barriers, artificial barriers and achieving equal opportunity.

Lanakila Pacific will also take positive measures to ensure that no person is discriminated against because of sex, age, race, creed, color, handicap, religion, national origin, political affiliation or belief, or heritage.

The Board of Directors specifically prohibits any form of sexual harassment within Lanakila Pacific, or any federally funded program. Any federally-funded staff member, participant, or applicant to a federally funded program who feels he or she has been discriminated against, should contact Lanakila Pacific's office by telephone at 808-531-0555 or in writing at 1809 Bachelot Street, Honolulu, HI 96817.

Policy Statement on Title VI Civil Rights Protections

The Civil Rights Act of 1964, Title VI, states that "No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

Lanakila Pacific is committed to complying with the requirements of Title VI in all of its federally funded programs and activities.

Filing a Title VI Complaint

Persons who believe they have been aggrieved by an unlawful discriminatory practice under Title VI may file a complaint with Lanakila Pacific. For information on filing a complaint, contact Lanakila's office. Complaints must be in writing and must be filed within 180 days following the date of the alleged discriminatory occurrence.

Phone: 808-531-0555

Mail: Lanakila Pacific

1809 Bachelot Street

Honolulu, HI 96817

Appendix 4: Public Notification

- **Sample Notice to Public**
- **Title VI Poster**



Sample Notice to the Public

- Lanakila Pacific operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with Lanakila Pacific
- Complaints must be filed in person or in writing. Complaints should be directed to:
Lanakila Pacific
Attn: Quality Assurance Manager
1809 Bachelot Street
Honolulu, HI 96817
- A complainant may file a complaint directly with the City and County of Honolulu Department of Transportation Services:
Department of Transportation Services - Paratransit Operations Branch
City and County of Honolulu
Frank F. Fasi Municipal Building
650 King Street, Third Floor
Honolulu, HI 96813-3071
- A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint at:
Federal Transit Administration, Office of Civil Rights
Attn: Complaint Team
East Building, 5th Floor-TCR
1200 New Jersey Ave., SE
Washington, DC 20590

If information is needed in another language, please call Lanakila at 808-531-0555.

日本語 (Japanese):

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)。

한국어 (Korean):

통역을 필요로 하 시면 다음 약속일 전에 반듯이 통역이 필요하다고 말씀하셔야 합니다. 비용은 부담않아서도됩니다.

- 普通话(华语/國語) (Mandarin):** 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。)
- 廣東話 (Cantonese):** 如果您需要講廣東話的免費翻譯，請指這裡。
- Ilokano:** No masapulmo ti paraipatarus iti Ilokano nga awan bayadna, pakitudom ditoy.
- Tagalog:** Kung kailangan mo ng libreng tagasalin sa Tagalog, pakituro lamang dito.
- Cebuano (Visayan):** Kung kinahanglan nimo ug libre nga tighubad sa Binisaya, itudlo lang diri.
- Tiếng Việt (Vietnamese):** Xin chỉ vào đây nếu bạn cần thông dịch viên cho ngôn ngữ này (bạn sẽ được cung cấp thông dịch viên miễn phí).



NON-DISCRIMINATION TITLE VI POSTER

Title VI and Nondiscrimination Commitment (FTA):

Pursuant to Title VI of the Civil Rights Act of 1964 and related laws and regulations, Lanakila Pacific will not exclude from participation in, deny the benefits of, or subject to discrimination anyone on the grounds of race, color or national origin.

Complaint Procedures:

Lanakila Pacific has established a discrimination complaint procedure and will take prompt and reasonable action to investigate and eliminate discrimination when found. Any person who believes that he or she has been aggrieved by an unlawful discriminatory practice under Title VI has a right to file a formal complaint with Lanakila Pacific. Any such complaint must be in writing and filed with Lanakila Pacific within one hundred eighty (180) calendar days following the date of the alleged discriminatory occurrence. For more information, please contact Lanakila Pacific.

ADA/504 Statement:

Pursuant to Section 504 of the Rehabilitation Act of 1973 (Section 504), the Americans with Disabilities Act of 1990 (ADA) and related federal and state laws and regulations, Lanakila Pacific will make every effort to ensure that its facilities, programs, services, and activities are accessible to those with disabilities. Lanakila Pacific will provide reasonable accommodation to individuals with disabilities who wish to participate in public involvement events or who require special assistance to access Lanakila Pacific facilities, programs, services or activities. Because providing reasonable accommodation may require outside assistance, organization or resources, Lanakila Pacific asks that requests be made at least five (5) calendar days prior to the need for accommodation. Questions, concerns, comments or requests for accommodation should be made to Lanakila Pacific.

Accommodation services are provided free of charge for individuals with special needs or disabilities. The public will have access to translators, TTY/TDD services and vital documents translated when requested.

If information is needed in another language, please call Lanakila at 808-531-0555.

<u>日本語 (Japanese):</u>	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)。
<u>한국어 (Korean):</u>	통역을 필요로 하시면 다음 약속일 전에 반듯이 통역이 필요하다고 말씀하셔야 합니다. 비용은 부담않아서도됩니다.
<u>普通话(华语/國語) (Mandarin):</u>	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。)
<u>廣東話 (Cantonese):</u>	如果您需要講廣東話的免費翻譯，請指這裡。
<u>Ilokano:</u>	No masapulmo ti paraipatarus iti Ilokano nga awan bayadna, pakitudom ditoy.
<u>Tagalog:</u>	Kung kailangan mo ng libreng tagasalin sa Tagalog, pakituro lamang dito.
<u>Cebuano (Visayan):</u>	Kung kinahanglan nimo ug libre nga tighubad sa Binisaya, itudlo lang diri.
<u>Tiếng Việt (Vietnamese):</u>	Xin chỉ vào đây nếu bạn cần thông dịch viên cho ngôn ngữ này (bạn sẽ được cung cấp thông dịch viên miễn phí).