

# OLA QUARTERLY

Official Newsletter of the  
Office of Language Access, State of Hawai'i  
*"O ka 'ōlelo ke ola - Language is Life*  
Winter 2013 Edition



Volume 20, Winter 2013

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## SB58 and HB266: Language Access Resource Center & Multilingual Website Pilot Project proposed and advance at legislature. Page 3

### 2013 Language Access Law Forum



**ABOVE: PANEL OF COMMUNITY LEADERS IN LANGUAGE ACCESS**  
Left to Right: Joakim "Jojo" Peter—Faculty at College of Micronesia—FSM Chuuk Campus (on leave); Jocelyn Howard—Assistant Director, Micronesian Cultural Awareness Program; Calleen Ching, Esq.— Staff Attorney, Hawaii Immigrant Justice Center; Merina Sapolu, Community Health Educator, Kokua Kalihi Valley; moderated by Jennifer Rose, Esq.—Gender Equity Specialist/Faculty UH Manoa.



- Language Access Law Forum Evaluations—of 69 evaluations:
- 59% found the quality of presenters/panelists **"Excellent"**; and 38% found them to be **"Very Good."**
  - 57% rated their overall satisfaction with the conference as **"Excellent"**; and 36% rated it **"Very Good."**
  - 61% **"Strongly Agreed"**, and 36% **"Agreed"** that the content of the forum was appropriate and informative.
  - 55% **"Strongly Agreed"**, and 38% **"Agreed"** that the forum was a valuable professional development experience.



**MESSAGE FROM THE EXECUTIVE DIRECTOR**

*Jun Colmenares*

Greetings and best wishes for a peaceful and prosperous New Year!

First of all I would like to congratulate all those who passed the community interpretation written and oral tests. This is the first step in our vision of enlarging the pool of qualified community interpreters in the State of Hawaii. Most, if not all of them, will hopefully join the Training of Trainers that OLA will be holding sometime this year.

We recently held the Language Access Law Forum at the UH School of Law. It was very successful, and I would like to thank our partners, as well as the members of the planning committee (particularly Rebecca Gardner) for their support and hard work. We hope to have more of this in the future.

Also, two bills (SB58 and its companion HB166) have been submitted to the legislature. Both aim at establishing a Language Access Resource Center and a multilingual website to be housed in the Office of Language Access. SB58 passed a hearing on January 31 by the Senate Committee on Human Services with minor amendments, while HB266 is scheduled for hearing by the House Committee on Health on February 8, 2013. If passed, this legislation will help develop, train and certify interpreters thereby addressing the problem of supply and demand for interpreters in the State, help LEP individuals access government programs, and assist state agencies in providing better services to the public. I encourage everybody to support this bill.

The Language Access Advisory Council is still looking for interested persons who want to serve as council members representing Kauai County and a Hawaiian language advocacy organization. Please submit your applications to the Governor's office on Boards and Commissions.

Aloha.



**LANGUAGE ACCESS  
LAW FORUM**

**Left:** Hawaii Supreme Court Justice Sabrina McKenna, giving opening remarks.

**Right:** Bill Hoshijo, Esq., Executive Director of the Hawaii Civil Rights Commission, moderating the panel of state agencies.

*More on pages 4; and 10-12.*



# ~SB58 SD1 and HB266 HD1~

## Advance at the Legislature

**Your testimony in support is most welcome. Find current bill status and text of bills here:**

**SB58 SD1**: [http://www.capitol.hawaii.gov/measure\\_indiv.aspx?billtype=SB&billnumber=58&year=](http://www.capitol.hawaii.gov/measure_indiv.aspx?billtype=SB&billnumber=58&year=)

**HB266 HD1**: [http://www.capitol.hawaii.gov/measure\\_indiv.aspx?billtype=HB&billnumber=266](http://www.capitol.hawaii.gov/measure_indiv.aspx?billtype=HB&billnumber=266)

SB58 SD1

RELATING TO LANGUAGE ACCESS.

BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF HAWAII:

SECTION 1. The legislature finds that according to the United States Census Bureau, American Community Survey of 2009-2011, almost 329,827 of Hawaii's 1,361,628 people, or twenty-four per cent of Hawaii's population, speak a language other than English at home. This includes nearly 281,607 persons who speak an Asian or Pacific Island language. According to the same studies, out of those who speak a language other than English at home, 151,187, or forty-six per cent, are limited English proficient. According to recent statistics from the non-profit Immigration Policy Center, the research and policy arm of the American Immigration Council, about eighteen per cent of Hawaii's residents are foreign born, while fourteen per cent of Hawaii's children with immigrant parents are limited English proficient.

The legislature therefore recognizes that English is not the primary language for a significant proportion of Hawaii's residents. These people have only a limited ability to read, write, speak, or understand English. Language barriers often prohibit many residents from fully participating in the community. Despite personal, family, community, and government efforts to make those with limited English proficiency more self-sufficient and productive, these efforts are often undermined by lack of access to essential government and government-funded services due to the language restrictions of Hawaii's limited English proficient population.

The legislature formerly recognized and acknowledged that language is a barrier for those living in Hawaii who have identified themselves as being limited English proficient. Consequently, the legislature passed Act 290, Session Laws of Hawaii 2006, and Act 201, Session Laws of Hawaii 2012, to ensure that limited English proficient individuals have meaningful access to state-provided and state-funded services in Hawaii. These laws established the Hawaii office of language access to provide oversight, central coordination, and technical assistance to state and state-funded entities in their implementation of the requirements of the language access law.

The language access law requires every state agency and any organization that receives state funding and provides services to the public to establish a language access plan on how they will provide meaningful access to their agency's services, including but not limited to social service programs, job training and employment assistance programs, fair and impartial administrative and other hearings, or emergency assistance. These services are to be provided to all of Hawaii's diverse population, regardless of what language they speak.

In an effort to comply with Act 290, Session Laws of Hawaii 2006, by the end of 2007, plans for twenty-six state departments and agencies and more than sixty state-funded entities were completed. During the subsequent implementation of these language access plans, several major challenges were identified as preventing the state and covered entities from providing meaningful access in the form of interpretation and translation services to limited English proficient individuals, thereby limiting the ability of limited English proficient individuals.

First, there is no comprehensive and centralized system or structure in Hawaii to identify qualified language interpreters and translators.

Second, Hawaii has a dearth of competent language interpreters and translators available to assist limited English proficient individuals. This is critical because a key element to the successful implementation of the language access plans is the availability of trained and competent interpreters and translators so limited English proficient individuals can receive competent, timely, and meaningful language access assistance to government and government-funded services.

Third, despite great technological advances, state agencies do not have multilingual websites that can help limited English proficient individuals access needed information in their own language.

(CONTINUED ON PAGE 9.)

## 2013 LANGUAGE ACCESS LAW FORUM

On Friday, January 25, 2013, OLA; the William S. Richardson School of Law; The Legal Aid Society of Hawai'i—Hawai'i Immigrant Justice Center; the Hawaii State Bar Association; the Medical-Legal Partnership for Children in Hawai'i; and the University of Hawai'i at Mānoa—Advocacy Office co-sponsored a Language Access Law Forum at the William S. Richardson School of Law.

Attorneys received FREE mandatory continuing professional ethics credits for the event.

Opening remarks were made with touching personal stories by **Justice Sabrina McKenna**.



Panel of State Agencies below: Justice Sabrina McKenna; Pat McManaman, Esq.; Gerald Ohta; Debi Tulang-DeSilva, Esq.

**Calleen Ching, Esq.** of Legal Aid Society of Hawai'i's—Hawaii Immigrant Justice Center gave a primer on federal and state language access law; and **Serafin Colmenares, Jr.**, Executive Director of OLA, gave an overview of Hawai'i's LEP population, OLA's functions and state compliance.

**Bill Hoshijo, Esq.**, Executive Director of the Hawaii Civil Rights Commission moderated a panel of state agencies/branches discussing their compliance efforts. The panel consisted of: Honorable **Justice McKenna**, Hawai'i State Supreme Court Justice; **Pat McManaman, Esq.**, Department of Human Services, Director; **Gerald Ohta**, Affirmative Action/Title VI officer/ Language Access Coordinator, the Department of Health; and **Debi Tulang- De Silva, Esq.**, Office on Equality and Access to the Courts – State Judiciary, Program Director. (Pictured above.)

**Jennifer Rose, Esq.**, Gender Equity Specialist/Faculty, University of Hawai'i at Mānoa, moderated a panel of Community Leaders in Language Access, consisting of **Joakim "Jojo" Peter**, PhD candidate, University of Hawai'i at Mānoa, College of Education, Faculty at College of Micronesia—FSM Chuuk Campus (on leave); **Jocelyn Howard**, MSW candidate, Pacific Islands Studies Masters Certificate Candidate –University of Hawai'i at Mānoa, East West Center Fellow Graduate, Assistant Director of MCAP–Micronesian Cultural Awareness Program, Former Coordinator-Imi Loa Employment Program at Goodwill Industries; **Calleen Ching, Esq.**; and **Merina Sapolu**, Community Health Educator, Kokua Kalihi Valley (KKV) Comprehensive Family Services Certified Medical Interpreter; Founder and Instructor, KKV Medical Interpreter Training Program



Jun Colmenares addresses audience as Bill Hoshijo, Justice McKenna, and Calleen Ching listen from front row.

("Bridging the Gap") curriculum. (Pictured on cover page.)

**Missed it? A video of the forum will be made available on OLA's website.**

*Comments from participants on pages 10-12*

### NEWS ABOUT LANGUAGE ACCESS ADVISORY COUNCIL



Governor Abercrombie has nominated **Lito Asuncion** and **Patricia Harpstrite** as members of the Language Access Advisory Council.

Keep a look out for their senate confirmation hearings.

**Congrats & good luck, Lito & Patricia!**



## MORE NEWS FROM OLA

## The Community Interpreter Training Nine More Certificates Issued to:

**Josephine Albert; Joann Caplett; Jovanie de la Cruz;  
Susan Frassica; Carol Anne Gordon; Betty Luong;  
Lien Mo; Lury Ripley; Elias Sandy**

These interpreters now hold Certificates of Completion for "The Community Interpreter Training" issued by Cross-Cultural Communications—the vendor that provided the OLA-sponsored training last March.



## NEWS FROM MAUI

**March 1, 2013 1pm –4 pm**

**Wailuku—State Office Building, 54 High St.—3<sup>rd</sup> Floor Conference Room B**

**The Maui Interpreters Hui** will provide information and updates on Hawaii Language Access laws; credentialing, and job opportunities. Featuring **Cari Uesugi**, Patient Relations Advocate at Maui Memorial Medical Center and other community providers who need language services. Please **RSVP by FEB. 28** if you're interested in this opportunity.

Contact [Mary.Santamaria@doh.hawaii.com](mailto:Mary.Santamaria@doh.hawaii.com); 984-8216 or 243- 5145, or [rachel.heckscher@doh.hawaii.gov](mailto:rachel.heckscher@doh.hawaii.gov)



## NEWS FROM THE JUDICIARY

## The Hawaii State Judiciary is seeking court interpreters in all languages. A once a year opportunity.

You can earn \$25 -\$55 per hour with a 2-hour base minimum. Must be bilingual; 18 years or older; and eligible to work in the United States.

Applications are available online at [www.courts.state.hi.us/courtinterpreting](http://www.courts.state.hi.us/courtinterpreting).

To be eligible you must attend a 2-day Basic Orientation Workshop. Cost= \$75 and includes materials.

Hurry. Trainings have already begun. Upcoming dates of training:

- Kona: February 14-15, 2013
- Maui: February 20-21, 2013
- Hilo: February 28-March 1, 2013
- Oahu: March 9-10, 2013



Applicants must also pass Written English and Ethics Exams and clear a criminal background check to be placed on the court interpreter registry.

For more information contact Hawaii State Judiciary, Office on Equality and Access to the Courts:

(808) 539-4860 — [oeac@courts.hawaii.gov](mailto:oeac@courts.hawaii.gov) [www.courts.state.hi.us/courtinterpreting](http://www.courts.state.hi.us/courtinterpreting)

## NEWS FROM ALL OVER

## NATIONAL BOARD OF CERTIFICATION FOR MEDICAL INTERPRETERS RECEIVES NCCA ACCREDITATION

PRESS RELEASE from The National Board of Certification for Medical Interpreters

Also brought to OLA's attention by Alohalani Boido

**January, 2013** - The National Board of Certification for Medical Interpreters (National Board), the first program in the U.S. to provide national certification for medical interpreters, is pleased to announce that it has earned the [National Commission for Certifying Agencies \(NCCA\)](#) accreditation.

The National Commission for Certifying Agencies (NCCA) was created in 1977 by the Institute of Credentialing Excellence (ICE) to help ensure the health, welfare, and safety of the public through the accreditation of a variety of certification programs that assess professional competence. The process for meeting [NCCA's Standards for the Accreditation of Certification Programs](#) is very rigorous and is the reference for credentialing programs.



*"NCCA Accreditation is one of the milestones the National Board set for itself at the very outset. The close scrutiny involved in the certification process which followed our application in January 2012 validates the achievement by the National Board of the highest quality standards. The legitimacy of our program and process has now been recognized. With this recognition, we are confident that many more CMIs will join those already serving in hospitals and clinics around the country and abroad,"* stated Tina Pena, National Board Chair.

An independent division of the International Medical Interpreters Association, the National Board is proud of having developed a certification program and process by interpreters and for interpreters. To date, 3,000 professionals have been accepted into the program and started the process of national certification; of those, 580 have received their Certified Medical Interpreter (CMI) credential in the U.S. and a few abroad. The program has been expanded into five more languages: Korean, Vietnamese, Mandarin, Cantonese, and Russian, which will be available for testing in January and February.

*"This is a very exciting time for the National Board, we see a real surge in the number of interpreters who are entering the program and are getting a great response from the CMIs who are proud to receive their credential,"* stated Linda Joyce, Certification and Testing Director of the National Board.

*"The process of national certification for medical interpreters is a critical one for the assurance of high standards of medical care and patient safety. Accreditation of the certifying body itself is one more important step in the professionalization of the work of our newest health care team members, our professional medical interpreters. Congratulations!"* said Eric Hardt, MD, National Board Director and Geriatric Physician at Boston Medical Center, Boston University School of Medicine.

Accreditation provides third party oversight of a conformity assessment system. It provides a mechanism for organizations to demonstrate that its credentialing program has been reviewed by a panel of impartial experts who have determined that their programs have met the stringent standards set by the credentialing community. ICE offers accreditation for both certificate and certification programs.

## NEWS FROM ALL OVER

**Language Line Services Acquires Pacific Interpreters**

Posted by Nataly Kelly on January 7, 2013 on the blog: "Interpreting". Excerpt below.

Brought to our attention first by Alohalani Boido

For full blog post, go to: <http://www.common senseadvisory.com/Default.aspx?Contenttype=ArticleDetAD&tabID=63&Aid=3002&moduleId=390>

"California-based Language Line Services (LLS) announced the [acquisition of long-time competitor and Oregon-based telephone interpreting company Pacific Interpreters](#). This announcement, which results in a telephone interpreting company with a reported US\$300 million in revenue, really comes as no surprise. It was only a matter of time until LLS, sitting on hefty cash reserves and looking for a way to profitably increase revenue, made just the right offer for one of the telephone interpreting companies sitting in the revenue range it considers attractive. What are the implications of LLS's latest acquisition? . . . .

This is the first major acquisition in the language services industry for 2013, and we're confident that many other deals are brewing, not just in California, but around the world. Other players frequently spotted on the industry aggregation scene include companies like [CLS](#), [Euroscript](#), [HiSoft](#), [TransPerfect](#), and [Welocalize](#). Until the next acquisition announcement comes forth, all we can say to translation and interpreting companies that are also seeking to sell is this: "If you build a good company, they will come."

**The U.S. Department of Justice Releases a Draft Language Access Planning Tool for Courts.**

*A helpful tool for courts and agencies alike.*

Available here:

[http://www.lep.gov/resources/121812\\_FCS\\_Draft\\_Courts\\_Planning\\_Technical\\_Assistance\\_Tool.pdf](http://www.lep.gov/resources/121812_FCS_Draft_Courts_Planning_Technical_Assistance_Tool.pdf)

Feedback on this draft technical assistance tool is encouraged via email at [lep@usdoj.gov](mailto:lep@usdoj.gov) (please include "Feedback on LEP Self-Assessment for Courts" in the subject line). Comments should be submitted by Friday, February 15, 2013.

**Excerpt from Draft:**

"This draft technical assistance and planning tool was created by the Department of Justice Civil Rights Division, Federal Coordination and Compliance Section, to assist court systems as they develop comprehensive language access programs. This draft tool has been developed as part of ongoing discussions and requests for technical assistance from courts and others involved in planning and implementing measures to improve language assistance services in courts. The goal of this document is to highlight some suggested areas of assessment and planning and to provide questions for consideration and planning within those areas in ways that are meant to spark identification of challenges and opportunities for improvement. Some courts will find that certain areas are well-covered already, and that others may need greater priority for the immediate future. One purpose for sharing this tool is to help courts identify what can be done right away, what needs a great deal of focused attention, and what requires more long term planning and implementation to accomplish.

This is a technical assistance tool that identifies helpful questions to ask and suggests a foundation for the planning process. The tool is divided into sections that suggest general areas for assessment and planning. Following each section, questions are posed to suggest planning elements that should flow from the questions."

## NEWS FROM ALL OVER

## Language Access Efforts in New York State:

### “As Part Of Statewide Effort, Boards Of Elections Have Agreed To Provide Translated Materials And Ensure Language Access Both On And Before Election Day.”

From press release dated January 15, 2013, available here: <http://www.ag.ny.gov/press-release/ag-schneiderman-announces-agreements-dutchess-and-putnam-county-boards-elections>

Excerpt::

“POUGHKEEPSIE – Attorney General Eric T. Schneiderman today announced agreements with the Putnam and Dutchess County Boards of Elections to help ensure equal access for minority language voters. The counties will be taking steps pursuant to Section 4(e) of the Voting Rights Act, which requires that certain limited-English proficient voters be provided bilingual election-related materials including registration forms, absentee ballots, affidavit ballots and the Election Day ballot, along with language assistance at the polls on Election Day. These efforts are a part of the New York State Attorney General’s statewide initiative to ensure that all voters, including Spanish-speaking voters, have equal access to the political process and do not encounter language barriers at the polls. Putnam and Dutchess join Schenectady, Ulster, Rockland and Chautauqua Counties, which have also agreed to implement new or significantly improved language access programs in compliance with Section 4(e). . . .”



### “New York State A.G. Schneiderman Announces Landmark Agreement With Nassau County Police Department To Strengthen Language Access Services”

From press release dated January 11, 2013, available here: <http://www.ag.ny.gov/press-release/ag-schneiderman-announces-landmark-agreement-nassau-county-police-department>

Excerpt::

“NEW YORK - Attorney General Eric T. Schneiderman today announced an agreement with the Nassau County Police Department, one of the largest police departments in the country, to strengthen language access services for County residents who are limited English proficient (LEP). Today’s agreement will help bring about the institutionalization of best practices across all of the Department’s precincts and ensure that officers will provide interpretation and translation services to LEP individuals.

“Access to our state’s justice system should not depend on the ability to read or write English. The Nassau County Police Department’s proactive efforts stand as a model for all other law enforcement agencies across New York State and their efforts illustrate the steps necessary to ensure that justice is not compromised by language barriers,” **Attorney General Schneiderman** said. “Working in cooperation with our office, Nassau County has put in place a language access program that will strengthen and enhance access to police services for thousands of people on Long Island.”

In cooperation with the Attorney General’s Office, the Nassau County Police Department agreed to improve its existing language access policies for individuals who are limited English proficient. Going forward, the Department will provide all necessary interpretation and translation services for victims, witnesses and subjects; take meaningful steps to identify and recruit bilingual officers; conduct training for both current and new officers regarding the revised language access policy and protocols; make available translated materials and public notices; and regularly convene with the Attorney General’s Office to discuss the successfulness of its language access program. . . .”

## SB58 SD1 Relating to Language Access—continued

The creation of a statewide language access resource center will address the first two needs. A study commissioned by the legislature through Senate Concurrent Resolution No. 67, S.D. 1, in 2008, which was undertaken by the office of language access, concluded that there is a need and support for the establishment of a language access resource center in Hawaii.

With a statewide language access resource center, Hawaii will have a centralized resource that will meet the specific needs of government agencies and state-funded entities to comply with Hawaii's language access laws and benefit the general public, including the limited English proficient population, and non-profit and for-profit organizations.

The purpose of the language access resource center is to:

- (1) Maintain a publicly available roster of language interpreters and translators, listing any of their qualifications and credentials;
- (2) Train state and state-funded agencies on how to effectively obtain and utilize the services of language interpreters and translators;
- (3) Support the recruitment and retention of language interpreters and translators providing services to state and state-funded agencies;
- (4) Provide, coordinate, and publicize training opportunities to increase the number and availability of qualified interpreters and translators and further develop their language interpretation and translation skills; and
- (5) Work toward identifying or creating a process to test and certify language interpreters and translators and promote use of the process to ensure the quality and accuracy of their services.

The establishment of multilingual websites for all state agencies may contribute greatly to the goal of providing limited English proficient individuals the ability to electronically access information about government services. This Act will enable the office of language access to administer a pilot project to test the utility and feasibility of this idea since the office of language access is the state agency that is most directly involved in the promotion of language access.

This Act also appropriates funds needed to establish the language access resource center and the multilingual website pilot project within the office of language access.

SECTION 2. (a) The office of language access, in collaboration with other state agencies, shall implement a multilingual website pilot project. The project shall:

- (1) Explore the utility and feasibility of creating a multilingual website to improve language access to information provided online for limited English proficient persons seeking information about government and government-funded services in the State; and
- (2) To the extent feasible, produce a multilingual website for use by the public for the top twelve limited English proficient groups in the State.

(b) The multilingual website pilot project shall end on June 30, 2016. The office of language access shall submit a report detailing findings and recommendations, including proposed legislation, regarding the pilot project to the legislature no later than twenty days prior to the convening of the regular session of 2017.

SECTION 3. Section 321C-6, Hawaii Revised Statutes, is amended to read as follows:

**"[§321C-6] Office of language access; established.** [(a)] There is established within the department of health, for administrative purposes only, the office of language access. The head of the office shall be known as the executive director of the office of language access. The executive director shall be appointed by the governor without regard to chapter 76. The executive director shall:

- (1) Provide oversight, central coordination, and technical assistance to state agencies in their implementation of language access requirements under this chapter or under any other law, regulation, or guidance;
- (2) Provide technical assistance to covered entities in their implementation of this chapter;
- (3) Review and monitor each state agency's language access plan for compliance with this chapter;
- (4) Where reasonable access is not provided, endeavor to eliminate the barrier using informal methods such as conference, conciliation, mediation, or persuasion. Where the language access barrier cannot be eliminated by informal methods, the executive director shall submit a written report with the executive director's opinion and recommendation to the state agency or the covered entity. The executive director may request the state agency or the covered entity to notify the executive director, within a specified time, of any action taken on the executive director's recommendation;
- (5) Consult with language access coordinators, the language access advisory council, and state department directors or their equivalent;

**(CONTINUED ON PAGE 11)**

## 2013 LANGUAGE ACCESS LAW FORUM –continued

### SOME COMMENTS:

- Loved it! Great job! It will definitely assist my ability to represent and counsel my clients.
- Justice McKenna's speech was inspiring. Opening remarks from Bill Hoshijo were also inspiring and important to maintaining and preserving language.
- The forum has given me a more appropriate perspective. I walked in with the idea that language access was a required evil that drains resources. I'm walking out with the enlightened understanding that this is a fundamental right. Thank you.
- Overall, the information provided has started me thinking on a deeper level about how far reaching the implications of interpreting and translation are - culturally and legally. One thing I will do is work with my agency to develop a language access plan. Another thing will be sharing the information today with my fellow managers.
- I really appreciated the community leaders panel - very eye-opening to hear their perspective and emphasis regarding culture and not only language access.
- The presentation of both panels was very encouraging – the action done by the state departments to comply with the language access law and the cultural competency we all need to be aware of.
- It is good to know that the related fields advocating for LEPs are on the same page and trying to move forward.
- It educated me in an area that I had no previous training in. Seems to me that staff attorneys and administrators should all have this training.
- It improved my ability to provide victim advocacy.
- I have a better understanding of the law which will help me in advising state agencies.
- The forum helped me understand and vary the way I deal with witnesses and victims who are not fluent in English.



Calleen Ching, Esq., gives a primer on state and federal language access law.

- The forum allowed me to understand and identify where there may be language issues that I can help resolve or at the very least shed light on.
- Having the two panels was very interesting. Getting a panel from the state and community helped us know what's happening through real experiences.
- I am now able to share experiences that were shared on how cultural competencies play a role for everyone to best understand.
- It enabled me to create a safe environment to build cultural competence.
- I found very interesting the panel of state agencies discussing concrete efforts to implement language access; as well as the panel discussing how cultural issues intersect with language access.

(CONTINUED ON PAGE 11)

## SB58 SD1 Relating to Language Access—continued

(6) Subject to section 321C-3, create, distribute to the State, and make available to covered entities multilingual signage in the more frequently encountered languages in the State, and other languages as needed, informing individuals of their right to free oral language services and inviting them to identify themselves as persons needing services; [and]

(7) Adopt rules pursuant to chapter 91 to address the language needs of limited English proficient persons[.]; and

(8) Administer a statewide language access resource center that will:

(A) Maintain a publicly available roster of language interpreters and translators, listing any of their qualifications and credentials;

(B) Train state and state-funded agencies on how to effectively obtain and utilize the services of language interpreters and translators;

(C) Support the recruitment and retention of language interpreters and translators providing services to state and state-funded agencies;

(D) Provide, coordinate, and publicize training opportunities to increase the number and availability of qualified interpreters and translators and further develop their language interpretation and translation skills; and

(E) Work toward identifying or creating a process to test and certify language interpreters and translators and promote use of the process to ensure the quality and accuracy of the language interpretation and translation services."

SECTION 4. The executive director of the office of language access shall have the authority to hire personnel necessary to staff the language access resource center and to administer its multilingual website. Such staff shall, at the minimum, consist of one full-time project coordinator, three full-time program specialists, and one full-time clerk. All staff shall, as much as possible, be bilingual.

SECTION 5. There is appropriated out of the general revenues of the State of Hawaii the sum of \$400,000 or so much thereof as may be necessary for fiscal year 2014-2015 to establish a statewide language access resource center within the office of language access to allow state agencies and covered entities to provide interpretation and translation services to limited English proficient individuals in accordance with Hawaii's language access laws.

The sum appropriated shall be expended by the department of health for the purposes of this Act.

SECTION 6. There is appropriated out of the general revenues of the State of Hawaii the sum of \$190,000 or so much thereof as may be necessary for fiscal year 2014-2015 to establish a multilingual website pilot project that aims to enable limited English proficient individuals to get information about government services in their own language.

The sum appropriated shall be expended by the department of health for the purposes of this Act.

SECTION 7. Statutory material to be repealed is bracketed and stricken. New statutory material is underscored.

SECTION 8. This Act shall take effect on July 1, 2013.

### Language Access Law Forum - Comments

*(continued from page 10)*

- It has sensitized me to some nuanced problems LEP individuals have in accessing services in various government agencies.
- The forum gave impetus to move beyond compliance.
- All speakers had meaningfully shared information that was useful. Thank you. I will now check if our institution is compliant with the language access law.
- The law forum will help me ensure that my organization is in compliance with rules and regulations governing LEP.
- The law and resources provided information that our department can use to check and balance our language access plan.
- The law forum will help our agency be more supportive of the language access efforts being done in the community.
- I have a better appreciation of the need to provide meaningful language access at our office. I will notify our administrator of the need to translate our vital documents.

*(continued on page 12)*



**OLA QUARTERLY**

**OFFICIAL NEWSLETTER OF THE  
OFFICE OF LANGUAGE ACCESS  
STATE OF HAWAII**

**‘O KA ‘ŌLELO KE OLA - LANGUAGE IS LIFE**



**Office of Language Access  
830 Punchbowl Street, #322  
Honolulu, Hawai'i 96813  
Phone: (808) 586-8730  
Fax: (808) 586-8733  
Email: [dlir.ola@hawaii.gov](mailto:dlir.ola@hawaii.gov)**

**NEWS FROM ALL OVER (continued)**

**Language Access Law Forum Comments**

(continued from page 11)

- I gleaned knowledge to maintain a good complaints process and continued compliance.
- I now have strategic plans, policies & guidelines for integrating need for language access.
- It will help me implement my agency's language access plan.
- I am better able to assist the courts in providing interpreting services.
- It put me in a better position to do my work, having gained broader and more realistic perspective on language access.
- I found very useful/interesting the statistics provided regarding where we stand in the nation and in the state; how many people are impacted throughout the state.
- The statistics from OLA were staggering and very eye-opening. Particularly enlightening was the fact that LEP includes those who can't read or write, something that I hadn't considered.
- I appreciated the depth of the information provided by the speakers and panelists by covering the whole spectrum of language access issues.
- It provided me with awareness so that I will be more sensitive to my clients that are not proficient in English.
- I will now volunteer to assist in translating vital documents used within my agency.
- I will share this information with partners in our coalition.

Jenn Rose, Esq. moderates the Community Leaders panel at the Law Forum



**DATES TO REMEMBER**

- February 13 . . . . . Language Access Advisory Council Meeting, 9:30-11:00 a.m., DLIR Director's Conference Rm 320, 830 Punchbowl St. Honolulu, HI 96813
- February 27 . . . . . State Language Access Coordinators Meeting, 10:00-12:00 noon, DLIR Director's Conference Rm 320, 830 Punchbowl St. Honolulu, HI 96813
- March 1 . . . . . Deadline for submission of semi-annual LEP report covering the July-December 2012 period for all state agencies.
- March 6 . . . . . Language Access Advisory Council Meeting, 9:30-11:00 a.m., DLIR Director's Conference Rm 320, 830 Punchbowl St. Honolulu, HI 96813
- April 10 . . . . . Language Access Advisory Council Meeting, 9:30-11:00 a.m., DLIR Director's Conference Rm 320, 830 Punchbowl St. Honolulu, HI 96813
- July 1 . . . . . Deadline for submission of revised language access plans for state agencies receiving federal funds.
- August . . . . . Language Access Month
- August 7-8 . . . . . 6th Annual Conference on Language Access East-West Center, University of Hawaii at Manoa, sponsored by the Office of Language Access