

OLA QUARTERLY

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



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3rd Annual Hawai'i Conference on Language Access

The 3rd Annual Hawaii Conference on Language Access will be held on Thursday, August 26, 2010 at the Imin International Conference Center, East-West Center in Honolulu. The conference is being sponsored by the Office of Language Access, (OLA), Department of Labor and Industrial Relations, in collaboration with the Hawaii State Civil Defense, the Office of Minority Health of the U.S. Department of Health and Human Services, the University of Hawaii Student Excellence, Equity and Diversity (SEED), and the Bank of Hawaii.

The theme of the conference is "Ho'omakaukau: Emergency Preparedness and Hawaii's LEP Communities." It will provide information and best practices, and will discuss issues facing the LEP population during times of emergency. Keynote speakers are Michael Kruley, regional manager of the Office for Civil Rights, U.S. Department of Health and Human Services, who will provide a federal overview of language access requirements, and Edward Teixeira, vice director of Hawaii State Civil Defense, who will give a state perspective. Dr. Jun Colmenares of OLA and Christina Finch of the Pacific Disaster Center will answer the question: who and where are Hawaii's LEP population? Dominic Inocelda of Susannah Wesley Community Center will look at emergencies from the LEP perspective. Panelists from government, non-profit agencies, and the media will discuss their roles in addressing LEP issues during times of emergency.



Last year's 2009 2nd Annual Hawai'i conference

The conference is free but registration is required and is limited to the first 200 participants. Exhibit spaces and sponsorships are available.

2nd OLA Retreat

The Office of Language Access will be holding a retreat on September 8, 2010 at the DLIR Conference Room 320 from 9:00 a.m. to 3:00 p.m. to revisit the language access law and the administrative structure and functions of OLA. The purpose of the retreat is to look at ways by which the language access law can be improved and how the OLA can be made more independent and effective. An ad hoc committee to plan the event was organized by the Language Access Advisory Council during its March 10, 2010 meeting and is composed of OLA executive director Jun Colmenares, council chair Dominic Inocelda, and council members Sr. Earnest Chung and Canisius Filibert. The retreat will primarily involve members of the Language Access Advisory Council, but is open to all interested in participating.

Message from the Executive Director

Aloha!

We would like to thank our two student assistants —Riz Almagro and Todd Nagamine—who were instrumental in creating this OLA Newsletter. Thanks also to the Summer Youth Employment Program, which allowed us to pay our two student assistants for the summer.

We are excited to welcome our new member of the Language Access Advisory Council—Edelene Uriarte— and offer our gratitude to Filibert Canisius for his past services to the Council. Edelene continues the work started by Filibert, especially in representing the Micronesian community. We also congratulate Azi Turturici, member from Kauai, on her retirement from the Kauai Agency on Elderly Affairs. Azi will continue to serve as member of the council.

Much of the work of the office has been centered around planning for the upcoming 3rd Annual Hawaii Conference on Language Access on August 26, 2010 at the East-West Center. The theme for this year's conference is "Ho'omakaukau: Emergency Preparedness and Hawaii's LEP Communities." Like last year's, the conference is free but is limited to the first 200 registrants. Planning has also started for the 2nd OLA Retreat which is scheduled in early September 2010.

Finally, I would like to take this opportunity to welcome our new DLIR Director, Pearl Iboshi, who hails from DBEDT. Former director Darwin Ching stepped down as Director effective June 15, 2010 to run for political office.

Hawaii Joins WSCA Telephone Based Interpreter Services Contract

The State Procurement Office (SPO), on behalf of the Executive Departments/Agencies and participating jurisdictions, recently joined the Western States Contracting Alliance (WSCA) Telephone Based Interpreter Services contract (SPO Price List Contract No. 10-10) effective 06/09/10 to 02/15/11.

Hawaii is a member of WSCA, a multi-state contracting consortium of state governments, including local governments, which seeks to achieve price discounts by combining the requirements of multi-state governmental agencies, and cost effective and efficient acquisition of quality products and services.

The State of Washington is the current lead agency and contract administrator for the WSCA Telephone Based Interpreter Services Contract. A request for competitive sealed proposals was issued on behalf of WSCA and contracts were awarded to three qualified contractors. The State of Hawaii has signed Participating Addenda with two contractors: Corporate Translation Services, Inc. dba CTS LanguageLink, which is based in Vancouver, Washington, and Pacific Interpreters, Inc. which is based in Portland, Oregon.

The Telephone Based Interpreter Services contract provides 365-days a year, 7-days a week, 24-hours a day Telephone Based Interpreter Services for 85 languages/dialects. Services are provided on an "as needed" basis for Limited English Proficiency (LEP) clients needing immediate interpreter assistance. The contract does not include in-person interpreting, sign language interpreting or document translation services.

For a copy of the contract, go to <http://www4.hawaii.gov/spo/pricefiles/10-10.pdf>. For additional information about the WSCA contract, visit the WSCA website at www.aboutwsca.org.

(State of Hawaii State Procurement Office)

Welcome, Farewell and Congratulations!

Welcome to our new member of the Language Access Advisory Council—Edelene Uriarte.



Edelene received her Bachelor of Arts degree from the Adventist University of the Philippines. She recently received her master's degree in Pacific Islands Studies from the University of Hawai'i at Manoa. Edelene's work history includes three years' academic research on the Pacific region to complete her thesis on promoting in Palau an indigenous Palauan Studies program at a college level. Ms. Uriarte is a member of the Micronesian Community Network since 2007 and co-founder of Belau Mei, a resource based organization that supplies important information to Palau migrants traveling to Hawai'i in search of education, job opportunities and health care. She is also an active volunteer for communities in Oahu that focus on the health and educational needs of the Micronesian community. Edelene speaks Palauan and a little Tagalog. She is the current president of the Micronesian Community Network.

Welcome also to our two student assistants, Riz and Todd. Riz Almagro is an undergraduate senior Political Science major from the University of Hawai'i at Manoa. She is the former president of the Tau Sigma National Honor Society, which creates and provides networks for transferring students with current students within the UHM campus. She continues to be an active member with Tau Sigma activities and volunteer work. Riz plans to obtain a master's degree in either Women's Studies or Asian Studies and intends to further her education by entering law school to specialize in Constitutional Law. As a student intern for OLA, Riz will help staff the 3rd Hawai'i conference on language access, produce the OLA quarterly newsletter and assist in updating the demographic and socio-economic profile of the LEP population of Hawai'i.

Joining Riz is Todd Nagamine, who helps out in the office as part of the Summer Youth Program. Todd played Varsity Baseball for four years and graduated from Mid-Pacific Institute with honors. As an entering sophomore in George Fox University, Todd is majoring in biology and plans to become a medical doctor. He also plays baseball for George Fox University, which has been an eye opening and wonderful experience. Todd's goals for the immediate future are to continue to obtain the best grades and play the best baseball possible.

We wish our outgoing member of the Language Access Advisory Council—Filibert Canisius—a fond farewell. We also wish to thank him for his services to the Council, and to wish him well in his future endeavors. Filibert works at the Pacific Resources for Education and Learning (PREL).

Our congratulations go to Azi Turturici who recently retired from the Kauai Agency on Elderly Affairs (effective July 1, 2010) after years of dedicated work as its accountant. Azi will be resting, traveling and enjoying the sights, but she will continue to serve as member of the advisory council. Way to go, Azi!

NEW FEDERAL REPORT ON LANGUAGE ACCESS

As many of us know, federal law requires agencies receiving federal financial assistance to take reasonable steps to provide equal access to their services under Title VI of the Civil Rights Act of 1964.

A new federal report shows just how well some federal agencies are doing in this regard. This 63-page report—and report card—is a fascinating window into how the U.S. federal government views language access. Three federal agencies—the Internal Revenue Service (IRS), the Federal Emergency Management Agency (FEMA), and the Small Business Administration (SBA) - were selected for this report. To help ensure access to federal programs and services for LEP populations, recommendations were made to the Attorney General, Secretary of Homeland Security, the National Taxpayer Advocate, and the Administrators of FEMA and SBA.

For details and the report, go to <http://www.gao.gov/new.items/d1091.pdf>.

Study on Interpreters

InterpretAmerica and CSA Advisory Unveil an Extraordinary Study

Nataly Kelly, Robert G. Stewart, and Vijayalaxmi Hegde (2010). *The Interpreting Marketplace: A Study of Interpreting in North America*. Lowell, MA: Common Sense Advisory.

On June 17, InterpretAmerica distributed a seminal report *The Interpreting Marketplace: A Study of Interpreting in North America*. Nataly Kelly of Common Sense Advisory, principal author of the report, shared the highlights of this unprecedented study of nearly 1,500 individuals in the field, including 1,140 working interpreters, 197 suppliers or vendors of interpreting services, and 120 organizations that purchase these services.

Among the Highlights

- More than half the interpreters surveyed (about 53%) are full-time freelancers.
- Female interpreters outnumber the males 3 to 1.
- More than 75% of the interpreters perform telephone interpreting, and a third of them do it often or always.
- Most interpreters (about 73%) also translate written documents.
- Almost 86% interpret in simultaneous mode, and more than half of them those surveyed it often or always.
- Interpreting is a “graying” profession: three quarters of the interpreters are 38 or older, and more than half are 48 and older.
- 30% perform medical interpreting; 23% do legal; 14% do educational; 12% do business; 7.5% do federal government; 7.5% do state or local government.
- Two-thirds of interpreters are typically paid by the hour, and a quarter are paid by the day.
- Almost 80% hold a BA degree or higher.
- Most work across sectors: they typically do not specialize in one area.
- Half are members of the American Translators Association.
- Certification is a large concern

It should be noted that only about 7% of the interpreters surveyed were “bilingual staff,” i.e., those whose primary job was not interpreting but who are pulled in to interpret. At the other end of the spectrum, 10% of those surveyed hold federal court interpreter certification (a very rigorous test and a respected credential). One may therefore consider that this survey is a particularly valuable portrait of the “professional interpreter” in North America.

Reprinted from: *Updates from Cross-Cultural Communications*, 6/24/10.

News From Other States

US Department of Labor releases evaluation of Limited English Proficiency and Hispanic Worker Initiative pilot project

Report shows continued need for active engagement by employers and increased incentives for LEP program participants

WASHINGTON — The U.S. Department of Labor today announced the release of a report evaluating the outcomes of the Limited English Proficiency and Hispanic Worker Initiative project grants launched four years ago. The report findings highlight both challenges and successes of a pilot project intended to develop language and training opportunities for workers with limited English proficiency skills. The report serves as a guide for future employment programs targeting individuals who are considered limited English proficient and provides insight for employers seeking to offer occupational skills to prepare workers for jobs in high-demand industries.

"In all instances — and especially where the nation's limited English proficient workers are concerned — effective communication and training are fundamental to creating job opportunities and maintaining overall global competitiveness for our workforce," said Secretary of Labor Hilda L. Solis. "This report on the Hispanic Worker Initiative pilot project is a valuable resource for every employer that partners with employees to create a program focused on the language and occupational skills necessary to ensure workplace safety and overall success."

In 2006, the Department of Labor created the initiative to support five demonstration grants through its Employment and Training Administration, with \$4.9 million awarded to organizations in California, Minnesota, Nebraska, New York and Texas. The programs tested innovative strategies for delivering language and employment services to limited English proficient and Hispanic workers.

According to the report released today, factors critical to the success of the program include: active engagement by employers to adapt a curriculum tailored to meet their specific workplace requirements and the employer's ability to provide incentives for program completion to LEP and Hispanic program participants. Employers must be involved in creating or adapting vocational English as a second language curricula, recruiting participants and directing training activities. The report also highlights the fact that the English skills gained by participants improve both their chances of finding and retaining employment, and their ability to interact with co-workers and members of their communities.

To read the report, visit http://wdr.doleta.gov/research/keyword.cfm?fuseaction=dsp_resultDetails&pub_id=2438&mp=y. For more information on the range of Department of Labor employment and training programs, visit <http://www.doleta.gov>.

ETA News Release (03/29/2010)

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OFFICIAL NEWSLETTER OF THE
OFFICE OF LANGUAGE ACCESS
STATE OF HAWAII

“O KA OLELO KE OLA” - LANGUAGE IS LIFE



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Translation Toolkits

A toolkit for agencies that use translators is available at no cost online through the Massachusetts Department of Public Health. The document offers six tools to help agencies navigate the translation process:

1. Language Audience Guides: specific resources for identifying the appropriate language for translation.
2. Translation Guidelines: how to translate the document appropriately.
3. Translation Request Worksheet to be completed before contracting with a translator. Once completed, this document provides the necessary information for talking with the translator about a project.
4. Translation checklist ensures that all the steps of the translation are completed.
5. Translation Quality Assurance Form is for reviewers to use when providing feedback on the quality of the document. It a useful tool when having to negotiate discrepancies with the translator.
6. In-House Translation Review Guidelines provides important pointers for employees reviewing translations and those requesting internal reviews to ensure quality and to record translation vendor performance.

This toolkit is available at http://www.mass.gov/Eeohhs2/docs/dph/health_equity/translation_guidelines.pdf.

Another toolkit geared to freelance translators is the Translator's Toolbox, which has a particular focus on software tools and how to use them. Among other things the toolkit offers:

- A library of freeware and shareware programs and advice on which applications to avoid.
- Criteria to determine if you need desktop publishing and graphic software.
- An insider's guide to computer-assisted translation tools.
- How to translate complex file formats, including XML, help systems, desktop publishing formats, database content, and software development formats.
- Quality assurance procedures and tools.
- Standalone terminology tools, alignment, translation memory maintenance, dealing with graphics.

This toolkit costs \$50 and is available at <http://www.internationalwriters.com/toolbox/>.

(Updates From Cross-Cultural Communications, 07/08/2010)

Dates to Remember



Save the dates:

August 11, 2010—Language Access Advisory Council Meeting, 9:30 to 11:00 a.m., DLIR Conference Room 320, 830 Punchbowl Street, Honolulu.

August 26, 2010—3rd Annual Hawaii Conference on Language Access (Ho'omakaukau: Emergency Preparedness and Hawaii's LEP Communities), 8:00 a.m. to 4:30 p.m., Imin International Conference Center, East-West Center, Honolulu..

September 8, 2010—2nd OLA Retreat, 9:00 a.m. to 3:00 p.m., DLIR Conference Room 320, 830 Punchbowl Street, Honolulu.

September 9, 2010—State Language Access Coordinators Meeting, 10:00 to 11:30 a.m., DLIR Conference Room 320, 830 Punchbowl Street, Honolulu.

October 13, 2010—Language Access Advisory Council Meeting, 9:30—11:00 a.m., DLIR Conference Room 320, 830 Punchbowl Street, Honolulu.