

# OLA QUARTERLY

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

“O KA ‘ŌLELO KE OLA - LANGUAGE IS LIFE”

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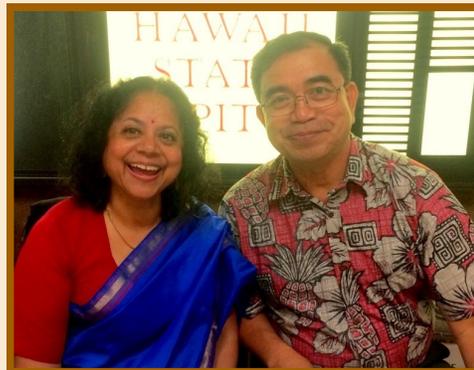
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## CONFERENCES, TRAININGS, & WORKSHOPS - OH MY!

### OLA's 7th Annual Hawaii Conference on Language Access

on Aug. 6-7 2014 (right)

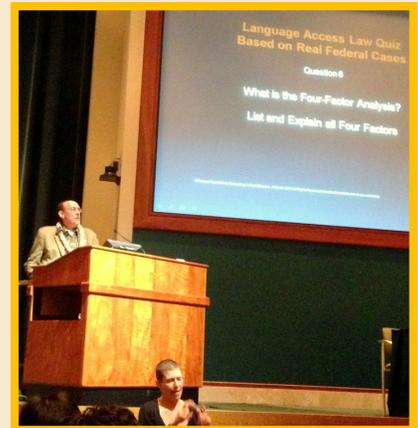


### Workshop on Cultural Competency with Ira Sen Gupta of CCHCP on Sep. 19, 2014 (left)



### Workshop on Federal Language Access Compliance with Bruce Adelson of Federal Compliance Consulting

on Oct. 22-23 2014 (right)



### Coming Up:

- ◆ **Bridging the Gap — Medical Interpreter Training with Mary Santa Maria** (Nov 7-8, 14, 21-22, 2014)
- ◆ **Court Interpreter Training with Monterey Institute Professor and Renowned Expert, Holly Mickelson** (Dec. 5-6, 2014) (more on page 4)





## MESSAGE FROM THE EXECUTIVE DIRECTOR

*Jun Colmenares*

### ALOHA!

It has been hectic for the office during the past three months, with the annual conference and the monthly workshops we have had or are preparing for, as well as other activities that the office was involved in.

The 7<sup>th</sup> Annual Hawaii Conference on Language Access in August went very well despite the cancellation of the workshop on the third day due to Hurricane Iselle. More than 200 attended the event, and a preliminary review of the evaluation showed that most of the attendees gave the conference and the speakers overall ratings of either very good or excellent. The cancelled workshop on Cultural Competency by Ira SenGupta of the Cross Cultural Health Care Program was rescheduled on September 19, 2014, with about 150 people in attendance; it, too, went very well. We also conducted a Federal Language Access Law Compliance workshop on October 22-23, 2014 with Bruce Adelson from Washington D.C. as a resource person, and was primarily intended for agencies receiving federal and state funds. Next in line is the 40-hour Bridging the Gap Training for medical interpreters in November, with Mary Santa Maria of the Department of Health as trainer. The following month, December, will see Holly Mikkelson of the Monterrey Institute of International Studies holding a two-day workshop for court interpreters in Hawaii. Four more trainings/workshops - on the translation of vital documents, language access for police, for judges, and for educators – are scheduled for January, February, March, and April of 2015.

In the meantime, OLA has finally been moved from the DLIR server to the DOH server but is still working on the transfer of its website. Also, OLA’s two exempt staff positions are being converted to civil service positions. And OLA’s request for funding for the Language Access Resource Center and Multilingual Website has been included in the DOH budget and submitted for review and approval by the incoming administration. OLA is also working on a couple of legislative proposals, including a proposal for state certification of health care interpreters.

Come December, a new state administration will be ushered in. I am not sure if I will still be executive director of OLA at that time. Just in case, I am taking this opportunity to thank everybody – the OLA staff, the Language Access Advisory Council, and all our volunteers and supporters – for their help and for their steadfast belief in the importance of, and need for, language access in Hawaii. I think we have done well. Good luck and keep up the good work.

**Mahalo!**

### 7th Annual OLA Conference Photos



## NEWS FROM OLA

### MORE TRAINING / WORKSHOPS SCHEDULED

As part of its objectives to provide technical assistance to state and state-funded agencies as well as to assist in the development of an adequate and competent pool of language service providers, the Office of Language Access continues its long and comprehensive series of training and workshops for the upcoming fiscal year. Coming up:



#### Bridging the Gap Training for Medical Interpreters

by **Mary Santa Maria**, Public Health Educator, State of Hawaii Dept. of Health; and Authorized Trainer of the 40-hour training program.

(November 7-8, 14, and 21-22, 2014, Honolulu)

#### Court Interpretation

by **Holly Mikkelson**, Associate Professor at the Monterey Institute of International Studies—(December 5-6, 2014, Honolulu)

#### Identifying and Translating Vital Documents

by **Kleber Palma**, Director, Translation and Interpretation Unit, NYC Dept. of Education (January 2015, Honolulu)

Discussions are currently underway about the possibility of having trainings for **police** (February), **judges** (March), and **educators** (April) in 2015. OLA is also available to provide training on the language access law and working with interpreters to state and state-funded agencies upon request.



THE CROSS CULTURAL HEALTH CARE PROGRAM

### The OLA—sponsored **Bridging the Gap Training for Health Care Interpreters in Honolulu**

The next series of the “Bridging the Gap” training will be held in Honolulu; and will again be conducted by Mary Santa Maria, Public Health Educator, Department of Health, State of Hawaii and Official Bridging the Gap Trainer for the Office of Language Access. It will be held on Fridays and Saturdays, November 7-8, 14, and 21-22, 2014. Fridays are at The Capitol Building, Room 325; and Saturdays are at the Hawaii USA Federal Credit Union on 1226 College Walk— Chinatown, Honolulu 96817. The training is full and applications are no longer being accepted.

## NEWS FROM OLA



## LARC — Roster of Language Interpreters and Translators

Despite lack of funding for the Office of Language Access's new arm — the Language Access Resource Center (LARC) (created through Act 217 Session Laws Hawaii 2013), OLA has enlisted the help of an outside vendor to begin work on one of the LARC's duties—the creation and maintenance of a publicly available roster of language interpreters and translators, that would list their qualifications and credentials based upon guidelines established by the OLA in consultation with the Language Access Advisory Council. Agencies can use this roster to find interpreters and translators to assist their efforts to provide meaningful language access. The application form is currently in beta-testing mode and can be accessed now at: <http://tinyurl.com/olaapp>. Interpreters and translators are encouraged to fill out the application to be on the roster now, at that link, and provide feedback. We hope to finalize and roll out the application in early November (your information will not be lost); and make the full roster publicly available by the end of this year or early January.

## NEWS FROM OLA

## LOOK OUT FOR PROPOSED LEGISLATION ON LANGUAGE ACCESS



**OLA is working with legislators to draft bills that:**

- ◇ Provide Adequate **Funding** for the Office of Language Access to **Function as Originally Envisioned** When the Office was Created in 2006
- ◇ Provide Adequate Funding for the **Language Access Resource Center (OLA's New Arm)** and its **Multilingual Website Pilot Project to Get off the Ground**
- ◇ **Establish a State-Sponsored Health Care Interpreter Certification System**

**Please stay tuned; look out for the introduction of these bills; and submit testimony in support during the 2015 Legislative Session.**

## Office of Language Access—UNTOLD STORIES Project

The following stories have been collected as part of our ongoing “Untold Stories” of Language Access project. Please note, these stories seek to preserve the confidentiality of those sharing them; they have not been verified or corroborated. They are not meant to serve as the basis of any specific complaint or legal action, but are merely illustrative.

This is an ongoing project. **We are interested in gathering more stories** of both language access success and language access denial. If you have additional stories to share, please email them to [rebecca.gardner@doh.hawaii.gov](mailto:rebecca.gardner@doh.hawaii.gov); and [ola@doh.hawaii.gov](mailto:ola@doh.hawaii.gov). All efforts will be made to keep these stories confidential.



## LANGUAGE ACCESS IN THE HOSPITAL

An 81-year old LEP individual suffered from heart disease and high cholesterol. He was undergoing treatment with medications; an Automated Implant Cardio Converter; and placed on a special diet.

When in the hospital for gastrointestinal bleeding and dehydration, the man showed many signs of needing an interpreter and translated documents; but no service was offered or provided during his 10-day hospitalization.

While hospitalized, a number of medication errors were made. He had negative reactions to a blood transfusion, to which the staff was delayed in responding to. His discharge time was also delayed. Moreover, critical information was not provided and received in a timely manner. It was generally felt that competent services were not provided.

The man had adult bilingual children (both nurses) who were able to translate and interpret patient care services; however in their absence, it is believed that the patient’s outcome would have been poor to near fatal.

For a follow-up appointment, the daughter requested an interpreter 2 days prior, but was told by the same hospital admission that the hospital generally had “Language Line” or phone interpretation, but the hospital’s contract with the service had either ended, or the phone was not working. She was also told that since the bilingual daughter was going to be there, it was ok to have family translate. The hospital went on to tell the daughter “It will be okay, honey...no worries. I think we have a girl that speaks Filipino, but not sure what dialect she speaks.”

Nevertheless, all information and instructions provided to the patient were in English. The daughter was again asked to interpret and do sight translation of the documents.

During the treatment, no translated documents were made available. “Language Line” phone interpreter services were not provided. Although the hospital had staff that spoke the patient’s language, they were not utilized. Moreover, the nurses or aides that did speak the patient’s language would not speak his language when interacting with him. The patient and family could not understand why the Nurses and Aides assigned to the patient did not speak to him in his native language, despite the family encouraging them to do so. The staff seemed hesitant - that perhaps some policy was preventing them from doing so.

**Success:** *However, at another follow-up appointment, an R.N. who spoke the patient’s language was assigned and all instructions and patient education were provided in the patient’s language. The R.N. did sight translation of the consent forms; lists of rights and responsibilities; confidentiality forms; intake forms; discharge instructions; etc. The outcome was excellent and service was extraordinary. When competent language services were provided, the patient left the facility feeling well taken care of; that he mattered and was respected.*

Office of Language Access—UNTOLD STORIES Project (cont.)

PATTERNS of LANGUAGE ACCESS CHALLENGES as REPORTED by GRASSROOTS ORGANIZATIONS WORKING with the LEP POPULATION

The non-profit group, FACE – (Faith Action for Community Equity) has reported to our office that the biggest need they've seen is in health care settings: hospitals, community clinics, and court- or school-required appointments with counselors, psychologists and psychiatrists, especially when medication is prescribed. In particular, LEP individuals and families from the Marshall Islands and Chuuk are finding it challenging (almost impossible) to participate in preventative care or to follow doctors' instructions because they are using their daughters and neighbors as interpreters.



More Photos from the 7th Annual OLA Conference on Language Access



## NEWS FROM HAWAII

# Increasing the State of Hawaii's Multilingual Workforce— Hawaii's Language Roadmap Initiative



In its first year the Hawai'i Language Roadmap (HLRI) engaged in outreach to jobseekers and employers to garner awareness of and engagement with the Roadmap Initiative. At career fairs on five UH campuses HLRI representatives discussed the value and importance of a multilingual workforce for Hawai'i with several hundred jobseekers and over 150 employers.

These conversations provided a significant source of information for a second key endeavor: the Career Kokua project. In collaboration with the Office of Research and Statistics (DLIR), which manages Career Kokua – Hawai'i's database of career and educational information, HLRI took the first steps towards integrating language skills into the database, adding information about demand for language skills in 50 occupations from accountants to license clerks to salespeople. The new information included languages needed, frequency of use, types of skills, and recommendations for educational preparation. An article explaining the rationale behind these new additions and promoting the value of language skills in Hawai'i's workforce will accompany this year's revisions of the database. Encouraging career counselors to discuss the values of language skills with jobseekers is one key goal of this ongoing project.

With an eye toward identifying next steps for implementing the eight Roadmap initiatives, HLRI convened a symposium on building a multilingual workforce for Hawai'i at the State Capitol on August 18. The symposium, sponsored by the UH-Mānoa Chancellor's Office and five UHM colleges and professional schools, was attended by Governor Neil Abercrombie, Dr. Nancie Caraway, and an invited audience of 70 educators, leaders from business and community organizations, and representatives from all branches of the State government. Attendees worked with issues of funding, legislative initiatives, and creating opportunities for effective education and training for work-ready language skills. Their efforts produced new partnerships, new directions, and an energized group of stakeholders ready to move forward. *(Dr. Dina Yoshimi)*



## NEWS FROM HAWAII

## Improving Language Access – from Dept. Human Resources & Development

On October 1, 2014 the Department of Human Resources Development (DHRD) announced they incorporated into the Applicant Data Survey Questionnaire (ADSF), a questionnaire for applicants to self-identify Foreign (Non-English) Spoken (or Sign) Language skills during the in-take online application process.

This voluntary survey shall gather data and be made available upon request to departmental programs for assistance to identify staff willing to communicate public service information to the general public who speak languages other than English. Here are questions from the survey:

- **Select from the languages/dialects listed . . . (there are 76 choices with the ability to select *other*'und a space to specify the language.)**
- **Please select one (1) of the following on your fluency in the language/dialect as referenced above: Native/Native-like; Conversational; Simple phrases; and Not applicable.**
- **Rate your ability to Speak the language/dialect; Read the language/dialect; and Write the language/dialect - High; Moderate; Low; and Not applicable.**
- **If needed, are you comfortable in assisting or interpreting for limited English clients/customers who speak your language? Yes; No; and Not applicable.**

The ADSF information is protected and shall be properly secured in order to comply with applicable privacy laws and to adhere to the merit principle.

DHRD looks forward to working with the State Executive departments as they broaden state language services to the general public.



**NEWS FROM ALL OVER****LAWSUIT FILED AGAINST NYC CHALLENGING WIDESPREAD CIVIL RIGHTS VIOLATIONS AT WELFARE CENTERS**

*NEW YORK CITY'S HUMAN RESOURCES ADMINISTRATION ACCUSED OF ILLEGALLY DENYING LANGUAGE SERVICES TO LOW-INCOME NEW YORKERS*

Article taken from [legalservicesnyc.org](http://legalservicesnyc.org); full text is available here:

[http://www.legalservicesnyc.org/index.php?option=com\\_content&task=view&id=356&Itemid=98](http://www.legalservicesnyc.org/index.php?option=com_content&task=view&id=356&Itemid=98)



New York, NY, August 11 – “Legal Services NYC today filed a lawsuit in State Supreme Court on behalf of low-income New Yorkers who have been denied access to vital benefits, such as Food Stamps and Medicaid, solely because they cannot communicate in English, despite a city law requiring the Human Resources Administration (HRA) to provide translation and interpretation services to these individuals. The lawsuit alleges widespread civil rights violations at HRA centers across the five boroughs.

Five years ago, the New York City Council passed The Equal Access to Human Services Act of 2003 (Local Law 73), which mandates the provision of translation and interpretation services at HRA centers. Legal Services NYC has actively monitored HRA’s compliance with this law over the past five years, documenting the way in which limited English proficient (LEP) clients are routinely denied services at their HRA centers while applying for benefits or while simply attempting to maintain them.

In 2007, Legal Services NYC, after continuing to see non-English speaking clients routinely denied access to HRA services, surveyed all 69 centers to monitor compliance with the law. Survey results demonstrated that legally mandated translated applications were not available at 66% of HRA centers and that fewer than two-thirds of the centers had interpreter services available in the most commonly spoken languages of the community, as legally required, for LEP individuals. Since the survey results were released in 2007, Legal Services NYC has continued to monitor and report access problems to HRA. HRA has failed to adequately resolve these reported problems. The lawsuit filed today seeks to compel HRA to immediately comply with the law and to end its discriminatory treatment of non-English speaking New Yorkers. . . .

“Five years ago Mayor Bloomberg proudly signed a landmark civil rights law ensuring equal access to all HRA services. Today, despite a significant investment of taxpayer dollars, HRA is still routinely denying vital services to the most vulnerable New Yorkers in flagrant violation of law. Enough is enough. We call on HRA to immediately remedy its widespread discriminatory treatment of limited English proficient New Yorkers,” said Amy Taylor, Language Access Project Coordinator at Legal Services NYC. . . .

“Every week we see families and individuals facing emergencies such as evictions due to unpaid rent, utility shut-offs or hunger because they either did not understand a request that was written only in English or because they cannot communicate with City workers due to their limited English proficiency. These families cannot get help because the City’s failure to provide them with translation and interpretation services prevents them from applying for or fully understanding the benefits available to them. Increasing barriers to service because of a lack of translation leaves an already vulnerable population even more burdened,” said Jennifer Vallone, the Director of Project Home at University Settlement, which referred LEP clients to Legal Services NYC as plaintiffs in the lawsuit.”

## NEWS FROM ALL OVER



# U.S. Federal Department of Homeland Security Draft Language Access Plans

Article taken from the DHS official website; full text is available here: <http://www.dhs.gov/language-access>

“The Department of Homeland Security (DHS) recognizes the importance of being able to communicate effectively with individuals, including those with limited English proficiency (LEP), across our many missions and functions. The DHS Office for Civil Rights and Civil Liberties (CRCL), which leads the Department's language access efforts, joins its colleagues across DHS to release draft Language Access Plans for DHS Components and Offices. These draft plans describe the efforts of individual Components to provide meaningful access to DHS programs and activities to LEP persons consistent with the requirements of [Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency \(August 11, 2000\)](#) and the [DHS Language Access Plan](#) first issued in February 2012.

These draft plans, [links at right], highlight the Department's most significant steps to improve access to DHS programs and activities for LEP persons. . . . If you do not speak or write in English, CRCL has access to interpreters and translators and can communicate with you in any language.

### Message from CRCL Officer Megan Mack on DHS Component Draft Language Access Plans

*Today I am proud to join my colleagues throughout DHS in announcing the draft Language Access Plans for DHS Components and Offices. These draft plans describe the efforts of individual Components to provide meaningful access to DHS*

*programs and activities to persons who are Limited English proficient (LEP) consistent with the requirements of Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency (August 11, 2000) and the DHS Language Access Plan first issued in February 2012.*

*We welcome your review of and comments on the draft plans before they become final. The draft plans are available on the DHS website at [www.dhs.gov/language-access](http://www.dhs.gov/language-access). Written comments may be sent to CRCL by email at [crcloutreach@dhs.gov](mailto:crcloutreach@dhs.gov) by October 31, 2014. We will also welcome hearing from you at one or more stakeholder engagement meetings to take place over the next several months. Citing to a 2011 memorandum from Attorney General Eric Holder, the DHS Language Access Plan explains that language access requirements serve two functions: nondiscrimination and effective government. He explained that “[w]hether in an emergency or in the course of routine business matters, the success of government efforts to effectively communicate with members of the public depends on the widespread and nondiscriminatory availability of accurate, timely, and vital information.” We have asked the U.S. Department of Justice Civil Rights Division to assist us with further review of Components’ draft plans.*

*For more information about the draft Language Access Plans and opportunities to provide input at one of the stakeholder meetings, please contact [crcloutreach@dhs.gov](mailto:crcloutreach@dhs.gov). For those who do not speak or write in English, CRCL has access to interpreters and translators and can communicate with you in any language.”*

**Megan H. Mack**  
Officer for Civil Rights and Civil Liberties

[DHS Office for Civil Rights and Civil Liberties](#)

[DHS Office of Inspector General](#)

[Federal Emergency Management Agency](#)

[Federal Protective Services](#)

[Office of the Citizenship and Immigration Services Ombudsman](#)

[Transportation Security Administration](#)

[U.S. Citizenship and Immigration Services](#)

[U.S. Coast Guard](#)

[U.S. Customs and Border Protection](#)

[U.S. Immigration and Customs Enforcement](#)

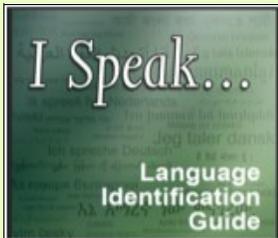
[U.S. Secret Service](#)



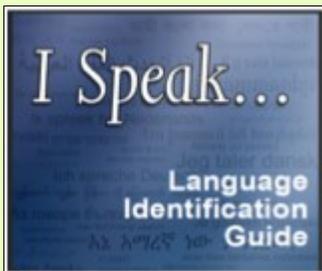
## NEWS FROM ALL OVER

# Homeland Security (DHS) Shares its Language Access Materials/Resources

Available at the links below and here: <http://www.dhs.gov/language-access>



***“I Speak...Language Identification Guide for DHS Personnel and Others:*** DHS employees may encounter a broad range of individuals in the course of day-to-day operations, including individuals with limited English proficiency. DHS is both committed and legally obligated to take reasonable steps to provide meaningful access to these individuals. This “I Speak” guide is a practical way to identify which language an individual speaks. [DHS I Speak Booklet](#) (PDF, 20 pages – 4.91 MB)



***I Speak...Language Identification Guide for State and Local Law Enforcement:*** State and local law enforcement may encounter individuals who have limited English proficiency while on duty. This guide assists literate individuals who are not proficient in English to identify a preferred language. Title VI of the Civil Rights Act of 1964 requires all recipients of federal assistance from any source to take reasonable steps to provide meaningful access to individuals with limited English proficiency. This “I Speak” guide is a practical way to identify which language an individual speaks. [I Speak Booklet for Law Enforcement](#) (PDF, 20 pages – 4.84 MB)

***I Speak...Language Identification Poster:*** This poster assists literate individuals who are not proficient in English to identify a preferred language. [I Speak Poster](#) (PDF, 1 page – 3.08 MB)

***Language Access Responsibilities – Overview for DHS Employees:*** This presentation for DHS employees provides general information about the DHS LEP Plan, basic principles, and tips for communicating with LEP persons. Read the [Language Access Responsibilities: Overview for DHS Employees](#) (PPT, 1.2 MB)

[Download PowerPoint Viewer \(60.3 MB\)](#)

***LEP Resource Guide for Law Enforcement:*** This guide provides law enforcement agencies with strategies to ensure language access, resources for obtaining language services, and possible funding sources.

Read the [LEP Resource Guide for Law Enforcement](#) (PDF, 5 pages – 44.25 KB)

***Working with Interepreters: Job Aid for DHS Employees:*** A guide for DHS employees that may encounter LEP persons in need of an interpreter. Read the [Working with Interpreters Job Aid for DHS Employees](#) (PDF, 3 pages - 195.88 KB)”



**NEWS FROM ALL OVER**

## Language Assistance Services Expanded at California's Mee Memorial Hospital



August 21, 2014 Article taken from the DHS official website; full text is available here: <http://www.hhs.gov/ocr/civilrights/activities/agreements/mee/bulletin.html>

“The U.S. Department of Health and Human Services, Office for Civil Rights (OCR) has entered into a voluntary resolution agreement with Mee Memorial Hospital (MMH) to expand and improve accessibility for persons with limited English proficiency (LEP). MMH consists of a main hospital and five clinics serving approximately 50,000 people throughout 2,500 square miles in rural California.

This agreement is the result of three complaints filed in 2012 from patients with LEP who speak Triqui Bajo, an indigenous Mexican language. All complainants indicated that they sought health care at MMH, but had great difficulty communicating and understanding health care staff because insufficient language access services, such as oral language Triqui Bajo interpreters, were provided.

Upon receipt of these complaints, OCR investigated whether MMH provided persons with LEP meaningful access to their programs in accordance with Title VI of the Civil Rights Act of 1964 (Title VI). Title VI prohibits discrimination on the basis of race, color, or national origin. In many cases, failure to provide adequate language assistance services at no cost to ensure persons with LEP can access critical services is a form of national origin discrimination and a violation of Title VI. Prior to the completion of OCR's formal investigations, MMH and OCR agreed to pursue an expeditious, voluntary resolution agreement to address the language access issues raised in the complaints.

Under the agreement, MMH will take critical steps to ensure persons with LEP have meaningful access to its services, activities, and programs at no cost. Specifically, MMH has agreed to revise and implement its language access policies and procedures that will ensure oral interpretation and written translation services for those with LEP; designate a coordinator who ensures language assistance for individuals with LEP; appoint a community advisory board, that includes members of the local community, to address community needs and access to qualified interpreters; provide notice of the right to free language assistance to persons with LEP in a language they can understand; and conduct employee training. Through this agreement, MMH will better ensure that patients with LEP can access important health care services as well as understand and communicate with their doctors and nurses.

OCR enforces multiple civil rights laws that prohibit discrimination on the basis of race, color, national origin, disability, age, sex, and religion by health care and human service providers. When OCR determines that there has been a violation of the law, OCR seeks voluntary compliance and provides technical assistance to health care and human service providers. OCR also has the authority to seek remedies as necessary in the event of noncompliance. [Read the Voluntary Resolution Agreement Between OCR and MMH Agreement](#)



To learn more about non-discrimination and health information privacy laws, your civil rights and privacy rights in health care and human service settings, and to find information on filing a complaint, visit us at <http://www.hhs.gov/ocr/office>.

## NEWS FROM ALL OVER

### CoreCHI™ Healthcare Interpreter Certification is Accredited by NCCA

Press release taken from the Certification Commission for Healthcare Interpreters and is available here:

<http://www.cchicertification.org/news/corechi-ncca-accreditation>



“The Commissioners are happy to announce that on June 12, 2014, the **National Commission for Certifying Agencies (NCCA) granted accreditation to the CoreCHI™ --the one and only certification which every healthcare interpreter of every language needs to have and can achieve with and through CCHI.** The CoreCHI (Core Certification Healthcare Interpreter™) certification measures the core professional knowledge of the medical interpreter of any language, including such vital healthcare concepts as safety protocols, universal precautions, and HIPAA. The CoreCHI examination tests the interpreter's critical thinking, ethical decision-making, and cultural responsiveness skills needed to perform their duties in any healthcare setting. “Competence of healthcare interpreters is an extremely important component of the quality of patient care,” said CCHI Chair Alejandro Maldonado, CHI™-Spanish. “The core certification for all interpreters--CoreCHI, after going through a very rigorous process, was accredited by NCCA. **This accreditation testifies to CCHI's adherence to the highest national certification standards making us the first ones in the field to offer this certification to all interpreters,**” he emphasized. “This makes the CoreCHI a valid and reliable tool that allows hospitals and healthcare systems to work with certified interpreters of *all* languages *today*,” Maldonado said. “The CoreCHI provides access to a valid core certification to interpreters of any refugee language. Best of all, patients with limited English proficiency, their families, and healthcare providers nationwide can get high quality interpreter services *now*.”

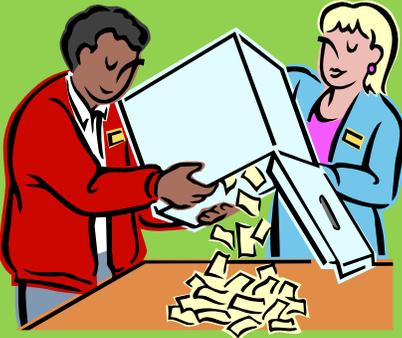
CCHI received NCCA accreditation for the CoreCHI certification program by submitting an application demonstrating the program's compliance with the NCCA's Standards for the Accreditation of Certification Programs. NCCA is the accrediting body of the Institute for Credentialing Excellence. In addition to CCHI, there are more than 270 NCCA-accredited programs from over 120 organizations that certify individuals in a wide range of professions. NCCA certificants include nurses, financial professionals, respiratory therapists, counselors, emergency technicians, crane operators and more. Since 1977, the NCCA has been accrediting certifying programs based on the highest quality standards in professional certification to ensure the programs adhere to modern standards of practice in the certification industry. To view the standards visit [www.credentialingexcellence.org/ncca](http://www.credentialingexcellence.org/ncca). The NCCA accredited the CoreCHI certification for a five-year period, expiring June 30, 2019. CoreCHI certification allows all hospitals, health systems, and healthcare providers to efficiently show their compliance with The Joint Commission's interpreter qualifications requirement, National CLAS Standard 7, and Title VI requirements for meaningful language access today. NCCA accreditation of the CoreCHI certification is a third-party stamp of approval and validation that this certification truly measures the core professional knowledge of the healthcare interpreters. **“CCHI has always followed the best psychometric practices and highest national certification standards when developing its exams. NCCA accreditation is another confirmation of that,”** Maldonado said. **Hiring or contracting certified interpreters has a direct and positive effect on patient safety, reducing readmission rates, and eliminating health disparities.** The CoreCHI examination is a multiple-choice exam in English, available year-around, and delivered online in a secure test center environment in all 50 states of the U.S. and in Canada. **To apply for CoreCHI certification, go to [www.cchicertification.org/healthcare-interpreters/healthcare-interpreters](http://www.cchicertification.org/healthcare-interpreters/healthcare-interpreters).**

CCHI also administers a performance certification—the Certified Healthcare Interpreter™ (CHI™) which provides a language-specific assessment of the interpreter's performance skills. CCHI received NCCA accreditation of the CHI certification program in 2012. It is currently available for interpreters of Arabic, Spanish and Mandarin. Interpreters of these languages begin their certification process at the CoreCHI level and then must go further and pass a language-specific oral performance exam to attain the CHI certification.

## NEWS FROM ALL OVER

## Native Language Speakers Win Voting Rights Lawsuit against Alaska

9/3/14 Full article available here: <http://www.adn.com/article/20140903/native-language-speakers-win-voting-rights-lawsuit-against-state>



A federal judge in Anchorage ruled Wednesday that the state Elections Division violated the U.S. Voting Rights Act by failing to provide ballot and candidate information in Native languages to Yup'ik and Gwich'in speakers in three rural regions of Alaska.

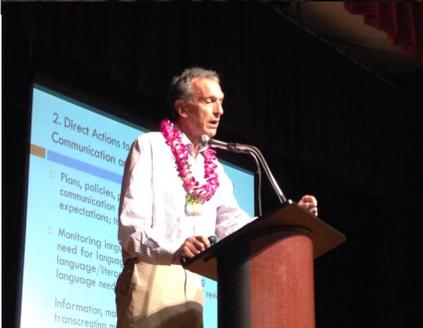
In a big victory for Native rights advocates, U.S. District Judge Sharon Gleason rejected the state's assertions that it had done enough in Southwest Alaska and the Interior by providing bilingual poll workers and "outreach" personnel. Gleason said the state's effort failed to provide "substantially similar" information in Native languages as it does in English, a requirement of the Voting Rights Act since 1975. While the plaintiffs -- two Yup'ik-speaking elders and four federally recognized village tribes -- had sought to have all election and registration materials made available in Native languages, Gleason focused on the official election pamphlet sent to all residents of Alaska in English. The state didn't do enough to help voters with limited English proficiency gain access to the information in the pamphlet, she said.

Gleason read her ruling from the bench, citing the urgency of resolving the matter with the general election just two months away. The nine-day, non-jury trial concluded July 3. She ruled only on claims with a direct effect on the election, and said she would rule later on another: an assertion the state intentionally violated the constitutional rights of Native language speakers on the basis of race or color. The plaintiffs in the lawsuit, represented by the nonprofit Native American Rights Fund, said those violations were so serious that Gleason should ask the Justice Department to send election observers to Alaska similar to the assistance provided by the U.S. government to Third World countries. . . . In her ruling, Gleason showed some sympathy for the difficulties faced by the state in providing translations for voting materials into traditional oral languages. She also said the state was improving in some ways, such as its effort to translate the difficult oil-tax referendum into Gwich'in for the recent primary election. Gleason offered her own suggestions for the state, such as using languages besides English to publicize its language telephone hotline and the availability of interpreters. She also suggested that the readability of voting material could be improved. But she spoke sharply with one of the state's attorneys in the courtroom when she asked when the Elections Division would file its own proposed remedies. The lawyer, assistant attorney general Margaret Paton-Walsh, replied there wasn't enough time to change anything, especially with officials preparing for local elections in October. Gleason indicated that answer was unacceptable.

"If your proposal is you're unwilling to do anything, I'll take that under advisement," Gleason told Paton-Walsh. The judge said it would take only 30 seconds, for instance, to order buttons on the Internet for bilingual poll workers to wear saying "Can I Help?" in Yup'ik. "If your response is 'we can do absolutely nothing between now and Nov. 4,' so be it -- I'll go forward," Gleason said. . . .

Outside the courtroom, the lead attorney for the plaintiffs, Natalie Landreth, said Paton-Walsh's response was typical of the way the state has responded to requests for language assistance -- there's never enough time. "It's what they've been doing for the last 35 years," Landreth said. She described the victory in the courtroom as "long overdue."

**MORE PHOTOS FROM OLA'S 7TH ANNUAL LANGUAGE ACCESS CONFERENCE**



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**DATES TO REMEMBER**

- July 1, 2014 **OVERDUE!** Deadline to submit revised language access plans for state agencies NOT receiving federal funds.
- Sep. 30, 2014 **OVERDUE!** Deadline for state agencies to submit LEP report (for period between Jan—June 2014)
- Nov. 12, 2014 Language Access Advisory Council Meeting, 9:30-11:00 a.m., DLIR Director's Conference Rm. 320, 830 Punchbowl St., Honolulu, HI 96813
- Nov. 26, 2014 State Language Access Coordinators Meeting, 10:00-12:00 noon, DLIR Director's Conference Rm 320, 830 Punchbowl St., Honolulu, HI 96813
- Dec. 10, 2014 Language Access Advisory Council Meeting, 9:30-11:00 a.m., DLIR Director's Conference Rm. 320, 830 Punchbowl St., Honolulu, HI 96813
- Jan. 14, 2015 Language Access Advisory Council Meeting, 9:30-11:00 a.m., DLIR Director's Conference Rm. 320, 830 Punchbowl St., Honolulu, HI 96813
- Feb. 25, 2015 State Language Access Coordinators Meeting, 10:00-12:00 noon, DLIR Director's Conference Rm 320, 830 Punchbowl St., Honolulu, HI 96813
- March. 30, 2015 Deadline for state agencies to submit LEP report (for period between July—Dec 2014)
- July 1, 2015 Deadline to submit revised language access plans for state agencies receiving federal funds.