



The Office of Language Access

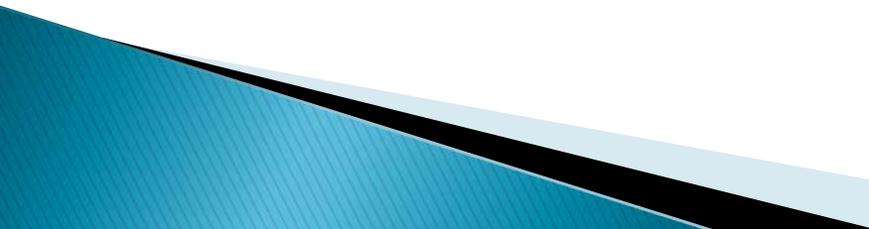
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Workshop on Translation of Vital Documents
January 22–23, 2015
Kamehameha Auditorium
Queen's Medical Center
Honolulu, Hawaii

Outline

- I. Hawaii's LEP Profile
 - II. The Office of Language Access (OLA)
 - III. Translation of Documents
 - IV. Closing Thoughts
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I. Hawaii's LEP Profile

- ▶ Out of Hawaii's total population of 1,361,628, more than 24% or 329,827 speak a language other than English at home.
 - ▶ Out of those who speak a language other than English at home, 151,187 or 46% are LEP.
 - ▶ Out of the total LEP population, 125,602 or 83% live on Oahu.
 - ▶ Out of the total LEP population, 80% are Asian language speakers while more than 13% are Native Hawaiian and Pacific Island language speakers.
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Age

Age Group	# LEP
19 years old and below	14,245
20 to 39 years old	35,239
40 to 59 years old	50,056
60 to 79 years old	39,207 (48% are Ilokano and Tagalog; 16% Japanese; and 14% Chinese)
80 years old and above	12,440 (38% are Japanese; 38% are Ilokano and Tagalog; 11% Chinese)
Total LEP	151,187

Education

Less than high school	51,319	34.0%
High school diploma	46,862	31.0%
Not beyond high school	98,181	65.0%
No college degree (Associate or Bachelor's)	122,099	81.0%

Income and Poverty Level

- ▶ 75% earn less than \$35,000 annually
- ▶ 61% earn less than \$25,000 annually
- ▶ 43% earn less than \$15,000 annually
- ▶ 32% earn less than \$10,000 annually

% of Poverty Level	# LEP
<= 100 %	21,056
> 100 and <= 150 %	13,422
> 150 and <= 200 %	14,835
> 200 %	99,395

Top Hawaii LEP Languages

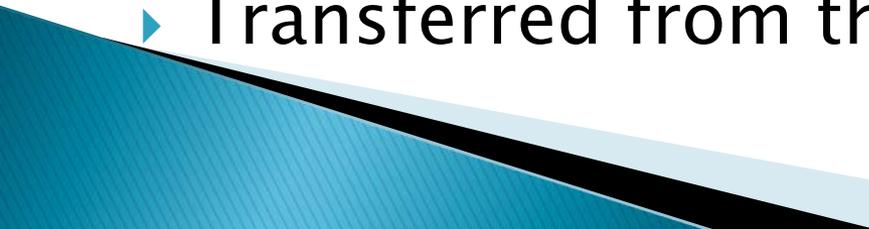
(1,000 or more speakers)

1. Ilokano
 2. Tagalog
 3. Japanese
 4. Chinese (Cantonese and Mandarin)
 5. Korean
 6. Vietnamese
 7. Spanish
 8. Hawaiian
 9. Samoan
 10. Marshallese
 11. Chuukese
 12. Tongan
 13. Bisaya (Cebuano)
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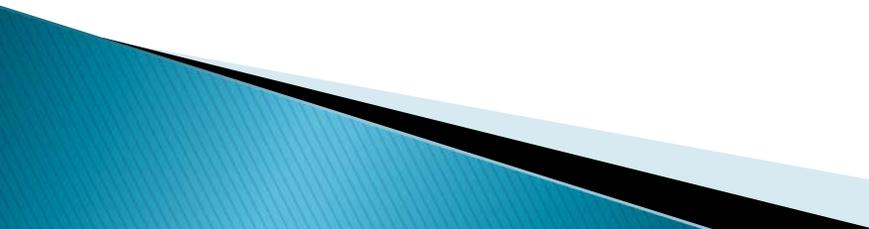
Top 12 Encountered Spoken Languages: January–June 2014

Rank	Judiciary	Human Services
1	Chuukese	Samoaan
2	Ilokano	Chuukese
3	Marshallese	Cantonese
4	Korean	Korean
5	Spanish	Vietnamese
6	Tagalog	Marshallese
7	Vietnamese	Mandarin
8	Japanese	Ilokano
9	Samoaan	Tagalog
10	Tongan	Spanish
11	Mandarin	Japanese
12	Cantonese	Cebuano

II. The Office of Language Access (OLA)

- ▶ Established by law in 2007 as an administratively attached agency.
 - ▶ Purpose is to address the language access needs of LEP persons and ensure meaningful access to government services, programs and activities.
 - ▶ Transferred from the DLIR to DOH in 2012.
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OLA's Functions

- ▶ Provide oversight, central coordination and technical assistance to state agencies and covered entities in their implementation of the requirements of Hawaii's language access law;
 - ▶ review and monitor state agencies for compliance;
 - ▶ receive, investigate and resolve complaints on language access through informal methods;
 - ▶ operate a language access resource center and a multilingual website.
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- State agencies – executive, legislative and judicial branches of government
 - Covered entities – agencies/entities receiving funds from the state (includes county agencies, nonprofits, etc.)
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OLA's Goals

1. Promote public awareness and ensure that the LEP population is informed of and educated about their rights.
 2. Ensure that all state agencies and covered entities are in compliance with language access requirements.
 3. Assist in the development of an adequate pool of trained and competent language access providers.
 4. Develop OLA staff expertise and resources.
 5. Ensure the timely resolution of complaints about language access.
 6. Provide statewide leadership in the area of language access.
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Projects and Activities

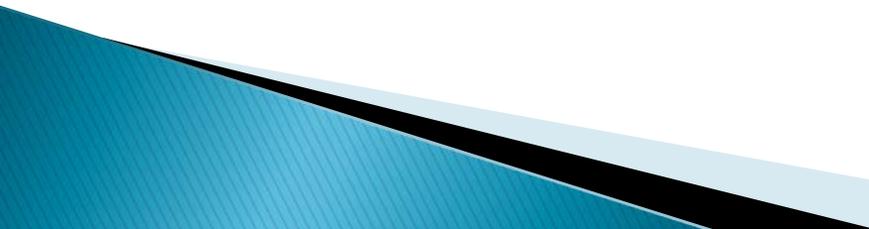
- ▶ Education, information and outreach
 - ▶ Technical assistance and training
 - ▶ Coordination
 - ▶ Compliance review and monitoring
 - ▶ Complaints resolution
 - ▶ Research and reporting
 - ▶ LARC and multilingual website
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III. Translation of Vital Documents

- ▶ Technical assistance – training and conferences (2012 Language Access Conference)
 - ▶ Part of the language access plan
 - ▶ LEP reporting
 - ▶ Part of compliance review
 - ▶ Vital documents survey
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Language Access Plans

OLA recommends that agency language access plans should:

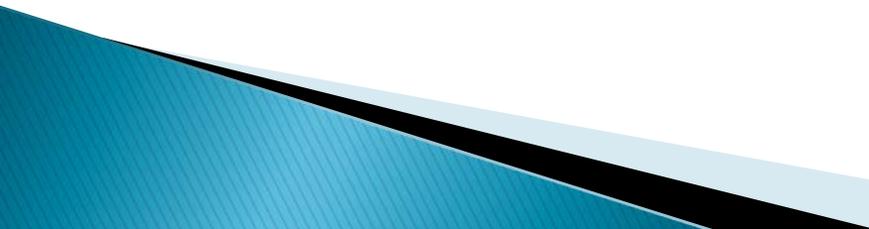
- ▶ Include a list of vital documents;
 - ▶ Identify which languages the vital documents have been or will be translated into;
 - ▶ Identify how the documents are to be translated; and
 - ▶ Provide written notice in the LEP person's primary language of the right to receive competent, free oral interpretation of written materials if their group meets the 5% threshold but less than 50 persons.
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LEP Reporting

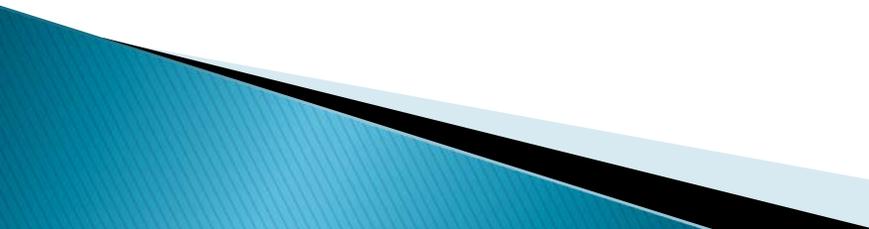
- ▶ Semi-annual report to OLA
 - January–June report due on August 31
 - July–December report due March 1
- ▶ Reporting tool includes:
 - # of documents translated upon request
 - # of vital documents translated
 - translation service used
 - languages translated into
 - \$ spent on translation

Monitoring Instrument

Includes questions on:

- ▶ List of vital documents
 - ▶ List of translated vital documents
 - ▶ Volunteer bilingual staff
 - ▶ In-house translators
 - ▶ Contracts with outside translation services
 - ▶ Translated written notices of right to receive oral interpretation of written materials
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Vital Documents Survey

- ▶ Done in 2008 and 2012
 - ▶ For state agencies, to determine:
 - if they have identified their vital documents
 - if they have translated them and into what languages
 - who did the translation
 - how much they spent on or budgeted for translation
 - challenges
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Survey Results

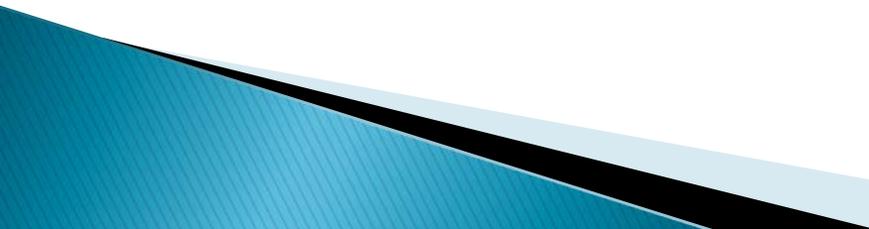
- ▶ Few agencies responded to the surveys (7 in 2008 and 8 in 2012 – out of 26).
- ▶ Most of those who responded have identified their vital documents but very few of the documents have been translated.

Survey Results

- ▶ Documents translated into major LEP languages (Ilokano, Tagalog, Japanese, Cantonese, Korean, Samoan, Chuukese, Marshallese, Spanish, etc.).
 - ▶ Translation done mostly by private contractors; some by bilingual staff.
 - ▶ Most agencies have not included translation services in budget.
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Survey Results

Challenges faced:

- Cost
 - Lack of translators
 - Lack of guidance on the translation process
 - Identifying vital documents
 - Simplifying documents
 - Not a priority; apathy; no buy-in from leadership
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Survey Results

Other Comments

- Encountered population less than 5%
 - Health documents are challenging due to medical, cultural and ethical considerations
 - Most patients bring own translators
 - Statewide assistance in translating vital documents in certain languages
 - Helpful to have a centralized state contractor or vendor
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IV. Closing Thoughts

- ▶ Translation of vital documents remains a major challenge in Hawaii due to cost, lack of resources (funds, qualified translators), lack of political will, and a lack of understanding of the translation process.
 - ▶ Need for training, inter-agency collaboration, and a centralized translation contracting system.
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“Translation of vital documents is not an unfunded mandate. It is like water and electricity – a necessity if you are going to take federal funds.”

- Deena Jang, Chief
Federal Coordination and Compliance
Section, Civil Rights Division
US Department of Justice (2012)

OLA Contact Information

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MAHALO!

