

OLA QUARTERLY

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

“O KA ‘OLELO KE OLA - LANGUAGE IS LIFE”
SPRING 2014 EDITION



VOLUME 25, SPRING 2014

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U.S. DHHS Closes Resolution Agreement with Hawaii DHS

The Office for Civil Rights at the U.S. Department of Health and Human Services (USDHHS), Region IX in San Francisco, has determined that the State of Hawaii Department of Human Services (HDHS) has substantially completed the actions required by its 2008 Resolution Agreement and that "its actions meet the requirements of Title VI and OCR's standards for resolution of issues presented[.]"

The Resolution Agreement resulted from an investigation into an administrative complaint filed against DHS in May 2005. Although the basis of that complaint was closed in August 2008, USDHHS found other Title VI compliance concerns in its investigation. DHS voluntarily agreed to address these issues through the Resolution Agreement without the need for the USDHHS - Office for Civil Rights to issue a formal finding.

In a letter closing the Resolution Agreement, the USDHHS states

(Continued on page 3)

Associated Press reports: “U.S. DOJ SIDES AGAINST HAWAII IN ENGLISH ONLY LAWSUIT”

By Jennifer Sinco Kelleher
Published by Associated Press 3/28/14



The U.S. Department of Justice is supporting a lawsuit alleging Hawaii discriminates against those who struggle with English by making it too difficult to obtain a driver's license.

Allegations in the lawsuit are sufficient to proceed with a discrimination claim, and the court should deny the state's motion to dismiss the case, the Justice Department said in court documents filed Thursday.

The federal government has a "critical interest" in ensuring the Hawaii Department of Transportation provides those with limited English proficiency a "meaningful opportunity" to take the driver's license test, the filing said.

(Continued on page 6)



MESSAGE FROM THE EXECUTIVE DIRECTOR

Jun Colmenares

Greetings!

The legislative session is over, and out of several bills that OLA had been supporting, only one, HB1740, made it to conference but still failed to pass. The bill intended to increase the appropriations for OLA's Language Access Resource Center (LARC) and Multilingual Website Project. Meanwhile, we are awaiting the establishment and filling of three staff positions: Program Manager (LARC), Program Specialist (LARC) and Program Specialist (Website), hopefully soon!

The contract between OLA and Cross Cultural Health Care Program has been signed. This allows OLA to conduct Bridging the Gap (BTG) training for medical and health care interpreters statewide through its official trainer, Mary Santa Maria. The first training under this agreement was recently held in Maui. Additional BTG trainings will be held in Kauai, Big Island and Oahu.

Preparations for the 7th Annual Hawaii Conference on Language Access are busily under way. Most speakers and panelists have already confirmed their participation. They are coming from as far as Canada (British Columbia), Washington State, and Texas.

Finally, our warmest congratulations to Dr. Linda Rosen who was recently confirmed as Director of the Department of Health. Dr. Rosen brings with her years of experience that would benefit the department and the community at large.

Aloha!

Congratulations to Dr. Linda Rosen, Director, Department of Health

With the DOH since 2000, Dr. Rosen has served as Medical Director of the Family Health Services Division and Pediatric Emergency Services; Deputy Director for Health Resources Administration; and, most recently, Chief of the Emergency Medical Services and Injury Prevention System Branch, where she was responsible for administering a comprehensive emergency medical services system, including 911 ambulance services, trauma system development and community injury prevention.



Dr. Rosen is a pediatrician by training, having worked in the emergency and critical care and neonatology departments at the Kapiolani Medical Center for Women and Children from 1985 to 2000. She has also been a faculty member of the John A. Burns School of Medicine since 1987, as Assistant and Associate Professor of Pediatrics, and is currently an Associate Clinical Professor of Pediatrics and Surgery.

Serving on a number of health boards and committees, Dr. Rosen is particularly passionate about reducing death, disability and health disparities through the application of a comprehensive public health approach to illness and injury, focusing on primary prevention and risk reduction.

A graduate of Punahou School, Dr. Rosen earned a bachelor's degree in biology from the University of California, Los Angeles, a medical degree from the Baylor College of Medicine and a master's degree in public health from John Hopkins Bloomberg School of Public Health.

DHHS—continued from page 1

that the “HDHS has demonstrated its continuing commitment to provide essential, meaningful access to LEP individuals by its ability to remove barriers which could prevent LEP clients and applicants from participating in its services and programs. Additionally, HDHS has continued to enhance its language assistance services to further provide timely services to LEP individuals without delay.”

Legislative Round-up

All the bills OLA was following this session are now DEAD. Here's a summary:



HB1740 SD2—Relating to Language Access

Passed House and then Senate in amended form. Referred to Conference Committee and never made it out.

Amends the appropriations provided in Act 217, Session Laws of Hawaii 2013, for fiscal year 2014-2015 for establishment of the statewide language access resource center and establishment of the multilingual website pilot project administered by the office of language access. Effective July 1, 2014.

HB1748 HD1—Relating to Language Access

Passed House and crossed over to Senate. Referred to Senate Health Committee—no hearing scheduled.

Appropriates funds for financial assistance for Hawaii interpreters for training and certification in medical or healthcare interpretation and for the development of medical glossaries in the primary foreign languages spoken in Hawaii.



HB1749—Relating to Language Access

Passed House Committee on Health. Referred to House Finance Committee—no hearing scheduled.

Appropriates funds for three positions within the Office of Language Access.

HB1972—Relating to Labor

Deferred by the House Committee on Higher Education.

Requires the Office of Language Access to implement identification, training, and certification procedures to develop a multi-lingual state workforce. Requires the University of Hawaii to develop and administer

NEWS ABOUT LANGUAGE ACCESS ADVISORY COUNCIL

The Language Access Advisory Council still has a vacant position for “one representative of a **Hawaiian language advocacy organization.**” We want to make sure this very important perspective is represented on the Council.

If you'd like to recommend someone to fill this vacancy, please let us know. Contact OLA's Executive Director, Jun Colmenares (serafin.colmenares@doh.hawaii.gov).

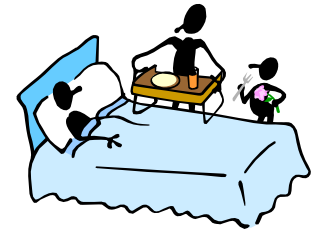


NEWS FROM OLA

The OLA-sponsored “BRIDGING THE GAP”

Health Care Interpreter Training Program is Now Underway!

An agreement has been signed between the Office of Language Access (OLA) and The Cross Cultural Health Care Program, which provides the “Bridging The Gap” Health Care Interpreter Trainings. The 2-year contract allows OLA to conduct trainings statewide. Mary Santa Maria, of the Department of Health Maui District Health Office, is OLA’s authorized trainer for this program.



The first Bridging the Gap training was taught by Mary at UH Maui College and graduated 16 people who will now be eligible to work as interpreters for Maui Memorial Medical Center (MMMC). They will work with an independent contractor to provide language services to MMMC. Graduates will interpret in Spanish, Marshallese, Tagalog, Ilocano, French, Mandarin and Thai. This first class was conducted with support from UH Maui College, State of Hawaii Workforce Development, Maui Memorial Medical Center and Department of Health Maui District Health Office and OLA. We are hoping that this cooperative model can be reproduced between similar institutions state-wide.

Bridging the Gap helps interpreters obtain necessary training for work as a medical interpreter as well as to prepare for a national medical interpreter certification exam. For more information contact Mary Santa Maria at 808 984 8220. Plans are underway to conduct trainings statewide so stay tuned.



THE CROSS CULTURAL HEALTH CARE PROGRAM

The Cross Cultural Health Care Program (CCHCP) is a nonprofit training and consulting organization with a mission to serve as a bridge between communities and health care institutions to advance access to quality healthcare that is culturally and linguistically appropriate. It runs a nationally recognized Medical Interpreter training program, entitled “Bridging The Gap.”

The OLA—sponsored MEDICAL TERMINOLOGY WORKSHOP 2014

Taught by Sally Pestana, Professor -Kapiolani Community College —Medical Laboratory Technician Program held on January 18, 25 and February 1, 8 and 15, 2014 has successfully concluded.

Congratulations to the following for completing the workshop:

Dolores Alumbaugh	Tammy Gautier	Louise Li	Daisy Reeder
Nanette Au	Yoko Gerner	Joanne Loeak	Elias Sandy
Thuy Bui	Soyeon Hiremath	Kathlina Martin	Erika Shibata
Joann Caplett	Kaytie Huynh	Sumi Matsumiya	Juliette Sword
Nhung “Nina” Castagnetti	Flyonalyn John	Adela Mearig	Augustina Takashy
Lynne Chang	Misa Kataoka	Lien Mo	Emmanuel Tapon
Alfred Cheong	Tarnin Katjang	Jane Naich	Marcelina Uruman
Debbie Cook	Young-Ja Kim-Rahman	Taeko Nakao	Minhui Xiao
Eulalia Corpuz	Mariainelyn Kukkun	Yuka Nakatsuji	Maria Cristina P. Young
Mieko Crans	Koeun Lee	Ayano Hara Nishimura	Rosanna Ysawa
Grady Dai	Kimberly Lee	Yuri Ogura	Pearl P.J.C. Yuen
Jordan Ernesto De Abreu	Kyungsuk Lee	Yitha Phillip	Suzanne Zeng
Susan Frassica	Hyun Joo Lee	Keiko Platt	

This was a 20-hour course for interpreters, translators, and anyone who works or intends to work in healthcare.

(Let OLA know if you’d like this course to be offered again in the future.)

NEWS FROM OLA

SAVE THE DATE**7TH ANNUAL HAWAI'I CONFERENCE ON
LANGUAGE ACCESS***'Ike 'Āina—Language Access and Cultural Literacy***AUGUST 6-7, 2014—CONFERENCE (NEAL BLAISDELL CENTER)****AUGUST 8, 2014—WORKSHOP ON CULTURAL COMPETENCY (TBD)****7:45 A.M.—4:30 P.M.****FREE, BUT REGISTRATION REQUIRED**

What is cultural literacy and why is it important for language access?

This conference will bring together experts and practitioners in the fields of culture, education, law, health, human services, and others, including the public, private and non-profit sectors, to learn about Hawai'i's various cultures; understand the relationship between language, culture, and literacy; and get insights into the nature of cultural literacy.

A free full-day workshop on cultural competency will also be offered.



Sponsored by
**OFFICE OF LANGUAGE ACCESS, DEPARTMENT OF HEALTH
 and CITY AND COUNTY OF HONOLULU**
 For information, call 1-808-586-8730



NEWS FROM OLA



ED Attends Asian American Pacific Islander Community Forum

OLA's executive director attended the first Asian American Pacific Islander (AAPI) community roundtable hosted by the Hawaii Regional Interagency Working Group (RIWG) of the White House Initiative on Asian Americans and Pacific Islanders (WHIAAPI) on April 8, 2014 at the East West Center. More than 80 participants, including about 20 federal agencies, were in attendance.

Kiran Ahuja, executive director of WHIAAPI, welcomed the participants and talked about the four areas that WHIAAPI is focused on: (1) data disaggregation; (2) language access; (3) capacity building; and (4) workforce diversity. The presentations and the break-out sessions that followed provided an opportunity for the community to learn about federal programs and services and to discuss important issues facing the AAPI community in Hawaii. Organizers and participants look forward to more roundtable discussions in the future.



LAWSUIT—continued from page 1

The lawsuit filed last year by Faith Action for Community Equity is based on Hawaii offering the exam only in English. However, the Transportation Department last week began offering the test in 12 other languages: Tagalog, Japanese, Chinese, Korean, Vietnamese, Samoan, Tongan, Ilocano, Spanish, Chuukese, Marshallese and Hawaiian. Plaintiffs' attorneys say that's not enough for the lawsuit to go away because other issues remain, including road testing issues and a lack of translations for educational materials such as the Hawaii driver's manual.

A report by the group behind the lawsuit said Hawaii was one of only five states that offered the driver's license test only in English.

"It's unusual to have an English-only policy," said Gavin Thornton, deputy director of the Hawaii Appleseed Center for Law and Economic Justice. "For Hawaii, it really doesn't make any sense at all given the diversity of our population. We have one of the most diverse populations in the nation." He noted Kentucky offers 22 different translations, while Hawaii has a much higher immigrant population.

Transportation Department spokeswoman Caroline Sluyter said more than 100 people already have taken the test in languages other than English. The state attorney general's office didn't immediately comment.

The Department of Justice filing acknowledges the state's Feb. 14 news release announcing translated exams would be available this month.

"Issuing a press release is not sufficient evidence that the translated exams are actually being provided or that translations will not cease again thus plaintiffs maintain a claim for release," the Justice Department filing said.

The lawsuit claims that challenges for those with limited English skills in obtaining a driver's license hinder access to needs such as employment, education and health care. It cites as an example plaintiff Tochiro Kochiro Kovac, a citizen of the Federated States of Micronesia who moved from Chuuk to Maui in 2008. Kovac "commutes to and from work using several buses for a total of five hours a day, approximately four hours more than he would if he were able to drive," the DOJ said.

The state's "refusal to provide interpreter services for driver's license exams discriminates against non-English speaking people," Claire Wong Black, one of the plaintiffs' attorneys said Friday. "We are pleased to have the DOJ's support."

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; and ola@doh.hawaii.gov. All efforts will be made to keep these stories confidential.

SCHOOL BULLYING, DISCIPLINE & ENGAGING PARENTS



At school, a 7th grade LEP boy was sitting in his seat when another boy walked by and threw a knife in his lap. The LEP boy was reported to the principal for possessing the weapon. He was suspended for 24 days and referred to a youth behavior correction program during this 24-day period.

The school wrote a letter to the boy's parents explaining it was the parents' responsibility to follow up and enroll the student in the behavior program. However, the letter was addressed only to the boy, did not include any home address, and was written in English – which the parent(s) had limited proficiency in.

The mother of the boy eventually got the letter approximately 1 week before the end of the 24-day suspension. When she asked the boy to translate the letter, the boy did not give her an honest and forward explanation. Accordingly, the mother did not call to make arrangements for the behavior program because the boy told her that the school would take care of it.

A case worker had attempted to intervene before the letter was sent out, recommending that an interpreter be provided. However, the school never requested one. The school claimed the mother can understand English and didn't seem to need an interpreter. The mother said her English comprehension is very limited. Nevertheless, the school believes the parent was irresponsible because of her failure to follow-up.



After it became clear to the school what had happened, a meeting was held at the school to discuss the situation with the boy and his family. However, no interpreter was provided by the school at this meeting.

The case worker later explained that the letter to the parents should have been in the parent(s)' language and addressed to the parent(s), not just the child, at their home address. The caseworker also believes that the matter was a waste of time and opportunity for both sides; that it erroneously made the parent look irresponsible when the parent was not aware of what was going on.

The caseworker believes the school system continues to put LEP parents and students down; and the real problem was the school's failure to support the parents and take adequate responsibility to provide the language access it is required to do.

PATIENT AUTONOMY IN DISEASE TREATMENT/PREVENTION EFFORTS

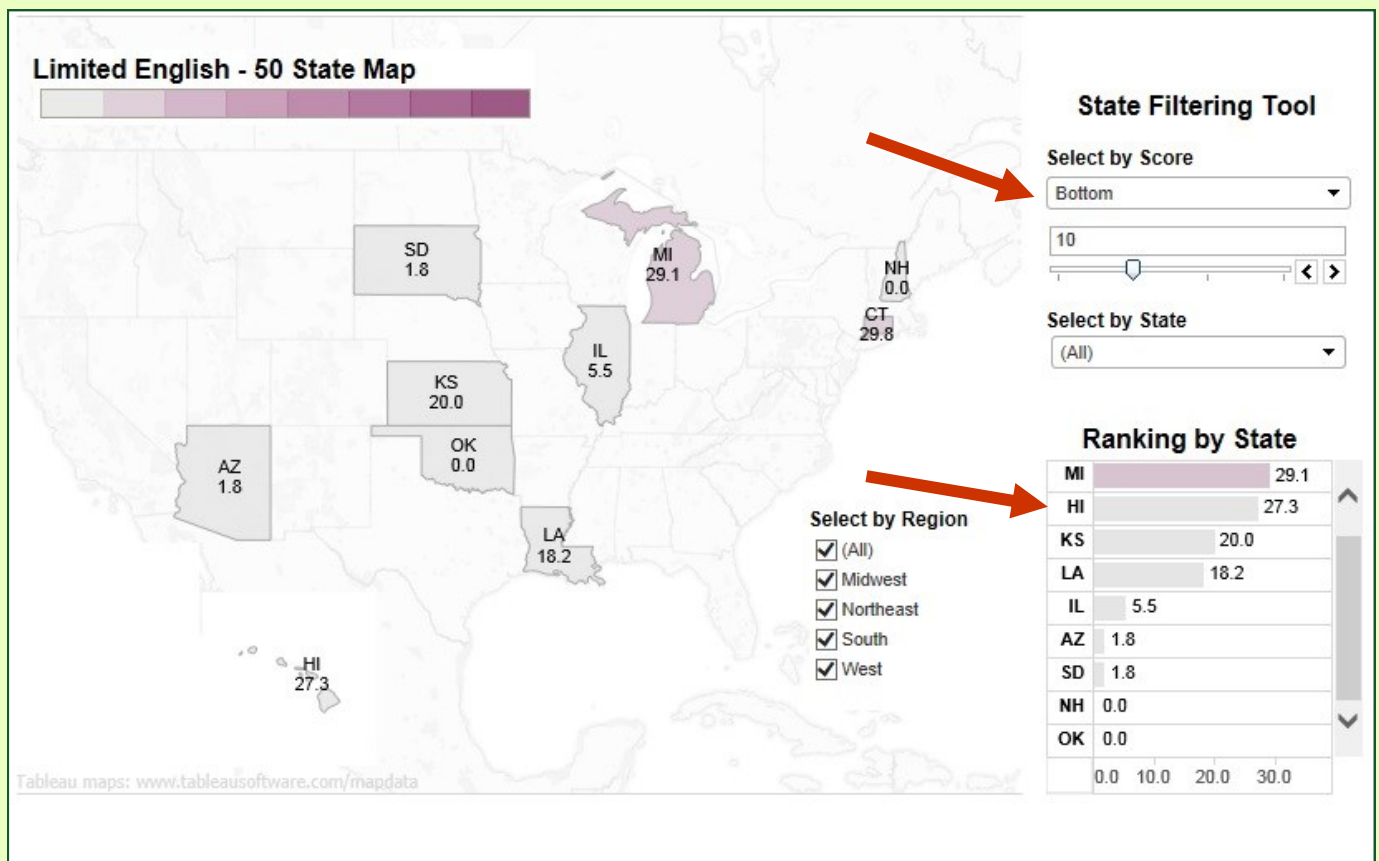
Public Health officials determined that an older Marshallese student had Hansen's disease and referred the student to a specialist. Before seeing the specialist, the services of an interpreter were obtained for the exam. The interpreter met with the student and asked the student if he knew the reason for the visit with the specialist. The student did not know, nor was he ever aware or told that he had Hansen's disease. The student was never previously offered an interpreter - despite the seriousness of his health condition. (Thankfully, the specialist later determined that he did not have Hansen's disease.)

NEWS FROM HAWAII

***The Justice Index* ranks Hawaii 8th Worst in the Nation for ‘Language Assistance’ Provided by Statewide Justice Systems.**

Originally published from and available at : <http://www.justiceindex.org/>

To increase public understanding of the importance of assuring access to justice for people with limited English proficiency (“LEP people”), the Justice Index presents data on the presence in state courts of such key systems as reliance on “certified” interpreters” and the provision of court forms translated into languages other than English. - See more at: <http://www.justiceindex.org/methodology/#sthash.FYN3Uqlx.dpuf>



The *Justice Index* is the National Center for Access to Justice’s online resource in which data is presented that reveals the performance of state-based justice systems in assuring access to justice. The *Justice Index* may be viewed at www.justiceindex.org. - See more at: <http://www.justiceindex.org/faq/#sthash.maE1JpB8.dpuf>

For ranking criteria and methodology, see: <http://www.justiceindex.org/methodology/>

NEWS FROM ALL OVER

Spanish interpreter botched 9-1-1 translation, sent ambulance to wrong address, \$3 million suit claims

By Aimee Green, The Oregonian

on April 14, 2014 Reprinted and available here:

http://www.oregonlive.com/portland/index.ssf/2014/04/spanish_interpreter_botched_9-.html

A \$3 million wrongful death lawsuit accuses a 9-1-1 Spanish-language interpreter of botching the translation of an address and sending an ambulance to the wrong location as a 25-year-old woman was gasping for air. A total of 26 minutes ticked by as medics raced around searching for the woman in distress, received the correct address and arrived to find Elidiana Valdez-Lemus unconscious from cardiac arrest. She had not taken a breath in the previous 14 minutes, and doctors declared her brain dead. Three days later, she died after her family made the decision to take her off of life support.

That's all according to the suit, which was filed Friday in Multnomah County Circuit Court. The attorney's office for the City of Portland, which is listed as a defendant through its Bureau of Emergency Communications, declined to comment citing the pending litigation. The following is according to the lawsuit:

The father of the woman's children, Misael Reyna, dialed 9-1-1 at 4:43 a.m. on April 12, 2011, to report, in Spanish, that "My wife says she cannot breath." The interpreter relayed to the 9-1-1 call taker: "My wife is short of breath." When asked for an address, Reyna replied in Spanish: "2601 111th Avenue." The interpreter relayed to the dispatcher: "2600 101st Avenue." After the call taker asked for clarification about which part of town he was in – Southeast, Northwest, etc. – an ambulance was dispatched. Seven minutes later, at 4:50 a.m., medics arrived at the wrong address. At 4:55 a.m., Valdez-Lemus stopped breathing. Seconds later, medics asked to confirm the address, because they hadn't been able to find anyone who needed help. At 4:58 a.m., medics learned the correct address. At 5:09 a.m., medics arrived at the correct address.

Diego Conde, the Portland attorney who is representing the dead woman's estate, said the death was completely preventable. Conde said the couple's three young children lay asleep as Reyna saw Valdez-Lemus deteriorate in stages. She had trouble breathing, then started foaming and bleeding from her mouth and nose. She began turned blue. And she fell unconscious. Then the 9-1-1 call taker instructed Reyna on how to do mouth-to-mouth and give chest compressions. "At one point, (the call taker tells) him they're outside their door, 'Go get them,'" said Conde, who has listened to the 9-1-1 recording several times. "He opens the door and sprints out there, and there's no one there." "He runs back to the phone and says 'There's no one out there,'" Conde said. "He gives them the address again, and then they realize they have the wrong address."

Conde believes his suit points out a systemic problem with Portland's 9-1-1 system, which relies on a translation service for many thousands of Spanish speakers. "The address is the most important part of any 911 call," Conde said. "We all have a right to cry for help if our loved ones are in need," Conde continued. "We need to have effective, efficient interpreters or Spanish-speaking operators. We cannot do without."

Laura Wolfe, a spokeswoman for the Bureau of Emergency Communications, said she couldn't comment on the lawsuit specifically. But Wolfe said behind English, Spanish is the most frequently spoken language on 9-1-1. Call takers only have to press one button to get a Spanish interpreter on the line. Even though some call takers speak Spanish, Wolfe said they're required to use a certified interpreter because every detail of the translation must be precise. "They're trained," Wolfe said of the interpreters. "They're held to a very high standard." A second button connects call takers to a service with interpreters for more than 100 languages.

In addition to the City of Portland, the Valdez-Lemus suit also lists as defendants: Language Line Translation Solutions, Lingo Systems, Language Line Service, AT&T Corp. and the unknown name of the company that provided the Spanish-language interpreter in Valdez-Lemus' case. The suit seeks a maximum of \$1 million for "pre-death" suffering. The suit also seeks a maximum of \$2 million for the family's suffering and loss.



NEWS FROM ALL OVER (Courts)



Justice Department Releases New Planning Tool to Help Courts Provide Access to Limited English Proficient Individuals

Press release from DOJ dated 2/28/14

“Today, the Justice Department released a new tool to help state and local courts assess and improve their language assistance services for limited English proficient (LEP) litigants, victims and witnesses who need access to court services. . . . With over 25 million LEP persons in the United States, the Language Access Planning and Technical Assistance Tool for Courts (Planning Tool) will be able to assist courthouses and administrative tribunals across the country to self-assess their court systems to determine how effectively they are providing language assistance services and how these services can be improved. The Planning Tool prompts courts to examine their court rules, the quality and competency of interpretation and translation, the level of their engagement with LEP communities and the implementation of language access plans. Courts also are encouraged to modify this tool for the particular needs and features of their court and court system. . . .’ **FULL STORY AVAILABLE HERE:** <http://www.justice.gov/opa/pr/2014/February/14-crt-219.html>

Lack of interpreters among the barriers to justice in California

Rina Palta | March 4th, 2014, 5:54pm Republished from www.scp.org

“When talking about language diversity in California, most think Spanish. But Californians speak over 200 languages — and courts need people who can translate into all of them. . . . A large shortage of translators was amongst the many issues discussed by a language-access working group that met in Los Angeles Tuesday. The group, spurred by California's Chief Justice Tani Cantil-Sakauye, seeks to improve court access for non-English speakers. California has about 7 million people who speak English "less than very well. . . .” **FULL STORY AVAILABLE HERE:** <http://www.scp.org/news/2014/03/04/42602/lack-of-interpreters-among-the-barriers-to-justice/>



Department of Justice and Rhode Island Judiciary Enter into Agreement for Provision of Language Assistance Services in Rhode Island Courts

Press release from DOJ dated 4/10/14

“The Justice Department today announced it has reached an agreement with the Rhode Island Judiciary to ensure that limited English proficient (LEP) individuals will have access to timely and competent language assistance at no charge in all court proceedings, services and programs throughout the state court system. . . . As part of the agreement, the department approved the Rhode Island Judiciary’s Language Access Plan, which outlines the efforts to be undertaken in order to ensure comprehensive language assistance throughout the court system. The plan requires ongoing translations of forms and signs in court buildings into commonly spoken languages in Rhode Island, such as Spanish, Portuguese, Cambodian and Cape Verdean. . . .” **FULL STORY AVAILABLE HERE:** <http://www.justice.gov/opa/pr/2014/April/14-crt-371.html>

Department of Justice and New Jersey Judiciary Collaborate to Ensure Provision of Language Assistance Services in Courts

Press release from DOJ dated 4/9/14

“The Justice Department announced today that it has reached an agreement with the New Jersey Judiciary to provide comprehensive language assistance services to limited English proficient (LEP) individuals. In a letter agreement reached on April 7, 2014, the department informed the New Jersey Judiciary that it was closing its review, which was opened in response to complaints by court users that courthouses in two counties in New Jersey were not fully accessible to LEP individuals. The department opened its inquiry under Title VI of the Civil Rights Act of 1964, which prohibits national origin discrimination by recipients of federal assistance and requires those recipients to provide meaningful access to LEP individuals. . . .”

FULL STORY AVAILABLE HERE: <http://www.justice.gov/opa/pr/2014/April/14-crt-360.html>



NEWS FROM ALL OVER

San Francisco certifies Tagalog as 3rd required language in city affairs

Republished from [INQUIRER.net US Bureau](http://INQUIRER.net) April 4, 2014

SAN FRANCISCO, California – Filipino (Tagalog), the most commonly spoken Filipino language in the Bay Area and the official language of the Philippines, is now a third required language, in addition to Chinese and Spanish, city officials announced April 2 at the Bayanihan Community Center.

Mayor Edwin M. Lee with Board of Supervisors President David Chiu, Supervisors John Avalos and Jane Kim and local community partners today announced the certification of Tagalog as covered under the City's Language Access Ordinance.

San Francisco's Language Access Ordinance was established in 2001 and is one of the most comprehensive local language laws in the nation.

The ordinance requires city departments that interact with the public to provide translated materials, interpreters at public meetings and other services.

Several City Departments already provide services in Tagalog and an array of other languages to meet state and federal requirements, but the City's ordinance requires much more rigorous study and provision of multilingual services.

More than 112 different languages are spoken in the San Francisco Bay Area and 45 percent of all San Francisco residents do not speak English at home.

"San Francisco is a model for the nation in welcoming immigrants and empowering communities, and we are committed to doing even better on behalf of our immigrant populations," said Lee.

"With today's action, we are ensuring that the more than 10,000 Tagalog-speaking city residents who are limited English speakers have access to the same information and programs as every other San Franciscans, so that they too can share in the success of our city."

"The Filipino community in San Francisco is an important partner who has helped make our city successful," said Board President Chiu, author of major amendments to the Language Access Ordinance made in 2009.

"This certification is an affirmation of the hard work and contributions of all our language communities and another proud moment for the San Francisco family," Chiu added.

In certifying Filipino (Tagalog) as a third language, the City's Office of Civic Engagement and Immigrant Affairs (OCEIA) made the determination that there are more than 10,000 Tagalog speakers in San Francisco who are limited-English proficient and thus, meet thresholds outlined in the law.

As part of its ongoing work to engage and ensure full civic participation, the city is conducting a baseline study of Tagalog speakers in San Francisco to assist departments better understand the specific needs of the community in order to serve more residents.

"This is a great achievement in language access," said Grace Lee, Policy Director for Chinese for Affirmative Action and Coordinator of the San Francisco Language Access Network, a coalition of nonprofit providers serving immigrant and monolingual communities.

"We are proud to continue the work started five years ago with our community partners, OCEIA, the Mayor and the Board of Supervisors," she added.

Implementation of the new requirements will be phased in by OCEIA over the next 18-months starting July 1, 2014, with input from the Language Access Network and other community and city partners.

"*Mabuhay!* At the Filipino Community Center and throughout the City, we are so proud that Filipino will become the third certified language in San Francisco, together with Chinese and Spanish," said Filipino Community Center Organizational Director Terrence Valen.

"Filipino residents feel that being able to communicate in their native tongue opens up the whole world to them and their families, from accessing basic services to contributing to their communities and the diversity of San Francisco. It is a long-overdue recognition of the near century-long presence and continuing concentration of Filipinos in San Francisco."

The Language Access Ordinance ensures that the city communicates well with residents as part of its daily business and especially during crises, emergency and public safety situations. For more information on the San Francisco Language Access Ordinance and the Office of Civic Engagement & Immigrant Affairs, go to: www.sfgov.org/OCEIA.

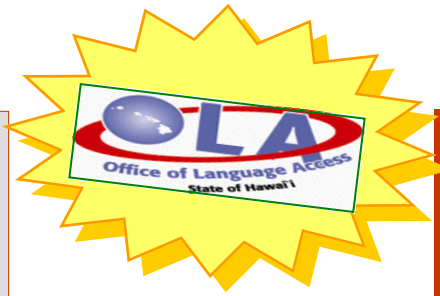


Read more: <http://globalnation.inquirer.net/101602/san-francisco-certifies-tagalog-as-3rd-required-language-in-city-affairs#ixzz2zfB4FvzO>

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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NEWS FROM ALL OVER

**SAN FRANCISCO
POLICE DEPARTMENT -
Officer LEP
Training Video
Released on YouTube:**



This SFPD officer training video was released to the public with the approval of the Police Commission. All San Francisco Police Officers are required to take this Limited English Proficiency training. The video offers the public a glimpse of SFPD's on-going training process and serves as one example of a government agency's 'best practice' in providing Language Access.



<https://www.youtube.com/watch?v=i8qY1zi0tzc&feature=youtu.be>

DATES TO REMEMBER

- May 14, 2014 Language Access Advisory Council Meeting, 9:30-11:00 a.m., DLIR Director's Conference Rm 320, 830 Punchbowl St., Honolulu, HI 96813
- May 20, 2014 State Language Access Coordinators Meeting, 10:00-12:00 noon, DLIR Director's Conference Rm 320, 830 Punchbowl St., Honolulu, HI 96813
- June 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
- July 1, 2014 Deadline for submission of revised language access plans for state agencies NOT receiving federal funds.
- July 9, 2014 Language Access Advisory Council Meeting, 9:30-11:00 a.m., DLIR Director's Conference Rm. 320, 830 Punchbowl St., Honolulu, HI 96813
- August 2014 Language Access Month
- August 6-7, 2014 7th Annual Conference on Language Access, Pikake Room, Neal Blaisdell Center, Honolulu, HI.
- August 8, 2014 Workshop on Cultural Competency, 8:00 a.m.—4:30 p.m. (TBD)
- August 27, 2014 State Language Access Coordinators Meeting, 10:00-12:00 noon, DLIR Director's Conference Rm 320, 830 Punchbowl St., Honolulu, HI 96813