

# 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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## OLA HOSTS 7TH ANNUAL HAWAI‘I CONFERENCE ON LANGUAGE ACCESS

The Office of Language Access will be holding its 7th Annual Hawaii Conference on Language Access on August 6-8, 2014. The first two days will be held at the Neal Blaisdell Center. The third day will be at the William Richardson School of Law at the University of Hawaii at Manoa.

The theme of the conference is *‘Ike ‘Āina: Language Access and Cultural Literacy* and will explore why cultural literacy (defined as knowledge of one’s culture and the culture of others) is necessary to ensure effective communication and improve language access, particularly for Hawaii’s diverse LEP population.

The opening keynote speaker will be Associate Justice Sabrina McKenna of the Hawaii State Supreme Court. She will address the question: *why is cultural literacy important to language access?*

A special keynote address will be given on the first day by Dr. Evan Adams, Deputy Provincial Health Officer for Aboriginal Health, Ministry of Health, British Columbia. He will talk about *Language Access, Cultural Literacy and Canada’s First Nations*.

The closing keynote on the second day of the conference will be delivered by Dr. Dennis Andrulis, Senior Research Scientist at the Texas Institute of Health and Associate Professor at the School of Public Health, University of Texas at Austin. He will discuss the topic *Literacy in Health Care: Integrating Literacy, Language and Culture to Improve Quality of and Access to Care for Diverse Populations*.

The third day will be a full-day workshop on cultural competency titled *Closing the Gap: From Cultural Bump to Cultural Congruence*, and will be presented by Ira Sen Gupta, Executive Director of the Cross Cultural Health Care Program based in Seattle, Washington State. She will also be giving a talk on the first day on *Cultural Awareness, Cultural Sensitivity, and Cultural Competency: The Tools for Overcoming Barriers and Building Bridges to Effective Language Access*.



(continued on page 2)





## MESSAGE FROM THE EXECUTIVE DIRECTOR

*Jun Colmenares*

**Greetings!** The fiscal year just ended and we had to scramble to get funds encumbered for some of our projects. The two contracts with Connecting the Dots LLC—to establish the statewide roster of interpreters and translators, and to set up the multilingual website—are on.

A series of trainings and workshops on various language access topics has also been lined up. We will also have a workshop on federal language access compliance in October; and hopefully, a Bridging the Gap training for medical interpreters before the year ends.

On the downside, funds for FY2015 for the Language Access Resource Center & multilingual website will not be released until January 2015 per Executive Memorandum No. 14-04, which means we cannot hire staff until such time.

The 7th Annual Hawaii Conference on Language Access—on August 6-8 — is around the corner. All speakers and panelists, as well as exhibitors, have confirmed their participation. Registration is limited to 300 and closes July 28. The workshop on cultural competency on Day 3 is limited to 150 participants and is about full. Both conference and workshop are free. Those interested are encouraged to register now.

Welcome to Terina Wong, deputy director of Pacific Gateway Center, who is the newest member of the Language Advisory Council. Good luck to Dr. Myaing who is leaving after seven years of service to the Council. We will also be missing Edelene Uriarte Albert who is leaving after four years of service as member of the Council representing the Micronesian community. We would like to thank both Dr. Myaing and Edelene for their service and contributions to the Council. We will miss you both. The Council is looking for Edelene's replacement as well as somebody to represent a Hawaiian language advocacy organization.

**Aloha!**

## 7th Annual OLA Conference *(continued from page 1)*

The conference features more than 30 speakers and panelists. The other topics to be discussed include :

- *'Ike 'Āina—Culturally Based Indigenous Literacy;*
- *Hawaii's Language Roadmap Initiative: An Update;*
- *Filipino Culture from the Perspective of Three Philippine Languages;*
- *Understanding East Asian Cultures;*
- *Latino Cultural Traditions and Linguistic Barriers;*
- *Linguistic and Cultural Nuances Among the Peoples of Mainland Southeast Asia;*
- *Language Access and Cultural Literacy Among Pacific Islanders;*
- *Language, Literacy and Cultural Challenges Among ELL in Schools;*
- *The Mangrobang Case;*
- *Understanding Deaf Culture; &*
- *Cultural Traditions and Linguistic Barriers: Insights from Social Service Providers in Hawaii.*

About twenty exhibitors will be providing information about their programs during the 2-day event at the Neal Blaisdell Center.

The first two days of the conference are co-sponsored by the City & County of Honolulu, while the 3rd day is co-sponsored by the William Richardson School of Law of the University of Hawaii.

## NEWS FROM THE LANGUAGE ACCESS ADVISORY COUNCIL

### ~~WELCOME AND FAREWELL~~

Welcome to Terrina Wong of Pacific Gateway Center who was recently appointed by the governor as a member of the Advisory Council representing an organization providing language services to the LEP population. As Deputy Director of Pacific Gateway Center, Terrina Wong is actively involved with programs and initiatives that empower immigrants, refugees, and low-income residents of Hawaii. She directs the ESL programs and teaches ESL weekly to immigrant farmers and their families in Kunia. She is bilingual in English and French - having lived and studied in France, and being active with the French community in Hawai'i. Her family

has hosted East-West Center students from Bangladesh, China, Egypt, India, Indonesia, Japan, and Nepal. She received her Master's degree in Education from the University of Hawai'i and has been a committed educator of over 25 years in the teaching and learning of global issues and world cultures. Terrina is taking the place of Dr. Tin Myaing Thein, who is leaving the Council after seven years of dedicated service. Happy trails, Dr. Myaing!



Good luck also to Edelene Uriarte Albert, who is leaving after four years of representing the Micronesian community on the Council.

With the departure of Edelene, the Council now has two vacant positions: a representative from a Hawaiian language advocacy organization, and a representative from a limited English proficient population. Interested individuals are encouraged to apply to the Manager, Boards and Commissions, Office of the Governor. They may contact the Office of Language Access for more information.



### ~~WORKING GROUPS~~

The Council is very busy with the preparations for the 7th Annual Hawaii Conference on Language Access. The Conference Permitted Interaction Group (PIG) meets regularly to oversee the planning and implementation of the event. Council member Jennifer Li Dotson serves as conference chair, with several members serving as conference speakers, panelists, emcees, and volunteers.

The Language Access Advisory Council has also formed several working groups to discuss the following issues:

1. Revision of the OLA reporting tool to make it simpler and more user friendly, including a new data collection tool.
2. Defining "public contact" positions and the hiring of bilingual staff.
3. Identifying the qualifications/credentials needed for a person to be included in the roster of interpreters and translators.



## NEWS FROM OLA

### TRAINING/WORKSHOP SERIES 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 has come up with a series of training and workshops for the upcoming fiscal year. The following has been confirmed:



1. **Workshop on Federal Language Access Compliance** by **Bruce Adelson, Esq.**, Owner, Federal Compliance Consulting, LLC (and former DoJ Compliance Investigator)—(October 21-23, 2014, Honolulu)
2. **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, 14-15 and 22, 2014, Honolulu)
3. **Court Interpretation** by **Holly Mikkelson**, Associate Professor at the Monterey Institute of International Studies—(December 5-6, 2014, Honolulu)
4. **Identifying and Translating Vital Documents** by **Kleber Palma**, Director, Translation and Interpretation Unit, NYC Dept. of Education— (January 2015, Honolulu)

Discussions are going on about the possibility of having trainings for judges (March), police (April), and educators (May) 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 OLA—sponsored

#### **Maui Bridging the Gap Training for Health Care Interpreters**

The training was 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 was held in March-April 2014 at Maui College, Maui.

Congratulations to the following for completing the 40-hour training:

Cortez, Lizzette Dela Rosa

Diaz, Ave

Egi, Yuriko

Emmius, Janer

Hanely, Narissa

Iuorno, Anthea

Juan, Annie

Lua, Adela

Lubaton, Eufemia

Quiqua-Ramirez, Andres

Quiqua-Ramirez, Jose

Ramirez, Ana Lucia

Rockwell, Emilia

Sequeira, Leonardo

Wickman, Ruth

Wilson, Segolene

## NEWS FROM OLA

# 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 (UH LAW SCHOOL)  
7:30 A.M.—4:30 P.M.



**ONLINE REGISTRATION AVAILABLE HERE:**

<https://www.eventbrite.com/e/7th-annual-hawaii-conference-on-language-access-registration-11534198097>

**Speakers include:**

- Justice Sabrina McKenna, Associate Justice, Supreme Court, State of Hawai‘i
- Dr. Evan Adams, Deputy Provincial Health Officer for Aboriginal Health, British Columbia, Canada
- Ira Sen Gupta, Executive Director, Cross Cultural Health Care Program, Seattle, Washington
- Dr. Dennis Andrulis, Research Scientist and Professor of Public Health, University of Texas at Austin

and many more...



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## 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.

### SERIOUS HEALTH CONDITIONS, IMMIGRATION, TRAVEL SECURITY & POSSIBLE RACIAL PROFILING



A 12-year old girl was traveling interisland with her mother so that she could be evaluated for a medical condition that required surgery. On one of her interisland medical trips, the girl and her mother were removed from the security line and taken to a small interrogation room.

During the entire detainment, the girl was required to interpret for her mother in Spanish. At no time was the family offered an interpreter, nor allowed to call anyone. They were never told they could request an interpreter. No reason nor justification was given to the mother and daughter as to why no interpreter was present.

They were told to sign papers, but the papers were in English. No Spanish translation was made available to them. Their fingerprints and mug shots were taken and they were given deportation papers, but later released on their own recognizance.

The girl’s primary care physician wrote a clear, terse and direct letter to the government officials, stating that the child will likely die if returned to her homeland. State and county offices have assisted the family with interpreters, assistance, and guidance. Nevertheless, the family is in a holding pattern - hyper vigilant and perpetually fearful of being deported, which undoubtedly compounds the stress and uncertainty relating to the girl’s grave health problems.



### MIS-NAMED BABY

An expecting mother and her husband, both LEP, went to the hospital when the woman went into labor. They were accompanied by their own interpreter who helped them fill out the admittance forms. The baby’s first name was left blank because they did not know the gender yet. The interpreter had to leave to go to work.

During labor, the couple was asked to sign more forms. No interpreter was provided and all documents were in English. The mother signed a form she thought was for an injection. This form was actually another form asking for the baby’s name. She signed her own name.

That form was later used to put the child’s name on the birth certificate. The child is male, but the birth certificate reflects his mother’s name as his own. When the birth certificate arrived a month or so later the parents were shocked, shamed and dismayed that their son carried the mother’s name and not the father’s as intended.

No interpreter service was provided to the woman, including Language Line, during intake, pre-labor, delivery or recovery.

The couple spent untold hours and expense to officially correct the name; apply for Med-Quest; get a new birth certificate; and pay fees for legal and other related services.

**NEWS FROM ALL OVER****LEP Language Assistance Services Expanded at Mississippi  
Department of Human Services, Division of Family and Children's Services**

*(US HHS CDOE, April 11, 2014)*

The U.S. Department of Health and Human Services, Office for Civil Rights (OCR) has entered into a voluntary resolution agreement to expand language assistance services for persons with Limited English Proficiency (LEP) with the Mississippi Department of Human Services, Division of Family and Children's Services (MDHS-DFCS). MDHS-DFCS is the state agency responsible for five social welfare programs providing services throughout Mississippi to more than 137,000 individuals.

Under the agreement, MDHS-DFCS will take critical steps to ensure persons with LEP have meaningful access to its services, activities and programs, including foster care and adoption services, child protective services, abuse prevention services, child visitation, and the family reunification planning process.

MDHS-DFCS has agreed to implement a variety of corrective actions, including the establishment and implementation of policies for professional interpreters and translated documents; designation of a language assistance coordinator; posting of signs stating that interpreter services are available free of charge; and conducting employee training.

The agreement resolves an OCR compliance review and complaint investigation, conducted to determine whether MDHS-DFCS 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.

The scope of this agreement is significant because it involves statewide human services programs that cover a wide variety of critical services. The obligations under this agreement help provide other state human services agencies guidance on affirmative steps that can be taken to ensure persons with LEP have meaningful access to a variety of services in compliance with Title VI.

A copy of the voluntary resolution agreement may be found at:  
<http://www.hhs.gov/ocr/civilrights/activities/agreements/index.html>.

To learn more about non-discrimination and health information privacy laws, your civil right and privacy rights in health care and human service settings, and to find information on filing a complaint, visit us at [www.HHS.gov/OCR](http://www.HHS.gov/OCR).



## NEWS FROM ALL OVER

### U.S. DEPARTMENT OF EDUCATION ANNOUNCES RESOLUTION OF HAZLETON, PA, AREA SCHOOL DISTRICT CIVIL RIGHTS INVESTIGATION

*(US DOE, April 11, 2014)*

The U.S. Department of Education announced today that its Office for Civil Rights (OCR) has entered into an agreement with the Hazleton, Pa., Area School District to bring the district into compliance with Title VI of the Civil Rights Act of 1964 for English Language Learner (ELL) students in the district.



OCR initiated an investigation to assess whether ELL students in the district have access to equal educational opportunities and whether the district adequately notifies national origin minority parents and guardians who are limited English proficient (LEP) of school activities that are called to the attention of other parents.

“The Hazleton Area School District’s decision to equalize educational opportunity for its nearly 11,000 students, including its nearly 1,300 English language learner students and their families is a major step forward for the district’s children and families,” said assistant secretary for Civil Rights Catherine E. Lhamon. “This agreement protects English language learner students’ longstanding right to equal opportunity to participate in school programs, services and activities. The agreement also ensures that the district provides language assistance services to limited English proficient parents—to support their active participation in their children’s education.”

OCR found the district noncompliant in the following ways:

- Some students whose primary language is not English were inappropriately excused from the English language development program;
- The district did not provide required instructional time for over 240 elementary school ELL students;
- The district did not evaluate the effectiveness of its program and address any deficiencies;
- The district did not have an effective system to identify LEP parents and to ensure that interpreters were always available when needed.

Under the agreement, the district will take a number of corrective actions, including:

- Ensuring that students whose primary home language is not English will be promptly assessed for English language proficiency to determine eligibility for placement in an English language development program and that students will not be improperly exempted from assessment;
- Assessing students who were improperly exempted from language proficiency assessment to determine whether they may be eligible to receive English language development services;
- Conducting a comprehensive evaluation of the English language development program at each school level to determine its effectiveness and making modifications to address areas where the program is not meeting the district’s goals;
- Developing and implementing policies and procedures to ensure that LEP parents are notified, in a language they understand, of school activities that are called to the attention of other parents; and
- Providing training to appropriate staff on procedures for identifying language-minority parents and on policies and procedures for serving language minority parents.

OCR will closely monitor implementation of the agreement to ensure that the commitments are implemented in a timely and effective manner and that they result in equal opportunities for students to participate in the district’s education programs.

## NEWS FROM ALL OVER

### HUD AND NEBRASKA REACH AGREEMENT ON LANGUAGE ACCESS TO HOUSING PROGRAMS

*(HUD, April 11, 2014)*

The U.S. Department of Housing and Urban Development (HUD) announced today that it has reached an agreement with the state of Nebraska Department of Economic Development (DED), settling HUD's findings that the state agency failed to sufficiently ensure that persons with limited English proficiency (LEP) have meaningful access to HUD-funded programs.

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance. This includes a requirement to ensure that programs and activities can be accessed by persons with limited English proficiency, to avoid discrimination based on national origin.

According to the U.S. Census Bureau, Nebraska's Hispanic population with limited English proficiency increased 77 percent between 2000 and 2010. In addition, the state is also experiencing growing populations of persons of Sudanese and Somali origin. In July 2011, HUD reviewed the Nebraska DED's operations for compliance with civil rights requirements and found that it had failed to comply with its LEP obligations under Title VI.

Between 2008-2010, the state of Nebraska administered more than \$54.5 million in HUD funding. HUD's review found that the state did not take any steps to provide access for LEP persons to its HUD-funded programs, nor did it translate program documents, provide translation or interpretation services, or conduct any analyses to identify the needs of eligible LEP persons. HUD's compliance review also determined that the state did not develop a language assistance plan to provide services to LEP persons, and revealed deficiencies in the Nebraska DED's monitoring of grant sub-recipients to determine if they were meeting their Title VI requirements.

"This agreement with the state of Nebraska reflects our mutual commitment to ensuring that all people have meaningful access to HUD-funded programs, regardless of their national origin," said Bryan Greene, HUD Acting Assistant Secretary for Fair Housing and Equal Opportunity. "HUD will continue to work with state governments and our other partners to ensure that persons with limited English proficiency aren't unlawfully denied the services they need."

Under the terms of the agreement, the Nebraska DED will conduct an analysis and develop a language assistance plan identifying the LEP populations it serves and the ways in which it will provide language assistance, including document translation, interpretation at meetings, and community outreach. The Nebraska DED will also provide Title VI training to employees and sub-recipients of federal funding.

HUD published a "Notice of Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons" in 2007.



## NEWS FROM ALL OVER

### HUD AND NEW JERSEY ANNOUNCE AGREEMENT TO EXPAND HURRICANE SANDY RECOVERY PROGRAMS

*(HUD, May 30, 2014)*

The U.S. Department of Housing and Urban Development today announced a mutual agreement with the State of New Jersey to build upon affordable housing opportunities for lower income households whose homes were damaged or destroyed by Hurricane Sandy. The settlement agreement announced today will provide a combined \$240 million in direct housing assistance to lower income households, reevaluate all denied applications under the State's disaster housing program, and enhance the State's outreach efforts for those with limited English proficiency.



"This agreement is about opening doors to families who may not have been aware that there is help available to them," said HUD Secretary Shaun Donovan. "We've worked closely with the State of New Jersey to make certain taxpayer-funded disaster recovery programs have the broadest possible reach."

New Jersey Governor Chris Christie said, "Working together, we have been steadfast in ensuring that the largest amount by far of Sandy housing recovery aid reaches those most in need, and we've already devoted the majority of housing grants to low- and moderate-income families. We can now take the commitment even farther, by bolstering our outreach, providing additional resources for both renters and low- and moderate-income homeowners, and incorporating feedback from housing advocates."

The agreement resolves a complaint brought by a number of civil rights organizations in the state including the Latino Action Network, the New Jersey NAACP, and the Fair Share Housing Center.

Latino Action Network President Frank Argote-Freyre said, "This settlement will help Spanish-speaking New Jerseyans and others who are still out of their homes get information that wasn't provided to them before. We have one more chance to get this right, and I am hopeful that this agreement will help."

New Jersey NAACP President Richard Smith added, "The settlement is an important step. The NAACP looks forward to seeing the Sandy recovery funds reach the families, seniors, and people with disabilities on whose behalf we filed the complaint."

In addition to the additional financial allocations provided, the following were included under the terms of the agreement that the State of New Jersey voluntarily agreed to:

- To provide a comprehensive approach to serving people with Limited English Proficiency who would benefit from any of the state's HUD-funded recovery activities including providing interpreters in housing recovery centers, language lines, translation of vital documents, including eligibility information, applications and outreach materials, in the languages most spoken in the nine impacted counties.
- To conduct outreach activities on its Sandy recovery activities including the programs covered by the agreement to low- and moderate-income persons and those who are not English proficient.

**NEWS FROM ALL OVER****U.S. Department of Human Services, Office of Civil Rights Launches Nationwide Compliance Review Initiative to Strengthen Language Access Programs at Critical Access Hospitals**

*(US HHS CDOE, April 30, 2013) — (Older, but still very useful news.)*

The U.S. Department of Health and Human Services' (HHS) Office for Civil Rights (OCR) today announced its national compliance review initiative, "Advancing Effective Communication in Critical Access Hospitals," to support language access programs in these hospitals. In concert with the [HHS Action Plan to Reduce Racial and Ethnic Health Disparities](#), this initiative will ensure that language access is provided so that individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English or are limited English proficient (LEP) can effectively participate in, and benefit from, quality health care services.

To lay the groundwork, in 2012, OCR piloted a ten-state, on-site examination of critical access hospitals (CAHs) located in each of the ten HHS regions to make certain that their programs comply with Title VI of the Civil Rights Act of 1964. Title VI prohibits discrimination on the basis of race, color or national origin in programs that receive federal funds. Further, Title VI requires recipients of federal funds, like critical access hospitals, to take reasonable steps to ensure meaningful access to their programs and services by LEP persons.

For each CAH in this compliance review initiative, OCR examined demographic data from the hospital's service area; conducted onsite visits; evaluated language access services policies and procedures; interviewed hospital staff and community stakeholders; and secured corrective action when compliance issues were discovered in the hospital's language access program.

OCR provided significant technical assistance to help CAHs audit and enhance their language access services. OCR is available to help all critical hospitals nationwide develop and implement a comprehensive language access program. Building on the success of the compliance reviews, OCR will continue the compliance review initiative by casting a wider net, conducting additional language access compliance reviews, and providing technical assistance to CAHs nationwide.

Critical access hospitals seeking technical assistance should consult OCR's report, "[Advancing Effective Communication in Critical Access Hospitals](#)," the HHS "[Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons](#)," or call OCR at 1-800-368-1019 (voice) or 1-800-537-7697 (TDD).

To access OCR settlement agreements, learn more about non-discrimination laws in health care and human service settings and stay informed on civil rights matters visit us at <http://www.hhs.gov/ocr>.



OLA QUARTERLY

OFFICIAL NEWSLETTER OF THE  
OFFICE OF LANGUAGE ACCESS  
STATE OF HAWAII

‘O KA ‘OLELO KE OLA - LANGUAGE IS LIFE



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## The Importance of Language Access in Community-Based Long-Term Care Settings

The U.S. Census Bureau estimates that 55.4 million Americans speak a language other than English when they are at home. In addition to Spanish, growing numbers of Americans speak Portuguese, Russian, Hindi, Chinese, Vietnamese, Tagalog, and Arabic and other languages. This represents a 140 percent jump since 1980. The Census Bureau also predicts that the United States will continue to be a linguistically diverse nation and home to large numbers of people with limited English proficiency (LEP).



This has significant implications for the provision of community-based long-term supports and services (LTSS) to LEP older adults and people with disabilities. States are moving to provide these services through managed care, and that creates an imperative for managed care organizations to take language access seriously.

To provide high-quality LTSS, managed care plans need to understand how to meet the language needs of LEP individuals. Language barriers complicate the issue of caring for older adults and people with disabilities. They also increase costs for managed care companies because they could lead to medical errors, avoidable emergency room visits, poorer health outcomes and less consumer satisfaction.

While much is known about the provision of language services in acute and primary health care settings, we know little about how adequate language access is provided in home- and community-based long-term care settings. Successfully addressing the language access barrier in other settings has been shown to improve the overall patient and family member experience. Bridging the language gap in community-based LTSS settings has the potential to lead to a better understanding of client needs and care preferences, a better understanding of how to support non-English-speaking family caregivers, and may lead to improvement in the overall bottom line for managed care companies.  
*(Susan Flowers at <http://blog.aarp.org>)*

### DATES TO REMEMBER

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., CR 2, University of Hawaii at Manoa Richardson School of Law
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
Sept 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
October 8, 2014	Language Access Advisory Council Meeting, 9:30-11:00 a.m., DLIR Director’s Conference Rm. 320, 830 Punchbowl St., Honolulu, HI 96813
Oct. 21-23, 2014	Federal Language Access Compliance Workshops with Bruce Adelson (site to be determined)