

LANGUAGE ACCESS ADVISORY COUNCIL

STATE OF HAWAII
DEPARTMENT OF LABOR & INDUSTRIAL RELATIONS
830 Punchbowl Street
Honolulu, Hawaii 96813

Wednesday, January 14, 2009
DLIR Conference Room 320

MINUTES

The meeting was called to order at 9:18 A.M. by Chairperson Dominic Inocelda.

1. Attendance

Present:

- | | |
|------------------------------------|---|
| – Dominic Inocelda | Language Access Advisory Council, Chairperson |
| – Gerald Ohta | Language Access Advisory Council, Vice-Chair |
| – Dr. Suzanne Zeng | Language Access Advisory Council Member |
| – Sr. Earnest Chung | Language Access Advisory Council Member |
| – Serafin “Jun” Colmenares | Executive Director, Office of Language Access, Ex-officio |
| – Livia Wang for Bill Hoshijo | Executive Director, Civil Rights Commission, Ex-officio |
| – Kristine Pagano for Francine Wai | Executive Director, DCAB, Ex-officio |
| – Jennifer Li | Language Access Advisory Council Member |
| – Azi Turturici | Language Access Advisory Council Member |
| – Dr. Tin Myaing Thein | Language Access Advisory Council Member |
| – Lito Asuncion | Language Access Advisory Council Member |
| – Betty Brow | Language Access Advisory Council Member |
| – Mary Santa Maria | Language Access Advisory Council Member |
| – Canisius Filibert | Language Access Advisory Council Member |

Excused:

- | | |
|-------------------|---|
| – Alohalani Boido | Language Access Advisory Council Member |
| – Nāmaka Rawlins | Language Access Advisory Council Member |

Others Present:

- | | |
|-----------------------|---|
| – Frances Lum | Department of the Attorney General |
| – Kendall Zukeran | Research Analyst, Office of Language Access |
| – Jeremy Low | Research Analyst, Office of Language Access |
| – Uilani Pauole de Sa | Senior Legal Analyst, Office of Language Access |
| – Dr. Fred Magdalena | University of Hawaii at Manoa |

2. Welcome and Introductions

3. Approval of minutes of December 10, 2008 meeting

- Motion to approve the minutes made by Lito Asuncion. Seconded by Mary Santa Maria.

- Minutes approved unanimously. Motion carried.

4. Executive Director’s Report – See attached

- Executive Director Colmenares summarized the three possible budget scenarios regarding the OLA and sought advice from the Advisory Council in the event budget scenarios #2 or #3 take place.
- Council members advised that it is still premature to decide what to do at this time. The LAAC should advocate for the OLA if #3 takes place.
- Revisit the strategic plan; cut activities but not staff.
- Recommendation was to call a special meeting depending on what transpires and follow the Sunshine Law. Frances should be consulted if there are any questions or clarifications needed pertaining to the law.
- Regarding state language access training, OLA has talked with the DHS, DOH, and Executive Office of Aging for possible funding.
- Recommendation was made to possibly talk with the Department of Justice since they provide interpreters for LEP individuals.

5. Update on the Feasibility Study

- Dr. Fred Magdalena shared regarding his draft of the Feasibility Study for a centralized language resource center (a copy was handed out to all council members). He addressed some concerns relayed by the Council and will update Table 13 (pg. 14) to reflect the latest statistics in Hawaii. Dr. Magdalena also advised that the study is intended to be practical versus being a regular thesis or academic paper. Thus, there is not an expanded definition of the terms used but this can be included in the footnotes.
- Council members commented that many agencies such as Catholic Charities, AYW, Pacific Gateway, etc. were left out and should have been included in the study.
- Suggestion was made to add a disclaimer in the executive summary, clarifying that certain entities were not included or did not respond.
- The methodology should be strengthened to better counter the critics of this report.
- ASL was not included in the study. A side comment can be included to explain this exclusion due to the issues this survey is attempting to address.
- Since only a small sample was returned, the wording in the document should be changed from “needs” to “it seems.”
- Suggestions were made to address whether the community is satisfied with what is out there? Reasons why or why not? What would a language pool look like? Also to add an addendum to the report, showing the dollar amount spent by agencies, how much the state could save with a centralized language resource center, the cost and benefits or “bang for the buck.”
- Funding is important but partnerships will be needed to create a center.
- The next steps are to revise the report with the suggestions made and submit this back by the end of the month for the Council to review.

6. Update on State Agencies Monitoring Visits

- The OLA has completed visiting 16 of 17 state agencies receiving federal funds, to see how they are progressing in terms of language access plan implementation and compliance with the law. In terms of plan implementation, six were found to be leaning more towards compliance, six were in “partial compliance” and four were more on the “non-compliant” end of the spectrum. Regarding adherence to the Hawaii Language Access Law, seven

agencies were mostly in compliance, seven were in “partial compliance”, and two were found to be in “non-compliance.”

- Areas that the agencies are struggling with include identifying their vital documents, public contact positions, bilingual staff, training issues, and data collection.
- The posting of multilingual posters is the signature tool that gets the agencies rolling in implementing their language access plans. Some agencies have not even taken this initial step.

7. Update on Language Access Conference Planning

- Jennifer Li has accepted the role of chairing the conference planning efforts.
- Two meetings were held over the holidays outlining what the conference may look like.
- The tentative dates are September 24 & 25, 2009, which are a Thursday and Friday.
- There will be two tracks: Language Access Plan Implementation and Best Practices.
- The University of Hawaii’s East-West Center will be the event site due to its central location.
- Fee of \$100 for attendees, which will include 2 breakfasts, lunches, and materials.
- Keynote speakers will need to pay their own travel expenses and suggestions were made to invite New York Mayor Bloomberg, the new Secretary of the Department of Labor, or the new Attorney General for the Department of Justice.
- Funding will be sought by speaking with other agencies, foundations, seeking the assistance of LAAC members, etc.
- Concerns were raised that attendance will be greatly impacted as a result of the economic downturn, layoffs, and other uncertainties. In addition, if the OLA’s budget is reduced significantly, the conference should be cancelled.

8. Legislative Matters

- Only one bill for this legislative session, which is to make every September “Language Access Month” in Hawaii.
- New LAAC members should be present at their upcoming confirmations since an absence is not looked on favorably.

9. Appointment of Language Access Month Sub-Committee Chair

- Tabled till the next LAAC meeting.

10. Updates on Language Access Cases/Agreements

- DHS’ voluntary agreement with the U.S. Department of Health and Human Services and Office for Civil Rights (OCR) is ongoing. DHS is aware that it needs to meet certain deadlines and has been in contact with the Federal Government.

11. Announcements

- The next Language Access Advisory Council meeting will be on Wednesday, February 11, 2009 at 9 A.M. in DLIR Conference Room 320.
- Dr. Myaing advised that Pacific Gateway has moved to a new address, 83 North King Street. The agency phone number is the same.
- Dominic Inocelda reported that the Inter-Agency Council on Immigrant Services and the OLA are working on submitting a proposal for a \$50,000 grant, related to immigrant integration. This is due at the end of the month.
- Kristine Pagano announced that the Disability and Communication Access Board (DCAB) and Assistive Technology Resource Center (ATRC) will be sponsoring a “Technology

Conference” at the Neal Blaisdell Center on 6/2/09 from 9 A.M.- 6 P.M. Immigrants and LEP individuals are welcome to this free event. There will be about 30 booths displaying the latest in communication access technology and software. There will also be free workshops to learn how to use the latest assistive technology.

12. Adjournment

- Meeting was adjourned at 11 A.M.

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Wednesday, December 10, 2008
DLIR Conference Room 320

MINUTES

The meeting was called to order at 9:45 A.M. by Chairperson Dominic Inocelda.

1. Attendance

Present:

- | | |
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| – Dominic Inocelda | Language Access Advisory Council, Chairperson |
| – Gerald Ohta | Language Access Advisory Council, Vice-Chair |
| – Dr. Suzanne Zeng | Language Access Advisory Council Member |
| – Sr. Earnest Chung | Language Access Advisory Council Member |
| – Serafin “Jun” Colmenares | Executive Director, Office of Language Access, Ex-officio |
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Others Present:

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| – Frances Lum | Department of the Attorney General |
| – Kendall Zukeran | Research Analyst, Office of Language Access |
| – Jeremy Low | Research Analyst, Office of Language Access |

2. Welcome and Introductions

Introduced for the first time was the following new council member:

- Betty Brow, Bank of Hawaii Executive Vice President and Head of the International Banking Division

- Advisory Council members added that they did not like the implicit guarantee of getting an interpreter and that it was free for all parties involved. The department or agency bears the costs.
- There was a concern if agencies have a system, resources, or are ready if the posters are put up.
- The resources are identified in the language access plans of each agency. It is up to the agency to phone or make the appropriate appointments for interpreters/translators. The OLA and LAAC are not responsible for this.
- Some departments are hesitant to put up the posters since their plans do not work.
- The posters are just a tool and can't include everything.
- Two thousand posters were printed the last time but much more will need to be distributed this time.
- Revised posters can be used by POS providers as well.
- Suggestion was made to remove the line, "This office will provide interpretation services." Agencies should not guarantee that they will actually be able to provide interpreters.
- The Hawaiian translation should also be placed at the top with the English since it is an official language of the state.
- "At no cost to you" should be in parenthesis to make it clear to LEP individuals and some may hesitate to ask for assistance if they assume they need to find and pay for language services themselves. This also serves as a reminder to agencies and staff regarding their responsibilities and that costs should not be passed on to the customer. There have been cases where state department employees have advised clients that they can get an interpreter but the client has to pay.
- Dr. Zeng made a motion that the OLA proceed with the translation as modified with general approval. The motion was seconded by Gerald Ohta. Fifteen council members voted in favor and there was one abstention.

8. Announcements

- Jun, Gerald, and Sue were panelists on the "Island Insights" TV program on PBS (12/4/08). The topic was "Civil Rights and Language Access." The discussion can be viewed online at <http://www.kmeb.org/insights02.htm>
- Dr. Sue Zeng advised that she and Dew Kaneshiro will speak tonight at Kuhio Park Terrace for a Micronesian get together. They will share steps in how to become an interpreter or translator.
- ADA training will be held at the DLIR Conference Room on Thursday, 12/11/08 @ 9 A.M. This is free to Language Access Advisory Council members, City & County, and State of Hawaii employees.
- The Migration Policy Institute (MPI) will have another nationwide webinar on language access on December, 17, 2008. The webinar can be viewed either at the basement training room at the Department of Health or the DLIR Conference Room #320 at 9 A.M. Please email Gerald if you plan to attend at the DOH site since the basement's capacity is only 15 people.
- Dr. Myaing shared that the Pacific Gateway Center will celebrate its 35th anniversary next year on September 9, 2009. This is the same month as the planned OLA conference and "Language Access Month."
- Sister Earnest Chung shared that the Office of Community Service has recently come out with a new informational handbook, "Voyaging Together to a New Life: A Handbook for Newcomers to Hawaii." This is an acculturation tool for newcomers to the islands and is available in English, Chuukese, and Marshallese languages, at the OCS office. This is also

**Language Access Advisory Council Meeting
January 14, 2009**

Report of the Executive Director

Budget Status:

- **Scenarios:**
 1. **Proposed - one vacant position (legal clerk) cut, plus \$80,000 reduction in current expenditures.**
 2. **Further cuts, with only a skeleton staff (?) left.**
 3. **Entire office is cut.**
- **Advice on what steps to take, particularly for # 1 and 2.**

Operations:

- **Uilani on vacation from December 17, 2008 to January 9, 2009.**
- **2008 Winter Issue of the OLA Quarterly newsletter is out.**
- **Finalized reports on monitoring visits to state agencies.**
- **Attended ADA training on communications access on December 11, 2008.**
- **Participated in LEP webinar (creating public-private partnerships for interpretation and translation services) sponsored by MPI on December 17, 2008.**
- **Prepared and submitted OLA staff positions re-description to DLIR Personnel Office.**
- **Preparing request for a 2-year extension of the OLA's current status as a special project (July 1, 2009 to June 30, 2011).**

Language Access Training/Conference:

- **Initial request for funding proposed trainings on working with interpreters and for volunteer bilingual staff was not approved. Possibilities of funding support from DHS and DOH are under discussion.**
- **Started planning meetings for September 2009 Language Access Conference.**

Draft

Survey of LEP Persons in Hawaii, 2008

Background

This report presents the results of the survey conducted in Hawaii about persons with limited English proficiency (LEP), and the feasibility of establishing a centralized language resource center.

The survey was conducted in response to the State of Hawaii Senate Concurrent Resolution No. 67, S.D. 1 “urging the Office of Language Access to conduct a feasibility study on statewide centralized language access resource center.” In 2006, the State recognized that language is a barrier for LEP individuals’ full participation in Hawaii’s social and economic life, hence passed Act 290 to breakdown such language barrier by requiring state agencies and organizations receiving state funding to “take reasonable steps to ensure meaningful access to services, programs, and activities” for those affected individuals “free of charge.”

In practical terms, the law shall require concerned agencies and organizations to improve their services, particularly for immigrants with limited English proficiency. Among the means envisioned are the provision of interpretation services and translated documents to immigrants and other residents whose primary language is other than English. This will ensure that these persons receive basic services like any other, regardless of their inadequacy to communicate.

Objectives:

This survey has attempted to seek answers to the following: (1) know the magnitude of the problem involving LEP individuals or groups, (2) estimate the cost of dealing with these individuals or groups, and (3) determine the feasibility of establishing a language resource center in Hawaii. The data reported here are based primarily on an online survey conducted between September and November 2008.

THE PROBLEM

Hawaii is perhaps the most multicultural community and an exemplar of a “melting pot” nowhere matched in North America.¹ According to the 2006 American Community Survey, Public Use Microdata Area (PUMA) Data, 23.5 percent of Hawaii’s population 5 years and older speak a language at home other than English,² compared to

¹ Hawaii ranks number 1 in terms of “mixed population” at 21.5 percent compared to the nation at 2 percent. It has the highest percentage of Asian populations and Pacific Islanders.

²2006 American Community Survey for Hawaii, in <http://hawaii.gov/dbedt/info/census/ACS2006>.

government-funded services to LEP individuals.⁶ According to the U.S. Department of Justice Civil Rights Division:

[This] Executive Order requires Federal agencies to examine the services they provide, identify any need for services to those with limited English proficiency (LEP), and develop and implement a system to provide those services so LEP persons can have meaningful access to them. It is expected that agency plans will provide for such meaningful access consistent with, and without unduly burdening, the fundamental mission of the agency. The Executive Order also requires that the Federal agencies work to ensure that recipients of Federal financial assistance provide meaningful access to their LEP applicants and beneficiaries.

In the past, no focused or statewide intervention has been done to deal with this type of individuals. While interpretation and translation are being done by some organizations to accommodate and provide opportunity for these persons or groups, much is yet to be desired. Interpreter and translation services are lacking and fragmented, made on a case-to-case basis; and under special circumstances - if carried out at all - thereby excluding many persons who are disadvantaged by language barriers.

Whereas some states (e.g., Washington) have long established programs on language interpretation and translation, the state of Hawaii has only recently embarked on this project. There is at present certification for legal interpreters and translators from some functions. Moreover, it requires contracting some language assistance organizations to provide interpretation services, but leaves them in assessing the qualifications of their interpreters and monitor quality. The state pays service providers directly for interpretation services.

Methodology

In this research, the basic procedure for data gathering is a questionnaire. From a template (instrument applied in Alaska) provided by the Office of the Language Access, the consultant developed a survey form (see Appendix B). This form was administered principally through a website in the internet known as SurveyMonkey.com (see http://www.surveymonkey.com/s.aspx?sm=gu42cDLVamfWzRtHxMLTBg_3d_3d). Questionnaires, however, were mailed for those respondents who don't have access to the internet, or feel more comfortable with answering the survey by filling out a hard copy of the form.

The instrument has been submitted for review to the Hawaii Language Access Advisory Board, whose suggestions are then incorporated in the final survey form before

⁶ See *Report to Congress: Assessment of the Total Benefits and Costs of Implementing Executive Order No. 13166: Improving Access to Services for Persons with Limited English Proficiency*, Mar. 14, 2002; available at <http://www.whitehouse.gov/omb/inforeg/regpol.html>; also see the Department of Justice Civil Rights Division, on Executive Order 13166; available at <http://www.usdoj.gov/crt/cor/13166.php>.

Hospital/health organization	8	13.1	13.1
Non-federally funded state agency	8	13.1	13.1
Public relations agency	2	3.3	3.3
TOTAL	61	100.0	100.0

Data Analysis:

All the completed returns have been double-checked and “cleaned out,” and a matrix developed for encoding the data in spreadsheet style using Microsoft Excel. Dry runs are then made to make sure that no computer glitches will happen on the way.

The data from SurveyMonkey.com are then transferred to the spreadsheet, and so are the mailed questionnaires.

Actual data crunching has been done through the use of SPSS or Statistical Package for the Social Sciences, which is obtained from and licensed by the University of Hawaii ITS Department.

Simple frequency tabulations and computations of percentages have been done to translate raw data into usable information.

Reliability

The instrument has been tested for reliability by comparing responses of people for two or more similar questions. If the responses more or less agree with each other for such related items, then the instrument is deemed consistent, hence adjudged reliable. An example is the item “Arabic” as a client in question number 2. A respondent who gives this as an answer for a person with limited English ability should also check “Arabic” language or “Iraqi/Arabic” in the next question for a “current or potential client.” Rightly so, two respondents have given an Arabic client, and answered both questions as expected.

It should be noted that the present survey form is a modified version of the Alaska language study, which is presumed to be reliable in the setting where it has been applied. As such, it shares with the current survey characteristics of a reliable instrument.

FINDINGS

This report will now provide some data revolving around three issues or concerns: (1) extent of linguistic problem arising from lack or inability to communicate in the English language with proficiency, (2) the current cost of providing interpretation, and translation services for LEP persons, and (3) feasibility of establishing a Language Resource Center.

Table 2: Percent of current clients whose primary language is other than English

Responses	Frequency	Percent	Valid Percent
None (0)	20	32.8	32.8
1 to 10%	29	47.5	47.5
11 to 20%	5	8.2	8.2
21 to 30%	2	3.3	3.3
31 to 40%	3	4.9	4.9
41 to 50%	1	1.6	1.6
51 to 60%	1	1.6	1.6
Total	61	100.0	100.0

Question: "Overall, approximately what percentage of your current clients speak a primary language other than English?"

As to what these LEP persons are (ethnically or nationally), and how many of them are encountered by the respondents will now be shown in the next tabulation (see Table 3). Results of this tabulation conform to those of the preceding table, this time they are expressed in actual frequencies of cases with possible linguistic inadequacy.

Table 3: Estimated number of clients who speak exclusively some languages other than English, approached respondent during last three months.

Language spoken	Frequency
a. Ilokano (Philippines)	18
b. Japanese/Nihongo (Japan)	17
c. Chuukese (Chuuk/Micronesia)	12
d. Spanish (Spain/Mexico/Puerto Rico/Latin America)	10
e. Marshallese (Marshall Islands)	10
f. Cantonese (China//Hong Kong)	9
g. Korean (Korea)	7
h. Samoan (Samoa)	6
i. Mandarin (China/Taiwan)	6
j. Indonesian (Indonesia)	5
k. Yapese (Yap/Micronesia)	5
l. Tongan (Tonga)	5
m. Palauan (Palau/Micronesia)	4
n. Cebuano/Hiligaynon/Visayan (Philippines)	4
o. Vietnamese (Vietnam)	4
p. Thai (Thailand)	4
q. Hmong (Laos/Thailand)	3
r. Hawaiian (Hawaii)	3
s. Fijian (Fiji)	3
t. Chamorro/Guamanian (Guam)	3

reported “Russians” as one such group representing LEP individuals, and about the same number expect to meet Turkish, Arabic and Uzbeks from the Middle East or Europe.

We have expected that the war in Iraq and Afghanistan would send waves of displaced residents to Hawaii. While the respondents have not reported the same expectation, there could be some asylum seekers from those countries in the future who may find their way to this island state. In the past, this was the experience of Hawaii with respect to the Philippines, Vietnam, and Laos.

Table 4: Distribution of current or potential clients who speak some rare languages

Linguistic Group	Frequency
a. Russian (Russia)	4
b. Haitian Creole (Haiti)	1
c. Mien (Laos)	1
d. Arabic (Middle East)	1
e. Turkish (Turkey)	1
f. Uzbek (Uzbekistan)	1
g. Other non-English language	1

Question: “Do you have current or potential clients who speak some of these more rare languages?”

2. Cost of providing services to LEP persons

We now come to the resources used by organizations in providing interpretation/translation services to persons with limited English ability.

At the outset, it is important to note that about three-fourths of all the respondents acknowledged having been approached, or met, by LEP persons – although in varying degrees. The number of such persons, however, appears to be small as reported.

The next question we deal with now is, how much do organizations spend in service of LEP persons? That is, the cost of interpretation and translation, training of interpreters/translators, and related activities.

Responses to this question, however, are pretty low and did not give us much detail. Most of the affected organizations have either no information on how they are spending on this matter or rely on voluntary services from their own employees. We learned that 31 or 51 percent of the respondents made use of free services from their own staff, which is why they didn’t report any amount on the cost of interpretation. Also, four respondents said they received free services from other persons or outside agencies for language interpretation or translation.

organizations have dealt with LEP clients with respect to the three language interpretation issues (see Table 7).

Table 7: Respondents satisfaction with the way their organization handles Interpretation LEP clients (Percent)

Issues	Very unsatisfied	Unsatisfied	Satisfied	Very satisfied	No idea/DK
a. Costs	1.6	6.6	16.4	11.5	62.3
b. Interpreter qualifications	-	8.2	24.6	9.8	55.7
c. Use of interpreters	-	11.5	26.2	4.9	52.5
Total/range	1	4-7	10-16	3-6	32-28

Total/range here means the minimum/maximum number of cases actually expressing dissatisfaction or satisfaction.

Question: "Please tell us how satisfied you are with the way your organization handles LEP clients."

There is, however, strong agreement on the importance of these language issues. About two-thirds of the respondents think there is need to address language interpretation issues in the future in terms of cost, using (selecting qualified) interpreters, and increasing their level of proficiency and qualifications. More than half (61 to 66 %) say that these language issues are "somewhat important" to "very important" (Table 8).

Table 8: Perceived importance of certain language interpretation issues

Issues	Not at all important	Somewhat important	Moderately important	Very important	No idea/DK
a. Costs	8.2	6.6	6.6	47.5	26.2
b. Interpreter qualifications	9.8	11.5	11.5	42.6	19.7
c. Use of interpreters	9.8	13.1	14.8	36.1	21.3
Total/range	5-6	4-7	4-9	22-29	12-16

Total/range here means the minimum/maximum number of cases actually saying "not at all important" to "very important."

Question: "How important to your organization do you think these language interpretation issues are?"

Note that these functions or services are predetermined choices asked of the respondents based on expert opinions gathered from selected interviews.

Table 10: Services or functions expected to be done by the centralized, statewide Language Resource Center (LRC)

Responses	Frequency	Percent	Valid Percent
a. Establish data bank for interpreters	42	68.9	68.9
b. Certify interpreters	39	63.9	63.9
c. Make referrals	37	60.7	60.7
d. Serve as clearing house for info	37	60.7	60.7
e. Conduct orientation	34	55.7	55.7
f. Coordinate training programs	24	39.3	39.3
g. Standardize tests/instruments	18	29.5	29.5
h. Other functions/services	5	8.2	8.2

Question: "What kind of services or functions do you expect this Language Resource Center for perform and deliver to the public?"

The question was then asked as to what organizations would be served by the LRC. More than half (52.6 %) of the respondents believed that this body should "serve all organizations," rather than limit itself to state agencies only (Table 11). It must be emphasized here that not all non-state organizations (NGO) will be included in the coverage of the LRC. Only those receiving funds and material support, directly or indirectly, from the government.

Table 11: Would you prefer this Language Resource Center to serve only state agencies or serve all organizations?

Responses	Frequency	Percent	Valid Percent
a. All organizations	30	49.2	52.6
b. State agencies only	9	14.8	15.8
c. Don't know	18	29.5	31.6
d. No answer	4	6.6	-
Total	61	100.0	100.0

Certain models of existing programs on interpretation and translation services by other states may be emulated for Hawaii, bearing in mind its unique multicultural setting and variety of language groups to be served. There are still a lot of things to learn from the experience of others regarding these services, as well as particular aspects of public life where language issues need some intervention.

A related issue which is not explored in this survey is the cost-benefit analysis of putting up such a Language Resource Center. For example, how much is needed to establish it? What department or agency will manage of this body? What kind of staff will be deployed, and what are the limits of their authority or service? How much benefit will accrue to the state for establishing and maintaining the LRC? How many LEP persons, and what language groups will benefit from this center for a certain period?

Conclusion and Recommendations

Interpretation and translation, training and certification of language professionals, and coordinating the various agencies that provide basic language services validate the notion of equality and opportunity for the people of Hawaii, regardless of creed, nationality and origin.

Reviewing the results of the survey, we found reason to believe that the time has come to establish in the State of Hawaii a centralized, statewide Language Resource Center. This body will further the goals of Act 290 and animate the spirit of Title VI, by providing language access to persons with limited English proficiency. Details of forming it, and eventually laying the foundation of this new structure, must be done as soon as possible.

Hawaii is a recent joiner among the few states in terms of establishing a system of testing and certification of interpreters and translators. Hence, the idea of having a Language Resource Center will be a step forward to put in place a mechanism for language access, thereby maximizing the provision of basic services to LEP persons.. Priority of what these services are, and where to deliver them, may be determined based on need: legal, health, education, public safety, and others.

An equally relevant question now is: where's the money? Perhaps this is the most crucial aspect of an attempt to set up a program meant to address an important language issue that has been looming on the horizon, given the slowdown in tourism that affects overall productivity in the State of Hawaii.

The modal practice observed among organizations seem to be to use friends and in-house staff as language volunteers to provide interpretation and translation services. Very few of the surveyed organizations have hired professional interpreters or outside agencies for language interpretation and translation. Where bilingual personnel are used for language interpretation and translation, the condition of "no holds barred" practice

Department of Business, Economic Development and Tourism. *American Community Survey 2006*. <http://hawaii.gov/dbedt/info/census/ACS2006>. Accessed January 5, 2009.

Federal Funding for Language Assistance Services. Available at http://www.apiahf.org/policy/culturalcompetence/2002brief_fundingLanguageAssistance.htm. Accessed Nov. 21, 2008.

Hawaii Quickfacts from the US Census Bureau, <http://quickfacts.census.gov/qfd/states/15000.html>. Accessed Dec. 5, 2008

Hawaii Interpreters and Translators Association (HITA). <http://www.hawaiiinterpreters.com>. Accessed Dec. 16, 2008.

Migration Policy Institute (MPI Data Hub). *Fact Sheet on the Foreign Born*. <http://www.migrationinformation.org/dataHub/state2.cfm?ID=HI>. Accessed January 6, 2009.

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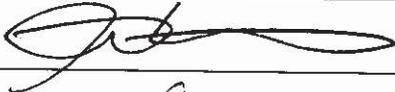
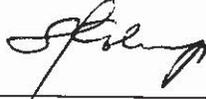
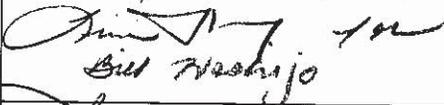
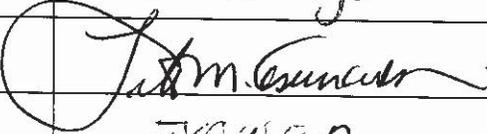
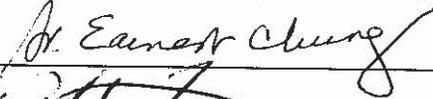
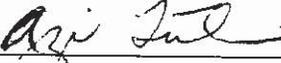
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OFFICE OF LANGUAGE ACCESS ADVISORY COUNCIL MEETING

LANGUAGE ACCESS ADVISORY COUNCIL
 STATE OF HAWAII
 DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS
 830 Punchbowl Street Rm. 320
 Honolulu, Hawaii 96813

ROLL CALL/ ATTENDANCE
JANUARY 14, 2008⁹
9:00 AM TO 10:30 AM

Name/Guest	Signature	
Dominic Inocelda Inter-Agency Council on Immigrant Services; Chair		
Gerald Ohta Department of Health; Vice-chair		
Serafin "Jun" Colmenares Office of Language Access Ex Officio		
Bill Hoshijo Hawaii Civil Rights Commission Ex Officio	 Bill Hoshijo	
Lito Asuncion Hawaii County Office on Aging		
Alohalani Boido Hawaii Interpreter Action Network	EXCUSED	
Betty Brow BOH, International Banking Center	BHBrow	
Sr. Earnest Chung Catholic Charities Hawaii		
Canisius Filibert Micronesia Community Network		
Jennifer Li Muscular Dystrophy Association		
Dr. Tin Myaing Thein Pacific Gateway Center		
Kristine Pagano rep for Disability & Communication Access Board	KPagano	
Nāmaka Rawlins Aha Punana Leo; UH-Hilo Hawaiian Language Center	JAN 14 2009 EXCUSED	
Mary Santa Maria Maui District Health Office		
Azi Turturici Kauai Agency on Elderly Affairs		
Dr. Suzanne Zeng UH Center for Interpretation and Translation Services		