

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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Photo (L to R): OLA Executive Director Jun Colmenares, Grace Chung Becker, and Gerald Ohta, Language Access Advisory Council Vice-Chairman.

THE FIRST HAWAII' I CONFERENCE ON LANGUAGE ACCESS

Hawai'i's First Language Access Conference was held on March 28-29, 2008, at the East-West Center on the University of Hawai'i at Mānoa campus. Over 200 people attended the conference, including experts, administrators, public access service providers, interpreters, translators, and university students from the state and across the nation.

The keynote speech was delivered by Grace Chung Becker, Acting Assistant Attorney General for the Civil Rights Division of the Department of Justice. Her presentation of a national perspective on language access, can be viewed at the following web address:



Grace Chung Becker, Acting Assistant Attorney General for the Civil Rights Division of the Department of Justice, addresses the audience.

http://www.lep.gov/whats_new/gcb_language_access.pdf

Other speakers from Alaska, New York, Washington D.C., California, and Hawai'i, discussed a variety of language access issues such as translation, interpretation, law enforcement, cultural competency, emergency preparedness, and technology.

Attendee feedback was overwhelmingly positive and many are already looking forward to the next Language Access Conference in Hawai'i. For more information or materials from the conference, go to

www.hawaii.gov/labor/ola.



MESSAGE FROM THE EXECUTIVE DIRECTOR

Aloha! We are pleased to welcome you to the 2nd issue of the "OLA Quarterly" newsletter. Many new and exciting developments have transpired since the first issue, and we are pleased to share them with you through this publication. We held the First Hawai'i Conference on Language Access - designed to promote public awareness - in March, and it was very successful. With the recent ending of the legislature, we are happy to report our success in passing several language access measures. The OLA staff also attended conferences - particularly the Annie Casey Foundation Language Access Convening in Baltimore, which expanded our contacts with language access practitioners nationwide and enabled us to learn from other states' experiences. The OLA, along with the Judiciary, co-sponsored two training workshops for Micronesian interpreters on Oahu and eight basic orientation workshops for interpreters of various ethnicities statewide. We expect more busy days ahead of us as we keep moving towards our vision of having "language access for all" here in Hawai'i. - Jun Colmenares

2008 LEGISLATIVE UPDATE

SB2395 SD2

On April 8, 2008, Governor Linda Lingle signed SB2395 SD2 into law as Act 8 of the Twenty-Fourth Legislature. As a result, the Hawai'i Language Access Advisory Council will expand to 15 members, include representatives from each of the counties, and also have a member from the Disability Communications and Access Board. Besides clarifying the definitions for *access*, *participate*, *covered entity*, *oral language services*, *state or state agency*, and *vital documents*, new definitions were added for *purchase of service contracts* and *written language services*.



SCR67 SD1/SR40 SD1

These resolutions declare **September as Language Access Month**. September will be dedicated to raising awareness of language access through various events and activities. This measure also requests the OLA to conduct a feasibility study on establishing a statewide centralized language access resource center.

Other measures relating to language access:

SR91 SD1

This Senate resolution requests the Hawai'i Tourism Authority, in conjunction with the Department of Health, Honolulu Emergency Services Department, University of Hawai'i School of Ocean and Earth Science and Technology, and appropriate water safety organizations, furnish information for visitors on water safety and recreational hazards, as part of a multi-lingual information and education program.

SR121 SD1

In an effort to preserve and promote Hawaiian culture and revitalize and encourage the usage of the Hawaiian language, the Senate passed a resolution requesting the Department of Accounting and General Services to develop a plan to have all signs at the State Capitol printed in English and Hawaiian. The requirement would only apply to signs replaced during regularly scheduled repair/replacement.

HR110 HD1

This House resolution supports assistance for persons in the United States under the Compacts of Free Association (COFA). As part of that support, the resolution requests the OLA to offer its services to citizens of COFA nations.

OLA'S ADMINISTRATIVE RULES



The OLA is working on developing administrative rules for the Language Access Law (HRS §§ 371-31 to 371-37), including (1) definitions, (2) language access plan requirements, (3) handling of complaints, and (4) hiring of bilingual personnel (for state agencies). The OLA welcomes your input. If you have suggestions for topics to be covered in the administrative rules, please email dlir.ola@hawaii.gov or mail (830 Punchbowl Street, #322, Honolulu, HI 96813) them to the OLA by September 2, 2008.

RECENT COMPLAINTS

The OLA has received the following complaints regarding various agencies:

- Failure to translate eviction notices;
- A Limited English Proficient (LEP) resident seeking services was told to bring his/her own interpreter for adult intake service; and
- False/misleading advertising by United Pacific Resources, Inc. regarding their language access plans.

ANNIE CASEY FOUNDATION CONFERENCE

Language Access Summit, *“Learning to strengthen policy and practice what’s practical”*, Baltimore, MD, April 1-3, 2008. The Annie E. Casey Foundation hosted its third and final convening of experienced and new professionals working on language access nationwide. The Foundation has worked to promote the well-being of the most vulnerable children in the United States for the past 60 years. It recognizes that language is a barrier that cripples the ability of the LEP population to make a better life for themselves and their children, who, due to the language barrier, are at risk for poor educational, economic, social and health outcomes. To help break down this barrier, the Foundation launched a project to develop a national network for individuals responsible for implementing language assistance programs in the public sector. According to Irene Lee, Senior Associate at the Foundation, “The Foundation is committed to promoting the goal that vulnerable immigrant children and families successfully learn English and have access to high-quality, low-cost social and financial services in their native languages, so they can become fully integrated into their communities socially, politically, and economically.” The project facilitated peer-to-peer learning and collaboration among language access practitioners to share promising practices or policies. This important link to communication and resources for language access practitioners will now transition to the Migration Policy Institute (MPI) in Washington, D.C. The MPI will continue to connect those involved in language access online through its digital portal. For more on the portal and other helpful links, see the “Got Forms?” section on page 4.

MICRONESIAN VOICES IN HAWAI‘I CONFERENCE

On April 3-4, 2008, The Center for Pacific Island Studies at the University of Hawai‘i - Mānoa , sponsored the “Micronesian Voices in Hawai‘i” Conference. The event was held at the East-West Center on the UH Mānoa campus and provided a unique opportunity for attendees to listen and learn from Micronesian leaders in the community. The conference focused on the challenges new migrants face from Micronesia and panel discussions centered around areas of need—strengthening communities, increasing effective communication, building programs for health and education, and educating on rights and responsibilities.

The keynote speakers were Dr. Hilda Heine, Director of Policy and Pacific Comprehensive Center Program, Pacific Resources for Education and Learning (PREL), as well as the Honorable Andon L. Amaraich, Chief Justice of the Federated States of Micronesia. Many enjoyed the knowledge shared and opportunity to contribute ideas in order to help Micronesians successfully adjust to life in Hawai‘i.

OLA AND THE JUDICIARY SPONSOR INTERPRETER WORKSHOPS

Two training workshops for prospective Micronesian interpreters were held on January 12-13, 2008 (Marshallese) and January 19-20, 2008 (Chuukese) in Honolulu. The workshops were co-sponsored by the OLA and Judiciary’s Office of Equality and Access to the Courts, and were intended to encourage recruitment of much-needed interpreters from these population groups.

In addition, the OLA and Judiciary co-sponsored, also in January, a total of eight basic orientation workshops statewide (four on Oahu, one each in Hilo and Kona, and on Maui and Kauai), for interpreters from various nationalities. A total of 158 registrants attended the workshops, which were designed to encourage participants to become court interpreters.



G O T F O R M S ?

Need help implementing your language access plan? Looking for examples?

The Migration Policy Institute's (MPI) Language Portal is a [Translation and Interpretation Digital Library](#) where you can [search their database](#) to find resources used to provide services to LEP individuals, including:

- Language access plans
- Translated documents
- Forms
- Interpreter/Translator contracts

http://www.migrationinformation.org/integration/language_portal/



REMINDER: If you have any documents that you would like to share on the MPI's portal, please submit them in electronic form to the OLA by June 30, 2008.

Interested in Cutting Costs? Developing a language glossary can help cut down on future costs and ensure consistency for interpreters, translators and bilingual staff. A glossary can assist translators in achieving some uniformity when translating forms and other documents for your department. The glossary is used as an aid and provides the current standard use for commonly used terms in a given work environment. Check out the database on the MPI's digital portal (link listed above) and the websites below for examples:

- **Court interpreters** <http://sdnyinterpreters.org/glossary.php> (Searchable Spanish-English Glossary)
- **Criminal & juvenile justice terms** http://www.vera.org/publication_pdf/396_775.pdf (Chinese); http://www.vera.org/publication_pdf/395_783.pdf (Spanish)
- **Education** <http://schools.nyc.gov/Offices/Translation/TipsandResources/Default.htm> (Includes Chinese, Korean, Spanish)
- **Human services** <http://www.sfhsa.org/Glossaries.htm> (Chinese, Russian, Spanish, Vietnamese)

B E S T P R A C T I C E S : C O N T R A C T I N G W I T H T R A N S L A T O R S



Advice from Kleber Palma, NYC DOE. Mr. Palma is the Director of the Translation and Interpretation Unit and oversees a staff of 40 translators. At the April Annie E. Casey Foundation convening, Mr. Palma shared some tips on doing translations. In his experience, ensuring quality control of translations is one of the biggest challenges. Addressing some matters up front in the Request for Proposal (RFP) process can help enhance quality control.

“Ensuring quality control of translations is one of the biggest challenges.”

In your RFP, be sure you include the following requirements:

- Require that two or three people review the translation to ensure its quality. At least two people should review the translation – one to review the English-to-foreign language translation and another to review the foreign language-to-English translation for accuracy.
- Require vendors to use translation memory software, which can track what has been translated. This can help you to save on costs for future translations and/or revisions, so vendors will not have to re-translate and charge you for something they already translated.
- Develop a glossary of key terms and require vendors to translate the glossary. Having a glossary will help cut future costs and ensure consistency in translations. (See the “Got Forms?” section above)

UPDATE: LANGUAGE ACCESS PLANS

Since the last OLA Newsletter went to press, the OLA has continued to work with agencies and various organizations on their Language Access Plans (LAP). To date, 23 state-funded organizations and three county agencies have voluntarily submitted their LAPs. One state agency had its LAP approved, and three state agencies' LAPs are still under review awaiting new revisions.

State Agencies – Approved Plans

- 1) Department of Taxation

State Agencies – Plans Under Review

- 1) House of Representatives
- 2) Senate
- 3) Office of the Lieutenant Governor



Counties – Plans Submitted

- 1) Department of Human Resources (County of Hawai'i)
- 2) Department of Transportation Services (City & County of Honolulu)
- 3) Emergency Medical Services Division (City & County of Honolulu)

State-Funded Organizations – Plans Submitted

- | | |
|---------------------------------------|-------------------------------------|
| 1) Attention Plus Care | 13) Kulia Na Mamo |
| 2) Big Island Substance Abuse Council | 14) Ku Aloha Ola Mau |
| 3) Boys & Girls Club of Hawaii | 15) Lanai Community Health Center |
| 4) Care Resource Hawaii | 16) Maui Economic Opportunity, Inc. |
| 5) Catholic Charities of Hawaii | 17) Neighborhood Place of Kona |
| 6) Community Assistance Center | 18) Network Enterprises |
| 7) Community Work Day Program | 19) Pacific Gateway |
| 8) Easter Seals Hawaii | 20) Read Aloud America |
| 9) Girl Scouts of Hawaii | 21) Women Helping Women, Maui |
| 10) Goodwill Industries of Hawaii | 22) YMCA of Kauai |
| 11) Ho'onani Place | 23) YWCA of Oahu |
| 12) Ka Lima O Maui | |



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More photos from The First Hawai'i Conference on Language Access!

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If you would like to contribute to future publications or have any questions or comments regarding the OLA Quarterly, please feel free to contact us.

NEW STAFF MEMBER

The Office of Language Access would like to welcome **Kendall Zukeran** to the OLA family. Kendall obtained his MBA from the University of Hawai'i at Mānoa and is proficient in Japanese. In his spare time, he teaches at The Learning Center in McCully and participates in a variety of outdoor activities. Kendall fills the Research Analyst position vacated by Shari Dela Cuadra, who is working on civil rights matters with the State Department of Education.



DID YOU KNOW ?

According to the *U.S. Census Bureau, 2006 American Community Survey Public Use Microdata Sample (PUMS)*, the top 10 languages spoken by Hawai'i's LEP population are:

- 1) Ilokano
- 2) Japanese
- 3) Tagalog
- 4) Chinese
- 5) Korean
- 6) Vietnamese
- 7) Visayan
- 8) Cantonese
- 9) Other Pacific languages (Chuukese, Marshallese, Yapese)
- 10) Spanish

