

OLA QUARTERLY

Official Newsletter of the
Office of Language Access, State of Hawai'i
"O ka 'ōlelo ke ola - Language is Life



Volume 17, Spring 2012

Inside this Issue

Community Interpreter Training March 12-16, 2012	1
Message from the Executive Director	2
Message from Chair of LAAC	2
Training Feedback from Participants	3,4,5
Tell Us What You Think!	6
News from Maui	6
News from TheBus and HECO	6
News from All Over	7
5th Annual Language Access Conference	8
Dates to Remember	8



COMMUNITY INTERPRETER TRAINING MARCH 12-16, 2012

Twenty-nine (29) bilingual participants attended the Community Interpreter Training sponsored by OLA from March 12-16, 2012. This training was the first ever conducted in Hawaii and the diversity of languages spoken by the trainees included Chuukese, Marshallese, Samoan, Cantonese, Mandarin, Japanese, Korean, Tagalog, Ilokano, Laotian, Thai, Vietnamese, Spanish – and even Russian! The training covered interpreting in health care, education, and human and social services based on the code of ethics and standards of practice of the National Council on Interpreting in Health Care (NCIHC). This training could count towards meeting the 40-60 hours of training required for community interpreters. See pages 3-5 to read feedback from several trainees who attended the week-long event.



L-R: Jun Colmenares, OLA Executive Director; Lourdes Rubio, Trainer; Dominic Inocelda, Chair of LAAC; Marjory Bancroft, Trainer



Training participants

SAVE THE DATE: AUGUST 22-23, 2012
5th Annual Hawaii Conference on Language Access
Translation: Maximizing Quality and Minimizing Costs



MESSAGE FROM THE EXECUTIVE DIRECTOR JUN COLMENARES

During the past months, the Office had been busy preparing for the **Community Interpreter Training** held on March 12-16, 2012. Twenty-nine participant/trainees attended the five day training. The event was a big success and we now look forward to having some of these trainees participate in the "Train-the-Trainer" program in the near future. The training was led by Marjory Bancroft and Lourdes Rubio of Cross-Cultural Communications based out of Columbia, MD. Marjory and Lourdes greatly enjoyed their first time visit to Hawaii.

Mahalo nui loa to the Training Committee, Alohani Boido, Dr. Ruth Mabanglo, Mary Santa Maria and Mindy Emmons, as well as to OLA staffers Sonya Chung-Hirano, Gail McGarvey and our volunteers for a job very well done.

The **Senior Medicare Patrol-Office of Language Access joint outreach project** to the neighbor islands on Medicare fraud prevention recently concluded. More than 120 residents (many of them limited English proficient) attended the four town hall meetings held in Kauai, Lanai, Maui and Hilo in February and March.

The Office is now gearing up to celebrate **Language Access Month in August**. Hawaii is the only state in the nation to have designated a specific month to highlight the importance of language access in improving the quality of life for all our residents. During the same month, we will also be sponsoring the **5th Annual Hawaii Conference on Language Access, August 22-23, 2012** at the East-West Center. The theme of the conference is **Translation: Maximizing Quality and Minimizing Costs**.

In keeping with OLA's mission to improve language access across the state, we arranged a meeting between Kapiolani Medial Center/Hawaii Pacific Health and representatives from the Micronesian community on March 22, 2012 to discuss possible collaboration to better meet the interpretation needs of that community.

Finally, the bill transferring OLA from DLIR to DOH has passed the House unamended and the Senate with technical amendments. Now it is on its way back to the House and possibly to a conference committee. Many thanks to everyone who submitted testimonies in support of the bill.

MESSAGE FROM THE CHAIR OF LAAC DOMINIC INOCELDA



It has been over thirty years since I first became acquainted with issues of language access in Hawaii faced by immigrants and other persons who speak little or no English. As a social work student I was privileged to observe community advocates like Sheila Forman, Amy Agbayani, Herita Agmata, Sister Grace Dorothy Lim, Nobu Yonamine and many others who met as members of the Inter-Agency Council for Immigrant and Refugee Services to discuss the *Mangrobang v. Yuen* case. This milestone civil rights case addressed language access concerns within the Hawaii Department of Health and resulted in the 1980 Court Order requiring compliance by DOH to remedy barriers to services based on language.

Over the years, various non-profit and government agencies serving the immigrant community and limited-English speaking persons began to formulate the idea of creating a designated state office for language access. The Inter-Agency Council and other organizations worked many years to build support to legislate such an office. The initiative had many starts and stops. A complaint against the Department of Human Services helped add immediacy and credence to the need for a language access law. With the commitment and hard work by many, H.B. 2778 was signed into law by Governor Linda Lingle in 2006. It required effective and timely communication between all levels of government and individuals who are denied public services due to language-proficiency barriers and created the Office of Language Access (OLA) to ensure that each state agency and all covered entities will take responsible steps to ensure meaningful access to services, programs and activities by limited English proficient persons.

With the creation of the Office of Language Access, the committed leadership of Executive Director Jun Colmenares and the strong support of the Language Access Advisory Council, OLA has slowly but surely started to build a system to educate and resource interpreters, to increase community awareness to effectively utilize interpreters, to help plan and implement language access plans by state agencies and community organizations, and to ensure compliance with the law. Much has been accomplished but much remains to be achieved.

Into the future, I see Hawaii becoming a national model for:

- a place where languages are celebrated to enrich interaction and understanding of others;
- how language access is promoted and maintained;
- the development of business opportunities for qualified persons with strong language capabilities;
- an effective and affordable system to provide language access services for use by service providers;
- empowering users of services to communicate their needs no matter what language is spoken.

Our Hawaii deserves no less.

TRAINING FEEDBACK

Ms. Esther Lokboj

The training was the best and most comprehensive one I've ever experienced. I am very grateful to my employer for this opportunity to learn. The two instructors were exceptional! They taught/shared such impeccable knowledge that I left the training a whole new person as an interpreter. It was excellent!

Looking at the learning objectives (Ethics & Conduct; Interpreter Skills; Culture & Mediation; Community Services; Standards of Practice), I thought they were self-explanatory and that they were just going to be that. Little did I know that they were the crux of what a Community Interpreter does and, boy, did I learn the true meaning of each! With the objectives being presented through so many different scenarios, many that I could see myself in, I truly learned the real meaning of interpreting.

The most important lessons that I learned were the Code of Ethics and Standards of Practices, not to mention Title VI of the Civil Rights of 1964. OMG, it just boggled my mind how little I knew of what a Community Interpreter is all about! I always considered myself a better than average interpreter since I grew up speaking two languages. I interpreted for my friends and family who spoke little or no English without even realizing what I did until I actually started working as an interpreter.

But the training showed me that I was just an amateur, grasping only the tip of the iceberg, so to speak, of what an interpreter is. I cringe every time I think of interpreting sessions I did that, had I been called to task on, quite possibly may have gotten me sued! Now I know that to be a professional interpreter, one needs training by professionals like Ms. Bancroft and Ms. Rubio. The training has greatly impacted my understanding of a Community Interpreter. I've come out a better, richer person because of it. Kommol tata and mahalo to everyone who made this training possible!



Ms. Youngja Kim-Rahman

I met such wonderful instructors and many other passionate interpreters. It was a great opportunity to learn how varied human communications is (verbal, gestures, body language) and how it's all a part of interpreting. It was fascinating to hear the story about the tribal woman in Alaska who answered questions by raising her eyebrows up for "yes" or down for "no", without saying a single word. It made me realize that the scope of interpretation is beyond one's assumptions and knowledge.

The training reinforced for me how important it is to follow the code of ethics and best practices with integrity to become a professional interpreter. I will strive to utilize what I have learned to be a more competent and knowledgeable community interpreter.

OLA's effort to enable language access for limited English proficient speakers in Hawaii is greatly appreciated, especially by community interpreters.

Kamsa-hamnee-da and mahalo!

TRAINING FEEDBACK



Ms. Tomoko Hotema

This was one of the most memorable schooling experiences I have ever had. I feel honored to have been a participant. The classes taught by Lourdes and Marjory were always so inspiring and exciting, never a dull moment. How else would I have survived a nine hour class everyday for a whole week? Their energy, caliber of expertise, knowledge, and their unique style of lecture all made the classes very enjoyable and fun. I learned so much and made many friends. I'll be forever grateful for this precious experience. Arigato gazaimasu and mahalo to everyone!

Ms. Chiny Wang

The teachers were great – they kept us awake most of the time! The materials covered were informative and priceless. Interpreting is very challenging and not as easy as everyone thought it was. The teachers made us proud of our profession.

Even persons who had been interpreting for a long time could not answer correctly when asked how certain interpreting situations should be handled. I will definitely know better how to apply what I've learned from this training to be a better interpreter. This was a real professional workshop! Khorb khun, khorb jai and mahalo!



Ms. Juliette Sword

The most memorable moment was when I got to hear myself interpret in my language. I heard what I needed to improve on. It was also great to meet so many other interpreters and become friends with them.

I realized how important it is to be professional and culturally sensitive during interpreting so that I won't end up possibly offending anyone, even when situations may call for me to mediate or advocate. Role playing was very educational; it really helped me see things better, especially the mistakes I was making. The training has given me more confidence to know how to conduct myself professionally and perform my job better. Fa`afetai tele lava and mahalo!



TRAINING FEEDBACK



Mr. Edmund Galaycay Jr.

"The moment it reaches your mind it is no longer simple. The mind starts interpreting it, finding things in it which are not there, ignoring things which are there." - Bhagwan Shree Rajneesh

Completing the week-long 40 hours training was quite a personal achievement for me. It was an honor and privilege meeting esteemed colleagues interpreting in the courts and the community. I will always cherish the friendship, camaraderie and fun that we shared.

The trainers did an excellent job dissecting the intricate and complex world of our profession in clear and simple terms. Their real-life experiences, anecdotes and jokes had me glued to their presentation. I appreciated that they encouraged lively discussions, brainstorming and even arguments throughout the training.

What impressed me most was learning about the importance of being mindful of my role as a community interpreter: being a "mediator" is secondary and should only be done to clear up language and cultural misunderstandings. I am the interpreter, not a "cultural broker."

The experience, although exhausting, has made me a better community interpreter. I realize how fortunate and blessed I am to do what I do and that I've come to love my profession more than ever after attending the training. Maraming salamat po, dios ti agningina and mahalo!

Ms. Josephine Albert

1. Excellent teaching materials. The textbook and workbook were very well written and illustrated.
2. The teaching style was mostly very easy to follow. No brain surgery needed!
3. In many cultures, including Chuukese, teaching is done by "seeing and doing" and the teachers presented the material in a way that required participation and active listening. Even though I've heard some things before, it was not boring at all. I loved it!
4. To me, the trainers were "soul instructors." I could tell that they have lived it and done it. They became experts not only through book knowledge, but also through experience, which made the lessons more lively and interesting.
5. They were focused not only on the right rules and right ways of interpreting but also how interpreting was influenced by the culture and environment. They were culturally knowledgeable and sensitive. It is different to have learned and experienced a culture than to have been born into it and lived it to tell about it... their cultural backgrounds made their teachings strong!
6. I learned a lot, not only about interpreting but also about myself.
7. The food was ono and the snacks were da bomb. OLA, you rock! Kinisou chapur and mahalo!



Ms. Mindy Emmons

The most memorable thing for me was when one of our colleagues talked about pride in our profession. I felt a lot of camaraderie with the other students. The most important thing I learned was the difference between legal and community interpreting, especially the respective codes of ethics and standards of practice. As an interpreter, I feel that I now have a broader understanding of the interpreting profession as a whole. I am very grateful to OLA for giving us this valuable training. Muchas gracias and mahalo!

TELL US WHAT YOU THINK!

At the February meeting of the State Language Access Coordinators, a discussion arose regarding the use of the word “limited” in the term “Limited English Proficiency (LEP).” Some felt that the word actually posed a barrier to language access. “Proficient” may be a word that might not be understood by LEP persons, but many people usually understand the meaning of “limited.”

Geneva Watts from the Department of Human Services said, “Very few of us like to be limited in any way and tend to resist accepting the notion that we have limited English speaking abilities.” Such responses have prompted DHS to start using the term “Language Access” in place of “Limited English Proficiency” to refer to their plan. They hope that “Language Access” will be more acceptable to clients and will facilitate a better understanding and access to **all** the services and programs, including interpretation, offered by DHS.

Has your agency encountered this issue in your interactions with the LEP population? What do you think of using a term other than “Limited English Proficiency” for your language access plans or to refer to such individuals? If have you comments or thoughts about this, email Sonya at OLA at sonya.h.chung-hirano@hawaii.gov. We'd love to hear from you!

LANGUAGE ACCESS NEWS FROM MAUI

On **May 12, 2012**, the Maui County Civil defense with the Maui District Health Office, the Maui County Office on Immigrant Services and Maui Economic Opportunity, Inc., will offer a **Training of Trainers (TOT) to bilingual leaders of Maui's immigrant and migrant communities on disaster preparedness and response**.

In the aftermath of the tsunami last year, it was evident that communication to LEP populations was inadequate, thereby hindering assistance to them. The lack of radio and TV announcements in various languages made it impossible to direct people from their homes to shelters or to notify them about road closures and other important information.

This government-private partnership will be working with community leaders to train them in disaster preparedness and response. The participants will then return to their respective communities to conduct their own trainings in a culturally appropriate manner. The training will take place at M.E.O. and West Maui Sr. Center and will be conducted in English, with appropriate brochures printed in the languages of the participants.

The goal is for the participants to educate their LEP communities on what disasters threaten us and the appropriate responses that are required. Phone trees will be formed so that Civil Defense will have a direct line to the LEP communities through their trained bilingual leaders during disasters. Call 808-984-8216 for information or to register for the training.

LANGUAGE ACCESS NEWS FROM THEBUS

The Department of Transportation Services of the City and County of Honolulu has produced **bilingual DVDs and brochures related to transit security and emergency preparedness for TheBus riders**. This is part of their on-going campaign to ensure passenger safety and security while riding on TheBus and to educate bus riders about emergency preparedness and survival in the event of a natural or man-made disaster. The DVDs and brochures are available in **Chuukese, Marshallese, Samoan, Cantonese, Mandarin, Japanese, Korean, Vietnamese, Ilokano and Tagalog**. For more information call 848-4500 or visit the website at www.TheBus.org.

HECO BILINGUAL RESOURCES FOR SMALL BUSINESSES

The Hawaiian Electric Company has published two booklets for small businesses on how to save on energy costs. **Power to Save for Small Business** and **Ways to Save at Work** provide useful tips to help small businesses better manage their electricity use and improve their bottom line. Businesses can learn how to evaluate their energy use, develop an employee energy awareness campaign, trim their operating expenses, as well as other helpful information. The guides are available in **Korean, Cantonese and Ilokano**. HECO will also be partnering with businesses and community groups within the respective language communities to expand the distribution of the energy saving guides. For more information call 543-7511 or download the guides from the HECO website at <http://cbms.heco.com>.

NEWS FROM ALL OVER

Excerpt from the UCLA Center for Health Policy Research, February 29, 2012

Obstacle to entry: More than 100,000 Californians face barriers to enrollment in health care reform due to limited English proficiency

Language barriers could deter more than 100,000 Californians from enrolling in the Health Benefit Exchange, according to a study released today by the Center, the California Pan-Ethnic Health Network (CPEHN), and the UC Berkeley Center for Labor Research and Education.

The study presents findings from a UC Berkeley/UCLA micro-simulation study that estimates the likely enrollment in health care reform programs in California. Specifically, the study projects that more than one million limited-English proficient (LEP) adults will be eligible to receive tax credits to purchase affordable coverage in the Health Benefit Exchange, which expands access to affordable health coverage in the Patient Protection and Affordable Care Act (ACA).

However, only 42 percent are expected to enroll in the program. The UC model shows that if language is not a barrier, participation by LEP adults could increase to 53 percent, a difference of approximately 110,000 individuals.

"The evidence suggests that Californians who do not speak English very well are at a significant disadvantage in terms of accessing health care reform programs," said Daphna Gans, lead author of the study and a Center research scientist.

Earlier in the month, Gans testified about the study's findings at a Feb. 13 hearing on health equity and health care reform sponsored by the Latino, Asian Pacific Islander and Black legislative caucuses.

Download the full policy brief: *Achieving Equity by Building a Bridge from Eligible to Enrolled* at <http://www.healthpolicy.ucla.edu/pubs/files/enrolledpfeb2012.pdf>



Excerpt from the New York Times, March 18, 2012

Why Bilinguals Are Smarter

Yudhijit Bhattacharjee, staff writer, *Science Magazine*

Speaking two languages rather than just one has obvious practical benefits in an increasingly globalized world. But in recent years, scientists have begun to show that the advantages of bilingualism are even more fundamental than being able to converse with a wider range of people. Being bilingual, it turns out, makes you smarter. It can have a profound effect on your brain, improving cognitive skills not related to language and even shielding against dementia in old age.

This view of bilingualism is remarkably different from the understanding of bilingualism through much of the 20th century. Researchers, educators and policy makers long considered a second language to be an interference, cognitively speaking, that hindered a child's academic and intellectual development. They were not wrong about the interference: there is ample evidence that in a bilingual's brain both language systems are active even when he is using only one language, thus creating situations in which one system obstructs the other. But this interference, researchers are finding out, isn't so much a handicap as a blessing in disguise. It forces the brain to resolve internal conflict, giving the mind a workout that strengthens its cognitive muscles.

The key difference between bilinguals and monolinguals may be more basic: a heightened ability to monitor the environment. "Bilinguals have to switch languages quite often – you may talk to your father in one language and to your mother in another language," says Albert Costa, a researcher at the University of Pompeu Fabra in Spain. "It requires keeping track of changes around you in the same way that we monitor our surroundings when driving." In a study comparing German-Italian bilinguals with Italian monolinguals on monitoring tasks, Mr. Costa and his colleagues found that the bilingual subjects not only performed better, but they also did so with less activity in parts of the brain involved in monitoring, indicating that they were more efficient at it.

The bilingual experience appears to influence the brain from infancy to old age (and there is reason to believe that it may also apply to those who learn a second language later in life)... Bilingualism's effects also extend into the twilight years. In a recent study of 44 elderly Spanish-English bilinguals, scientists led by the neuropsychologist Tamar Gollan of the University of California, San Diego, found that individuals with a higher degree of bilingualism - measured through a comparative evaluation of proficiency in each language - were more resistant than others to the onset of dementia and other symptoms of Alzheimer's disease: the higher the degree of bilingualism, the later the age of onset. Nobody ever doubted the power of language. But who would have imagined that the words we hear and the sentences we speak might be leaving such a deep imprint?

To read the full article go to:

<http://www.nytimes.com/2012/03/18/opinion/sunday/the-benefits-of-bilingualism.html?scp=1&sq=why%20bilinguals%20are%20smarter&st=cse>



OLA QUARTERLY

OFFICIAL NEWSLETTER OF THE
OFFICE OF LANGUAGE ACCESS
STATE OF HAWAII

'O KA 'ŌLELO KE OLA - LANGUAGE IS LIFE



Office of Language Access
830 Punchbowl Street, #322
Honolulu, Hawai'i 96813
Phone: (808) 586-8730
Fax: (808) 586-8733
Email: dlir.ola@hawaii.gov

Web: www.hawaii.gov/labor/ola

REMINDER TO STATE LANGUAGE ACCESS COORDINATORS

Please turn in your agency's
updated language access plan
and the July-December 2011 LEP report

SAVE THE DATE!

AUGUST 22-23, 2012

5th Annual Hawaii Conference on Language Access *Translation: Maximizing Quality and Minimizing Costs*

The 5th Annual Hawaii Conference on Language Access will take place August 22-23, 2012 at the East-West Center. This year's theme will be *Translation: Maximizing Quality and Minimizing Costs*. Attendees will:

- Learn about federal and state requirements and guidelines on the translation of vital documents
- Share and exchange ideas, expertise and experiences on the basics of translation, training and certification, and the management of the translation process
- Learn about recent developments and challenges in translation
- Get information on translation resources, products and services

National and local speakers have been invited. **The conference is free but registration is required.** This conference is sponsored by the Office of Language Access. Call Gail McGarvey at 586-8732 for more information.

DATES TO REMEMBER

- April 18..... Language Access Advisory Council Meeting, 9:30-11:00 a.m., DLIR Conference Rm 320, 830 Punchbowl St Honolulu
- May 3..... Adjournment of 2012 Hawaii State Legislative Session
- May 9..... Language Access Advisory Council Meeting, 9:30-11:00 a.m., DLIR Conference Rm 320, 830 Punchbowl St, Honolulu
- May 30..... State Language Access Coordinators Meeting, 10:00-12:00 p.m., DLIR Multipurpose Conference Rm 310-314, 830 Punchbowl St, Honolulu
- June 13..... Language Access Advisory Council Meeting, 9:30-11:00 a.m., DLIR Conference Rm 320, 830 Punchbowl St, Honolulu
- July 1..... Deadline for the submission of revised language access plans to the Office of Language Access for state agencies NOT receiving federal funds
- July 11..... Language Access Advisory Council Meeting, 9:30-11:00 a.m., DLIR Conference Rm 320, 830 Punchbowl St, Honolulu
- August Language Access Month
- August 22-23..... 5th Hawaii Annual Conference on Language Access, "Translation: Maximizing Quality and Minimizing Costs" East-West Center, University of Hawaii at Manoa, sponsored by the Office of Language Access