



IN THIS ISSUE:

- Quarterly Highlights from the Executive Director
- September: Language Access Month
- Hawai'i Court Interpreter Certification Program
- Court Interpreter Opportunity
- Best Practices: 6 Steps to Increasing Access for LEP Residents (Part I)
- The OLA's Strategic Plan
- Language Access News From Other States
- Language Access Plans Update
- Language Access Advisory Council Swearing-In Ceremonies
- OLA's Administrative Rules
- Dates to Remember

Quarterly Highlights from the Executive Director

Aloha and welcome to the summer edition of the OLA Quarterly! Listed below are some of the significant events and highlights since our last newsletter:

- The OLA finished its strategic plan! A big mahalo to Dr. Michael Cheang of the University of Hawai'i for helping facilitate the strategic planning meetings.
- In continuing our public awareness efforts, the OLA participated and occupied a table at the Filipino Fiesta's community booth at Kapiolani Park, during the month of May.
- Members of the Language Access Advisory Council were formally sworn in and welcomed during state board ceremonies in Hilo and Honolulu.
- The OLA continues meeting with State Language Access Coordinators on issues related to the implementation of language access plans. A series of Reporting Tool Workshops were held in August.
- The OLA bid aloha to two staff members – Clerk Typist, Merry Balatico, moved to a civil service position at the Department of Human Services, while Legal Clerk, Carol Rodrigues, returned to the private sector. Gail McGarvey is our new Clerk Typist and we welcome her to the OLA family.
- Lastly, the month of September, “Language Access Month”, has arrived and the OLA is planning many exciting activities to celebrate language access in Hawai'i. *See below.*

September: Language Access Month

The Hawai'i State Legislature passed a joint resolution this year, declaring the month of September as “Language Access Month” in Hawai'i. Many exciting activities and events are being planned to celebrate and promote Language Access Month including:

1. A Governor's Proclamation.
2. Radio and press coverage:
 - Radio spots, “Know Your Rights” and interviews on stations KNDI, KREA, and KZOO
 - Articles in mainstream and ethnic newspapers
3. Messages on State and County pay stubs.
4. Ōlelo television broadcast of the First Hawai'i Conference on Language Access proceedings.
5. A Language Access Forum at the University of Hawai'i - Mānoa campus (with the UH School of Law and Matsunaga Institute of Peace as co-sponsors).
6. A Community Fair at the State Capitol Rotunda (with the Interagency Council on Immigrant Services and State Civil Defense Division as co-sponsors).

Please join the OLA in September as we celebrate and promote language access for all in Hawai'i. For more information, call (808) 586-8730 or visit www.hawaii.gov/labor/ola.



Contributed by the OEAC, Hawai'i State Judiciary

Hawai'i Court Interpreter Certification Program

Hawai'i, otherwise known as the "melting pot of the Pacific," has a population comprised of many different racial and ethnic groups. As a result, a significant number of Hawai'i's population are considered Limited English Proficient (LEP). According to the U.S. Census Bureau, in 2006, nearly a quarter of Hawai'i residents spoke a language other than English at home, and nearly half of those residents reported that they did not speak English "very well."

To address the need of its LEP court users, the Hawai'i State Judiciary established a Court Interpreter Certification Program in July 2007. The program was designed to promote and ensure equal access to Hawai'i's state courts by providing the best qualified interpreters available for LEP defendants. Defendants who have difficulty speaking or understanding English rely on interpreters to bridge the language gap between the English and non-English language.

To provide meaningful access to the courts, court interpreters should possess educated, native-like mastery of both English and a second language. They must demonstrate proficiency in all registers of English and the non-English language, which means they must be able to interpret sophisticated speech and vocabulary as well as street language and slang. Court interpreters must also demonstrate the ability to perform the three modes of interpreting: consecutive interpreting, simultaneous interpreting, and sight translation. In Hawai'i, court interpreters earn \$25-\$55/hour at a 2-hour base minimum per assignment.

The Hawai'i State Judiciary Court Interpreter Certification Program establishes a minimum standard for court interpreter certification and coordinates the screening, training, and testing necessary to assist interpreters in meeting and surpassing this standard. Interpreters who want to interpret in the state courts must be at least 18 years of age, be authorized to work in the United States, and have a Hawai'i General Excise Tax number. Interested interpreters must submit a written application, attend an orientation workshop, pass a written English exam as well as a basic ethics exam, and pass a criminal background check. Once an interpreter meets these minimum requirements, they are placed on the Court Interpreter Registry as a Tier 1 Registered court interpreter and are eligible for paid court interpreting and translating assignments.

For more information about the Hawai'i State Judiciary Court Interpreter Certification Program, contact the Office on Equality and Access to the Courts, Hawai'i State Judiciary, at (808) 539-4860 or oeac@courts.state.hi.us.

U.S. Census Bureau, American Community Survey 2006 Hawai'i Geographic Area Profiles (Demographic, Social, Economic and Housing): Hawai'i Population and Housing Narrative Profile: 2006, available at http://hawaii.gov/dbedt/info/census/ACS2006/acs_hi_2006_geographic/acs_hi_2006_geographic_narratives/acs2006nar_hawaii_state.pdf (stating that in 2006, 23% of residents of Hawai'i who were at least five years old spoke a language other than English at home, and of those, 45% did not speak English "very well").

Court Interpreter Opportunity

Are you bilingual? Can you interpret in English and another language? The Hawai'i State Judiciary is seeking court interpreters for all languages. Court interpreters earn \$25-\$55/hour at a 2-hour base minimum per assignment. Applications are being accepted now for the next class of orientation workshops, which are tentatively scheduled to begin in January 2009. Contact the Office on Equality and Access to the Courts at (808) 539-4860 or oeac@courts.state.hi.us.

Application forms are also available online at <http://www.courts.state.hi.us/courtinterpreting>.



BEST PRACTICES (Part I)

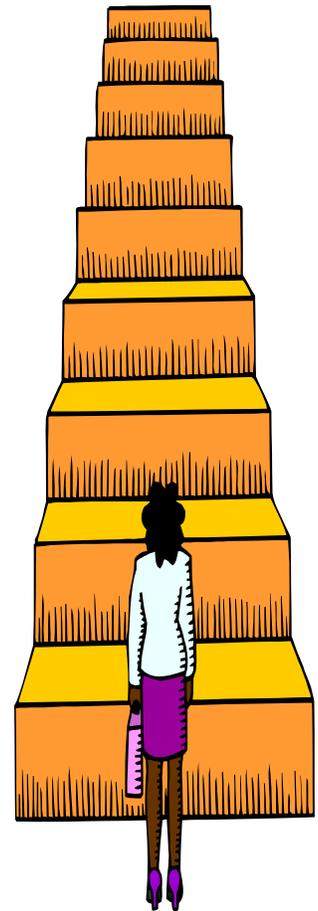
6 Steps to Increasing Access for LEP Residents: Essential Elements of High-Quality Language Access Programs

I. Conduct Assessments and Engage in Informed Planning (ongoing process)

1. Assess the Language Needs of the General or Eligible Population Served
2. Assess the Agency's Capacity to Serve LEP Populations

II. Implement a Language Access Plan

3. Provide more "LEP Friendly" Entry Ways by:
 - Having a bilingual/multilingual reception area and frontline staff
 - Posting bilingual/multilingual signs in offices
 - Setting up bilingual/multilingual telephone lines
 - Creating and maintaining bilingual/multilingual websites
 - Establishing partnerships with community-based organizations
4. Create the capability to track language preferences of LEP individuals so they receive communications and services in their native languages.
5. Employ Sufficient Number of Bilingual Staff
Challenges and considerations include:
 - Compensation & retention policies
 - Cultural competency
 - Policies for aligning bilingual staff members' skills with LEP individuals' needs
 - Procedures for assessing language skills
 - Recruitment programs
6. Utilize Competent and Qualified Interpreters
Challenges and considerations include:
 - Cultural competency
 - Fluency in both languages & familiarity with relevant vocabulary
 - Having interpreter skills needed for specific contexts
 - Procedures for making interpreters available in a timely manner



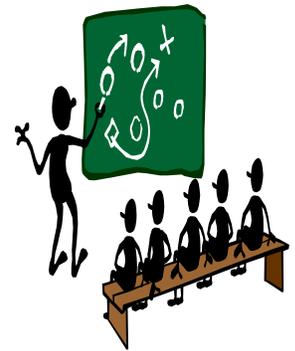
Corrections

In the last OLA Quarterly Newsletter, the "Complaints" section mistakenly listed United Public Resources as one of the companies that had a complaint filed against it. The correct name of the firm is *United Pacific Resources*.

The OLA's Strategic Plan

The OLA completed its 5 year Strategic Plan in conjunction with the Language Access Advisory Council and various members of the community. The OLA's **Vision** is "Language Access for All." Towards that end, our **Mission** is to promote equal access to and full participation in services, programs and activities for persons with limited English proficiency (LEP) through oversight, coordination and assistance to state and state-funded entities. We **value** Leadership, Collaboration, Respect, Justice, and Equality. To fulfill its mission, the OLA has set six goals:

- 1) To promote public awareness and ensure that the LEP population is informed of and educated about their rights;
- 2) To ensure that all state and covered entities are in compliance with language access requirements;
- 3) To assist in the development of an adequate pool of trained and competent language service providers;
- 4) To develop staff expertise and resources;
- 5) To ensure timely resolution of complaints about language access; and
- 6) To provide statewide leadership in the area of language access.



Strategies and objectives for each of the six goals have also been finalized, and OLA is currently working on action plans for their implementation.

Language Access News From Other States

Did you know that Hawai'i is not alone in its efforts to provide equal access to government services through language access? On July 22, 2008, New York City Mayor, Michael R. Bloomberg, ordered more than 100 city agencies to provide language assistance in six languages: Chinese, French Creole, Italian, Korean, Russian and Spanish. Agencies are required to meet the same standard when providing translation and interpretation to New Yorkers who do not speak English or have limited English proficiency. Mayor Bloomberg believes that, "The fundamental basis of government is its interaction with its citizens. If people don't know what we do, don't know what they should do, what the law requires them to do, don't know how to get services, all the money we're spending providing those services, providing those laws, is meaningless." See Executive Order No. 120, The City of New York, Office of the Mayor (July 22, 2008); "Mayor Orders New York to Expand Language Help." (The New York Times, July 23, 2008), Fernanda Santos. (Emphasis added.)

In June 2008, Philadelphia Mayor Michael A. Nutter, ordered all city departments and agencies to develop a Language Access Plan to make it easier for residents with limited English proficiency to access services of the City of Philadelphia. In addition, the order also requires them to ensure that the City's 311 customer service call center develops and implements a Language Access Plan, and formulates plans to increase the number of bi/multilingual personnel at all levels of City government. See Executive Order No. 9-08, City of Philadelphia, Office of the Mayor (June 11, 2008).



"The fundamental basis of government is its interaction with its citizens. "

- New York City Mayor, Michael R. Bloomberg

Language Access Plans Update

Since the last OLA Newsletter, the Office of Language Access continues to work with agencies and various organizations on their Language Access Plans (LAP). Also mentioned in the last edition of the "OLA Quarterly" was the passage of Act 008, which clarifies certain terms and adds new definitions in Hawaii's Language Access Law. As a result, the OLA is reviewing all **State** LAPs to ensure that the plans are complete and any deficiencies that may have been overlooked during the initial review are appropriately addressed. A memo concerning this was sent to the state agencies in June.

The following are agencies which recently submitted their plans:

State Agencies - Approved Plans

1. Office of the Lieutenant Governor

State Agencies - Plans Under Review

1. House of Representatives
2. Senate

Counties - Plans Submitted Voluntarily

1. Department of Finance - County of Hawaii
2. Department of Parks & Recreation - County of Hawaii
3. Department of the Prosecuting Attorney - City & County of Honolulu
4. Department of Transportation - County of Maui

State-Funded Organizations - Plans Submitted Voluntarily

1. Alu Like, Inc.
2. The Salvation Army Hawaiian & Pacific Islands Division
3. Waianae Coast Comprehensive Health Center



Language Access Advisory Council Swearing-In Ceremonies



Photo (L to R): Language Access Advisory Council Members, Dr. Suzanne Zeng, LAAC Vice-Chairman Gerald Ohta, LAAC Chair Dominic Inocelda, and Sister Earnest Chung

Members of the Language Access Advisory Council, along with other members of State boards and commissions, were officially sworn in during ceremonies held in Hilo on the Big Island (for members Lito Asuncion and Nāmaka Rawlins) and in Honolulu (for the rest of the council members).

The Governor and Lieutenant Governor were in attendance and expressed their gratitude and appreciation for the willingness and dedication of the board members and commissioners to serve the government as volunteers.

Thank you and congratulations to all State of Hawai'i Language Access Advisory Council members!



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

OLA's Administrative Rules

As mentioned in the last newsletter, the OLA is working on developing administrative rules for the Language Access Law (HRS §§ 371-31 to 371-37), including:

Serafin "Jun" Colmenares
Executive Director
 Uilani Pauole de Sa
Senior Legal Analyst
 Jeremy D. Low
Research Analyst
 Kendall T. Zukeran
Research Analyst
 Gail McGarvey
Clerk

1. Definitions
2. Language access plan requirements
3. Handling of complaints
4. Hiring of bilingual personnel (for state agencies).

The Office of Language Access welcomes your input. If you have suggestions for topics to be covered in the administrative rules, please email dlir.ola@hawaii.gov or mail them to the OLA right away.

Dates To Remember

August 20, 2008	Reporting Tool Workshop for State Language Access Coordinators, , DLIR, Rm. 320, 10:00 a.m. to 12:00 a.m.
August 22, 2008	Reporting Tool Workshop for State Language Access Coordinators, , DLIR, Rm. 320, 10:00 a.m. to 12:00 a.m.
August 26, 2008	Reporting Tool Workshop for State Language Access Coordinators, , DLIR, Rm. 320, 1:00 p.m. to 3:00 p.m.
September 2, 2008	Suggestions/Comments due on topics to be covered for the administrative rules regarding Language Access
September 3, 2008	2008 Federal Interagency Conference on LEP, Washington D.C., sponsored by the U.S. Department of Justice.
September 15, 2008	Civil Rights Community Forum: <i>"Civil Rights and Language Access"</i> , University of Hawai'i at Mānoa, Art Auditorium, 6:00 p.m. to 8:00 p.m.
September 18, 2008	State Language Access Coordinators' Meeting, DLIR, Rm. 320, 10:00 a.m. to 12:00 p.m.
September 22-26, 2008	MPI Training Institute on Immigration and Integration: Challenges and Opportunities Facing State and Local Offices, Washington D.C., sponsored by the Migration Policy Institute Note: September 26 seminar focuses on "Designing and Implementing Cost-Effective Translation and Interpretation Services"
September 24, 2008	Language Access Advisory Council Meeting, DLIR, Rm. 320, 9:00 a.m. to 10:30 a.m.
September 26, 2008	Community Fair: <i>Celebrating Language Access Month</i> , State Capitol, 10:00 a.m. to 2:00 p.m.
November 3, 2008	Vital Documents Survey due for State Agencies/Departments