

Language proficiency as an additional workforce skill: Credentialing with the Global Seal of Biliteracy

*Presentation to the
Sector Strategies and Career Pathways Committee
Workforce Development Council
November 4, 2020*

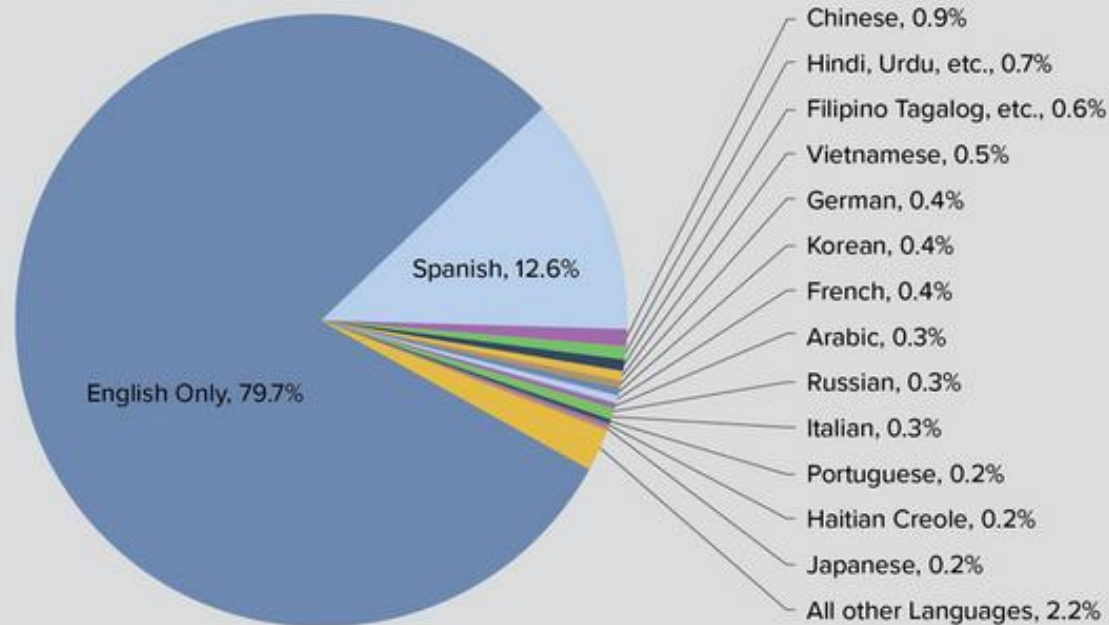
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College of Arts, Languages and Letters, UH-Mānoa*





There are more than 350 languages spoken in the U.S.

Main Languages Spoken at Home by U.S. Residents Aged Five Years and Older, 2008–2010



From *The State of Languages in the U.S.: A Statistical Portrait* (American Academy of Arts & Sciences, 2016)



Hawai'i's linguistic diversity is extensive!

- 124 languages are spoken in Hawai'i.
- 1 in 4 Hawai'i residents speaks a language other than English at home (329,100 people).



What does this mean for the workforce?

Table 1. Non-English speaking population in Hawaii: statewide and by county

	Statewide	By county			
		Honolulu County	Hawaii County	Kauai County	Maui County
Speaks other than English at home (% of population aged 5 and older)	25.3%	27.5%	18.5%	21.5%	21.1%
Speaks English less than "very well" (% of population aged 5 and older)	12.4%	14.4%	6.0%	8.0%	9.7%
Limited English speaking household* (% of total households)	6.3%	7.8%	2.7%	3.5%	3.0%

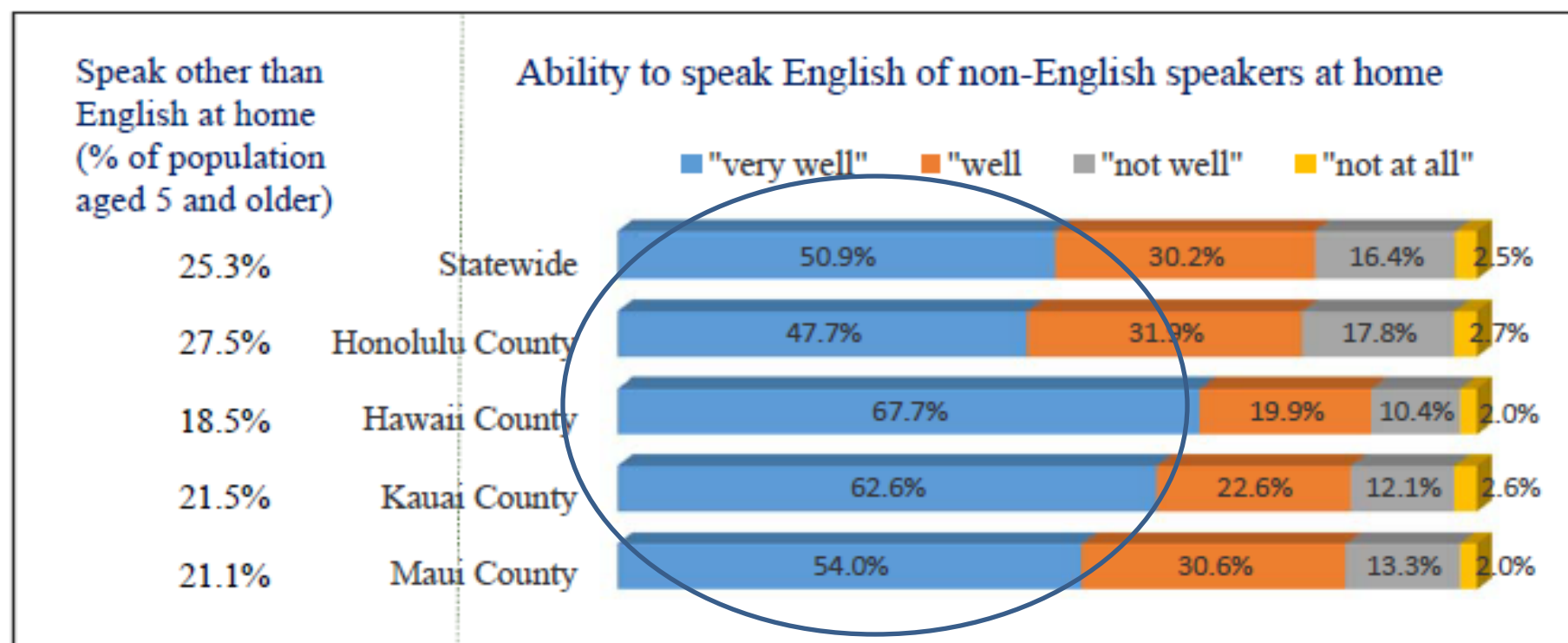
Source: U.S. Census Bureau, 2010-2014 ACS 5 year estimates, table B16005, S1602

*"Limited English Speaking Household" is defined as "Household in which no member 14 years old and over speak only English or speaks a non-English language and speaks English "very well".



English-proficient bilinguals bring proficiency in an **additional** language as a workplace skill

Figure 4. Ability to speak English of non-English speakers in Hawaii: statewide and by county



Source: U.S. Census Bureau, 2010-2014 ACS 5 year estimates, table B16005

And there is a high demand for these skills!



Demand for bilingual/multilingual proficiency in the workforce is strong

January 2017 to December 2018

- **20,212** total job postings for “bilingual” or proficiency in an additional language
- **3,804 unique postings**
- **5:1 posting intensity**
(regional avg. 5:1)



Bilingual/multilingual proficiency in Hawai'i's high demand occupations

Four of the top 5 High Demand Occupations in Hawai'i
value multilingual skills

(Hawai'i Career Explorer, 11/3/2020)

uhcc.hawaii.edu/career_explorer/index.php?state=HI

High Demand Occupations

High Demand STEM Occupations

High Earning Occupations

High Demand Occupations
(Hawaii State)

Projected Annual Openings
(New & Replacement Jobs)

General and Operations Managers

984

Registered Nurses

889

Nursing Assistants

709

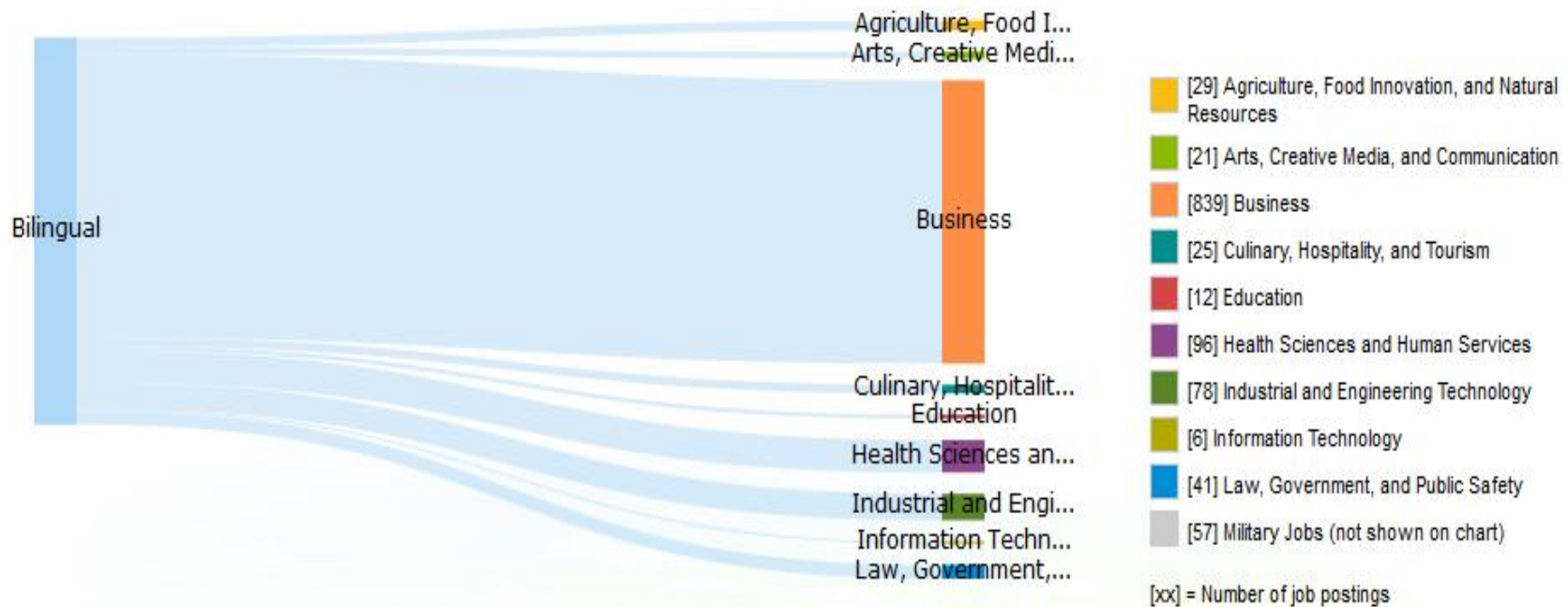
Postsecondary Teachers

560

Accountants and Auditors

557

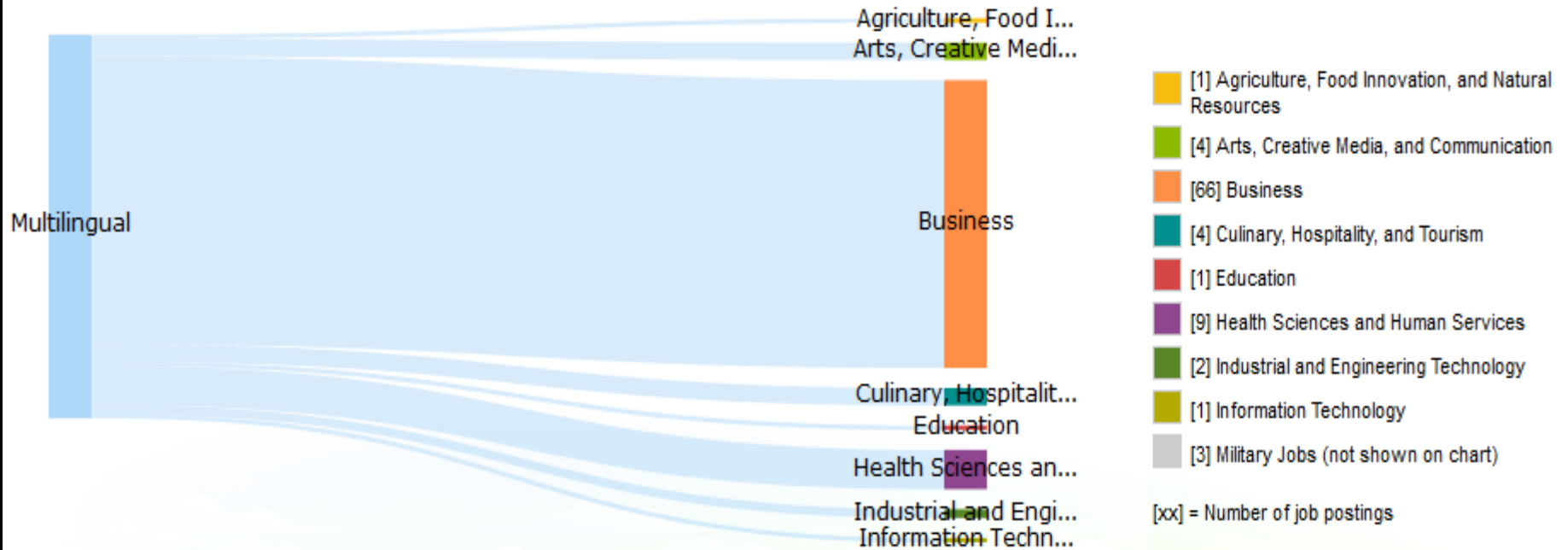
Bilingual is a desired skill in all 9 Hawai'i Career Pathways



Total number of unique job postings that contain your skill, organized by career pathways. The number of unique job postings can be seen in the legend to the right.

Only pathways that contain job postings are displayed.

Multilingual is a desired skill in 8-of-9 Hawai'i's Career Pathways



Total number of unique job postings that contain your skill, organized by career pathways. The number of unique job postings can be seen in the legend to the right.

uhcc.hawaii.edu/career_explorer/

Law, Government and Public Safety is not represented here.



Bilingual/multilingual proficiency in Hawai'i's in-demand workforce sectors

Hawaii Shiiring.com (COCHawaii.org)

> Hawaii's In-Demand Industries





Hawai'i in-demand industry: Healthcare

***Community Health Worker** (UnitedHealth Group, Inc)

- Bilingual English/Tagalog or Ilocano or **Marshallese or Chuukese (Preferred)**

***Social Work Case Manager** (Partners in Development Foundation)

- two (2) years of experience in working with culturally diverse population, **especially with natives from the Micronesian nations; Proficient in Chuukese, Kosraean**, and English

***Feasibility Manager/Clinical Research Associate** (fhi 360 [an NGO])

- **Fluent in English, both verbally and in writing, ability to read additional languages, such as French, Mandarin Chinese, Portuguese, or Spanish, are helpful**



Supporting the patient's language

In Healthcare settings

- Decreases rate of readmission to the hospital
- Improves patient self-maintenance of diabetes
- Improves informed consent procedures (explain reasons and risks for invasive procedures, all questions answered)



Hawai'i in-demand industry: Building and Construction

***Carpenter Foreman (Generations, LLC)**

- **Bilingual in English and Spanish is a plus**

***Commercial Roofing Foremen and Laborers (Centimark Corporation)**

- **Bilingual is also a plus.**

***Maintenance Mechanic/Branch Manager (Aramark Corporation)**

- **English and Vietnamese**



Hawai'i in-demand industry: Technology

***ITS Help Desk Specialist (Hawaii HIS Corporation)**

- **English (Required) Japanese (Required)**

***Linguist (Signals Intelligence [SIGINT]) (Boeing)**

- **Proficiency in one of the following languages: Chinese and Korean. Minimum skill level 2 in federal Interagency Language Roundtable (ILR) proficiency scale**

***Localization (Mindseekers, Bellvue, WA)**

- **Native-level written & spoken command of any of these languages (German, Korean, Russian, Spanish, French, Chinese); Strong understanding of cultures**



The Global Seal of Biliteracy



What does a Seal of Biliteracy do for you? A Global Seal of Biliteracy can be used:

- ✓ to enhance job opportunities. Add the GSB serial-numbered credential to a resume or LinkedIn profile
- ✓ to provide employers with a credential documenting language skills for hiring or receiving extra pay for knowing more than one language.



The Global Seal of Biliteracy



- ❖ Certifies language proficiency at one of three levels
- ❖ Provides an individually-recorded credential with a unique serial number for each recipient.
- ❖ Employers are documenting employee language skills for hiring or for receiving extra pay using the Global Seal



Biliteracy

- Biliteracy entails proficiency in both
 - productive skills (speaking and writing); and
 - receptive skills (listening and reading)
- For U.S. recipients proficiency must be in English and an additional language



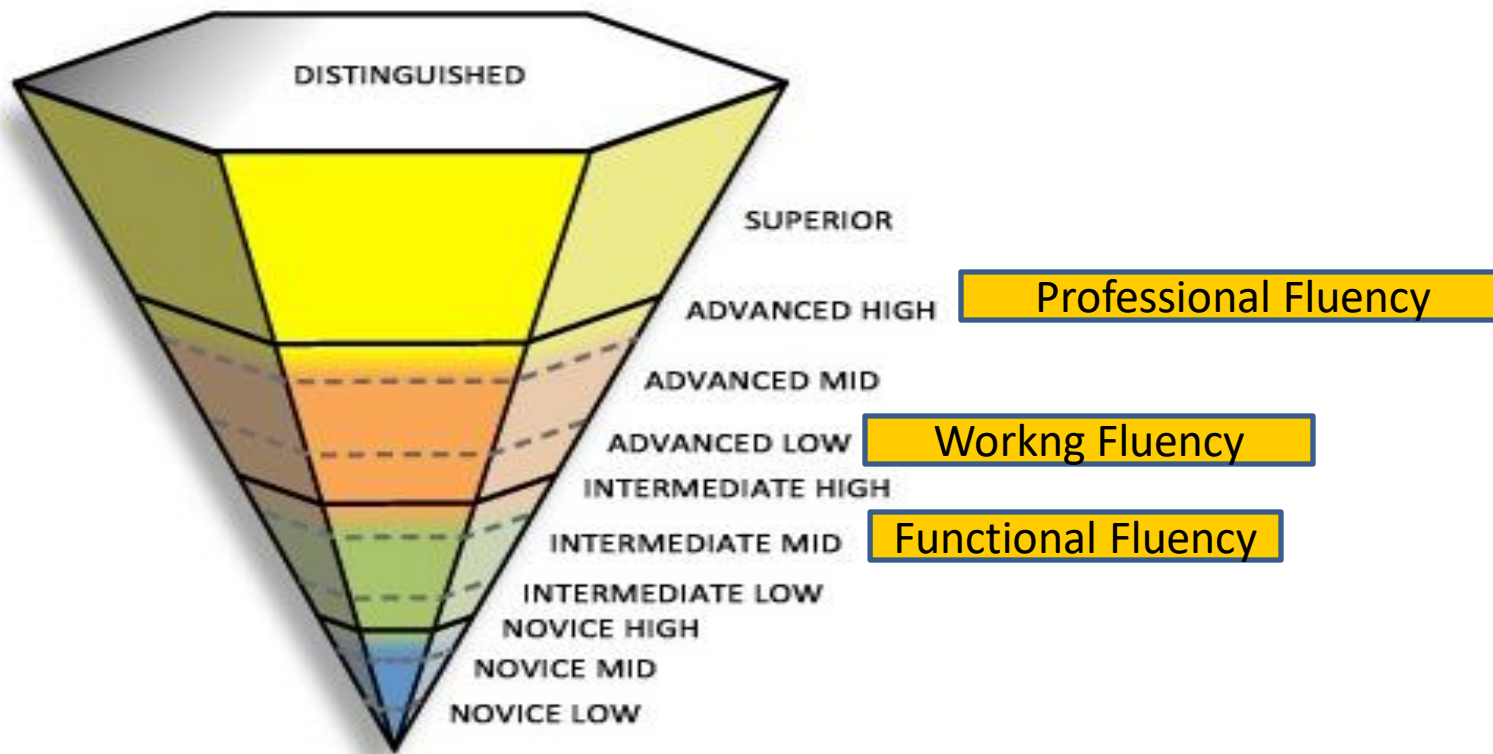
The Global Seal is awarded at 3 levels of language proficiency (“fluency”)

- **Functional fluency:** Entry-level positions, especially customer-facing jobs with regular patterns of interaction
- **Working fluency:** Capacity to manage receptive and productive tasks associated with the new position from the first day of work
- **Professional fluency:** Proficiency in a professional domain (e.g., legal, medical, engineering, higher education, etc.) with the capacity for high level problem-solving, abstract reasoning, presenting technical analyses, etc.

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Fluency is evaluated using nationally-recognized standards for proficiency

ACTFL's nationally-recognized standards for language proficiency assessment





The Seal of Biliteracy (broadly speaking)
is an employer-recognized credential

- Employers report that they take note of additional language proficiency in the hiring process (Damari et al. 2017; Gandara 2015)
- If a job applicant has a State Seal of Biliteracy s/he has an advantage in the hiring process (Jansa & Brezicha 2017; Porras et al. 2014)



Global Seal pilot programs to introduce the credential to Hawai'i's workforce

- **UH-Mānoa pilot program (Spring 2020)**
 - 23 graduating seniors (Chinese, Japanese, Korean) and Chinese Flagship Program students
 - Functional Fluency: 9 students
 - Working Fluency: 7 students (*4 others missed by one skill)
- **KCC Community College and Maui College (Fall 2020)**
 - Community Health Worker (CHW) pilot program
 - Program is in progress; plan is to run it again in Spring 2021
 - Roughly 12 applicants on 3 islands
 - Testing in Spanish, Samoan, Ilokano, among others
- **O'ahu WDB and AJC Pilot Project**
 - Initial planning meetings completed
 - Program is under development



Recent presentation and upcoming podcast

- Presentation to
 - *NACTE Best Practices and Innovations (October 9, 2020)*
 - Credentialing multilingual learners across CTE pathways:
The Seal of Biliteracy and the Global Seal of Biliteracy
 - Co-presenters: Dina R. Yoshimi and Paul Sakamoto
- Upcoming NCLA podcast (hosted by Rachael Mann)
 - November 11, 2020 (9:00-10:00am HST)
 - <https://anchor.fm/nclacte>



Information

- The Global Seal of Biliteracy website
 - theglobalseal.com
- Language assessment information
 - avantassessment.com
- Hawai'i Language Roadmap
 - nflrc.hawaii.edu/languageroadmap
 - E-mail: roadmap@hawaii.edu



Mahalo nui loa!



HAWAII LANGUAGE ROADMAP INITIATIVE

Bringing Employers and Educators Together to Shape Hawai'i's Future Multilingual Workforce



UNIVERSITY of HAWAII'
MANOA



THE LANGUAGE FLAGSHIP