



Access to Government Services is a Civil Right

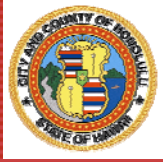
Aloha

We have a two-pronged presentation:

First - Review how one City agency, the Department of Community Services, approaches language assistance.

Second - Touch on the “big picture” and raise our awareness about discrimination” and government’s role

The Hannemann Administration is Committed to these Principles



- Fiscal accountability and integrity
- Providing essential public services in the most efficient manner
- Honest and open relationships with our co-leaders and fellow employees in government
- Creating solutions to the challenges we all face
- Enhancing our quality of life ... and, above all,
- Serving the people of the City and County of Honolulu, our home – with pride and the spirit of *aloha*

City and County of Honolulu

Located in the crossroads of the Pacific, between Asia and North and South America, is committed to providing equal access to public services by all constituents.

For example, many agencies have traditionally used their bilingual staff to function as ad hoc interpreters.

Bus Cards - Honolulu Zoo - Foster Garden

Knock, knock...

REJECTED

Knock, knock...

REJECTED

KNOCK, KNOCK...

HE 'IKE 'ANA IA I KA PONO
One has seen the right thing to do and has done it.

Housing discrimination is against the law!

If you are a landlord or a realtor and you refuse a person because of national origin, ancestry, age, race, color, familial status, marital status, HIV infection, disability, religion or sex, **you won't believe who'll be at your door next.**

If you believe you have been a victim of illegal discrimination, call:
C&C of Honolulu, Fair Housing Officer, 527-5312 or Legal Aid Society of Hawaii, Fair Housing Enforcement, 527-8024.

CHINESE 住房歧视是违反法律的!! 了解您的权利!	JAPANESE JYUTAKU NO SARETSU WA IHON DESU. ANATA NO HONRITSUJO NO KEMU WO SHIRUKOTO.	KOREAN 주택차별은 차별대우에 위법입니다!! 자신의 권리를 알아야 합니다!	SAMOAN OLE TETE E INA OSE FALE OINA OLE FAALOGA TAGATA E FAASAINA I LE TULOFONO !! LOA LOU AIA I LE TULOFONO !	SPANISH !! LA DISCRIMINACION DE VIVIENDAS ES CONTRA LA LEY !! !! CONOZCA SUS DERECHOS !!	TAGALOG ANG DISKRIMINASYON SA PABAYAN AY LABAG SA BATAS !! ALAMIN ANG IPONG MGA KARAPATAN !	THAI การเลือกปฏิบัติทางถิ่นกำเนิดเป็นสิ่งผิดกฎหมาย!! สิทธิของคุณตามกฎหมาย!!	VIETNAMESE KH THI VE GA CU LA TRAI LUAT !! HAYMET VE CAC QUYEN COA QUY VI !
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ワイオン博士の洋ラン園
業務エリア
エリスリナ (デイゴ)
ブルメリア
フォスターコミュニティガーデン
入口
案内

10 12 14 16 18 20
11 13 15 17 19 21

馬のテラス
椰子園

カシ
ジンジャ
中国デ

Der Fostersche Botanische Garten
Einer der Botanischen Gärten von Honolulu

포스터 보태니컬 가든
호놀룰루 시립 식물원

국립 사적지
호놀룰루 시정부
문화유산부, 1974년
국립 지정

*バス停留所

ホノルル動物園
協会事務所
動物園入口

野鳥園
子供動物園
チンパンジー
Chimps
ライオン
キリン
シマウマ
ダチョウ
カモシカ
ワニ
大レイヨウ

サービスゲート
Keiki Zoo with restroom
Komodo Dragon
芝生
ガウバゴスの島
チパンナ出口
Volunteer Garden
Orangutan
アフリカンチパンナ入口

トイレ
ミーキャット
Wind Dog
ライオン
チーター
カモシカ
ワニ
大レイヨウ

おおはし
ステージ
パンヤンの木
象
トイレ
雲尖類
は虫類
アフリカンチパンナ入口

カバフル通り
バス停留所
カバフル通り
バス停留所
カバフル通り
バス停留所
カバフル通り
バス停留所

出島
出島

THE HONOLULU ZOO ホノルル動物園
...to preserve and appreciate the diversity of wildlife.

禁煙
歩行者専用

Languages Spoken in Our Homes

U.S. Census Bureau American Fact finder,

Selected Social Characteristics in the United States: 2005, Data Set: 2005 American Community Survey

Native - 711,691

Foreign Born - 161,486

Total Population 873,177

<u>World Region of Birth of Foreign Born</u>	<u>Estimate</u>
Total Foreign Born	161,486
Europe	509
Asia	138,967
Africa	551
Oceania	10,824
Latin America	4,372
Northern America	1,680

<u>Language Spoken at Home (=or > 5 yrs. Old)</u>	<u>Estimate</u>
Total	807,833
English Only	596,825
Language other than English	211,008
Spanish	12,849
Other Indo-Euro	8,342
Asian and Pac Islander	189,113
Other Languages	704

2005 American Community Survey for Hawaii

published August 15, 2006

Asian	520,564	42.0%
Asian Indian	2,104	0.2%
Chinese	53,346	4.3%
Filipino	185,029	14.9%
Japanese	200,893	16.2%
Korean	26,085	2.1%
Vietnamese	8,264	0.7%
Other Asian	44,843	3.6%
Native Hawaiian and Other Pacific islander	105,042	8.5%
Native Hawaiian	73,305	6.1%
Guamanian or Chamorro	2,112	0.2%
Samoan	8,979	0.7%
Other Pacific Islander	18,646	1.5%
Some Other Races	15,644	1.5%
Two or More Races	260,541	21.0%
White and Black or African American	1,961	0.2%
Total Household Population	1,238,158	100%

Hawaii's Immigrant Population

The State of Hawaii Department of Business, Economic Development & Tourism (DBEDT) Research and Economic Analysis Division reports:

Hawaii's Immigrant Population December 2005

Age	Household Population	Migrant Population Estimate
Persons 1-yr. and older	1,239,249	63,857
Less than 18-years	23.4%	24.9%
18 to 24-years	9.2%	18.5%
25 to 44-years	26.7%	41.5%
45 to 64-years	26.7%	10.5%
65-years and over	13.9%	4.7%

What can we “guesstimate?”

The greater percentages of immigrants in the post-school years of 18-24 and 25-44 years indicates that if they are LEP, they will need language assistance for tasks like paying taxes, riding mass transit, and obtaining drivers' licenses

However, Race Category may reflect national origin, but not necessarily the need for language assistance

4199 Written Test from MVLP

FOREIGN LANGUAGE TEST UPDATE

2007	Tagalog	Mandarin	Korean	Vietnamese	Japanese	Samoan	Tongan
January	12	58	133	16	189	9	0
February	23	51	62	14	178	18	4
March	24	49	57	16	151	8	10
April	33	56	55	17	105	14	6
May	20	66	66	17	161	2	1
June	20	41	73	12	159	3	1
July	9	73	118	12	187	6	1
August	21	54	80	5	216	6	4
September	28	43	77	15	167	13	2
October	38	59	73	25	183	9	4
November	32	44	43	14	173	6	2
December	14	52	56	8	209	6	2
Total	274	646	893	171	2078	100	37

Total number of test administered on Oahu = 4199

What a City Agency Implemented

- A review of the census data lead to the theory that there is a likelihood for language assistance in the languages of Filipino (Visayan, Tagalog, Ilokano), Japanese, Chinese, and Korean.
- However, we know from day-to-day experience that there is a need for the "Pacific Islander" languages such as Chuukese, Marshallese, Samoan, and Tongan, as well as the "Other Asian" languages such as Laotian, Thai, and Vietnamese.
- Fortunately, our Department of Community Services (DCS) had staff possessing bilingual skill in the majority of such languages and developed a "telephone tree" intake system to provide assistance. DCS, through it's Community Assistance Division, procured a contract service to provide translation services, on an ad hoc basis, as for the remaining languages.

Objectives

- ✓ Understand how cultural stereotypes led to laws that discriminated. As stereotypes eroded, constituencies supported former victims by creating “Protected Classes.”
- ✓ Understand what illegal discrimination is, and promote self-change to reduce it.

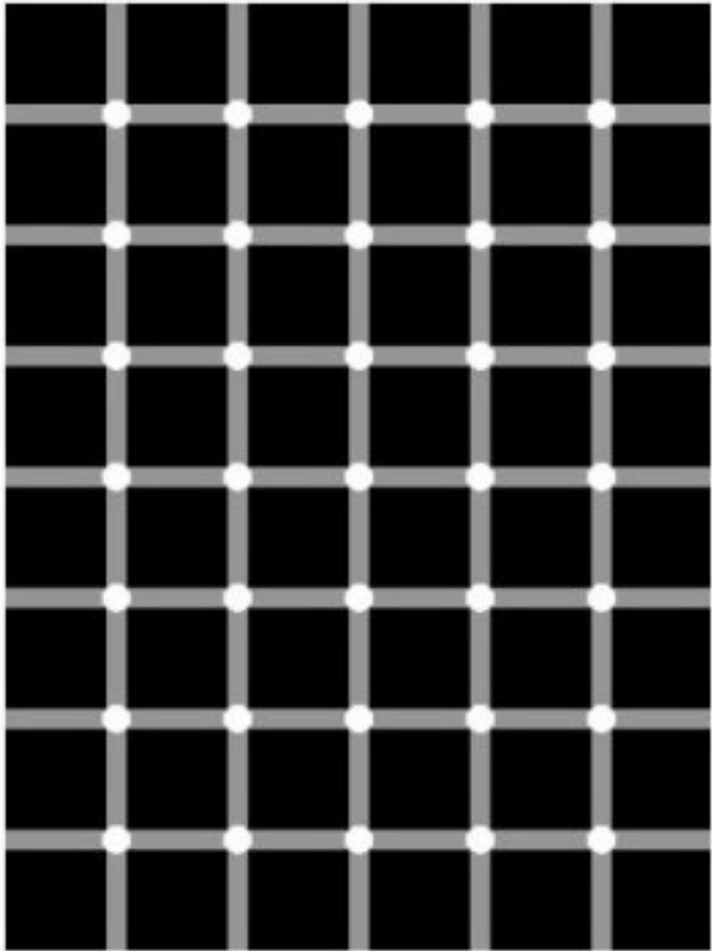
What is “*Discrimination*”?

The word **discrimination** comes from the Latin *discriminare*, which means to "distinguish between". However, **discrimination**, as used in **civil rights**, is more than distinction; it is *action based on prejudice resulting in unfair treatment of other people*. To **discriminate** socially is to make a distinction between people on the basis of a presumed category without regard to individual merit. Examples include race, religion, gender, disability, ethnicity, sexual orientation and age.

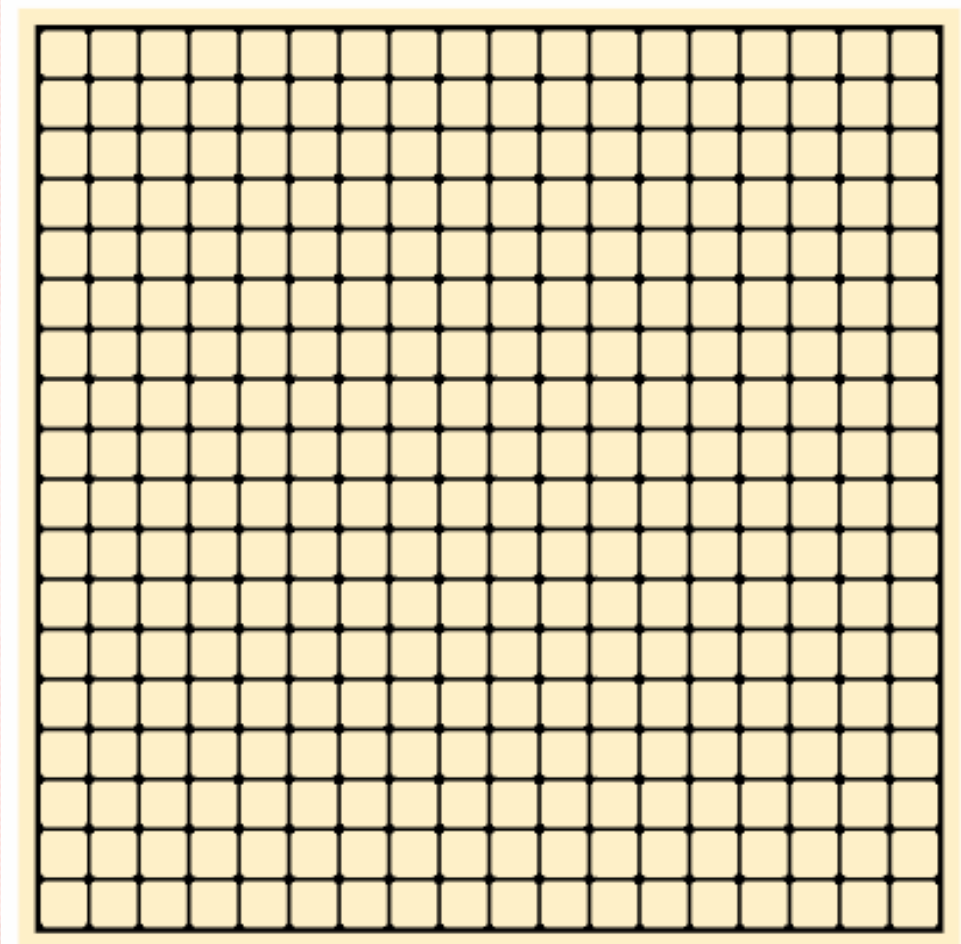
Distinctions between people which are based on individual merit (such as personal achievement, wealth, or skill) are generally not considered socially discriminatory.

In America, each individual's **civil rights** include the *right to be free from government sponsored social discrimination*.

The human mind, naturally “*discriminates*”
and can make you imagine....

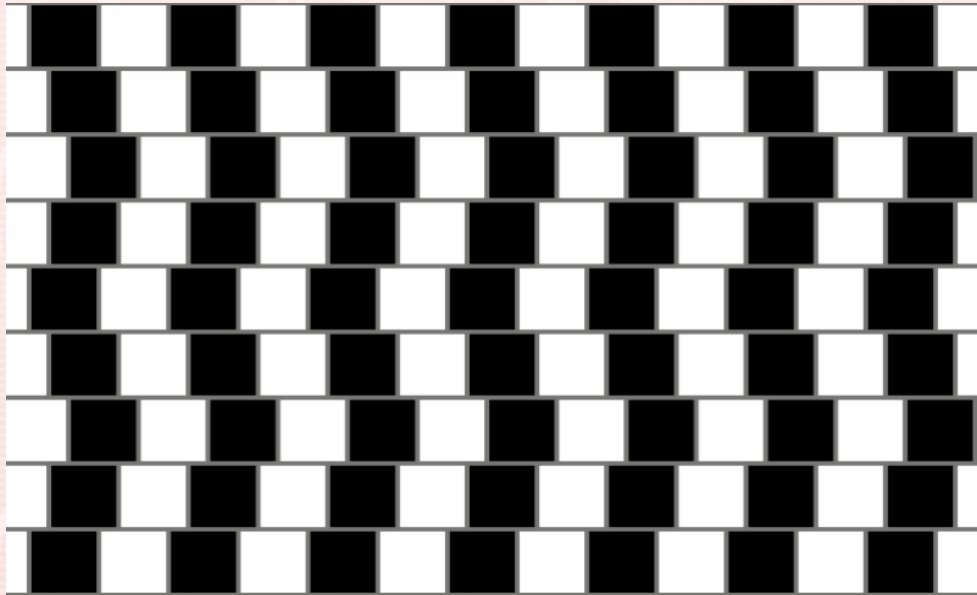


Black Dots

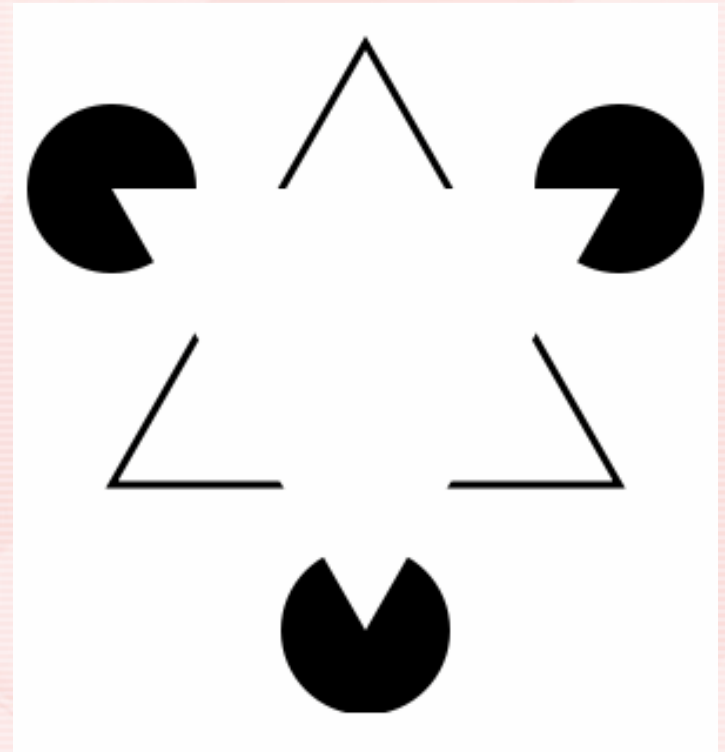


White Dots

...or even make a *straight* line, appear crooked...



Or a shape that's not even there

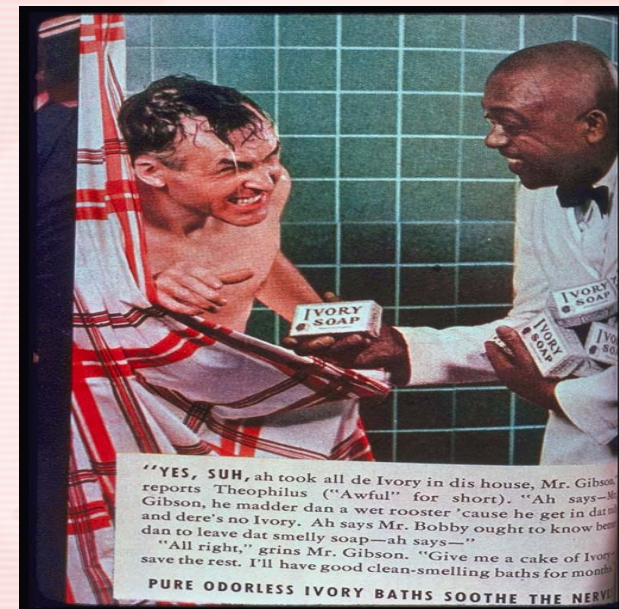
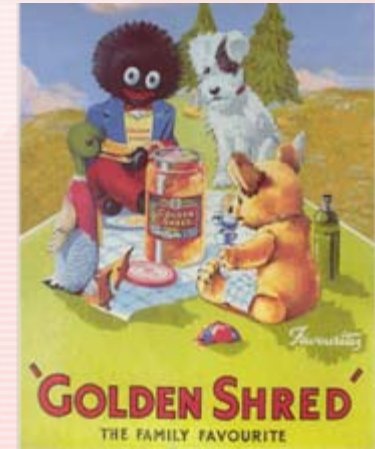


What is the legal definition of “*Discrimination*” ?

“Unfair treatment or denial of normal privileges to persons because of their race, age, sex, nationality or religion. A failure to treat all persons equally where no reasonable distinction can be found between those favored and those not favored.”

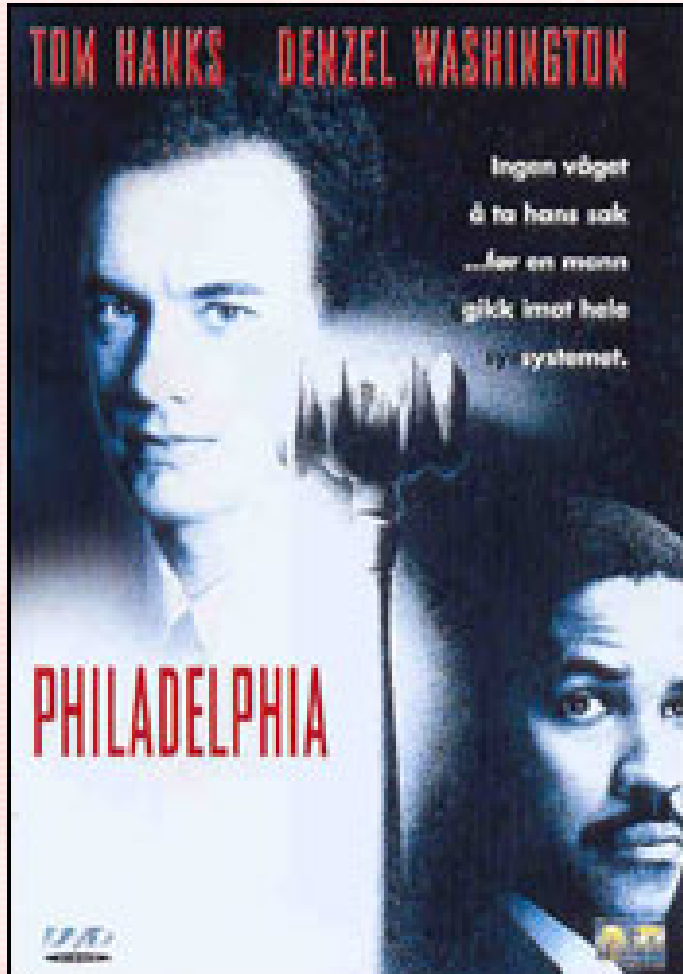
-Black's Law Dictionary

Marketers Historically Used Derogatory Images That Reinforced Racial Discrimination....



Movie "Philadelphia"

Prompted New Protected Class



Joe Miller: "The Federal Vocational Rehabilitation Act of 1973 *prohibits discrimination against otherwise qualified handicapped persons who are able to perform the duties required by their employment.*"

Andrew Beckett: "Subsequent decisions have held that AIDS is protected as a handicap under law, not only because of the physical limitations it imposes, but because *the prejudice surrounding AIDS exacts a social death which precedes the physical one.*"

Joe Miller: "This is the essence of discrimination: formulating opinions about others not based on their individual merits, but rather on their membership in a group with assumed characteristics."

Protected by Law



Federal Law covers:

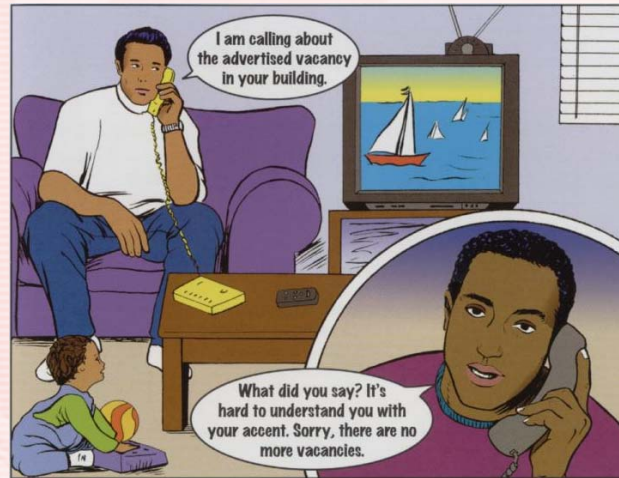
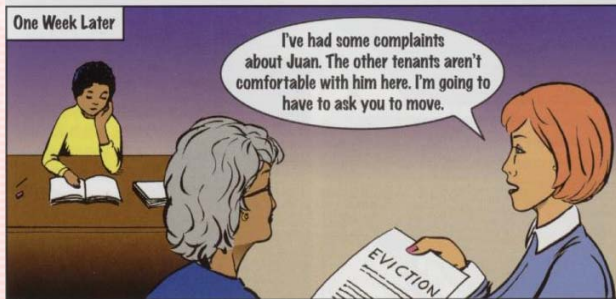
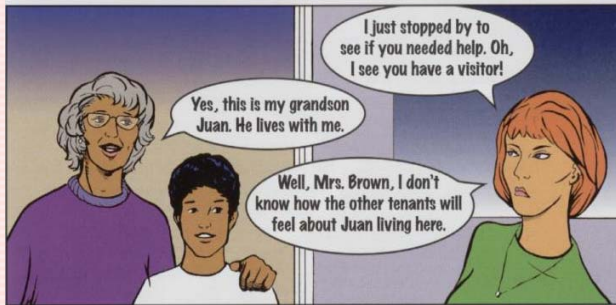
- Race
- Color
- National Origin
- Religion
- Sex
- Disability
- Familial Status

Hawai'i Law adds:

- Marital Status
- HIV Infection
- Age
- Ancestry
- Gender Identity or Expression
- Sexual Orientation

What Do You Think?

Images in Current U.S. HUD Brochure



Current U.S. HUD Fair Housing Posters: What Do You Think?

FAIR HOUSING
IT'S NOT
AN OPTION
IT'S THE
LAW

www.hud.gov
espanol.hud.gov

U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT
ALPHONSO JACKSON, SECRETARY
KIM KENDRICK, ASSISTANT SECRETARY, FHEO

39TH ANNIVERSARY OF THE FAIR HOUSING ACT

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DEPARTAMENTO DE VIVIENDA Y DESARROLLO URBANO DE EE.UU.
ALPHONSO JACKSON, SECRETARIO
KIM KENDRICK, SECRETARIA ASISTENTE, FHEO

39TH ANIVERSARIO DE LA LEY DE EQUIDAD DE VIVIENDA

LÍNEA DIRECTA PARA QUEJAS DE DISCRIMINACIÓN EN ASUNTOS DE VIVIENDA
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الوزير - ALPHONSO JACKSON
FHEO - مساعدة الوزير - KIM KENDRICK

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خط تطويق يتتبع عن حالات التمييز في الإسكان
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А
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МИНИСТЕРСТВО ЖИЛИЩНОГО СТРОИТЕЛЬСТВА И
ГОРОДСКОГО РАЗВИТИЯ США
ALPHONSO JACKSON, МИНИСТР

КИМ КЕНДРИК, ПОМОЩНИК МИНИСТРА ПО
ВОПРОСАМ РАВНОПРАВИЯ В ОТНОШЕНИИ ЖИЛЬЯ

39-Я ГОДОВЩИНА СО ВРЕМЕНИ ПРИНЯТИЯ
ЗАКОНА О РАВНОПРАВИИ В ОТНОШЕНИИ ЖИЛЬЯ

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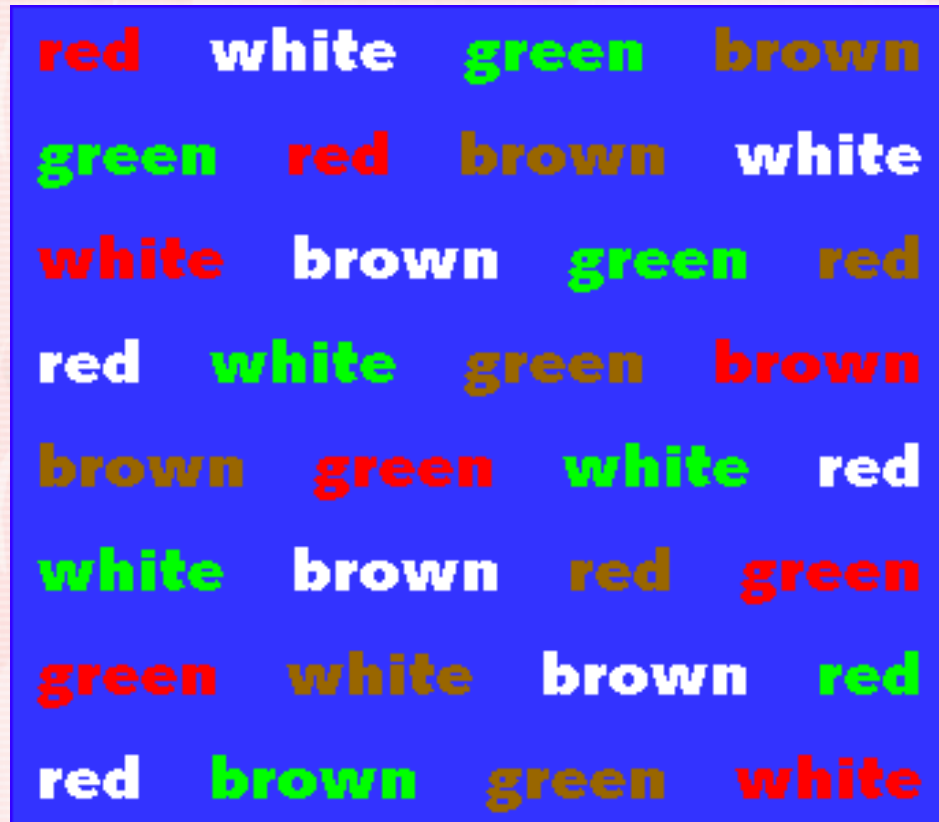
Food for thought...

We might be puzzled by the deliberate placement of the Statue of Liberty image next to the Russian and Middle Eastern languages.

However, had such foresight at the start of World War II, it might have avoided much of the stress of the internment camps.

Let's Reinforce the *Written Law*, Not the Person's Color !

Start at the top and say the *actual* color, not the *written* word.



The “Stroop Test,” invented by John Stroop in 1935, psychologically tests our mental ability to stop one response in order to do something else.

Coming May 2008 in 6 Languages

Mayor Mufi Hannemann • City and County of Honolulu



Department of Customer Services
**Frequently Called
Phone Numbers**

Abandoned Vehicles	733-2530
Building Permit Office	768-8220
City Council	768-5010
Complaints Office	768-4381
Drivers License	532-7730
Senior Helpline	768-7700
Mayor's Office	523-4141
Motor Vehicle Registration	532-4324
Pothole Hotline	768-7777
Real Property Assessment	527-5510
Refuse Collection Services	768-3401
Tree Trimming (Parks & Rec.)	971-7151
City Information	768-4385
City Website	www.honolulu.gov

English
Japanese
Korean
Mandarin
Tagalong
Vietnamese

Government is “People Friendly”

How Do We Continue to Remove Our Stereotypes in Communicating With our Clients?

Bias- Free Language

Bias-Free Language

Councilman	Council Member
chairman	chair person
fireman, policeman	fire fighter, police officer
draftsman	drafting technician
handicapped, invalid	person with a disability (or be specific)
man and wife	husband and wife, partners
manmade	artificial, handmade, synthetic
man hours	staff hours; staff / work time
master, slave	first (primary) copy, second copy
middle man	intermediary
waiter, waitress	server

Bias-Free Language

Eskimo	Inuk (singular) Inuit (Plural)
Hispanic, Latino, Latin American	A prime example of the complexities of terms related to nationality
Indian	American Indian, Native American (or better, name the person's tribe)
Oriental	Asian (or be specific)
Racial Codes: Welfare, inner-city, underprivileged	Do not use a a euphemisms for racial groups

Guidelines for Achieving Bias-Free Communication

Be aware of words, images and situations that suggest that all or most members of a group are the same. Stereotypes often lead to assumptions that are unsupportable and offensive.

Example: A writer who describes a *Martian child as well-dressed* may be unconsciously portraying this as an exception to a stereotype that *Martians are unkempt*.

Avoid qualifiers that reinforce stereotypes. A qualifier is added information that suggests what is being said is an exception to what is expected.

Example: “A group of *intelligent Martian* students were guests as part of the orientation program.” Would members of the majority population be described in the same way; i.e. the *intelligent Earthling* students?

Guidelines for Achieving Bias-Free Communication

Identify people by identity characteristics only when relevant. Very few situations require such identification.

Examples: “Michael Bloomberg, noted *heterosexual* mayor of New York...” “Twenty-two House Democrats, led by *gay* Democratic Representative Barney Frank...”

Be aware of language that, to some people, has questionable racial or ethnic connotations. While a word or phrase may not be personally offensive to you, it may be to others.

Examples: “*Culturally deprived*” or “*culturally disadvantaged*.” These terms imply superiority of one culture over another. In fact, people so labeled are often bicultural and bilingual. For example, “*Nonwhite*,” implies that white is the standard. In American language, similar phrases such as *non-black* or *non-yellow* do not exist.

Guidelines for Achieving Bias-Free Communication

Be aware of the negative implications of *color* symbolic words. Choose words that do not reinforce bias. In some instances, *black* and *yellow* have become associated with the undesirable or negative.

Examples: *black* hearted and *yellow* coward

Avoid patronizing language and tokenism toward any racial or ethnic group.

Example: Once-a-year articles or special editions about a particular group may be interpreted as *cultural tokenism*, especially when such a group constitutes a large part of the community. This approach may suggest that that racial or ethnic group is out of the mainstream.

Guidelines for Achieving Bias-Free Communication

Substitute substantive information for ethnic clichés.

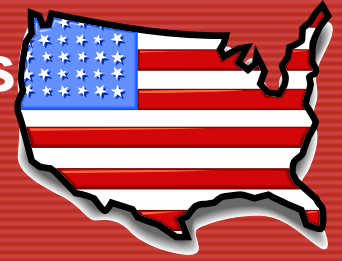
Don't let ethnic clichés substitute for in-depth information.

Example: A person of Pacific Island heritage might prefer to be asked about family history or real estate experiences than about surfing or dance.

Review marketing media to see if all groups are fairly represented.

Examples: Are persons portrayed in positions of authority almost invariably white? Does your marketing media provide diverse racial role models?

And Remember Access to Government Services is a Civil Right



Granted by the U.S. Constitution

- Civil rights include the right to free speech, to privacy, to equal protection and due process.
- The right not to be discriminated in government services falls under equal protection which means that everyone shall be treated equally no matter the race, sex, religion or national origin.