

**WE LIVE & WORK TOGETHER - SPEAK TOGETHER - HELP EACH OTHER**



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## OVERVIEW

The Alaska Emergency Language Resource Bank, Inc. (AK-LNG) is a grass roots community based non-profit organization success story that grew from the volunteer interpreters recruited to interpret for 80 countries participating in the '2001 Special Olympic World Winter Games Alaska'. The AK-LNG operates from Kodiak Alaska.

Responding to medical, legal, insurance, state & private social service providers and other sectors searching for qualified interpreters to serve the states growing Limited English Proficiency (LEP) population, the LNG operated a pilot demonstration and began dispatching interpreters. The pilot revealed that the State of Alaska does not certify interpreters nor has established a protocol. The consumer does not have a verification method to determine that the interpreter hired is qualified to do the job. Also, within various State agencies the costs paid per hour for interpretation and written translation is not uniform.

The pilot also revealed that ALL telephonic interpreter services that provide services into Alaska used by ALL hospitals and medical providers, courts, state troopers and/or local police, emergency managers, hotel/tourism industry etc. do not and will not hire Alaskans. There is high demand for qualified and cost effective on-demand interpreting, and furthermore, Alaskans should have the opportunity to participate in the fast growing high tech interpreting industry.

The World Trade Center Terrorist Attack quickly pushed the AK-LNG into action providing language services for over 300 non English speaking airline passengers grounded in Alaska. A collaborative program was designed with The American Red Cross and emergency managers to correct the state wide shortage of trained disaster and emergency trainers to help support First Responders. Using bilingual Alaskans, persons may be trained in English or a second language. Translated safety documents will be placed on the State's Homeland Security Web site for public use. Federal funds have been applied for. The program has been titled:

***We Live and Work Together - Speak Together - Help Each Other***

## A NEW INDUSTRY FOR ALASKA = NEW JOBS

### USING HIGH TECH SYSTEMS 'EXPORTS' A NEW ALASKAN RESOURCE

#### ALASKAN BILINGUAL INTELLECT

##### TESTING - PROTOCOL- 24-7 INTERPRETERS

The AK-LNG is correcting the lack of interpreter testing and protocol for Alaska. The Alaska Mental Health Trust Authority is currently doing due diligence on a "partnership funding" proposal submitted by the AK-LNG. We have secured over \$130,000 in matching funds towards this partnership grant which will implement an interpreter training and qualifying program for Alaska. Training will ensure quality interpreter services for Trust Beneficiaries and the various entities that serve them, while also bringing new high tech interpreting employment opportunities to Alaskans.

Licensed interpreter courseware and curriculum that is used and recognized by over 500 healthcare and social service organizations will be purchased enabling Alaska to have a testing, training and qualifying process for Alaska's interpreters run by Alaskans, for Alaskans. This will help eliminate the high rate of non resident hire. Alaskan trainers will be recruited and trained as trainers qualified to test and train the 900 expert and advance bilingual speakers currently living in Alaska. Steps are also being taken by UAA (Kodiak Campus) to develop an interpreter certificate program

Our project will also provide a 24/7 employment opportunity for Alaskan interpreters tested and qualified for telephonic interpreting. Bilingual Alaskans that pass the telephonic testing component can access the CyraCom International Inc. 24/7 operational nation wide high tech interpreter network. [www.cyacom.com](http://www.cyacom.com) Alaskans will have the opportunity to earn an income without having to leave their home, boat, cabin or office. This is an ideal method to supplement income, especially for rural and seasonal workers. Providing additional Alaskan hire opportunities, the

Providence Hospitals located within the Pacific Northwest are anticipated to switch to this premier national system by year end. The AK-LNG CyraCom affiliate-ship has made it possible to secured GSA rates for government entities. In addition to our training goals, the AK-LNG is determined, within 3 years, to correct the following:

1. Add Alaskan Native languages to the CyraCom national network.
2. Eliminate both non Alaskan hire and off shore telephonic interpreter services that are currently being contracted by the State of Alaska.