

LANGUAGE ACCESS ADVISORY COUNCIL

STATE OF HAWAII
DEPARTMENT OF LABOR & INDUSTRIAL RELATIONS
830 Punchbowl Street
Honolulu, Hawaii 96813

Wednesday, May 08, 2013

DLIR Conference Room 320
830 Punchbowl Street, Honolulu, Hawaii 96813

Agency on Elderly Affairs, Piikoi Building, Suite 330
4444 Rice Street
Lihue, Hawaii 96766

Maui District Health Office, State Office Building
54 South High Street, Room 415
Wailuku, Hawaii 96703

746 Hele Mauna Street
Hilo, Hawaii

MINUTES

The meeting was called to order at 9:45 A.M. with quorum by council Chair, Dominic Inocelda. The Neighbor Island council members from Kauai, Maui and Hawai'i islands joined the meeting via video and teleconferencing.

1. Attendance

Present:

- Dominic Inocelda Language Access Advisory Council, Chair
- Gerald Ohta Language Access Advisory Council, Vice Chair
- Serafin “Jun” Colmenares Executive Director, Office of Language Access, Ex-officio
- Livia Wang for Bill Hoshijo Executive Director, Civil Rights Commission, Ex-officio
- Kristine Pagano for Francine Wai Executive Director, Disability and Communication Access Board, Ex-officio
- Lito Asuncion Language Access Advisory Council Member
- Melba Bantay Language Access Advisory Council Member
- Mindy Emmons Language Access Advisory Council Member
- Patricia Harpstrite Language Access Advisory Council Member
- Margarita Hopkins Language Access Advisory Council Member
- Dr. Ruth Mabanglo Language Access Advisory Council Member

- Dr. Tin Myaing Thein Language Access Advisory Council Member
- Mary Santa Maria Language Access Advisory Council Member
- Edelene Uriarte Language Access Advisory Council Member

Excused:

- M. Alohalani Boido Language Access Advisory Council Member
- Jennifer Dotson Language Access Advisory Council Member

Guests:

- Jennifer Holdway, UH doctorate student
- Beverly Bownds, ASL interpreter

Staff:

- Rebecca Gardner, OLA legal analyst
- Gail McGarvey, OLA secretary

2. Welcome and Introductions

- The Chair welcomed all present including those participating by video and/or teleconferencing. Introductions were made by council members, staff and guests. The guests were: Beverly Bownds, ASL interpreter and Jennifer Holdway, a University of Hawai'i doctoral candidate.

3. Approval of Minutes of April 10, 2013 Meeting

- The April 10, 2013 meeting minutes were approved by the council.

4. Executive Director's Report

- The Executive Director submitted a written report on updated OLA activities. Some highlights were as follows.
- HB266 was passed by the Legislature and is awaiting the Governor's signature. The Legislature did not allocate the full amount budgeted, \$250k was allocated per year for two years, \$170k to establish a statewide Language Access Resource Center and \$80k to establish the multilingual website pilot project, respectively.
- The Executive Director attended the 7th National Medical Interpretation Certification Forum on May 3, 2013 in Portland, Oregon sponsored by the International Medical Interpreters Association (IMIA) and the National Board of Certification for Medical Interpreters. He was an invited panelist on the "The Future of Certification," along with Dr. David Cardona of the Oregon Health Authority, Dr. Eric Hardt of Boston University, Dr. Pierre Morin of Lutheran Community Services, and Kim Kirskey of Tulsa Community College. Council member Mary Santa Maria also attended the conference. The organizers want to hold next year's conference in Hawaii and are asking if OLA would be willing to be a host.
- Michael Leoz, OCR Regional Manager, is in the process of coordinating joint OCR-OLA one day, language access compliance community forums statewide to be held on September 16-20, 2013.
- The State Senate has confirmed the appointments of Lito Asuncion, Patricia Harpstrite and Mindy Emmons to the Council.

- OLA staff is very busy with August conference planning activities. About 80% of the speakers have been confirmed and the registration form has been distributed. There was a request for volunteers from the Council.

5. **Report of the Chair**

- There was no report from the Chair.

6. **Reports of Standing and Ad Hoc Committees**

- **Legislative Committee.** HB266 got 60% of the money that was asked for, next year we will go back to ask for additional funding. The bill passed unanimously by both the Senate and the House showing there was support from the Legislature for this bill. We need to continue discussion with Senator Chun-Oakland. Jun Colmenares thanked the Council for their help in supporting the bill.
- **Special Projects Committee (Untold Stories Project).** Becky Gardner reported there were no new submissions of untold stories. There was one informal complaint that OLA looked into but the party did not want to submit a complaint form because they were afraid of repercussions if they did. Two stories were submitted in the OLA Newsletter and some stories were provided to the Legislature. Faith Action in Community Equity (FACE) a national chapter for advocacy and the Department of Transportation (DOT) have been meeting regarding a complaint on the Neighbor Islands with LEP persons renewing their drivers' license. The written test is not available in their native language i.e. Chuukese, Marshallese, therefore, they are not able to take the test and are driving without a valid driver's license. The Star-Advertiser was made aware about this situation. The drivers' license written tests used to be translated in nine different languages but halted and according to DOT they are currently waiting for the new driving laws to be passed so they can add the questions to the written test which will be translated into different languages and printed. Kristine Pagano asked if it was possible to have an oral interpreter read the test aloud. No one knew if this was being done in any of the counties. She also asked if there was any research for other options, i.e. using telephone service language lines. Mary Santa Maria had a question about the airlines in regards to the agricultural questionnaire that all travelers coming to Hawai'i must fill out before landing. Why is it only in English? Jun Colmenares said a resolution was passed for Department of Business and Economic Development and Tourism (DBEDT) to organize a task force with OLA, 2-3 years ago and look into this; however nothing has been done at all. The task force was to meet and come up with a proposal for the Legislature to look at in the future. The council discussed the different possibilities of using technology i.e. "Menus that Talk" a preprogrammed questionnaire a spoken translation survey rather than a written form. There was a suggestion for a task force to work with getting together all the agencies involved.
- **Plans Review Committee.** No action yet. The Chair asked council members to be on the committee which will review Language Access Plans for quality and to see that agencies meet with the Language Access law requirements. Volunteering to be on the committee were: Jun Colmenares, Lito Asuncion, Mary Santa Maria, Ruth Mabanglo, Kristine Pagano, and Becky Gardner, OLA staff.
- **By-Laws Committee.** No report.
- **Permitted Interaction Group – 6th Annual Hawaii Conference on Language Access.** Jennifer Dotson, Chair, was out of state and a brief report was made by Jun Colmenares. The committee reviewed a list of speakers and topics, 80% of speakers have confirmed, still working on the keynote speaker, finalizing panelists and the conference program.

- Registration forms have been sent out, posted on the OLA website and there is a copy in the OLA Spring Newsletter. Food will most likely be catered through the East-West Center referrals. There will be a hosted dinner reception for the speakers and panelists on Wednesday, August 7, 2013 at the Royal Garden Chinese Restaurant at the Ala Moana Hotel. There will be a guest speaker and we are looking for sponsors for the dinner reception.
- **Permitted Interaction Group – Language Access Month.** There has been no meeting scheduled as yet, but, there is a suggestion to get radio spots aired in 14 different language. This had been done several years previously.
7. **Report on the National Medical Interpreter Certification Forum, May 3, 2013 in Portland, OR.** Most of the attendees were Spanish interpreters, there was only one Ilokano interpreter according to Jun Colmenares. Mr. Colmenares was one of five panelists, who talked about the language access issues in Hawaii, many of the attendees were not aware of the long list of Hawaii's LEP languages. Jun Colmenares met the National Board Members who said they are interested in coming to Hawaii for their next conference. Mary Santa Maria, who also attended, reported that it was an excellent conference and very worthwhile – presenters talked about mental health services for LEP. Mary met with Ira Gupta, executive director of Cross Cultural Communications “Bridging the Gap” a medical interpreter training certification they offer. Iris Gupta will be here in July conducting one week training for Cultural Competency at the State Department of Health. Kristine Pagano asked if ASL was represented at the forum. Jun Colmenares responded no. Mary Santa Maria said there was a panelist who shared the history of certification in ASL.
 8. **Update on Neighbor Island Outreach Project with Office for Civil Rights, Region IX and OLA.** Dates: September 16 through 20, 2013. This week long community outreach program for agencies receiving federal and state funding will be held in Hilo, Kailua-Kona, Wailuku, Maui, Lihue, Kauai and Honolulu. Currently working to get places to meet. OCR will focus on federal compliance of language access services in hospitals and clinics and OLA will inform attendees about the Hawai'i State language access law.
 9. **Agenda Items for Next Meeting.** To continue discussion about job opportunities for interpreters/translators. Filipino interpreters/translators should get together and form a group to provide services, Ruth Mabanglo said for Ilocano and/or Tagalog it is very hard to translate the English idiom correctly. Kristine Pagano asked questions about the Language Access Resource Center (LARC) and the OLA website, what is the projected two year budget, developing the center, filling job positions and job descriptions. Jun Colmenares said they would have to revisit the budget and make changes, at this time we are waiting for the Governor to sign the bill. When the bill will be signed the council members will be invited to attend. Dr. Myaing asked, “How will the Council be involved with the LARC?” Jun Colmenares responded, “The Council will continue to advise.” Dr. Myaing, whose organization is a service provider for interpreters/ translators had some concerns about having a government office roster; it is an “unspoken” endorsement for the names on the roster and may be a legal issue. Dominic Inocelda said that per the language in HB266 OLA will work with and discuss with the advisory council. Jun Colmenares reinforced that the Council will be involved with the LARC and the roster will be an all-inclusive list. Registry will include certification and accepted qualifications, training and completed exams, the state will set the minimum qualifications. Kristine Pagano said the DCAB has a list of ASL interpreters that they provide to the public; it has a disclaimer of endorsement. The interpreter signs a form that they agree to have their information listed on the DCAB website.

Pat Harpstrite said the disclaimer is necessary to clarify that the state is not endorsing names on the list.

10. **Announcements.**

- Interagency Council Meeting, Wednesday, May 22, 2013 at 2:30 p.m. Susannah Wesley Community Center
- Melba Bantay told the Council that there is currently a debate regarding national comprehensive immigration reform to change immigration laws and will greatly impact new undocumented immigrations. She will be going to Washington, D.C. with Catholic Charities to advocate for immigrant rights.
- Next council meeting June 05, 2013 same time, same location. Council members to be excused are: Jennifer Dotson, Dr. Myaing, Edelene Uriarte and Ruth Mabanglo.

11. **Adjournment.**

- Meeting was adjourned at 11:06 AM