

August 7-8 2013

6th Annual Hawai'i Conference on Language Access

Ola Pono - Language Access in the Community Health Setting

Hawai'i Imin International Conference Center
East-West Center, Honolulu, Hawai'i

Sponsored by the Office of Language Access, State of Hawai'i



Office of Language Access

830 Punchbowl Street, #322
Honolulu, Hawai'i 96813
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Hawai'i's Language Access Law was first enacted by the Legislature in 2006 and amended in 2008, 2012 and 2013. The purpose of this law is to affirmatively address, on account of national origin, the language access needs of limited English proficient (LEP) persons to ensure equal access to state services, programs and activities. It requires state agencies and covered entities to assess the need for providing language services and take reasonable steps to ensure meaningful access to its services, programs and activities by LEP persons, provide oral language services in a timely and competent manner, offer written translations of vital documents into the primary language of LEP persons, and establish a language access plan. The Law also established the Office of Language Access (OLA) within the Department of Health to provide oversight and central coordination of state agencies, as well as technical assistance to state agencies and covered entities in their respective implementation of language access requirements. The OLA also monitors and reviews state agencies for compliance with the law and investigates complaints of language access violations using informal methods. The OLA's executive director is advised by a 17-member Language Access Advisory Council.

Hawai'i State Department of Health

Kina'u Hale
1250 Punchbowl Street
Honolulu, Hawai'i 96813
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The Department of Health is a multi-disciplinary, multi-program statewide public health agency. It is the state level public health agency in Hawai'i responsible for developing, assessing, and monitoring programs that impact health here and serve as a resource in the Pacific Islands. It administers programs in behavioral health, environmental health, and public health resources to harness and advance proven and promising practices to provide people with choices and tools to not only prevent disease but promote resiliency and survival in times of personal or social uncertainty. Through its Foundations for Healthy Generations initiative, it addresses social determinants of health, or the conditions in which people are born, grow, live, work and age. It works with other agencies and the community to incorporate health as an integral part of all state policies. It works to assure that our island home promotes lifelong health and wellness in a sustainable and clean environment. The Department connects with people across the lifespan starting before birth through adolescence and onto adulthood and the senior years with approaches appropriate to the unique and rich diversity that is Hawai'i.



Special Message from Governor Neil Abercrombie

Presented on the occasion of the
6th Annual Hawai'i Conference on Language Access
August 7-8, 2013



On behalf of the people of Hawai'i, I extend a heartfelt aloha and welcome to attendees of the 6th Annual Hawai'i Conference on Language Access at the East-West Center. This year's conference theme, "Ola Pono: Language Access in the Community Health Setting," has special relevance to our communities and living righteously here in the Islands and beyond our shores.

I have often said that our diversity defines us rather than divides us, but the diversity of language and culture that we celebrate in the Hawaiian Islands can present daily challenges in the ability of some to access healthcare. I hope you will put to good use all you learn about recent innovations and best practices in medical interpretation. As important as what you learn, is whom you will meet and the opportunity this provides to exchange ideas – ultimately benefitting potentially underserved or disenfranchised members of our communities.

The Hawai'i Office of Language Access (OLA) works to ensure that no person is denied access to State or State-funded services due to limited English language ability. Moreover, it allows those with limited English to participate in government programs and contribute to society. OLA provides the oversight, coordination, and technical assistance to all branches of State government and State-funded organizations to implement Hawai'i's Language Access Law.

Mahalo (thank you) to the Office of Language Access for organizing this annual conference as part of "Language Access Month" in Hawai'i. I convey my best wishes for a productive and enjoyable conference.

With warmest regards,

NEIL ABERCROMBIE

Governor, State of Hawai'i

**OFFICE OF THE MAYOR
CITY AND COUNTY OF HONOLULU**

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**KIRK CALDWELL
MAYOR**

**EMBER LEE SHINN
MANAGING DIRECTOR**

**GEORGETTE T. DEEMER
DEPUTY MANAGING DIRECTOR**

MESSAGE FROM MAYOR KIRK CALDWELL

I am pleased to send my warmest aloha to everyone attending the 6th Annual Hawaii Conference on Language Access.

The people of Hawaii are proud of our society's ethnic diversity. Our diversity also means that many families speak a language other than English. The lack of language services should not be a barrier to medical care for those with limited English proficiency. The conference theme - E Ola Pono: Language Access in the Community Health Setting - reflects the need to act responsibly and to ensure that no one is denied access to services.

I applaud the Office of Language Access for presenting this conference and for assisting government agencies and organizations with Hawaii's Language Access Law. Mahalo to all participants for your interest in improving communication between health care providers and the families they serve.

On behalf of the people of the City and County of Honolulu, I extend best wishes for an informative and productive conference.



A handwritten signature in black ink, appearing to read "Kirk Caldwell".

Kirk Caldwell



August 7, 2013

Message from the Director of Health

On behalf of the Hawai'i State Department of Health, I extend *my aloha pumehana* to all at the Sixth Annual Hawai'i Conference on Language Access.

Congratulations to the Office of Language Access and the other agencies and people involved in organizing this conference on the especially significant topic of *Ola Pono*.

Addressing the needs of our vulnerable populations, particularly those who have limited English proficiency is a daunting challenge for our State given not only its multi-ethnic and multilingual character but also its continuing challenges.

Our strategic plan with "five foundations for healthy generations" has as its first foundation, health equity. Health equity has the goal of eliminating health disparities and improving the health of all groups throughout Hawai'i. Our challenges include language access and health literacy.

Last year, we welcomed the Office of Language Access as the newest agency of the Hawai'i State Department of Health and of the public health *'ohana*. We hope and expect that it is more than symmetry that *ola* is not only the acronym for the Office of Language Access but is also a Hawaiian word that means 'health.'

This conference continues our journey to improving ways to better serve our LEP population. My best wishes for a very successful conference.

Mahalo nui,

A handwritten signature in black ink, appearing to read "Loretta J. Fuddy". The signature is stylized and cursive.

Loretta J. Fuddy, A.C.S.W, M.P.H
Director of Health

Promoting Lifelong Health and Wellness

**STATE OF HAWAII
DEPARTMENT OF HEALTH
OFFICE OF LANGUAGE ACCESS**

830 PUNCHBOWL STREET, ROOM 322
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MESSAGE

Greetings of aloha to our guests and participants to the 6th Annual Hawai'i Conference on Language Access!

The Office of Language Access holds this annual conference as part of its continuing effort to educate the community about language access, identify and address issues and challenges, promote best practices, and improve language access for the more than 140,000 limited English proficient (LEP) individuals in the State of Hawai'i. This conference is also part of the celebration of language access month in Hawai'i which falls on the month of August.

This year's theme is: "Ola Pono: Language Access in the Community Health Setting." The objectives of the conference are: to understand the need and requirements for linguistic accessibility in the health care setting, to learn about recent developments and best practices in medical interpretation and translation, and to develop networking opportunities for language access practitioners. Participants will learn about the revised CLAS standards, listen to the two national certifying agencies for medical interpretation, listen to several discussion panels, and also participate in two workshops – one on plain English and another on medical terminology. We expect to get out of this conference some ideas and action steps that we hope agencies can consider and implement in the near future.

I would like to thank our speakers for bringing in both mainland and local perspectives on the various topics covered in the conference. A big *mahalo* also goes to all attendees for taking the time and effort to participate in this very important gathering. I hope you will find the conference fruitful and rewarding.

Much appreciation goes to all our exhibitors for sharing information about their work with our participants. Finally, a very warm "thank you" goes to all the members of the Language Access Advisory Council, the OLA staff, and our volunteers for their hard work and support.

Mahalo nui loa!



Serafin P. Colmenares Jr.
Executive Director



6TH ANNUAL HAWAII CONFERENCE ON LANGUAGE ACCESS OLA PONO: LANGUAGE ACCESS IN THE COMMUNITY HEALTH SETTING

August 7-8, 2013 • East-West Center, Honolulu, Hawai'i

Emcee: Jennifer Rose, Esq.

CONFERENCE PROGRAM

Wednesday, August 7, 2013

TIME	Keoni Auditorium		
7:30 a.m. – 8:30 a.m.	Registration (outside), Breakfast and All Day Exhibits in Cafeteria.		
8:30 a.m. – 8:35 a.m.	Oli – Hawaiian chant – Palakiko Yagodich, University of Hawai'i, Kapiolani Community College		
8:35 a.m. – 8:40 a.m.	Welcome – Jennifer Li Dotson, Conference Chair		
8:40 a.m. – 8:45 a.m.	Opening Remarks – Loretta Fuddy, Director, Department of Health		
8:45 a.m. – 9:30 a.m.	Opening Keynote: The New CLAS Standards – Christina Perez, Office of Minority Health, U.S. Department of Health and Human Services, Region IX		
9:30 a.m. – 10:15 a.m.	Language Access Under the Affordable Health Care Act – Priscilla Huang, Asian & Pacific Islander American Health Forum		
10:15 a.m. – 10:30 a.m.	Break		
10:30 a.m. – 11:15 a.m.	State Certification in Medical Interpretation: The Oregon Experience – Dr. David Cardona, Oregon Health Authority		
11:15 a.m. – 11:45 noon	Language Access in Health Care: Hawai'i's Experience – Dr. Serafin Colmenares Jr., Office of Language Access, and Gerald Ohta, Department of Health		
11:45 a.m. – 1:00 p.m.	Lunch Break (Cafeteria) - Hawai'i Language Roadmap Initiative Speaker: Dr. Dina Yoshimi, University of Hawai'i College of Languages, Linguistics and Literature		
	Keoni Auditorium	Pacific Room	Asia Room
1:00 p.m. – 2:00 p.m.	Working with Medical Interpreters – Mary Santa Maria, Maui District Health Office, and Dr. Suzanne Zeng, University of Hawai'i Center for Interpretation and Translation Studies	National Standards of Practice for Interpreters in Health Care – Joy Connell, National Council on Interpreting in Health Care	Beyond Plain English: A Workshop – Claire Foley, CF Editing and Proofreading Services, and Tracy Torchetti, Canadian Cancer Society
2:05 p.m. – 3:05 p.m.	Panel: Language Access and Hawai'i's Health Plans – Kristl Patterson, Hawaii Medical Service Association; Phyllis Dendle, Kaiser Health Plan; and Helena Manzano, Department of Human Services MedQuest. Moderator: Lito Asuncion, Kauai County	Training and Certification of Medical Interpreters – Tina Peña, National Board of Certification for Medical Interpretation	Beyond Plain English Workshop (continued)
3:05 p.m. – 3:20 p.m.	Break	Break	Break
3:20 p.m. – 4:20 p.m.	Panel: Implementing Language Access Plans in Hospitals and Community Clinics – Eleanor Huey, Queens Medical Center; Dr. David Lane, Hawai'i Health Systems Corporation; Marilyn Boutain, Kalihi Palama Health Center; Selena Gau, Waianae Coast Comprehensive Health Clinic. Moderator: Gerald Ohta, Department of Health	Training and Certification of Medical Interpreters – Elizabeth Nguyen, Certification Commission for Healthcare Interpreters	Beyond Plain English Workshop (continued)

Thursday, August 8, 2013

TIME	Keoni Auditorium	Pacific Room	Asia Room
7:30 a.m. – 8:30 a.m.	Registration (outside), Breakfast in Cafeteria. Exhibits (on display until 2:50p.m.)		
8:30 a.m. – 9:30 a.m.	Use of Technology in Medical Interpretation - Frank Puglisi and Melinda Paras, Health Care Interpreting Network	Career Paths in Medical Interpreting - Fern Chan, City University of New York	Medical Terminology Workshop - Sally Pestana, University of Hawaii-Kapiolani Community College
9:35 a.m. – 10:35 a.m.	Panel: Developing Health Information for Low-Literacy/LEP Communities - Priscilla Huang, Asian & Pacific Islander American Health Forum; Thaddeus Pham, Department of Health; Tracy Torchetti, Canadian Cancer Society; Marilyn Boutain, Kalihi Palama Health Center. Moderator: Charlene Cuaresma, University of Hawai'i	Panel: Cultural Issues in Medical Interpretation - Merina Sapolu, Kookua Kalihi Valley Comprehensive Family Services; Joanne Caplett, Korean Interpreter; Jocelyn Howard, Micronesia Cultural Awareness Program; Carmina Allen Alik, Micronesia Health Advisory Coalition. Moderator: Barbara Tom, Nations of Micronesia	Medical Terminology Workshop (continued)
10:35 a.m. – 10:50 a.m.	Break	Break	Break
10:50 a.m. – 11:50 a.m.	Panel: Assessment, Training and Program Development for Bilingual Staff Interpreters - Gayle Tang, Kaiser Foundation Health Plan; Mary Santa Maria, Maui District Health Office; Merina Sapolu, Kookua Kalihi Valley Comprehensive Family Services. Moderator: Dr. Suzanne Zeng, University of Hawai'i Center for Interpretation and Translation Studies	Panel: Interpreting in Mental Health Settings - Joy Connell, National Council on Interpreting in Health Care; Eleanor Huey, Queens Medical Center; Melissa Chun Data, Kalihi Palama Health Center. Moderator: Dominic Inocelda, Susannah Wesley Community Center	Medical Terminology Workshop (continued)
11:50 a.m. – 1:00 p.m.	Lunch Break (Cafeteria) <i>Introduction to Hawaiian Culture</i> Speaker: Palakiko Yagodich, University of Hawai'i-Kapiolani Community College		
1:00 p.m. – 1:45 p.m.	Language Access and Cultural Competency Training in the Health Professions - Dr. Maria Chun, University of Hawai'i Department of Surgery	Ethical Issues in Interpretation and Translation - Sabina Wilford, Hawai'i Interpreting Services	Medical Terminology Workshop (continued)
1:50 p.m. – 2:35 p.m.	Achieving Health Equity through Language Access - Dr. Kimo Alameda, Department of Health		
2:35 p.m. – 2:50 p.m.	Break		
2:50 p.m. – 3:35 p.m.	Closing Keynote: Addressing the Social Determinants of Health: The Role of Health Literacy - Dr. Neal Palafox, University of Hawai'i John A. Burns School of Medicine		
3:40 p.m. – 3:55 p.m.	Wrap Up - Jennifer Rose, University of Hawai'i Office of Gender Equity		
3:55 p.m. – 4:00 p.m.	Acknowledgements - Dr. Serafin Colmenares Jr., Office of Language Access		
4:00 p.m. – 4:30 p.m.	Pau/Clean Up		



CHRISTINA PEREZ, MN, FNP, RN

Christina Perez, MN, FNP, RN, is the Region IX Regional Minority Health Consultant, U.S. Department of Health and Human Services, Office of the Assistant Secretary for Health (OASH). Region IX includes American Samoa, Arizona, California, Commonwealth of Northern Mariana Islands, Federated States of Micronesia, Guam, Hawaii, Nevada, Republic of the Marshall Islands, and the Republic of Palau.

Christina began her career with the U.S. Public Health Service in 1993 in the San Francisco Regional Office, serving as a nurse consultant with the Office of Population Affairs and Health Resources Services Administration, and in 1995 with the Office of Minority Health as the Regional Minority Health Consultant.

Ms. Perez represents the Regional Health Administrator on matters of eliminating racial and ethnic health disparities and achieving health equity in Region IX. In addition to directing and coordinating the Regional Office of Minority Health program, Ms. Perez provides technical assistance on a number of OMH priorities, including, but not limited to: increasing access to health care; Cultural and linguistically appropriate services; health care provider workforce and workforce diversity; data collection, analysis and dissemination; improving health outcomes for racial and ethnic populations; fostering public-private partnerships; and capacity building training related to grantwriting, strategic planning, and Board and leadership development.

Prior to her federal service, Ms. Perez worked as a nurse practitioner in family planning, pediatrics, school-based health, and adult medicine. She received her Master's in Nursing, and Certified Family Nurse Practitioner (F.N.P.) from the University of California Los Angeles, School of Nursing; Women's Health Care Nurse Practitioner Training (W.H.C.N.P.) from Harbor-UCLA Medical Center, Torrance, CA; and registered nursing license from the Los Angeles County Medical Center, School of Nursing. She has a Bachelor's Degree in Chicano Studies from Cal State Northridge.

Ola Pono



NEAL A. PALAFOX, M.D., M.P.H

Neal Palafox is presently Professor and former Chair of the Department of Family Medicine and Community Health at the John A. Burns School of Medicine, University of Hawai'i. He completed his residency in Family Medicine at the UCLA Health Center for Clinical Sciences and obtained a Masters in Public Health with an emphasis in International Health from Johns Hopkins University in Baltimore, Maryland.

Dr. Palafox has been working with Pacific health care disparities and developing cancer health care systems in the RMI and other US Pacific Countries including Guam, American Samoa, Commonwealth of the Northern Mariana Islands, Federated States of Micronesia, and the Republic of Palau since 1995. He had led several international cancer projects: NCI funded "Pacific Cancer Initiative," CDC funded "Pacific Regional Cancer Registry," CDC funded "Pacific Regional Comprehensive Cancer Plan Implementation Grant," and the CDC funded "Pacific Center for Excellence in the Elimination of Disparities."

Nationally, he is a board member of the Inter-Cultural Cancer Council (ICC) and the Pacific Regional Advisor to the ICC. In 2004, Dr. Palafox was the recipient of the Susan M. Shinagawa Leadership Award from the ICC for his cancer advocacy and leadership in Pacific cancer programs, and in 2012 he received the LaSalle D. Leffall, Jr. Cancer Prevention and Control Award. He was instrumental in establishing the Cancer Council of the Pacific Islands, an Indigenous Pacific Islander Council coordinating Pacific Region Cancer Planning and Development, with funding from the NIH National Center on Minority Health and Health Disparities, and NCI Center to Reduce Cancer Health Disparities.

Between 1997 and 2009, Dr. Palafox was the Principal Investigator for a Congressionally- mandated program to provide medical care for Marshall Islanders who were exposed to fallout from the Bravo hydrogen bomb detonation in the Marshall Islands. Dr. Palafox has been integrally involved in the health issues of the Compact negotiations between the RMI and the United States.

His areas of research and publication include human health resource development, cancer systems development, health care disparity, cultural competency, vitamin A deficiency, Pacific health care and ciguatera.



DR. C. KIMO ALAMEDA

Biracial and bicultural, Dr. C. Kimo Alameda grew up on the Big Island, a living example of multicultural Hawai'i. His Portuguese and Hawaiian ancestry meant he grew up in two different cultural traditions. These childhood experiences prepared him for his early work as a school counselor and special education teacher.

After many years in the Department of Education, Dr. Alameda went back to school and received a doctorate from the University of Nebraska.

In 2008, Dr. Alameda was presented with an award from Mental Health America as the Outstanding Government Agency Leader for his work in increasing cultural awareness in state government. As Dr. Alameda accepted his award, he was quoted with saying "we cannot be a first class state, with people who feel second class." His commitment to diversity has made him a popular speaker on cultural and social issues.

Currently Dr. Alameda is the director for the office of health equity within the Hawai'i Department of health. His role within the department is to serve as a consultant and trainer for all matters regarding health equity, cultural competency, and diversity in the workplace.

On the weekends, Dr. Alameda coaches a number of youth sports and volunteers as a presenter for at-risk youth community programs. Most impressively, Dr. Alameda is the proud father of seven children.



CARMINA ALLEN ALIK

For 10 years, she coordinated the medical care of nuclear victims from the Marshall Islands who were referred to Honolulu. The program was federally funded through the RMI's Compact of Free Association with the U.S.

She currently works as one of the Marshallese Court and Medical Interpreters in Hawai'i as well as on the mainland. Occasionally, she interprets for schools, community and law agencies that call on her to interpret.

Carmina is also a community leader and is Secretary of The Micronesian Health Advisory Coalition, whose mission is to encourage empowerment of Micronesians, including Marshallese, and Palauans through education, sports, and a safe, healthy, and positive lifestyle.



LITO M. ASUNCION

Mr. Asuncion holds a BA and Master's degree in Sociology and a Master of Public Health in Gerontology from the University of Hawai'i. He is experienced in working with the elderly and with the immigrant community. He currently works for the Kauai Agency on Elderly Affairs and is a member of the Language Access Advisory Council. He is a member of several cultural community service and professional organizations, and is an active and well known leader in the Filipino community on the Big Island.

During past holiday seasons, he has had annual workshops on the making of the parol, a Filipino star-shaped Christmas lantern that is illuminated and found hanging outside homes in the Philippines.



MARILYN BOUTAIN, MC/MFT

Originally an outreach worker and case manager, Marilyn has worked with the homeless and the severely mentally ill population for over ten years with HealthCare for the Homeless Project, a department at Kalihi Palama Health Center. For the past two years, she has supervised the community health workers and has transitioned to working with the Limited English Population in the Social Services department. Marilyn is also fluent in Ilokano and serves as an interpreter. She also assists with the Behavioral Health department. She received her Bachelor's in Psychology from Hawai'i Pacific University and Master's degree in Counseling, from the University of Phoenix. She is a certified crisis prevention instructor.



JOANN HAN CAPLETT

Joann grew up in Korea and is fluent in both Korean and English. She has been an interpreter - translator for the past twenty years in Hawai'i, on the mainland and overseas in Japan, Germany, Austria and Australia. She has worked for hospitals, schools, the courts, federal, state and other government agencies interpreting for children of all ages, patients, and prisoners as well. She has also attended many interpreter training and medical health care workshops keeping abreast of HIPAA requirements, the medical code of ethics of interpreters and what is current in the medical and healthcare environment. Currently she is an interpreter - translator at Bilingual Access Line in Honolulu.

Ma Kono



DR. DAVID CARDONA, MD, MPH

Dr. David Cardona, MD, MPH is the coordinator of the Health Care Interpreter (HCI) Program at the Oregon Health Authority's Office of Equity and Inclusion where he oversees the implementation of the health care interpreters' law. Dr. Cardona, as the HCI Program coordinator convenes multiple state agencies, government jurisdictions, community organizations and private sector to advance Title VI of the Civil Rights Act to improve access to services for persons with limited English proficiency (LEP). His duties also include: developing technical assistance, data collection, evaluation of compliance of health systems on language access service to LEP, develops training, testing and certification policies and procedures. Dr. Cardona is in charge of developing a comprehensive Language Access Service Policy for the Oregon Health Authority and the Department of Human Services.

Dr. David Cardona holds a medical degree (MD) from the Autonomous University of Santa Ana, El Salvador, and a master of public health from Portland State University (MPH). He has executive management education from Harvard University's School of Public Health in Global Health and has a Scientific Degree (UPAS: University Professional of Advanced Studies in Health Care and Management in Tropical Countries) from the Swiss Tropical and Public Health Institute, at the University of Basel, Switzerland.



FERN CHAN

Fern has been working with the Division of Continuing Education & Workforce Development at Hostos Community College in the Bronx since 2008. A multi-lingual speaker of French, Spanish, Cantonese, Mandarin and English, she specializes in developing and coordinating new healthcare training programs at the Division. She has successfully implemented the CUNY Healthcare Interpreter certificate program; a 165-hour medical interpreting program across five City University of New York (CUNY) campuses throughout the 5 boroughs of New York.

Fern is currently Director of a USDOL grant-funded program providing vocational training to unemployed adults in Community Health Worker and Health Information Technology. She received her BA/LLB from University of Auckland and Master of Laws from Hofstra University.



MARIA B.J. CHUN, PH.D.

Maria B.J. Chun, Ph.D. is a Specialist and Associate Chair, Administration and Finance, in the UHM Department of Surgery. In 1996, she obtained her doctoral degree in community and cultural psychology from the UHM's Department of Psychology. Her primary research focus is the development of a standardized tool to assess efficacy of "cultural competency" or cross-cultural health care training. Additionally, Dr. Chun coordinates cross-cultural health care activities including a multispecialty and multidisciplinary research group and overseeing JABSOM/Department of Surgery's biennial Cross-Cultural Health Care Conference, which encourages collaboration among multiple disciplines regarding the broad and complex issue of culture and its role in health care and the healthcare delivery system.



MELISSA L. CHUN DATA, MSW, LCSW

Melissa Chun Data is a Licensed Clinical Social Worker at Kalihi-Palama Health Center (KPHC), where she serves as the Director of Behavioral Health and Social Services. She oversees a team of mental health clinicians who address the behavioral health needs of the agency's patients. KPHC's culturally- and linguistically-diverse patient population make it necessary to offer mental health treatment in the patient's native language or utilizing interpreters. Melissa is looking forward to assisting with the Patient Navigator program at KPHC, which will allow Community Health Workers and other multilingual staff to educate patients and the community-at-large about the Affordable Care Act.



DR. SERAFIN "JUN" COLMENARES

Serafin "Jun" Colmenares is the Executive Director of the Office of Language Access, State of Hawai'i, a position he has held since the office was established in 2007. He is a graduate of the Mindanao State University and holds a Master's degree in public health from the University of Hawai'i as well as M.A. and Ph.D. degrees in political science from the University of Delhi in India. He was a professor at the Mindanao State University in the Philippines prior to his family's move to Hawai'i in 1988. In Hawai'i, he held positions at the State Executive Office on Aging, Hawai'i Community Foundation and Hawai'i Medical Services Association, and lectured at Leeward Community College and Chaminade University. Dr. Colmenares also conducted research at the East-West Center Population Institute and at the University of Hawai'i's Center for Philippine Studies. He is actively involved in Hawai'i's Filipino community and is an officer or board member of several Filipino organizations.

Ula Pono



JOY CONNELL

Joy Connell has over 27 years of public sector experience working with multicultural populations at the Massachusetts Department of Mental Health where she is currently Civil Rights/Diversity Officer. Her extensive work with community-based organizations has focused on refugees and immigrants, while her training activities have encompassed issues of traditional minority groups as well as those of newcomers. She has consulted and/or presented to a wide array of human service providers in federal, state and private systems on a wide range of topics including ethnic-specific mental health needs, language access issues, and workplace diversity concerns. She was selected to be a trainer for the Multicultural Issues, Diversity Studies and Training (MIDST) program of the Boston University School of Social Work, and is certified as a Senior Trainer of Brandeis University's Diversity Curriculum produced for the Commonwealth of Massachusetts. She has been on the Board of Directors of the National Council on Interpreting in Health Care (NCIHC) since 2001, and is currently its President. Other board positions include current member at the Central Mass. Area Health Education Council, former member of the Massachusetts Immigrant and Refugee Advocacy (MIRA) Coalition, and former President of the Massachusetts Medical Interpreters Association (MMIA).



CHARLENE CUARESMA, MPH

Charlene Cuaresma is a descendant of sakadas, who came to Hawai'i in the 1920s from the Philippines. Labor equity strikes that shut down the Territory of Hawai'i during her childhood, were pivotal in transforming her colonial, plantation camp life of poverty in Waipahu, into her 21st century politics, public health career, and public service today. She mentors students to conduct research to address health disparities in the Filipino community. Governor Neil Abercrombie appointed her to his inaugural Board of Education. Charlene is guided by her grandfather's words: "You cannot get to where you're going without looking to where you came."



PHYLLIS DENDLE

Phyllis Dendle is the manager of government relations for Kaiser Permanente Hawai'i. For the last 16 years she has advocated for KPHI on a broad range of issues to every level of government and advises KP staff on implementing changes in the law. Previously she represented the Chamber of Commerce of Hawai'i for 8 years. She has also worked for the state legislature, the Honolulu city council and neighborhood boards. She is the president of the board of directors for Waikiki Health Center and serves on the program board of Catholic Charities Hawai'i. Phyllis grew up in Hawai'i, graduating from Radford High School. She has a BA in journalism and an MA in American studies from the University of Hawai'i.



JENNIFER LI DOTSON

Jennifer Li Dotson is CEO of Network Enterprises, an organization established in 1985 to provide vocational rehabilitation, job training, job placement and support services to persons in Hawaii with physical, social, economic or intellectual or cognitive challenges. She received her bachelor's degree from Georgetown University, master's degree from the London School of Economics and studied Mandarin Chinese at Beijing Teacher's College, National Chengchi University in Taiwan, and the Chinese University of Hong Kong. Her previous nonprofit experience includes serving with the U.S. China Business Council, American Chamber of Commerce, Muscular Dystrophy Association, Mothers Against Drunk Driving, Junior League of Honolulu and Seagull Schools.



CLAIRE FOLEY, MA

Claire Foley, MA, is a freelance editor and expert in plain language. Having edited health information in-house at the Canadian Cancer Society for a number of years, she now freelances for the Society as well as for other healthcare and legal organizations. Claire has been an editor for 13 years and previously taught English as a second language at several Canadian universities and English as a foreign language in the public school system in France. Her Masters focused on research in second language acquisition. She and Tracy Torchetti have presented over 25 workshops together.

Ola Pono



SELENA GAU

Has been with Waianae Coast Comprehensive Health Center since 2007. Worked as an Outstationed Eligibility Worker for five years and Care Enabling Manager for one year. Assists clients with Sliding Fee Scale Applications, Med Quest Applications, Financial/SNAP Applications, Housing Applications, Advance Health Care Directives, arrange for Interpreting Services and Transportation for our patients, along with Notary Services and now oversees the Patient Assistance Services and Transportation Departments. Assisted with the development of six Video Call Centers in our clinics located at the Main Center as well as in the Kapolei and Nanakuli Clinics.



JOCELYN "JOSIE" HOWARD

MSW student candidate at UH, recipient of the East West Center Graduate Fellow Scholarship. She is a GA at the Center For Pacific Island Studies (CPIS). Josie earned her BA in Anthropology at UH-Hilo. Josie's most important role or biggest job is providing Cultural Awareness Training and Advocacy for Micronesians. She had worked as, Program Coordinator for Imi Loa Employment Program Goodwill, Teacher at Ka'iulani Elementary and McKinley High School, Assistant Director of Outreach at Alternative Care Services, QMRP and Case Manager at Kokua Villa Inc., and ARC in Hawai'i.

Josie comes from Onoun, in Chuuk, (FSM).



PRISCILLA HUANG, JD

Priscilla Huang, JD, is the policy director for the Asian & Pacific Islander American Health Forum (APIAHF), a national health justice organization which influences policy, mobilizes communities, and strengthens programs and organizations to improve the health of Asian Americans, Native Hawaiians, and Pacific Islanders. Priscilla directs APIAHF's policy work on expanding access to health care and coverage, improving the quality of care, increasing data and research on Asian American, Native Hawaiian, and Pacific Islander health, and increasing investments in community-driven health strategies. She is a member of the Patient-Centered Outcomes Research Institute (PCORI) Advisory Panel on Improving Healthcare Systems, and serves on the board of directors for CASA de Maryland and the National Women's Health Network.

Priscilla's work has appeared in the Harvard Law and Policy Review and AAPI Nexus, and she has been recognized for her leadership by Families USA, the Congressional Black Caucus Health Braintrust, and Choice USA. Priscilla graduated from American University, Washington College of Law, where she was one of ten Public Interest/Public Service Scholars and was recognized in 2010 as Distinguished Alumni by the Asian Pacific American Bar Association. She is a recipient of the Georgetown Women's Law and Public Policy Fellowship, the Women's Law Association Fellowship and the Equal Justice Foundation Fellowship.



ELEANOR HUEY, MPH, CPHQ

Eleanor Huey MPH CPHQ is Manager of Quality and Patient Safety at The Queen's Medical Center, overseeing the Patient Relations department and language services program. Queen's utilizes qualified in-house and contracted interpreter services as well as telephone and video interpreter services. Translation services are also coordinated through the Patient Relations department. Ms. Huey has worked at Queen's for 16 years, is a Certified Professional in Healthcare Quality, and has her Master's degree in Public Health from the University of Hawai'i at Manoa. Her MPH capstone was working with Hawai'i community health centers on infection prevention.



DOMINIC INOCELDA

Mr. Inocelda is Chairman of the Office of Language Access Advisory Council, State of Hawai'i. He is the president of the Inter-Agency Council for Refugee and Immigrant Services (IAC) which was instrumental in the passage of the language access bill in July 2006. He has a master's degree in social work from the University of Hawai'i. He is employed by the Susannah Wesley Community Center where he has served in various program management and administrative functions since 1982. He has worked with limited and non-English speakers, the elderly, public housing residents, and persons with serious mental illnesses.

Ula Pono



DAVID LANE, PH.D.

David Lane, Ph.D. is Chief Compliance and Privacy Officer for the Hawai'i Health Systems Corporation (HHSC), the fourth largest public hospital system in the United States. With 13 facilities on the five major islands, Dr. Lane oversees HHSC's compliance to Federal and State healthcare program requirements, laws, and standards including Title VI's language access requirement. Prior to his current position, Dr. Lane was the Physician Practice Management Director for the Kauai Region of HHSC, serving as administrator for the 25 physician practices within its clinic sites. Before his work with HHSC, Dr. Lane worked for the City of Portland, Oregon where, as Bureau Director, he administered the City's immigrant and refugee program, disability program, and human rights center.



HELENA MANZANO

Helena Manzano is currently the Limited English Proficiency (LEP) Project Manager at the Department of Human Services (DHS), Office of the Director. The LEP Project develops and implements policies and practices that promote meaningful access to DHS programs and services for persons with LEP.

Previously, Ms. Manzano was a Planning Specialist at the Department of the Attorney General's Crime Prevention and Justice Assistance Division. She administered federal grants from the Office on Violence Against Women and the Office for Victims of Crime, U.S. Department of Justice. At the Domestic Violence Action Center, she was a Program Manager responsible for developing and implementing culturally appropriate services for underserved victims of intimate partner violence. At the Susannah Wesley Community Center, she was a Case Manager providing direct services to children and adults who suffered from serious mental health issues.

Ms. Manzano is a bilingual/bicultural, first generation immigrant. She has a Master's in Social Work from the University of Hawaii.



ELIZABETH NGUYEN, MA

Elizabeth Nguyen is the Secretary and co-founder of Certification Commission for Healthcare Interpreters (CCHI). She is also the Manager of Diversity Services at Children's Hospital Los Angeles.

Originally from Saigon, Vietnam, Elizabeth holds a Baccalaureate in French Literature and Philosophy, and a Master's Degree in Applied Linguistics, and interprets in French and Vietnamese.

As member of the Advisory Committee on Standards for Interpreter Training Program of the National Council on Interpreting in Health Care (NCIHC) she supported the creation of national standards for healthcare interpreter training.

A past-president of CHIA and former co-chair of the Education Committee and the Standards & Certification Committee, she co-authored the "California Standards of Practice for Healthcare Interpreters."

A training specialist in cultural competency and interpreter training, she participated in the development and implementation of interpreter training programs such as the Connecting Worlds funded by The California Endowment, and the "40-hour Training Program for The Bilingual Healthcare Workforce" launched by L.A. Care Health Plan in 2003 and currently taught in the L.A. county system.



GERALD OHTA

Gerald Ohta is the Affirmative Action Officer of the Hawai'i State Department of Health. Currently, he is the State Agency Representative on and Vice-Chair of the State Language Access Advisory Council and the Department of Health Language Access Coordinator. He brings the perspective of a government agency administrator and provider to the council as well as the view of someone who was in on the development and passage of the Hawai'i language access law. He has worked with schools, universities, enforcement agencies and public health agencies. Mr. Ohta also brings to the council a wide range of contacts with language access advocates, organizations, and agencies here and nationally.



MELINDA PARAS

Melinda Paras is the CEO of Paras and Associates (PAA) leading the implementation of new language access solutions using video call center technologies. The Paras and Associates team manages the Health Care Interpreter Network (HCIN), a cooperative of California hospitals and clinics sharing interpreter services. The HCIN collaborative of more than 30 health providers are sharing interpreter services in 25 languages and have automatically routed more than 1.5 million requests for interpretation. Ms. Paras is a former President of the Alameda County Medical Center Board of Trustees and a former San Francisco Health Commissioner.

Ma Pono



KRISTL PATTERSON

Kristl has twenty years' experience in the healthcare industry in: provider billing, practice management, and customer service. For over eight years she has been at HMSA in the Customer Relations and Appeals Departments and is currently supervisor for Compliance and Resolution, and the Contact Manager for Translation/Interpretation vendors. She earned her BA degree from the University of Hawai'i at Manoa.



TINA PEÑA

Tina Peña, from Lima, Peru is an Associate Professor of Spanish, coordinator of Spanish programs and a Medical Interpreter Trainer at Tulsa Community College. Tina is a host of Temas en Tulsa, a television program produced in Spanish that covers current events and topics of importance to Spanish speaking viewers. A TCC faculty member since 1992, Peña has pioneered the use of interactive television and distance learning to teach Spanish at TCC and has taught on the international campus, study abroad trips to Latin America and Spain. She is the coordinator of the Spanish Interpreting and the Spanish Service Learning Programs. Peña is the Oklahoma State Chapter Chair of the IMIA, a member of the American Association of Teachers of Spanish and Portuguese, United Nations of Eastern Oklahoma, Governor's Task Force for the Advancement of Hispanic Students in Higher Education, Oklahoma Latinos Presentes en el Centenario, ACLU, and the 2007 Pinnacle Award Winner.



SALLY PESTANA

Sally Pestana is professor of health sciences at Kapiolani Community College. She has taught the secrets of learning medical terminology for 30 years. Sally says medical terminology is the language of your home—aka your body. So, even people who do not use medical terminology professionally should have a basic foundation of medical terms.

Sally has earned a reputation over the years for making medical terminology both fun and interesting. Her session is designed to decrease the intimidation you may feel by medical terms. You will leave her session with an appreciation for the importance and use of medical terminology, a thorough understanding of how medical terms are created and how they can be translated and used every day!



THADDEUS PHAM

Thaddeus Pham is the Co-Director of Hep Free Hawai'i, a local community-driven coalition dedicated to raising awareness and increasing access to services for viral hepatitis. He has also been the Adult Viral Hepatitis Prevention Coordinator with the Department of Health for the past two years. Prior to that, Thaddeus worked in HIV, STD, and hepatitis community prevention for 4 years. Although Thaddeus has been recognized both locally and nationally for his public health efforts, his work in public health has always been motivated by the belief that everyone is deserving of good health, regardless of lifestyle, background, or culture. His work in hepatitis is important to him because he believes that hepatitis prevention addresses the concerns of communities that do not always have a voice.



FRANK PUGLISI

Frank Puglisi's health care career spanned 33 years, 27 as a hospital CEO. It began in 1971 at Martin Luther King Jr. General Hospital, Los Angeles County. In 1973 he joined Harlem Hospital Center, a public hospital in the New York City Health and Hospital Corporation. Frank was recruited by San Francisco General Hospital in 1977, becoming interim CEO in 1978. In 1979, he was appointed Director of Hospitals and Clinics for San Mateo County. In 1986 he accepted the position of CEO of Contra Costa Regional Medical Center and Health Centers (CCRMC). In 2003 he developed the Contra Costa Regional Health Foundation, a 501© (3) non-profit to support the mission of the CCRMC. In 2006 he became the CEO of the Health Care Interpreter Network (HCIN).

Ola Pono



Ms. JENNIFER ROSE, ESQ.

Ms. Rose is an advocate and attorney specializing in gender-based violence, civil and immigrant rights, and social justice. She is currently a Gender Equity Specialist at the University of Hawai'i at Manoa and teaches a Family Law Clinic at the William S. Richardson School of Law. She is also a national trainer, consultant, and frequent speaker on domestic and gender violence; family law; and cultural and linguistic issues in serving survivors of abuse. She also serves on a national advisory committee to advance sound policy on gender violence on college campuses. Ms. Rose has been repeatedly recognized on the local, state, and federal levels for her advocacy in advancing Title IX gender equity; access to justice; and eliminating gender violence and discrimination. Ms. Rose is licensed to practice law in Hawai'i and California.



MARY SANTA MARIA *Public Health Educator, Hawai'i State Department of Health, County of Maui*

Ms. Mary Santa Maria is a Public Health Educator with the Maui District Health Office and the Chronic Disease Prevention Branch of the State Department of Health. She is involved with language access, medical interpreting training, and health services access for Limited English Proficient persons at community and state agencies. She holds a master's degree in public health from the University of Hawai'i at Manoa. She is a trained interpreter and conducts interpreter training programs through the UH Maui College Edventure program.



MERINA SAPOLU

Merina Sapolu is a Community Health Educator with Kokua Kalihi Valley (KKV) Comprehensive Family Services Certified Medical Interpreter. She has been an interpreter and translator for over 30 years. She has trained medical interpreters for KKV and the community. Ms. Sapolu was previously a teacher in Samoa. She also was formerly the director of Kokua Kalihi Valley's Cross Cultural Bridges program where bi-lingual employees were trained as medical interpreters and providers to work with untrained interpreters.



GAYLE TANG, MSN, RN

Gayle Tang is Senior Director of National Diversity & Inclusion for Kaiser Permanente, overseeing National Linguistic & Cultural Programs and the Institute for Culturally Competent Care. These functional areas develop and spread innovative programs and practices aimed at promoting quality, meaningful access, and affordable care and service delivery for diverse populations.

Gayle pioneers innovations in diversity management, infrastructure and systems design, culturally and linguistically competent care, and workforce development. She is the principal architect of the award-winning Health Care Interpreter Certificate Program, Qualified Bilingual Staff Model and Program, Clinician Cultural & Linguistic Assessment - a Language Concordance Initiative, and Kaiser Permanente's National Virtual Translation Center, a state-of-the-art customized and centralized quality translation platform.

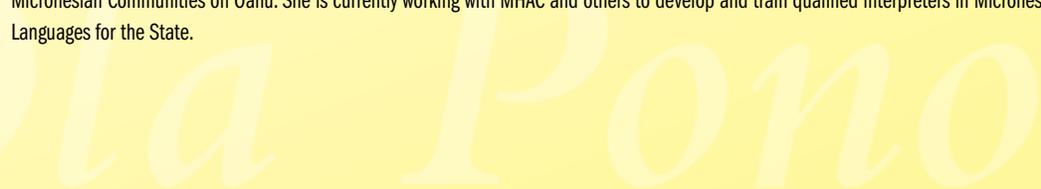
Gayle has been instrumental in leading visionary change that has influenced quality standards and practices in the industry, and has been recognized for her exceptional leadership and coalition building in the community locally and nationally. She is a tenacious advocate and continues to lead pioneering efforts in meaningful data collection in race, granular ethnicity, and language preference information.

Gayle completed undergraduate studies in nursing at University of San Francisco and received her master of science with a focus on leadership and diversity at Sonoma State University. She also completed the Executive Leadership Program at Harvard University.



BARBARA TOM

Barbara Tom, RN, PHN (retired) BSN Chair of Nations of Micronesia Committee, Advisor to Micronesian Community Network and Micronesian Health Advisory Coalition (MHAC), Member of Honolulu Council on Aging, Serves on Waipahu Weed & Seed Steering Committee and the Waipahu Community Coalition, Serves on IHS Board, UHA Grant Committee Member. Barbara is actively involved with Community Development within the Waipahu and Micronesian Communities on Oahu. She is currently working with MHAC and others to develop and train qualified interpreters in Micronesian Languages for the State.





TRACY TORCHETTI, MA

Tracy Torchetti, MA, is the Senior Manager of Information at the Canadian Cancer Society, where she manages a team of project managers and editors responsible for developing information on cancer-related topics ranging from risk reduction to treatment, clinical trials and supportive care. Tracy has also developed a cancer glossary and is currently working on a project to create a plain English version for translation into 4 Inuit dialects. Her background is in medical anthropology and adult literacy.



SABINA WILFORD, CI/CT, NAD IV

Ms. Wilford's passion for learning American Sign Language (ASL), and the strong relationships she has developed in the Deaf community lead to a career as an interpreter in the early 1980s. She has held staff positions at: University of California, Davis, NorCal Center on Deafness, Department of Rehabilitation, and California State University, Sacramento as well as worked as a freelance interpreter. In addition, she has presented workshops, taught interpreter training courses, interpreted national conferences, and has had the honor interpreting theater in New York.

Since 2007, Ms. Wilford has owned and continues to operate Hawai'i Interpreting Services (HIS), providing interpreting and captioning referral throughout the state. She felt honored to be awarded "Interpreter of the Year" by Aloha State Association of the Deaf in 2011. Ms. Wilford regularly volunteers to interpret as a way to give back to the Deaf community that she is strongly connected to, and is committed to providing the highest quality interpreting services. When she is not working, she keeps busy with her husband, 3 children, and 2 dogs.



PALAKIKO YAGODICH

Palakiko graduated from UH/Manoa with a degree in Hawaiian Studies. He is the lead coordinator and instructor for the UH/KCC Interpret Hawai'i Program, which falls under the Office of Continuing Education and Training. He was responsible for the development of the Ho'okipa Me Ke Aloha Training Program and has personally delivered this training to over 8000 visitor industry employees statewide. Palakiko has also conducted training for several hundreds of visiting foreign national students, as well as institutional and government groups from Japan, Korea and China. In November 2005, he also traveled to Namibia, Africa to educate and train their college faculty and staff on developing a host culture and language program for the Polytechnic of Namibia. Currently, he is involved with training employees from 'Aulani - A Disney Resort and Spa, Island Air, and the Department of Health for the State of Hawai'i.



DINA RUDOLPH YOSHIMI, PH.D.

Dina Rudolph Yoshimi (Ph.D., Applied Linguistics, University of Southern California) is Program Manager for the Hawai'i Language Roadmap Initiative, and Associate Professor of Japanese at UH-Manoa. A specialist in Japanese language learning and pedagogy, her research focuses on developing curricula and classroom practices for effective instruction of everyday language usage, and post-graduate professional uses. She was Director for several NFLRC-NRCEA co-sponsored Summer Institutes on Teaching Pragmatics in the JFL (2002; 2003) and CFL (2004) Classrooms, and Co-chair for the 2006 Conference on Pragmatics in the CJK Classroom, as well as the 2007 International Conference on Pragmatics and Language Learning.



DR. SUZANNE ZENG

Dr. Suzanne Zeng is with the University of Hawai'i's Center for Interpretation and Translation Studies (CITS). Her courses and research consist of the principles, theory, and skills of translation and oral interpreting, including conference, court and medical interpreting. She has conducted numerous workshops at home and in the Pacific Island nations on interpreter training, language access, and working with interpreters. As a long-standing member of the Supreme Court Committee for Court Interpreting and Language Access, Dr. Zeng was keenly involved in helping establish higher standards and certification for Hawai'i State court interpreters. Besides teaching, Dr. Zeng is an active interpreter and oversees numerous translation projects of various kinds and languages. She received her M.A. and Ph.D. in Chinese Linguistics from the University of Hawai'i at Manoa and holds Certificates in Chinese-English Simultaneous and Consecutive Interpreting.

Ola Pono

LANGUAGE ACCESS ADVISORY COUNCIL

State Office of Language Access

The Language Access Advisory Council assists the Executive Director of the Office of Language Access by providing input on: implementation and compliance with Hawai'i's language access laws; the quality of oral and written language services provided under the law; and the adequacy of a state agency or covered entity's dissemination and training of its employees likely to have contact with LEP persons, its policies and procedures for language services, its competency in working effectively with in-person and telephone interpreters, and its understanding of the dynamics of interpretation between clients, providers, and interpreters.

LANGUAGE ACCESS ADVISORY COUNCIL MEMBERS

Dominic Inocelda, Inter-Agency Council on Immigrant Services, Chair

Gerald Ohta, Department of Health, Vice-chair

Serafin Colmenares, Jr., Office of Language Access, Ex Officio

Bill Hoshijo, Hawai'i Civil Rights Commission, Ex Officio

Francine Wai, Disability and Communication Access Board, Ex Officio

Lito Asuncion, At-large member

Melba Bantay, Catholic Charities Hawai'i

Jennifer Li Dotson, CEO, Network Enterprises, Inc.

Mindy Emmons, Kaua'i County

Patricia Harpstrite, County of Honolulu

Margarita Day Day Hopkins, Hawai'i County

Dr. Ruth Mabanglo, UH Institute of Pilipino Language and Literature

Dr. Tin Myaing Thein, Pacific Gateway Center

Mary Santa Maria, Maui County

Edelene Uriarte, Micronesia Community Network

Rebeca Zamora, Hawai'i Interpreter Action Network

Hawaiian language advocacy organization – vacant



HAWAII STATE DEPARTMENT OF HEALTH
HEALTHY PEOPLE - HEALTHY COMMUNITIES - HEALTHY ISLANDS



CATHOLIC CHARITIES HAWAII



National Board of Certification for Medical Interpreters



THE OFFICE OF LANGUAGE ACCESS

‘O ka ‘ōlelo ke ola - Language is Life

The Office of Language Access’ (OLA) vision is “language access for all.” Our mission is to promote equal access to, and full participation in, government services, program and activities for persons with limited English proficiency through oversight, coordination, and assistance to state and state-funded agencies.