



# DISABILITY AND COMMUNICATION ACCESS BOARD

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1010 Richards Street, Room 118 • Honolulu, Hawaii 96813  
Ph. (808) 586-8121 (V) • Fax (808) 586-8129 • TTY (808) 586-8162

## AGENDA

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### Standing Committee on Communication Access Meeting

Location: Kamamalu Building  
1010 Richards Street, Conference Room 111A  
Honolulu, HI 96813

Date: May 29, 2018

Time: 11:00 a.m.

- I. Call to Order
- II. Introductions
- III. Approval of April 24, 2018 Meeting Minutes
- IV. Old Business
  - A. Amend Hawaii Administrative Rules, Title 11, Chapter 218, "Communication Access Services for Deaf, Hard of Hearing, and Deaf-Blind" – Update
  - B. Hawaii Quality Assurance System – Update
  - C. HQAS Continuing Education Unit Workshops – Update
  - D. Interpreter Mentoring Program
  - E. Communication Access Card
- V. New Business
  - A. Plan of Action for Fiscal Year 2018 – 2019
- VI. Next Meeting
- VII. Announcements
- VIII. Open Forum: Public comment on issues not on the agenda, but to be considered for placement on a future Committee meeting agenda.
- IX. Adjournment

If you require an auxiliary aid or accommodation due to a disability, please contact (808) 586-8121 (V), (808) 586-8162 (TTY) or email at [dcab@doh.hawaii.gov](mailto:dcab@doh.hawaii.gov) by May 22, 2018.



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## MINUTES

### Standing Committee on Communication Access Meeting

Location: Kamamalu Building  
1010 Richards Street, Conference Room 111A  
Honolulu, HI 96813

Date: May 29, 2018  
Time: 11:00 a.m.

PRESENT: Nikki Kepo'o, Chairperson; Misella Tomita, Board Member; Francine Wai,  
Kirby Shaw, Colin Whited, Kamaile Hopfe, Staff

ABSENT: Ed Chevy, Board Member

#### SIGN LANGUAGE

INTERPRETERS: Jenny Blake and Sarah Comerford

GUESTS: Heather Benjamin (President, Hawaii Registry of Interpreters for the Deaf),  
Rebekah Hoopii (Vice President, Hawaii Registry of Interpreters for the Deaf),  
Ann Ito (Individual)

#### I. Call to Order

Board member Misella Tomita, temporarily standing in for Chairperson Nikki Kepo'o, called the meeting to order at 11:15 a.m.

#### II. Introductions

The attendees introduced themselves.

#### III. Approval of April 24, 2018 Meeting Minutes

The Committee approved the April 24, 2018 minutes (M/S/P Tomita/Kepo'o).

NOTE: The minutes were written in the order the items were shown on the agenda, not as they were discussed at the meeting.

#### IV. Old Business

A. Amend Hawaii Administrative Rules, Title 11, Chapter 218, "Communication Access Services for Deaf, Hard of Hearing, and Deaf-Blind" – Continued Discussion

Staff announced that at the May 17, 2018 DCAB General Meeting, the Board unanimously approved the Committee's recommendation to approve the proposed amendments to Hawaii Administrative Rules (HAR) 11-218 and seek authorization from the Governor to proceed with rulemaking, with the understanding that the Committee reconsider and finalize the name of the state-issued credential at the next (today's) meeting. This decision was made after the Board received comments stating that the name "DCAB Sign Language Interpreter Credential" may increase confusion and imply that interpreters possessing the credential may only work for DCAB. The commenter suggested including "Hawaii" in the name of the credential instead.

Staff added that the Board agreed with the concerns raised by the commenter and deferred authority to the Committee to reconsider and finalize any change to the name of the state-issued credential.

After some discussion by the Committee and guests, the following motion was made.

**MOTION:** The Committee approved changing the name of the state-issued credential to "Hawaii State Sign Language Interpreter Credential" (M/S/P Tomita/Keпо'o).

B. Hawaii Quality Assurance System – Update

Staff reported that there are currently twenty-five interpreters enrolled in the Continuing Education Program. DCAB staff is continuing to work with two interpreters to satisfy the required number of continuing education units (CEU) by June 30, 2018.

Staff also reported that there are three individuals residing on the Big Island who are interested in taking the HQAS test. One individual submitted paperwork and payment to take the test, and the other two individuals contacted DCAB to express interest in taking the test after the ongoing volcano emergency stabilizes. The individual who submitted paperwork and payment may come to Oahu to take the test. However, should DCAB receive paperwork and payment from at least one more individual residing on the Big Island, staff will arrange to offer the test on the Big Island.

C. HQAS Continuing Education Unit Workshops – Update

Staff provided a summary of the CEU workshops offered on May 18 and 19, 2018 which focused on skills development. The workshops were open to all levels of American Sign Language (ASL) interpreters, including Deaf interpreters, and included short lectures, discussions, hands-on activities, and resources for creating individual professional development plans. Each day featured about twenty participants, and written feedback gathered was overwhelmingly positive. Takeaways for improvement included providing advanced notice of workshops, ensuring accuracy of workshop details that were announced regarding topics and presenters, and clarifying the process

for earning CEUs, particularly for interpreters possessing Registry of Interpreters for the Deaf (RID) certification.

Staff clarified that the free workshop was initially geared to HQAS III interpreters based upon the feedback from prior meetings from some community members that DCAB CEU workshops were not as relevant to HQAS III interpreters. In addition, any extra CEU requirement might pose a burden to them financially. However, both DCAB's survey to Level III interpreters and verbal feedback showed that they did not wish to have separate workshops, and that participating with RID or higher credentialed HQAS interpreters would be preferable. Thus, when DCAB opened the workshop to all interpreters, the attendance jumped from about four people to almost twenty people each day.

Staff also announced plans for a workshop offered by regional representatives of the Federal Emergency Management Agency (FEMA), which will take place on August 18, 2018 for interpreters and August 21 and 22, 2018 for members of the community. Staff reported that there is discussion about ways to involve interpreters and community members residing on the Neighbor Islands, which would possibly include making available a limited number of scholarships for transportation costs. More information will be provided as they become available.

D. Interpreter Mentoring Program

Staff announced that nothing has been finalized regarding the interpreter mentoring program. DCAB is still gathering feedback from interpreters and assessing how to move forward, but there is not anything anticipated for the current fiscal year. DCAB Executive Director Francine Wai offered clarification by stating that DCAB's efforts are not geared toward launching a mentoring program, per se. Funds have been set aside for an effort to enhance mentoring opportunities for interpreters to develop skills, not to create a full-fledged mentoring program. A reference was made to past Committee meetings where there was discussion about whether mentoring should be required for interpreters possessing a credential at HQAS Level III or lower. This discussion then evolved into exploring options to improve opportunities for mentoring, which led to DCAB setting aside funds for that purpose.

A guest asked whether this meant DCAB would explore mechanisms such as developing a manual about mentoring. Francine Wai responded by giving examples of funding a workshop on the process of being a mentor/mentee and exploring ways DCAB could furnish resources essential to the mentor/mentee process.

E. Communication Access Card

Staff reported that DCAB staff met with the Director for Patient Relations and Patient Experience at The Queen's Medical Center. It was a very positive meeting, and they have enthusiastically agreed to develop a language card for patients who use ASL. Staff distributed a copy of the working draft of the

Queen's card, which is largely templated in consistence with their other language access cards. Staff is proposing changes to language currently on the draft of the card. Because of requirements under the ADA, staff is recommending that instead of "someone," the card should read "a qualified interpreter."

Staff also announced that DCAB intern Peggy Liang has had discussions with community stakeholder groups to gather feedback on the drafted DCAB Communication Access Card. After meeting with the Kupuna Club at the University of Hawaii Comprehensive Service Center, changes will be made to the card by scaling down its current size to business card size and offering an identical card in "visor card" format. An updated version of the card, with feedback incorporated, will be presented to the Committee at the next meeting.

Staff announced that logistics for housing the DCAB Communication Access Card online are still being examined. The current focus is on finalizing details of the hard copy card. Once this is done, specifics of housing the card online will be determined.

## V. New Business

### A. Plan of Action for Fiscal Year 2018 – 2019

Staff distributed the proposed Communication Access goals and objectives to the Plan of Action for fiscal year 2018–2019. Staff reported that most changes involve rewording and updating objectives from the current (fiscal year 2017–2018) Plan of Action, including objectives focused on amending the Administrative Rules, which now contains specific items approved by the Committee and Board, and Senate Concurrent Resolution 32, which sunsets at the end of the current fiscal year.

Staff also reported on the few additions in the proposed Plan of Action, such as the development of Communication Access Cards. Staff also announced the insertion of a new section focused on systems advocacy efforts to enhance effective communication for people who have communication access needs. This section includes engaging in advocacy efforts involving services, rules, regulations, and other policies to enhance effective communication, including open captioning at movie theaters, increased web accessibility, and access during emergencies and emergency broadcasts.

After some discussion by the Committee and guests, the following motion was made.

**MOTION:** The Committee approved the proposed Communication Access goals and objectives for the Plan of Action for Fiscal Year 2018–2019 and presentation at the DCAB Annual Planning Meeting in July (M/S/P Tomita/Keпо'o).

## VI. Next Meeting

The next meeting is scheduled for Tuesday, June 19, 2018 at 11:00 a.m. at a location to be determined and announced.

Since the next Committee meeting is before the next full Board meeting, the Committee will have an opportunity to revisit the goals and objectives of the fiscal year 2018–2019 Communication Access Plan of Action.

VII. Announcements

No announcements were made.

VIII. Open Forum

No issues were discussed.

IX. Adjournment

The meeting adjourned at 12:32 p.m.

NOTE: All votes were unanimous unless otherwise noted.

Respectfully submitted,

/s/  
COLIN M. WHITED