



## DISABILITY AND COMMUNICATION ACCESS BOARD

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1010 Richards Street, Room 118 • Honolulu, Hawaii 96813  
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### AGENDA

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#### Standing Committee on Communication Access Meeting

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

Date: June 27, 2019  
Time: 11:00 a.m.

- I. Call to Order
- II. Introductions
- III. Approval of March 15, 2019 and May 16, 2019 Meeting Minutes
- IV. Old Business
  - A. Plan of Action for Fiscal Year 2019 – 2020
  - B. Amend Hawaii Administrative Rules, Title 11, Chapter 218, “Communication Access Services for Deaf, Hard of Hearing, and Deaf-Blind” – Update
  - C. Hawaii Quality Assurance System – Update
  - D. HQAS Continuing Education Unit Workshops – Update
  - E. Recommended Fee Schedule
  - F. Video Production
    - a. HQAS +H
    - b. Code of Professional Conduct
    - c. HQAS Pre-Test Workshop
  - G. 2019 Hawaii Legislature – Open Captioning Outreach
  - H. Communication Access Conference
- V. Next Meeting

VI. Announcements

VII. Open Forum: Public comment on issues not on the agenda, but to be considered for placement on a future Committee meeting agenda.

VIII. Adjournment

If you need an auxiliary aid/service or other accommodation due to disability, contact Cindy Omura at (808) 586-8121 or [dcab@doh.hawaii.gov](mailto:dcab@doh.hawaii.gov) as soon as possible, preferably by June 24, 2019. If a response is received after June 24, 2019, we will try to obtain the auxiliary aid/service or accommodation, but we cannot guarantee that the request will be fulfilled.

Upon request, this notice is available in alternate formats such as large print, Braille, or electronic copy.



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### MINUTES

#### Standing Committee on Communication Access Meeting

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

Date: June 27, 2019  
Time: 11:00 a.m.

PRESENT: Nikki Kepo'o, Chairperson; Justin Tokioka, Misella Tomita, Ami Tsuji-Jones, Board Members; Francine Wai, Kirby Shaw, Colin Whited, William Roberts, Staff

GUESTS: Jason Allen, Kim Duncan, Becky Ho'opi'i

#### SIGN LANGUAGE

INTERPRETERS: Mala Arkin, Sarah Searce

#### I. Call to Order

Chairperson Nikki Kepo'o called the meeting to order at 11:18 a.m.

#### II. Introductions

The attendees introduced themselves.

#### III. Approval of March 15, 2019 and May 16, 2019 Meeting Minutes

The Committee approved the March 15, 2019 minutes (M/S/P Tomita/Tsuji-Jones). The Committee also approved the May 16, 2019 minutes (M/S/P Tokioka/Tsuji-Jones).

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. Plan of Action for Fiscal Year 2019 – 2020

Staff distributed a draft of the Communication Access goals and objectives for fiscal year 2019 – 2020. Additions to the goals and objectives include

hosting a Communication Access Conference geared towards Title II entities and the rights of individuals with communication access needs; supporting outreach and awareness efforts regarding Hawaii's open captioning law; and pursuing the requirement for state agencies to have a "Communication Access Plan" or "Communication Access Policy and Procedure" to ensure effective communication in the provision of programs and services.

After brief discussion by the Committee and guests, the following motion was made:

**MOTION:** The Committee approved staff's-recommended revisions to the proposed Communication Access goals and objectives for the Plan of Action for Fiscal Year 2019 – 2020 for presentation at the DCAB Annual Planning Meeting on July 18, 2019 (M/S/P Tsuji-Jones/Tokioka).

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

Staff reported that the Governor gave the go-ahead to proceed with the public hearing. The public hearing has been scheduled for August 15, 2019 at 10:00 a.m. in the DCAB conference room.

C. Hawaii Quality Assurance System – Update

Staff announced that there are currently twenty-seven interpreters enrolled in the HQAS Continuing Education Program. There are no interpreters on a Continuing Education Unit (CEU) extension. Staff also announced that DCAB administered one (1) HQAS test last month and the results of that test are pending.

D. HQAS Continuing Education Unit Workshops – Update

Staff announced that CEUs will be available for interpreters who attend the DCAB Communication Access Conference on July 31, 2019. Staff also shared that they have been coordinating workshop dates with the two recipients of the CEU workshop funds.

E. Recommended Fee Schedule

Staff announced that a White Paper on a recommended fee schedule was completed by Dendros Group. Staff provided the Committee with an example of what the fee schedule could potentially look like and opened the floor for discussion.

The first topic raised by the Committee was the structure of the fee schedule and how it reflected values regarding qualities of interpreters.

The Committee felt strongly that interpreters should be rewarded based on Hawaii years of service due to the differences and uniqueness of language in the state, as opposed to what is seen on the mainland. The Committee also stressed the importance of an interpreter's education level because they believe it impacts an interpreter's ability to provide effective communication.

Guests raised questions regarding certain reimbursements, such as mileage and airfare (for assignments on the neighbor islands). Some guests suggested that mileage is something that interpreters can write off as a business expense, while others suggested that such details are negotiated between the interpreter or referral agency and the covered entity paying for the interpreter services. Staff explained that such details will be further examined and will ultimately go into the "Manual for Hiring Interpreters" that is being developed by the Dendros Group. An update on this will be provided at the next Committee meeting.

F. Video Production

a. HQAS +H

Staff announced that the +H video is still in the filming stage. The Comprehensive Services Center shared that it has been difficult to pin people down for filming, but they are hopeful this will be completed soon.

b. Code of Professional Conduct

Staff announced that the Code of Professional Conduct video is complete and currently being reviewed by the project co-leads for content. A link was provided to DCAB to preview the video. Because this video will be part of the State Credential process, it will not be available for public viewing.

c. HQAS Pre-Test Workshop

Staff announced that a Memorandum of Agreement with Stoked Industries was finalized. Staff is currently in the pre-production process, which includes completing a script for the Pre-Test Workshop, and filming will commence in July.

G. 2019 Hawaii Legislature – Open Captioning Outreach

At the previous Committee meeting, staff opened discussions with the Committee on ideas to foster positive outreach to movie theaters and highlight the community's appreciation for open captioning. One idea specifically discussed was passing out "appreciation cards" for consumers to give to theaters after attending an open captioned showing.

After taking time to consider various options, staff proposed a different idea involving the production of a video to promote the significance of Hawaii's updated open captioning law. This project would feature various members of stakeholder groups impacted by the law and include their reactions to the open captioning requirement. The response from the Committee and guests was enthusiastic and overwhelmingly positive. Staff shared that they will further explore this option and provide the Committee with an update at the next meeting.

#### H. Communication Access Conference

Staff announced that DCAB, with funding from the Office of Language Access, will host an all-day Communication Access Conference on July 31, 2019 at the Ala Moana Hotel.

Staff shared that the Conference will feature three speakers: Hansel Bauman, Executive Director of Campus Design and Construction Program Development at Gallaudet University; Corina Gutierrez, Director of Community Advocacy at the New Mexico Commission for the Deaf and Hard of Hearing; and Richard Ray, Technology Access Coordinator for the Department of Disability of the City of Los Angeles. Mr. Bauman's presentation is entitled, "In the Signing Space: Deaf Experiences, Communication, and Architecture." Ms. Gutierrez's presentation is entitled, "Working with Limited English Proficient (LEP) Persons who are Deaf, Deaf Blind, or Hard of Hearing." Mr. Ray's presentation is entitled, "Emergency Services from Deaf Eyes."

Staff also announced that the Conference will feature two panels. The first of the two panels will consist of community members who have faced communication access-related barriers. Staff explained that panelists will share various experiences that they have encountered while attempting to access programs and services available to the public. The second panel will feature professionals who work in the field of communication access. Staff shared that this panel will expand on some of the issues raised by the community panel and discuss "best-practices" for ensuring effective communication.

Staff wrapped up by announcing that vendor tables will also be featured, and that the Conference is free and open to the general public. Continental breakfast and lunch are included, however, registration is required and limited to the first two hundred registrants. Registration will be open to the public on the first week of July.

#### V. Next Meeting

The next Committee meeting will take place on Thursday, July 18, 2019 from 1:00 p.m. – 3:00 p.m. in the DCAB conference room.

VI. Announcements

No announcements were made.

VII. Open Forum

No issues were discussed.

VIII. Adjournment

The meeting adjourned at 1:07 p.m.

Respectfully submitted,



COLIN M. WHITED