



DISABILITY AND COMMUNICATION ACCESS BOARD

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

AGENDA

Standing Committee on Communication Access Meeting

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

Date: February 12, 2020

Time: 11:00 a.m.

- I. Call to Order
- II. Introductions
- III. Approval of December 13, 2019 Meeting Minutes
- IV. Old Business
 - A. Recommended Fee Schedule and Manual for Hiring Interpreters
 - 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. Video Production
 - 1) New Video to Replace HQAS +H
 - 2) Code of Professional Conduct
 - 3) HQAS Pre-Test Orientation and Instruction Video
 - 4) Open Captioning Outreach
 - 5) Hawaii Civil Rights Commission
- V. New Business
 - A. Remote Participation During Communication Access Committee Meetings
 - B. 2020 Hawaii State Legislative Session
- 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 need an auxiliary aid/service or other accommodation due to disability, contact Cindy Omura at (808) 586-8121 or dcab@doh.hawaii.gov as soon as possible, preferably by February 7, 2020. If a response is received after February 7, 2020, 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: February 12, 2020
Time: 11:00 a.m.

PRESENT: Justin Tokioka, Chairperson; Nikki Kepo'o, Ami Tsuji-Jones, Board Members;
Kirby Shaw, Colin Whited, Kamaile Hopfe, Bryan Mick, Staff

ABSENT: Gerald Isobe, Board Member

GUESTS: Yoshiko Chino, Isabel Ramos, Patty Sakal, Shaun Shimizu, Francine Wai

SIGN LANGUAGE

INTERPRETERS: Mala Arkin and Carie Sarver

I. Call to Order

Chairperson Justin Tokioka called the meeting to order at 11:03 a.m.

II. Introductions

The attendees introduced themselves.

III. Approval of December 13, 2019 Meeting Minutes

The Committee approved the December 13, 2019 minutes (M/S/P Kepo'o/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. Recommended Fee Schedule and Manual for Hiring Interpreters

Staff distributed a revised draft copy of the Recommended Fee Schedule and the accompanying "rate calculator" spreadsheet developed by the Dendros Group. The Committee and guests offered the following questions and comments:

- Upon receiving a question from a guest about the rates outlined within the Recommended Fee Schedule, staff clarified that the recommended rates apply to interpreters when they are directly hired by a state agency. This is in accordance with the requirement in the Hawaii Revised Statutes (HRS).
- The Committee offered comments that whenever new changes are implemented it takes time to get used to the changes. This means there will be an adjustment period for stakeholders impacted by the Recommended Fee Schedule.
- There was a question from a guest regarding what components of the Recommended Fee Schedule will be verified by DCAB. Staff clarified by explaining that DCAB will verify an interpreter's credential and/or certification level via the process of issuing the Hawaii State Sign Language Interpreter Credential (HSSLIC). However, it will be incumbent upon individual interpreters to provide documentation for other differentials, including, but not limited to, years of experience, education level, and specialized skill settings.
- A guest asked why the proposed Recommended Fee Schedule gives Tier III interpreters less opportunity when it comes to increasing their recommended rate through differentials. Staff explained that the purpose of this is based on feedback received from working interpreters regarding the need to incentivize interpreters to improve their skills and increase their certification or credential level.

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

MOTION: The Committee approved the proposed Recommended Fee Schedule. This will be presented at the next DCAB General meeting for full Board approval (M/S/P Kepo'o/Tsuji-Jones).

Staff added that the Dendros Group will continue revising the Manual for Hiring Interpreters, which will be discussed further at the next Committee meeting.

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

Staff announced that the rules, as approved by the Board, have been forwarded to the Governor for final approval. Staff is awaiting confirmation from the Administration. Staff also announced the development of a Frequently Asked Questions (FAQ) sheet that will be posted as soon as the amended rules are signed by the Governor.

In the meantime, staff is continuing to transition sign language interpreters to the new HSSLIC. So far, a total of thirty interpreters have completed the

Code of Professional Conduct Verification Form and submitted the HSSLIC Application. Of the thirty interpreters, eighteen are credentialed via the Hawaii Quality Assurance System (HQAS) Test and twelve are credentialed via certification from the Registry of Interpreters for the Deaf (RID). The remaining HQAS interpreters either have not watched the CPC Video or have not submitted the HSSLIC Application. Interpreters on extension will not be issued the HSSLIC until their CEUs are completed.

C. Hawaii Quality Assurance System – Update

Staff reported that there are currently twenty-eight interpreters enrolled in the HQAS Continuing Education Program. There are three interpreters on a Continuing Education Unit (CEU) extension until March 31, 2020.

Staff also reported that the two interpreters with HQAS Level II credentials who retook the HQAS Performance Test achieved a Level III score. Staff announced that there are three HQAS Tests scheduled during the next few months, two in February and one in May.

D. HQAS Continuing Education Unit Workshops – Update

Staff announced that DCAB has set aside funding for CEU workshops and asked the Committee how they would like to proceed in choosing topics and presenters. The Committee determined that DCAB shall follow the procedure from the previous two years, where funding is set aside for two workshops and applications are made available to interested organizations and presenters so that they may apply for funding. The Committee specifically expressed interest in workshops involving domestic violence, and topics related to Power, Privilege, and Oppression. Staff explained that the application will be updated and sent out in the coming weeks. Staff will collect applications and the Committee will determine the funding recipients at the next Committee meeting.

E. Video Production

a. HQAS +H

Staff announced that the Comprehensive Service Center (CSC) is continuing to work toward finalizing the replacement video as soon as possible. Due to the delay, the CSC has made changes to the direction of the video and provided an updated timeline. The new anticipated completion date is now March 1, 2020. The Committee anticipates viewing the completed video at the next Committee meeting.

b. Code of Professional Conduct

Staff reported that going out to show the Code of Professional Conduct (CPC) video to interpreters has generated positive feedback, especially with how the video is produced from the local perspective, featuring local actors and focusing on issues commonly seen in Hawaii.

c. HQAS Pre-Test Orientation and Instruction Video

Staff reported that the next step is to commence filming, which should begin once the new Communication Access rules go into effect.

d. Open Captioning Outreach

Staff reported that DCAB is still working on identifying youth who can be filmed talking about their experiences with the new Open Captioning (OC) law. Staff anticipates this taking place after the legislative session. Once this is completed, Stoked industries will commence post-production.

e. Hawaii Civil Rights Commission

Staff announced a collaboration between DCAB and the Hawaii Civil Rights Commission (HCRC) to produce videos in American Sign Language (ASL). A total of four videos have been filmed so far and are currently in post-production. The first two videos are about individual rights and the process of filing a complaint with the HCRC if an individual believes they have been discriminated against. The other two videos are about communication access discrimination and employment discrimination. A fifth video, relating to housing discrimination, is in pre-production.

V. New Business

A. Remote Participation During Communication Access Committee Meetings

Staff announced that DCAB has received requests from community members about remote participation during the Communication Access Committee meetings. Staff conferred with the Office of Information Practices (OIP) and was told that state agencies are not required to establish procedures for members of the public to remotely participate in board, commission, or committee meetings. Moreover, DCAB has concerns about accessibility challenges that will arise with remote participation. Staff clarified that accessibility is not an OIP issue, but rather a separate civil rights issue where DCAB must ensure equal opportunity for members of the public to participate. Requests that DCAB has received are to allow for teleconferencing. In this case, to ensure equal access, DCAB would also need to allow for video conferencing. Staff explained that videoconferencing efforts have been challenging, as the connection at the Kamamalu Building has resulted in severe lags in video feed, sometimes as long as forty five seconds. This lag would mean that individuals participating via videoconferencing, especially those who are deaf or hard of hearing, would not have the same opportunity to participate as those participating via teleconferencing. Staff concluded by explaining that while there are no plans to immediately implement procedures for remote participation, DCAB may start doing so on a pilot basis if the connection challenges with videoconferencing are resolved.

B. Hawaii State Legislative Session

Staff reported that there are several bills related to communication access that DCAB is tracking. These include bills to increase the affordability of auditory devices, such as hearing aids, by improving insurance coverage and exempting general excise taxes from purchases. In accordance with DCAB's Legislative Position Statements, DCAB is testifying in support of those bills. There are also bills to require livestreaming and remote testimony during legislative hearings, as well as meetings of state boards and commissions. In accordance with the Legislative Position Statements, DCAB is testifying in support of the intent of those bills and offers comments to ensure that such programs are accessible to the full spectrum of people with disabilities, especially individuals with communication access needs. One bill that DCAB has not taken a position on relates to the establishment of a Board of Trustees at the Hawaii School for the Deaf and Blind.

VI. Next Meeting

The next Committee meeting will take place on Thursday, March 19, 2020 from 9:30 a.m. – 11:00 a.m. in the Kamamalu Building, BESSD Basement Conference Room A.

VII. Announcements

No announcements were made.

VIII. Open Forum

No issues discussed.

IX. Adjournment

The meeting adjourned at 12:54 p.m.

All votes were unanimous unless otherwise noted.

Respectfully submitted,



COLIN M. WHITED