

LANGUAGE ACCESS ADVISORY COUNCIL

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

Wednesday, December 10, 2008
9:00 a.m. – 10:30 a.m.
DLIR Conference Room 320

AGENDA

1. Call to Order
2. Welcome & Introductions
3. Approval of Minutes of November 12, 2008 Meeting
4. Executive Director's Report
 - Operations
 - Update on Feasibility Study
 - Language Access Training/Webinars
 - Budget Status
5. Revisit Language Access Advisory Council Functions and Structure
6. Report on State Agencies Monitoring Visits and Vital Documents Survey
7. Multilingual Poster
8. Announcements
 - Island Insights, PBS
 - ADA Training, December 11, 2008
 - Next LAAC Meeting – January 14, 2009
9. Adjournment

If you require special assistance or auxiliary aids and/or services to participate in this meeting (i.e., sign interpreter; interpreter for language other than English; or wheelchair accessibility), please contact the Office of Language Access (OLA) at 586-8730 or email your request to dliir.ola@hawaii.gov at least 4 business days before the meeting. Prompt requests submitted help to ensure the availability of qualified individuals and appropriate accommodations.

LAAAC
Minutes 12.10.2008

LANGUAGE ACCESS ADVISORY COUNCIL

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

Wednesday, December 10, 2008
DLIR Conference Room 320

MINUTES

The meeting was called to order at 9:45 A.M. by Chairperson Dominic Inocelda.

1. Attendance

Present:

- Dominic Inocelda Language Access Advisory Council, Chairperson
- Gerald Ohta Language Access Advisory Council, Vice-Chair
- Dr. Suzanne Zeng Language Access Advisory Council Member
- Sr. Earnest Chung Language Access Advisory Council Member
- Serafin "Jun" Colmenares Executive Director, Office of Language Access, Ex-officio
- Bill Hoshijo Executive Director, Civil Rights Commission, Ex-officio
- Kristine Pagano for Francine Wai Executive Director, DCAB, Ex-officio
- Jennifer Li Language Access Advisory Council Member
- Azi Turturici Language Access Advisory Council Member
- Dr. Tin Myaing Thein Language Access Advisory Council Member
- Nāmaka Rawlins Language Access Advisory Council Member
- Lito Asuncion Language Access Advisory Council Member
- Betty Brow Language Access Advisory Council Member (new)

Excused:

- Alohalani Boido Language Access Advisory Council Member
- Mary Santa Maria Language Access Advisory Council Member
- Canisius Filibert Language Access Advisory Council Member

Others Present:

- Frances Lum Department of the Attorney General
- Kendall Zukeran Research Analyst, Office of Language Access
- Jeremy Low Research Analyst, Office of Language Access

2. Welcome and Introductions

Introduced for the first time was the following new council member:

- Betty Brow, Bank of Hawaii Executive Vice President and Head of the International Banking Division

3. **Approval of minutes of October 8, 2008 meeting**
 - Motion to approve the minutes with no revisions made by Lito Asuncion. Seconded by Azi Turturici.
 - Minutes approved unanimously, no revisions necessary.
4. **Executive Director's Report – see attached**
5. **Revisit Language Access Advisory Council Functions and Structure**
 - Executive Director Colmenares handed out a form listing eight areas or issues that OLA staff needs assistance/advice from the Advisory Council.
 - LAAC to determine permanent and ad hoc committees.
 - Question was raised regarding the role of the LAAC?
 - Bill Hoshijo referred everyone to HRS 371 regarding the role of the Advisory Council. He shared that the Hawaii Language Access Law was enacted as a result of community support and demand. LAAC members represent a broader community.
 - LAAC serves in an advisory role and provides input to assist the Executive Director and the OLA.
 - Regarding committees, a recommendation was made to keep the current standing committees and create ad hoc committees as projects arise.
 - Non-council members are allowed to participate and lead committees.
 - Motion was made to appoint ad hoc committee for the Language Access Conference (tentatively scheduled to take place in September 2009), to be chaired by Jennifer Li. Amendment also to add "Language Access Month" as an ad hoc committee with a chair to be named later. The motion to approve was made by Gerald Ohta and seconded by Dr. Myaing. All members voted unanimously to approve.
 - Jennifer Li shared that the eight areas/issues could be assigned to the current four standing committees.
 - Gerald Ohta advised that #1, 2, 3, 7, and 8, can be placed under the "Compliance & Plan Review" committee. "Special Projects" assumes #5 and #6. "By Laws" committee can remain dormant until called upon or as needed.
6. **Report on State Agencies Monitoring and Vital Documents Survey**
 - Executive Director Jun Colmenares reported that the OLA staff has been able to visit all but one state agency so far. The Department of Business and Economic Development (DBEDT) has surprisingly been unresponsive to contacts made by the OLA. Other council members have offered to help in talking with the Director or with their DBEDT connections.
 - Purpose of the visits is to see where the State Departments are in the implementation of their language access plans, discuss any obstacles, and offer possible solutions.
 - For the "Vital Documents Survey", 9 out of 25 state agencies have submitted their surveys. Four are pending and the rest have not responded.
7. **Multilingual Poster**
 - Executive Director Colmenares informed LAAC members that the OLA wishes to streamline the multilingual poster and make it easier for LEP individuals to understand.
 - Previous poster had errors in translation. It also had the OLA's contact information on the bottom so the office was receiving all types of calls. The revised version will have the department's own address and phone number.

- Advisory Council members added that they did not like the implicit guarantee of getting an interpreter and that it was free for all parties involved. The department or agency bears the costs.
- There was a concern if agencies have a system, resources, or are ready if the posters are put up.
- The resources are the language access plans of each agency. It is up to the agency to phone or make the appropriate appointments for interpreters/translators. The OLA and LAAC are not responsible for this.
- Some departments are hesitant to put up the posters since their plans do not work.
- The posters are just a tool and can't include everything.
- Two thousand posters were printed the last time but much more will need to be distributed this time.
- Revised posters can be used by POS providers as well.
- Suggestion was made to remove the line, "This office will provide interpretation services." Agencies should not guarantee that they will actually be able to provide interpreters.
- The Hawaiian translation should also be placed at the top with the English since it is an official language of the state.
- "At no cost to you" should be in parenthesis to make it clear to LEP individuals and some may hesitate to ask for assistance if they assume they need to find and pay for language services themselves. This also serves as a reminder to agencies and staff regarding their responsibilities and that costs should not be passed on to the customer. There have been cases where state department employees have advised clients that they can get an interpreter but the client has to pay.
- Dr. Zeng made a motion that the "language discussion is good and moves to have the OLA proceed with the translation as modified with general approval." The motion was seconded by Gerald Ohta. Fifteen council members voted in favor and there was one abstention.

8. **Announcements**

- Jun, Gerald, and Sue were panelists on the "Island Insights" TV program on PBS (12/4/08). The topic was "Civil Rights and Language Access." The discussion can be viewed online at <http://www.kmeb.org/insights02.htm>
- Dr. Sue Zeng advised that she and Dew Kaneshiro will speak tonight at Kuhio Park Terrace for a Micronesian get together. They will share steps in how to become an interpreter or translator.
- ADA training will be held at the DLIR Conference Room on Thursday, 12/11/08 @ 9 A.M. This is free to Language Access Advisory Council members, City & County, and State of Hawaii employees.
- The Migration Policy Institute (MPI) will have another nationwide webinar on language access on December, 17, 2008. The webinar can be viewed either at the basement training room at the Department of Health or the DLIR Conference Room #320 at 9 A.M. Please email Gerald if you plan to attend at the DOH site since the basement's capacity is only 15 people.
- Dr. Myaing shared that the Pacific Gateway Center will celebrate its 35th anniversary next year on September 9, 2009. This is the same month as the planned OLA conference and "Language Access Month."
- Sister Earnest Chung shared that the Office of Community Service has recently come out with a new informational handbook, "Voyaging Together to a New Life: A Handbook for Newcomers to Hawaii." This is an acculturation tool for newcomers to the islands and is

available in English, Chuukese, and Marshallese languages, at the OCS office. This is also available on the OCS website but is a large file. OCS would eventually like to translate the handbook into other languages as well but needs to find funding in order to accomplish this task.

- Kristine Pagano advised that the OLA can contact Dick Pratt or Chris Grady at the University of Hawaii Public Administration office, if volunteers are needed to assist in various projects. She also informed everyone that from about February of 2009, she will not be able to attend the LAAC meetings as she is expected to give birth. Francine Wai or another representative from DCAB will attend the meetings in her place. Congratulations Kristine!
- The next Language Access Advisory Council meeting will be on Wednesday, January 14th, 2009 @ 9 A.M. in DLIR Conference Room 320.

9. Adjournment

- Meeting was adjourned at 11:17 A.M.

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The meeting was called to order at 9:17 A.M. by Chairperson Dominic Inocelda.

1. Attendance

Present:

- | | |
|------------------------------------|---|
| - Dominic Inocelda | Language Access Advisory Council, Chairperson |
| - Gerald Ohta | Language Access Advisory Council, Vice-Chair |
| - Canisius Filibert | Language Access Advisory Council Member |
| - Dr. Suzanne Zeng | Language Access Advisory Council Member |
| - Sr. Earnest Chung | Language Access Advisory Council Member |
| - 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, DCAB, Ex-officio |
| - Jennifer Li | Language Access Advisory Council Member (new) |
| - Mary Santa Maria | Language Access Advisory Council Member (new) |
| - Azi Turturici | Language Access Advisory Council Member (new) |

Excused:

- | | |
|------------------------|---|
| - Nāmaka Rawlins | Language Access Advisory Council Member |
| - Lito Asuncion | Language Access Advisory Council Member |
| - Alohalani Boido | Language Access Advisory Council Member |
| - Dr. Tin Myaing Thein | Language Access Advisory Council Member |
| - Betty Brow | Language Access Advisory Council Member |

Others Present:

- | | |
|-----------------------|---|
| - Frances Lum | Department of the Attorney General |
| - Kendall Zukeran | Research Analyst, Office of Language Access |
| - Jeremy Low | Research Analyst, Office of Language Access |
| - Uilani Pauole de Sa | Senior Legal Analyst, Office of Language Access |

2. Welcome and Introductions

Introduced for the first time were the following new council members:

- Jennifer Li, Health Care Service Coordinator, Muscular Dystrophy Association, Inc.
- Mary Santa Maria, Public Health Coordinator, Maui District Health Office
- Azi Turturici, Accountant, Kauai Agency on Elderly Affairs

- Dr. Suzanne Zeng reported that there has been feedback from various coordinators that the pre-monitoring visits have seemed adversarial. In addition, some do not like the tone of the "Monitoring Questionnaire" sent to the coordinators as it asks if the department/agency is in "full compliance, partial compliance, or non-compliant." A few questions are also not applicable depending on the agency. Agencies need more assistance with language access plan implementation.
- OLA staff members Uilani, Jeremy, and Kendall commented that their experiences with the pre-monitoring visits have been very friendly and the frontline employees have been very receptive. Many were happy to receive at least some type of material to better communicate with LEP clients and also know that their respective department had some type of procedure and coordinator available for assistance. Some offices requested for more posters be sent once the necessary revisions are made.
- Dr. Zeng and Gerald Ohta advised that the poster revisions should be a priority for OLA.
- More feedback should be given to the OLA Advisory Council from the language access coordinators meetings.

7. Community Outreach Programs

- Executive Director Colmenares informed council members that radio public service announcements are still being done by OLA. However, there has not been much feedback or complaints from the community so this method does not seem very effective. Therefore, the OLA is thinking of going out and holding face-to-face meetings, with the help of interpreters if needed, with the various community groups. He asked the advisory council for assistance in setting up these meetings and also for other suggestions.
- Sister Earnest Chung recommended utilizing Olelo for taping of 30 minute informational segments with translations. She also suggested that the OLA coordinate luncheons in order to attract members of the Chinese community to any informational gatherings.
- Canisius Filibert proposed that the OLA staff speak at smaller meetings such as women's groups, in order to provide more information to the Micronesian population.
- Kristine Pagano shared that she will be going to Kauai in two weeks to conduct ADA training. If the OLA can give her pamphlets, brochures, or other materials, she can share this with the community groups in attendance.

8. Announcements

- Canisius Filibert followed up in regards to whether a valid passport is needed for people to take English classes at the DOE Community School for Adults. He shared that classes are free for those that have green cards, valid state IDs, and Micronesians under the compact treaty. Non-U.S. citizens and those with "Visitors Visa" need to pay. Passports are used for payment purposes.
- Gerald Ohta spoke as a panelist at the American Public Health Association in San Diego recently. The panel discussed how Titles VI and VII affect staffing, language access, and refugee patterns.
- ADA training will be held at the DLIR Conference Room at 1:30 PM today. (11/12/08)
- The next Language Access Advisory Council meeting will be on Wednesday, December 10, 2008 @ 9 A.M. in DLIR Conference Room 320.

9. Adjournment

- Meeting was adjourned at 10:48 A.M.

**Language Access Advisory Council Meeting
December 12, 2008**

Report of the Executive Director

Operations:

- Finalized annual report to the Governor and the Legislature.
- Prepared and submitted a 2-year report to DLIR.
- Held ADA training on November 12, 2008 afternoon.
- Conducted monitoring visits to state agencies.
- Held state language access coordinators' meeting on November 18, 2008.
- Attended presentation on legislative tracking process sponsored by DBEDT on November 19, 2008.
- Attended IAC meeting on November 19, 2008; requested assistance for community outreach activities.
- Participated in LEP webinar sponsored by the U.S. Census and DOJ on November 20, 2008.
- Appeared on PBS Island Insights panel discussion on language access, December 4, 2008.
- Finalizing OLA procedures manual.

Update on Feasibility Study:

- Survey completed. Data analysis is on-going. First draft of report to be submitted on December 15, 2008.

Language Access Training/Webinars:

- Waiting for approval of proposed language access trainings: on working with interpreters, and for volunteer bilingual staff.
- Holding ADA training on December 11, 2008 from 9:00 to 11:00 a.m. at DLIR Conference Room.
- Webcast on "Minimizing Language and Cultural Roadblocks" on Thursday, December 11, 2008 at 10:00 a.m. Sponsored by the Multijurisdictional Counterdrug Task Force Training Program, St. Petersburg College, Florida.
- Webinar on language access (creating public-private partnerships to provide interpreter training and language referrals) on Wednesday, December 17, 2008 at 11:00 a.m. Sponsored by the Migration Policy Institute, Washington D.C.

Budget Status:

- Office will know on December 22, 2008 what its status will be.

STATUS REPORT ON THE 2008 LANGUAGE SURVEY IN HAWAII
(As of Dec. 8, 2008)

Fred Magdalena
Consultant/Contractor

The data collection for the Hawaii language survey is done. A total of 62 respondents participated in the said survey, which consists mainly of online data gathering and to some extent of mailed questionnaires for those who feel more comfortable with it. Some questionnaires were “junked” for being incomplete, after a thorough cleaning.

The number of completed “interviews” represents about 30% of the number of cases who were sent the survey form. This is not an ideal sample, considering that we started with a large number of potential respondents to begin with. However, it is gratifying to note that most of the state agencies have responded to the survey, and are therefore adequately represented.

Analysis of the data is now under process through the use of SPSS (Statistical Package for the Social Sciences) and Microsoft Excel. At this point, tabulations are still underway for important “variables” affecting the language situation in Hawaii.

Thus far, simple frequency tallies are made for these variables to answer questions like, the extent of persons with limited English proficiency (LEP) are currently being served by both state agencies and private organizations, as well as the cost of translation and other services provided to help them.

Also, the tabulation identifies the various linguistic groups (principally non-English speakers) that are served by these agencies/organizations, including those that they expect to meet in the future.

Finally, raw data that will be tabulated and analyzed to elucidate on the question of whether a state-wide language resource center is feasible, at least based on the respondents’ perception.

This consultant is trying all the best he can to write the first draft by December 15, 2008. The draft report will include the basic data that answer those concerns noted above.

For questions, please contact –

Fred Magdalena
Tel. (808) 382-5160 (mobile)
Email: fred.magdalena@yahoo.com



"Laureen Laglagaron"
<LLaglagaron@MigrationPolicy.Org>

12/08/2008 01:24 PM

To <serafin.p.colmenares@hawaii.gov>

cc

bcc

Subject MPI Event Invitation - Webinar/conference call on language access services



NATIONAL CENTER ON IMMIGRANT INTEGRATION POLICY

December 8, 2008

Dear Colleague,

Thank you for your participation in our first nationwide webinar on language access. Based on your feedback and interests, we invite you to participate in our second nationwide webinar on language access on **Wednesday, December 17, 2008 from 2:00–3:00 PM EST (1:00 PM CST, 12:00 PM MST, 11:00 AM PST).**

Our call will feature two models for creating public-private partnerships to provide interpreter training and language referrals for businesses, health care providers, social service agencies, and the legal community:

1. In partnership with the Alaska Court System, the Alaska Immigration Justice Project (AIJP) operates the Language Interpreter Center with the goal to (1) institutionalize an interpreter training program in Alaska; 2) maintain a statewide registry of qualified interpreters and provide interpreter referral services; and 3) train the legal, medical, and social service community on the roles and responsibilities of working with interpreters. Speakers from both the Alaska Court System and AIJP will share their experience creating, funding, and operating the Language Interpreter Center.
2. Funded by an appropriation from the District of Columbia Council and run by a nonprofit organization, Ayuda's Community Legal Interpreter Bank aims to provide trained legal interpreters to all nonprofit civil legal service providers in the District of Columbia. Supported through an innovative collaboration between the DC Access to Justice Commission and the DC Consortium of Legal Service Providers, the Bank addresses the six languages identified by the 2004 DC Language Access Act (Spanish, French, Chinese, Korean, Amharic, and Vietnamese). Speakers from Ayuda and the DC Access to Justice Commission will discuss key partnerships in establishing their model for language service provision.

Areas or issues that OLA staff needs assistance/advice from the Advisory Council:

1. forming partnerships with the public/private/community sectors
2. working with the community (outreach)
3. resource development, e.g. applying for grants, getting volunteers
4. legislative initiatives
5. OLA conference
6. language access month celebration (September)
7. language service delivery system
8. training/technical assistance for agencies

Vital Documents Survey

Written Translation of Vital Documents. To assist state agencies in assessing their needs to provide translations, the OLA developed a survey requesting agencies to identify and list their vital documents and the languages in which those documents are or will be available, if any. Eight agencies responded to the survey; three indicated they are still working on the survey. As the remaining 14 agencies did not respond, there is no data available for them, and the extent of their compliance with the vital documents requirement of the law remains in question; eleven of those remaining fourteen receive federal funding and may be subject to the federal requirements for language access plans, which also include written translations.

Completed Vital Documents Survey	No Response
<ol style="list-style-type: none"> 1. Department of Accounting and General Services 2. Department of Agriculture 3. Department of Commerce and Consumer Affairs 4. Department of Human Services 5. House of Representatives 6. Judiciary 7. Office of the Governor 8. University of Hawai'i, Mānoa 	<ol style="list-style-type: none"> 1. Department of the Attorney General (<i>federal funds</i>) 2. Department of Business, Economic Development & Tourism (<i>federal funds</i>) 3. Department of Defense (<i>federal funds</i>) 4. Department of Education (<i>federal funds</i>) 5. Department of Hawaiian Home Lands (<i>federal funds</i>) 6. Department of Health (<i>federal funds</i>) 7. Department of Labor and Industrial Relations (<i>federal funds</i>) 8. Department of Land and Natural Resources (<i>federal funds</i>) 9. Department of Public Safety (<i>federal funds</i>) 10. Department of Taxation (<i>federal funds</i>) 11. Department of Transportation 12. Library Services (<i>federal funds</i>) 13. Office of the Lieutenant Governor 14. Senate
<p>Pending</p> <ol style="list-style-type: none"> 1. Department of Budget and Finance 2. Department of Human Resources Development 3. Office of Hawaiian Affairs (<i>federal funds</i>) 	

**Please point here if you need an interpreter in this language.
This office will provide interpretation services at no cost to you.**

Hawaiian

Burmese

Cambodian

Cantonese

Cebuano

Chamorro

Chuukese

Ilokano

Japanese

Korean

Kosraen

Lao

Mandarin

Marshallese

Pohnpeian

Samoaan

Spanish

Tagalog

Thai

Tongan

Vietnamese

Yapese

(State Seal)

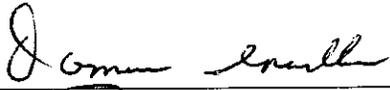
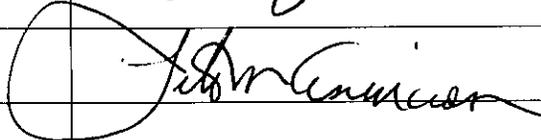
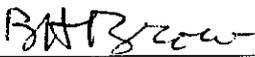
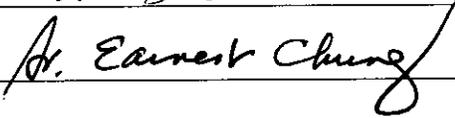
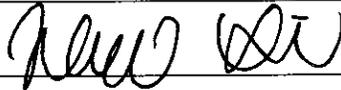
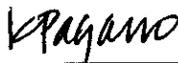
(Agency/Department name and address)

OFFICE OF LANGUAGE ACCESS ADVISORY COUNCIL MEETING

LANGUAGE ACCESS ADVISORY COUNCIL
 STATE OF HAWAII
 DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS
 830 Punchbowl Street Rm. 320
 Honolulu, Hawaii 96813

ROLL CALL/ ATTENDANCE

DECEMBER 10, 2008
 9:00 AM TO 10:30 AM

Name/Guest	Signature	
Dominic Inocelda Inter-Agency Council on Immigrant Services; Chair		
Gerald Ohta Department of Health; Vice-chair		
Serafin "Jun" Colmenares Office of Language Access Ex Officio		
Bill Hoshijo Hawaii Civil Rights Commission Ex Officio		
Lito Asuncion Hawaii County Office on Aging		
Alohalani Boido Hawaii Interpreter Action Network		
x Betty Brow BOH, International Banking Center		
Sr. Earnest Chung Catholic Charities Hawaii		
Canisius Filibert Micronesia Community Network		
Jennifer Li Muscular Dystrophy Association		
Dr. Tin Myaing Thein Pacific Gateway Center		
Kristine Pagano rep for Disability & Communication Access Board		
Nāmaka Rawlins Aha Punana Leo; UH-Hilo Hawaiian Language Center		
Mary Santa Maria Maui District Health Office		
Azi Turturici Kauai Agency on Elderly Affairs		
Dr. Suzanne Zeng UH Center for Interpretation and Translation Services		

