

OFFICE OF LANGUAGE ACCESS
LANGUAGE ACCESS ADVISORY COUNCIL MEETING
December 4, 2007
DLIR Director's Conference Room
9:30 a.m. to 11:00 a.m.

AGENDA

1. Welcome and Introductions
2. Roll Call
3. Approval of Minutes of Previous Meeting
4. Director's Report
5. Discussion of OLA's Vision
6. Discussion of OLA's Mission
7. Liability Issues (Errors in Interpretation and Translation)
8. OLA Legislative Proposals
9. Language Access Conference
10. New Business
11. Announcements
12. Next Meeting: January 8, 2008

If you have special needs due to disability or limited English proficiency, please contact the Office of Language Access (OLA) at 586-8730.

LANGUAGE ACCESS ADVISORY COUNCIL

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

Tuesday, December 4, 2007
DLIR Conference Room 321

MINUTES

The Acting Chairperson, Gerald Ohta, called the meeting to order at 9:38 a.m.

1. Roll Call:

Present:

Serafin "Jun" Colmenares	Executive Director, Office of Language Access, Ex-officio
Bill Hoshijo	Executive Director, Civil Rights Commission, Ex-officio
Dominic Inocelda	Language Access Advisory Council, Chairperson
Gerald Ohta	Language Access Advisory Council, Vice Chair
Alohalani Boido	Language Access Advisory Council Member
Nāmaka Rawlins	Language Access Advisory Council Member
Dr. Tin Myaing Thein	Language Access Advisory Council Member
Dr. Suzanne Zeng	Language Access Advisory Council Member
Lito Asuncion	Language Access Advisory Council Member
Canisius Filibert	Language Access Advisory Council Member

Excused:

Sr. Earnest Chung	Language Access Advisory Council Member
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Others Present:

Frances Lum	Department of the Attorney General
Shari Dela Cuadra	Research Analyst, Office of Language Access
Jeremy Low	Research Analyst, Office of Language Access
M. Uilani Pauole de Sa	Senior Legal Analyst, Office of Language Access
Merry Balatico	Clerk

Vice Chair Gerald Ohta opened and presided over the meeting while awaiting the Chair's arrival.

2. Approval of Minutes:

- As there were no corrections to the October 2, 2007 minutes, a motion was made by Ms. Boido to approve the minutes seconded by Ms. Rawlins. The October 2, 2007 Minutes was approved unanimously.
- Discussion on the word "bar" to mean barrier in the November 9, 2007 Minutes. A motion to adopt the Minutes/Notes was done by Mr. Asuncion and seconded by Ms. Rawlins. The November 9, 2007 Notes/ Minutes was approved unanimously.

Acting Chair Gerald Ohta turned the meeting over to Chair Dominic Inocelda upon the latter's arrival.

3. OLA Executive Director's Report

(See attached written report.)

Discussion: Executive Director "Jun" Colmenares Jr. further explained the confirmation hearing held on October 26, 2007. The terms of three Council Advisors: Dominic Inocelda, Sr. Earnest Chung, and Gerald Ohta will end 6/30/2008. They will be up for reappointment during the upcoming legislative session. One term is not to exceed 4 years.

4. Discussion of OLA's Vision:

- Mr. Ohta stated the vision should reflect a two way process for social justice. Discussion ensued. The Advisory Council then voted unanimously that OLA's Vision is: "Language Access For All"

5. Discussion of OLA's Mission:

- Discussion ensued in regards to the use of words advocate vs. promote. OLA's (proposed) Mission: "Promote equal access and full participation for persons with LEP through oversight, coordination, and assistance to state and state-funded entities" was tentatively adopted by the Advisory Council subject to further discussion and refinement at the next meeting. It was agreed that an electronic copy of OLA's proposed mission be sent out to members of the Council for further comments prior to the next meeting.

6. Liability Issues (Errors in Interpretation and Translation)

- Chairman Dominic Inocelda turned the discussion to Frances Lum from the AG's office.
- Attorney Lum reported that there is *no cause of action under law and no reports were found in regards to issues pertaining to errors in interpretation and translations.*
- Mr. Hoshijo informed the group that "public accommodation" in which an establishment is "Open to the Public" may be used to a certain extent and may apply to cases in which language access is not provided. He further mentioned that OLA was created in an affirmative approach to help both sides: entities and LEP's.

7. OLA's Legislative Proposals

- Chairman Inocelda turned the floor to Executive Director Colmenares for a report. Executive Director reported that they submitted proposals for: amendments to existing law, including the expansion of Language Access Advisory Council to include representatives from each county; an appropriations proposal to support two positions in the office to coordinate training and recruitment of interpreters; and a designated Language Access week or month to promote language access awareness in the State of Hawaii.
- Mr. Hoshijo suggested that Executive Director Colmenares and AG, Frances Lum should meet on submitting proposals and testimonies to the legislature since OLA's internal process is attached to the DLIR Director administratively.

Ms. Boido briefed the Advisory Council on HB600 that was deferred from the last session and requested support for this bill from the Advisory Council. Chairman Inocelda deferred

the matter to the next meeting on January 8, 2008. Ms. Boido is to be given 10 minutes to further explain HB600 at the next meeting.

8. Language Access Conference: March 28, 2008 and March 29, 2008
 - Chairman Inocelda turned the floor to Ms. Zeng to discuss the program and target audience. (See attached forms). The purpose of the Conference is to promote awareness. The conference program will be further revised and speakers will be identified and invited.
9. New Business: Agenda items for 1/8/08.
 - Ms. Zeng suggested halting distribution of the multilingual "Posters" due to inaccuracies. She also requested "I speak cards" as a project to distribute in 16 languages. Chairman Inocelda and members agreed to discuss this further in future meetings.
 - Procurement and Workforce issues: There was discussion about procurement issues involving interpreters as well as the status of interpreters (independent contractors or employees?). This will be discussed further at the next meeting. Mr. Hoshijo requested Executive Director Colmenares to get the "policy" from Administrative Services on the use of interpreter services.
 - How is the statutory provision on bilingual staffing to be implemented? OLA is to provide guidelines.
10. Announcements:
 - Executive Director Colmenares and Advisory Board Member Mr. Ohta invited to the Annie Casey Foundation Language Access Convening in Baltimore in early March or early April 2008.
 - Dr. Zeng reported that at a recent UH coordinators meeting, almost all coordinators were unaware of Act 290, The Language Access Law, and suggested workshops for organizations that serve the community.
 - The next Language Access Advisory Council Meeting to be held January 8, 2008 at Room 321, DLIR Conference Room.
11. Adjournment:

There being no further discussions, the Meeting of the Office of Language Access Advisory Council adjourned at 11:30 a.m.

**Language Access Advisory Council Meeting
December 4, 2007**

The following is the report of the OLA Executive Director for the months of October and November:

Operations:

- Prepared legislative proposals; awaiting action by Governor's office.
- Submitted supplemental budget for language bank; not considered by B&F.
- Continued to participate in the Committee on Services of the COFA Task Force.
- Annual report to the Governor and Legislature submitted to DLIR.
- Language Access Advisory Council members confirmed by the legislature on October 26, 2007.

Compliance Assistance:

- 21 of 25 state agencies completed their plans; 3 are under review; 1 has not submitted.
- 12 covered entities have submitted their plans.
- Held 2nd meeting with state language access coordinators on November 14, 2007 to address implementation issues. Five major issues identified: staff training, data collection, quality assurance, centralization, and budgetary issues. Several possible solutions for each issue were identified. Next meeting is January 9, 2008.
- Staff continues to work with agencies in the development and implementation of their plans.
- Research on a "model plan" ongoing.

Education and Outreach:

- Distributed OLA brochures during the October 27, 2007 NaFFAA Conference at the UH Campus Center.
- Distributed OLA brochures during the annual LCC Family Fun Fair on November 10, 2007 at the LCC campus.
- Made presentation at the Nations of Micronesia meeting on October 24, 2007 at the Lanakila Health Center.
- Made a brief presentation to visiting Chinese officials on November 16, 2007 at the DLIR conference room.
- Made presentation at the Domestic Violence Action Center meeting on November 30, 2007.
- First issue of the OLA Quarterly newsletter is coming out.

Projects:

- Co-sponsoring with the Judiciary (Equality and Access to the Courts) two training workshops for Micronesian interpreters (Chuukese and Marshallese) in January 2008, and also a basic orientation workshop for interpreters as part of the court certification process in early 2008.
- Sponsoring the Hawaii Language Access conference on March 28-29, 2008 at the Hawaii Imin International Conference Center.
- Hawaii's LEP population – a preliminary demographic profile.

Strategic Plan:

- Held retreat on November 9, 2007. Values, goals and strategies identified. Vision and mission to be discussed and finalized in future meetings.

OFFICE OF LANGUAGE ACCESS
 Strategic Planning Retreat
 November 9, 2007

Goals	Priority Ranking	Importance
1. Promote public awareness and ensure that LEP population is informed and educated about their rights.	1	1
2. Ensure that all state and covered entities are in compliance with language access requirements.	2	2
3. Develop an adequate pool of competent language service professionals.	3	5
4. Develop staff expertise and resources.	4	3
5. Ensure the just and timely resolution of complaints about language access.	5	6
6. Provide statewide leadership in the area of language access, including policymaking.	6	4

OLA's VISION:

1. Language access for all.
2. State of Hawaii shall have language access for LEP persons.
3. A state where LEP individuals have access to services.
4. A multi-ethnic state where everybody have access to services regardless of proficiency in the English language (or regardless of language).

OLA's MISSION:

1. Advocate and promote the full integration of independence, equal access, and quality of life for persons with limited English proficiency.
2. Ensure that no person is denied access to state funded services due to their lack of proficiency in the English language.
3. To affirmatively address the language access needs of limited English proficient persons.
4. Provide oversight, central coordination, and technical assistance to state and covered entities in their implementation of language access requirements.

Save the date ...

Hawai'i Conference on Language Access

Laulima – Working Together to Ensure Language Access in Hawai'i

Friday and Saturday, March 28-29, 2008

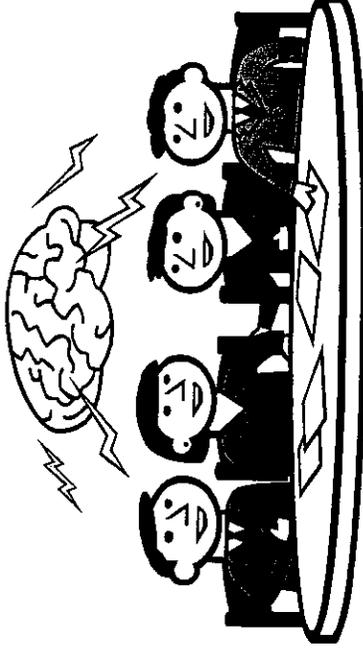
Hawai'i Imin International Conference Center, East-West Center, Honolulu, Hawai'i

This conference will bring together participants throughout the State of Hawaii to learn and share knowledge on language access policies, best practices, and issues.

Who Should Attend?

Those who are interested in and affected by language access, including:

- Public Contact Personnel
- Language Access Coordinators
- Students
- Administrators
- Public Access Service Providers (State, State-funded, Nonprofit, Private) in the following areas: Advocacy, Crimes (such as Sexual Assault, Trafficking), Domestic Violence, Education, Emergency Services, Family Law, Government Services, Health Care, Housing, Immigration, Law Enforcement, and Public Benefits.



Goals for the Conference:

- Educate users and administrators (state agencies/state-funded organizations) on the development and implementation of language access plans and how to use and work with interpreters and translators
- Recruit and train interpreters and translators on best practices, ethics, certification, and cultural competence
- Learn about the latest developments in language access technology
- Learn about the functions and operations of a statewide centralized language bank

Registration fee:

Regular: \$100; Students (college/university): \$25. Limited scholarships are available; to apply, please contact OLA.

Sponsored by the Office of Language Access (OLA), State of Hawaii
For program information, contact OLA at 808-586-8730 or email at dlir.ola@hawaii.gov.
For registration information, contact the UH Conference Center at 808-586-8204.
Registration forms will soon be available on-line at <http://www.hawaii.gov/labor/ola>.

LANGUAGE ACCESS CONFERENCE PROGRAM

March 28-29, 2008

<i>Day 1 (Friday)</i>	<i>Plenary Sessions</i>	<i>Breakout Sessions Track 1 (Users)</i>	<i>Breakout Sessions Track 2 (Interpreters)</i>	<i>Breakout Sessions Track 3 (Administrators)</i>
8:00	Breakfast and registration			
9:00	Oli			
9:05	Introduction to conference			
9:15	Welcome by Governor Lingle			
9:30	(Keynote) Language Access: A National Perspective (DOJ)			
10:15	Break			
10:30	Language Access in Hawaii (OLA)			
11:00	(Panel) Report from the field: Judiciary, KKV, Kalihi-Palama, Catholic Charities, Na Loio, DVC			
12:00	Lunch Luncheon speaker (Mayor Mufi Hannemann)			
1:00		The role of interpreters (ethics) (Sue Zeng)	The road to professionalization (tbd)	The need for language access (tbd)
2:00		The use and role of bilingual staff (Sue Zeng)	The role of interpreters (ethics) (Jan Freed)	Language access plans (tbd)
3:00	Break			
3:15		Cultural competency (Kimo Alemeida, Merina and Emmy)	Becoming a court interpreter (Phil Liu)	Plan implementation issues (tbd)
4:15		Emergency and disaster response (mainland speaker - tbd)	Becoming a medical/social service interpreter (Emme Davison)	Language access resources and costs (tbd)
5:15	Networking reception			

<i>Day 2 (Saturday)</i>	<i>Plenary Sessions</i>	<i>Breakout Sessions Track 1 (Users)</i>	<i>Breakout Sessions Track 2 (Interpreters)</i>	<i>Breakout Sessions Track 3 (Administrators)</i>
8:00	Breakfast			
8:30		Telephonic vs. face-to-face interpretation (tbd)	Interpreting skills (tbd)	Telephonic vs. face-to-face interpretation (tbd)
9:30		Resource collaboration (Robin Bronen)	Becoming a translator (tbd)	Resource collaboration (Robin Bronen)
10:30	Break			
10:45		The use of technology (Language Access Network)	Challenges to professionalization (Sue Zeng)	The use of technology (Language Access Network)
11:45	Lunch Luncheon speaker (Language access in the business community - tbd)			
1:00	Centralized language banks: the Alaska model (Robin Bronen)			
2:00	(Panel) LEP and emergency/disaster response (Joe Bilabis, et al)			
3:00	Conference wrap-up and next steps			
3:30	Pa			

Registration fee:

- Regular - \$100.00
- Student - \$25.00
- Scholarships available for students, interpreters/translators, non-profit organizations and community organizations.

REGISTRATION FORM

**Hawai'i Conference on Language Access
March 28-29, 2008**

One form per registration
Please **print or type**.

Name: _____
Last First

Affiliation: _____

Mailing Address: _____

City State Zip code

Phone: _____
Business Fax

Email address: _____

Category: State/county agency Non-profit/community organization
 Interpreter/Translator Student Other

Registration fees: General (\$100) \$ _____
College/University Students (\$25) \$ _____
Parking at Imin Conference Center:
\$4 (3/28) \$ _____
\$4 (3/29) \$ _____
TOTAL: \$ _____

Form of payment:
___ Check made payable to the **University of Hawaii**
___ Purchase order (Must accompany registration form)
___ I hereby authorize University of Hawai'i, Outreach College
the use of my credit card account: ___ VISA ___ MasterCard

Credit Card No. _____
CVV2 code (last 3 digits on signature strip) _____
Expiration date (Mo/Yr) _____
Signature _____

Limited scholarships are available. To apply, please contact the Office of Language Access at
586-8730 prior to registering.
Send registration form and payment to: UH Conference Center
2530 Dole St., Sakamaki, C403, Honolulu, HI 96822
808.956.8204 [phone]; 808.956.3364 [fax]

UHCC I.D. # C09583

Luncheon choice: ___ Standard ___ Vegetarian
Accessibility assistance: See general information

General Information

DATE: March 28 and 29, 2008

LOCATION: Hawaii Imin Conference Center, East-West Center

REGISTRATION FEE: \$100 [\$25 for college/university students]. Includes luncheons, refreshments, evening networking hour, and conference materials.

Make check payable to: **UNIVERSITY OF HAWAI'I**. Mail with the registration form to: University of Hawai'i Conference Center; 2530 Dole St., C403; Honolulu, HI 96822.

Government and company purchase orders with authorized signature will be accepted and must accompany the registration form. Participants registering by purchase order will be billed for nonattendance unless notification of withdrawal is made by March 20, 2008

Payments with credit cards (MasterCard/VISA) will be processed by the UH Conference Center at Outreach College.

SCHOLARSHIPS: Limited scholarships are available. To apply, please contact the Office of Language Access at 586-8730 prior to registration.

DEADLINE: Deadline for registrations is March 19, 2008. Form of payment must accompany the registration. Credit card numbers submitted with registration will be processed upon receipt. Registrations will not be processed without payment.

REFUNDS: Requests for refunds will be received at the UH Conference Center by March 20, 2008, in writing. No refunds will be made thereafter. Please allow approximately three to five weeks for processing.

ACCESSIBILITY ASSISTANCE: If you would like assistance due to a mobility, hearing, or sight impairment, or limited English proficiency, you are warmly encouraged to contact the Conference Center at 956-8204 by February 1, 2008.

PARKING at Imin Conference Center: A limited number of parking passes are available at \$4 per car, per day.

PLEASE DIRECT ALL REGISTRATION INQUIRIES TO:

UH Conference Center
Phone: (808) 956-8204
Fax: (808) 956-3364

OLA STRATEGIC PLAN

Strategies:

Goal #1: Education and Outreach

- Presentations; Get out into the community; Office visits;
- Public awareness; website;
- Brochures and websites in multiple languages; Multi-language translations; out in the community;
- Improve efficiency; attend conferences; improve expertise;
- Determine community needs; Outreach to ethnic communities; Build relationships to different communities especially the most linguistically isolated; giving/impart tools to develop skills; teaching best practices; training how to become interpreters;
- OCS has already made many relationships with different community groups; Find and identify gatekeepers; advocacy at the legislature; choose achievable results; research other states and cities programs and data;
- Identify key community persons and bringing them together; Getting word out to specific communities; Coordinated centralized effort – mobilize entire state;
- Simplify target languages; focus on specific languages; simplify “Right to” brochures; keep it to 5th grade level;
- Multi-lingual website; establish Language Access Month – many events; formation of a coalition of Language Access;
- Disaster preparedness – t.v. focus, Olelo, keep costs low; Access to 911 emergency services; Public service announcements in non-English languages; Domestic Violence, Voter Rights, direct language assistance at the polls, Health & Education information;
- Concerted public relations effort; inform covered entities of duties;
- Promote positive environment in OLA to spread information on services;
- Educate agencies of all aspects of Language Access; LEP clients should never be told bring your own interpreter; Line staff need to be better educated and trained; educate how to assert their rights;
- Form partnerships with service providers; Learning English needs to be a higher priority;
- No duplication of efforts – need to keep better track; Do we have accurate data and numbers? Get it!
- Standards – identify objective standards; Multilingual posters;
- Simplify the “Right to” message into identified target languages.
- Use website more.
- Survey state departments to identify vital documents within each department.
- PSAs in various languages.