

# LANGUAGE ACCESS ADVISORY COUNCIL

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

Wednesday, February 10, 2010

Director's Conference Room 320  
830 Punchbowl Street, Honolulu, Hawaii 96813

Agency on Elderly Affairs  
4444 Rice Street, Suite 330, Lihue, Hawaii 96766

DLIR Hawaii District Office  
75 Aupuni Street, Room 108, Hilo, Hawaii 96720

Maui District Health Office, State Office Building  
54 South High Street, Room 301, Wailuku, Hawaii 96793

## MINUTES

The meeting was called to order at 9:40 A.M. with quorum by Chair, Dominic Inocelda. Neighbor Island council members from Kauai, Maui, and the Big Island joined in via videoconferencing.

### 1. Attendance

#### *Present:*

- |                                    |  |
|------------------------------------|--|
| - Dominic Inocelda                 | Language Access Advisory Council, Chairperson              |
| - Gerald Ohta                      | Language Access Advisory Council, Vice-Chair               |
| - Serafin "Jun" Colmenares         | Executive Director, Office of Language Access, Ex-officio  |
| - Livia Wang for Bill Hoshijo      | Executive Director, HI Civil Rights Commission, Ex-officio |
| - Azi Turturici                    | Language Access Advisory Council Member                    |
| - Betty Brow                       | Language Access Advisory Council Member                    |
| - Dr. Suzanne Zeng                 | Language Access Advisory Council Member                    |
| - Maria Santa Maria                | Language Access Advisory Council Member                    |
| - Lito Asuncion                    | Language Access Advisory Council Member                    |
| - Alohalani Boido                  | Language Access Advisory Council Member                    |
| - Kristine Pagano for Francine Wai | Executive Director, DCAB, Ex-officio                       |

#### *Excused:*

- |                        |   |
|------------------------|---|
| - Jennifer Dotson      | Language Access Advisory Council Member |
| - Sr. Earnest Chung    | Language Access Advisory Council Member |
| - Dr. Tin Myaing Thein | Language Access Advisory Council Member |
| - Canisius Filibert    | Language Access Advisory Council Member |
| - Namaka Rawlins       | Language Access Advisory Council Member |

**Others Present:**

- Frances Lum
- Eric Garcia

Department of the Attorney General  
Student Intern, Office of Language Access

- 2. Welcome and Introductions**
  - Eric Garcia, UH student intern at the Office of Language Access, was introduced.
- 3. Approval of minutes for the January 13, 2010 meeting**
  - Minutes was approved as distributed.
- 4. Executive Director's Report – See attached**
  - Re concerns about DHS training manual (p. 12), the group agreed that the 5% or 1,000 threshold for the translation of vital documents should be based on the eligible population and not on the number of LEP who requested language services. OLA will discuss the matter with the visiting Office for Civil Rights regional manager (DHHS) and also with DHS.
- 5. Report of the Ad Hoc Legislative Committee**
  - Chair Inocelda presented a draft letter to be sent to the labor committee chairs of both houses of the legislature and to the chairs of the House Finance and Senate Ways & Means committees. The letter recommends that all OLA staff positions be kept in the books (even without funding) and to retain and fund the position of senior legal analyst. After some constructive suggestions from the body, Alohalani volunteered to revise the letter and send the revised version to the council chair as soon as possible.
- 6. 2010 Language Access Month Celebration & 3<sup>rd</sup> Annual Hawaii Conference on Language Access**
  - The Executive Director proposed to hold a one-day retreat in August as part of the language access month celebration. Neighbor island members will be flown in. Proposal was supported by the Council.
  - The Executive Director also proposed a one day language access conference in August to focus on medical interpretation and emergency services. A student intern will assist in the planning of the event.
- 7. Announcements**
  - Mary Santa Maria will be teaching a medical interpretation class in Maui starting April.
  - Jun Colmenares, Gerald Ohta and Suzanne Zeng will be presenting at the Cross-Cultural Healthcare Conference, February 11-12, 2010 at the Hyatt Waikiki Hotel.
  - Michael Kruley, DHHS Regional Manager, Office for Civil Rights, was introduced. He briefly talked about what his office does and why he is in Hawaii – as a speaker at the Cross-Cultural Healthcare Conference.
  - Next council meeting will be March 10, 2010 from 9:30 – 11 A.M. at DLIR Director's conference room.
- 8. Adjournment**
  - Meeting was adjourned at 11:10 A.M.

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Wednesday, January 13, 2010

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Piikoi A Conference Room  
4444 Rice Street, Lihue, Hawaii

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75 Aupuni Street, Room 108, Hilo, Hawaii 96720

Maui District Health Office, State Office Building  
54 South High Street, Room 301, Wailuku, Hawaii 96793

## MINUTES

The meeting was called to order at 10:00 A.M. with quorum by Chair, Dominic Inocelda. Neighbor Island council members from Kauai, Maui, and the Big Island, including guests from the Maui District Health Office, joined in via videoconferencing.

### 1. Attendance

#### *Present:*

- |                               |  |
|-------------------------------|--|
| - Dominic Inocelda            | Language Access Advisory Council, Chairperson              |
| - Gerald Ohta                 | Language Access Advisory Council, Vice-Chair               |
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| - Betty Brow                  | Language Access Advisory Council Member                    |
| - Dr. Suzanne Zeng            | Language Access Advisory Council Member                    |
| - Maria Santa Maria           | Language Access Advisory Council Member                    |
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**Language Access Advisory Council Meeting  
February 10, 2010  
Report of the Executive Director**

**Update on Staffing Assistance:**

- Two student interns have joined OLA: Eric Garcia and Ergel Valenzuela. Both are senior Political Science students at UH. Eric will help track legislation and do the LEP mapping project. Ergel will help update the OLA website and produce the OLA newsletter and assist in planning language access month activities.
- Four UH practicum students (Advanced Ilokano) will also assist OLA (15 hours per student) with monitoring and other activities.
- Awaiting renewal of appointment for the quarter 1-1-10 to 3-31-10.

**Compliance and Monitoring:**

- Monitoring reports on three other non-federally-funded agencies are being finalized; one non-federally-funded agency not monitored.
- Still awaiting submission of revised language access plans from five federally-funded agencies.
- Executive director interviewed on February 4 by MPI for a report on language access plan monitoring and evaluation practices in various states.

**Technical Assistance and Training:**

- Due to staffing concerns, 2-year contract with EOA's SMP re recruitment and training of bilingual volunteers will not be implemented.
- DHS training concerns: p. 12 of the DHS Language Access Training manual states:
  - The Department is not required by law to translate documents at this time.
  - The Department is not required to translate documents upon request.
  - The Department and Divisions provide some translated documents for expediency.
  - If a LEP client requires assistance to understand an English document, arrange for an interpreter to orally interpret the document.

**Operations:**

- Still waiting for CITS report on revision of multilingual poster.
- Tracking legislations related to language access (HB).
- Proposing to hold a second OLA retreat in August as part of the language access month celebration. Retreat will look at what has happened during the last three years and make recommendations, including legislations, to strengthen the language access law and OLA as it prepares for a new administration.
- Proposing to hold a one-day language access conference on August 27, 2010 with focus on either (1) medical interpretation, or (2) language access and emergency services.
- Met with Ellen Cunningham, authorized agent for Language Line Services, and discussed language access needs in Hawaii, OLA, and how Language Line can help.

February 10, 2010

Ways and Means Committee  
Hawaii State Capitol  
415 South Beretania Street  
Honolulu, Hawaii 96813

Honorable Donna Mercado Kim and Members of the Committee:

As the Advisory Council for the Office of Language Access, we are writing to ask for your support to maintain positions within the Office of Language Access. Currently, the office has lost all of its staff positions except for the Director's position. We realize that we are in a time of serious State budget difficulties and can understand the need to reduce and eliminate staff. However, the Advisory Council knows the need of limited and non-English speaking persons to access and interact with State and County government programs and resources. As members of our community, their inclusion in the life of the community is of vital importance. It is fair and equitable as well as lawful to address the language needs of limited and non-English speakers in our State.

Therefore, the Advisory Council would like to ask for your support by: 1) maintaining all Office of Language positions in the budget even if they are vacant at this time, and 2) to refill the legal analyst position to assist with key compliance and monitoring activities of the office.

If you have any questions please call me at 554-1006 or contact Mr. Jun Colmenares at the Office of Language Access at 586-8730. Thank you very much for your response to our concerns.

Sincerely,

Dominic Inocelda, Chair  
Advisory Council

Office of Language Access