

**LANGUAGE ACCESS ADVISORY COUNCIL**

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

Wednesday, January 13, 2010

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

Piikoi A Conference Room  
4444 Rice Street, Lihue, Hawaii

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 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               |
| - 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                    |
| - Namaka Rawlins              | Language Access Advisory Council Member                    |
| - Dr. Tin Myaing Thein        | 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                    |
| - Canisius Filibert           | Language Access Advisory Council Member                    |

***Excused:***

- |                     |   |
|---------------------|---|
| - Jennifer Dotson   | Language Access Advisory Council Member |
| - Sr. Earnest Chung | 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

***Others Present:***

- Frances Lum Department of the Attorney General
- Romualda Ines Bilingual Health Aide, Maui District Health Office
- Anthea Iumo Interpreter, Maui District Health Office
- Mae Kannel Interpreter, Maui District Health Office

**2. Welcome and Introductions**

- Attendees from the Maui District Health Office were introduced.

**3. Approval of minutes for the December 16, 2009 meeting**

- Minutes was approved as distributed.

**4. Executive Director's Report – See attached**

- Still negotiating with UH student interns/practicum students.
- DLIR IT staff (James Doi) made a presentation on the on-line reporting system to be used by agencies. Will present the same during language access coordinators meeting on February 17.
- Question raised as to whether Hawaii state agencies can “go beyond” the WSCA contract for telephonic interpretation services which is being reviewed by the SPO. Agencies would like to see the contract.
- Revision of multilingual poster still unfinished. Dr. Sue Zeng presented another version that may be used but it lacks some of Hawaii's languages.

**5. Report of the Ad Hoc Legislative Committee**

- The council chair reported for the committee chair who was absent. Had meetings with Reps. Mizuno and Rhoads. Also visited the offices of Vice Speaker Magaoay (talked to staff) and Sen. Chun-Oakland (talked to staff). Bills to be prepared and submitted to the Filipino Caucus for support.
- It was unanimously agreed that the language access advisory council will provide written testimony in support of legislation or any legislative action to keep the OLA staff positions in the books and not abolished, and to fund and fill the position of senior legal analyst.

**6. 2010 Language Access Month Celebrations & 3<sup>rd</sup> Annual Hawaii Conference on Language Access**

- A plan will be proposed as soon as the new student intern/volunteer is on board. It was suggested that if nobody would serve as conference chair that the conference be cancelled.

**7. Announcements**

- No IAC meeting for February.
- Next council meeting will be February 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, December 16, 2009

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

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| - Canisius Filibert                | Language Access Advisory Council Member |
| - Betty Brow                       | Language Access Advisory Council Member |
| - Dr. Tin Myaing Thein             | Language Access Advisory Council Member |
| - Kristine Pagano for Francine Wai | Executive Director, DCAB, Ex-officio    |

***Others Present:***

- |               |                                    |
|---------------|------------------------------------|
| - Frances Lum | Department of the Attorney General |
|---------------|------------------------------------|

**Language Access Advisory Council Meeting  
January 13, 2010  
Report of the Executive Director**

**Update on Staffing Assistance:**

- **Prospective volunteer withdrew for unknown reasons.**
- **Utilization of UH practicum students still being negotiated.**
- **DLIR IT staff developed on-line reporting system; needs feedback.**

**Compliance and Monitoring:**

- **Monitoring reports on four non-federally-funded agencies completed and sent to agencies.**
- **Still awaiting submission of revised language access plans from five federally-funded agencies.**

**Technical Assistance and Training:**

- **Memo sent out to language access coordinators and departments re possible buy-in for a centralized WSCA telephone based interpreter services contract.**
- **Memo sent out to language access coordinators and departments re change in the reporting cycle from quarterly to semi-annual and in the reporting deadline from 45 to 60 days after the reporting period.**
- **DLIR IT staff to present proposed on-line reporting system at language access coordinators' meeting in February to get feedback.**
- **Reviewing proposed 2-year contract from EOA's SMP re recruitment and training of bilingual volunteers.**
- **Free webinar on "Language Assistance Plans – Ensuring Legal Compliance and Improved Quality of Patient Care" on Thursday, January 14, 2010 at 8:00 a.m. sponsored by the American Hospital Association (AHA).**

**Operations:**

- **Still waiting for CITS report on revision of multilingual poster.**
- **Prepared narrative for OLA budget testimony.**
- **Prepared impact statement of proposed legislation relating to temporary suspension of state advisory bodies, including the Language Access Advisory Council.**
- **Will be attending House budget hearing for the Department of Labor on January 14, 2010 and the Senate budget hearing for the Department on January 19, 2010.**

**LANGUAGE ACCESS ADVISORY COUNCIL**  
STATE OF HAWAII  
DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS

Wednesday, December 16, 2009  
9:30 a.m. – 11:00 a.m.

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

**AGENDA**

1. Call to Order
2. Welcome & Introductions
3. Approval of Minutes of November 18, 2009 Meeting
4. Executive Director's Report
  - Update on Staffing and Other Assistance
  - Enhanced Use of Technology
  - Compliance and Monitoring of Agencies
  - Technical Assistance and Training Plans
5. Report of the Ad Hoc Legislative Committee
6. Planning for 2010 Language Access Month Celebration and 3<sup>rd</sup> Annual Hawaii Conference on Language Access (August 2010)
7. Announcements
  - IAC Update
  - Next LAAC Meeting – January 13, 2010
8. 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 [dlir.ola@hawaii.gov](mailto:dlir.ola@hawaii.gov) at least 4 business days before the meeting. Prompt requests submitted help to ensure the availability of appropriate assistance.*

**Language Access Advisory Council Meeting  
December 16, 2009  
Report of the Executive Director**

**Update on Staffing:**

- Gail McGarvey is providing clerical assistance to the office as part of her job at the Director's office.
- Belinda Fagin, who works part-time at Kaiser Permanente's Health Education-Tobacco Cessation Program, will be volunteering at the office four hours a week. She will be assisting in setting up the language access coordinators' meetings/trainings, the advisory council meetings, and the language access month activities and conference.
- UH Hokano language class students will have their practicum with the office during the spring semester 2010 and will assist with the outreach and monitoring functions of the office.
- Executive director met with Filipino Coalition for Solidarity regarding OLA's current and future staffing.

**Use of Technology:**

- Language access plan revisions and submissions, filing of complaints, submission of agency LEP data reports, and monitoring reports will all be done on-line. DLIR Director's Office IT staff will give a briefing next meeting.

**Compliance and Monitoring:**

- Monitoring of seven out of eight non-federally-funded agencies completed. Results to be reported back to agencies.
- Memo sent out to agencies re submission of names of designated lead and back-up language access coordinators.
- Still awaiting submission of revised language access plans from five federally-funded agencies.

**Technical Assistance and Training Plans:**

- State language access coordinators to meet on a quarterly basis starting 2010.
- Coordinators' meetings will feature a one-hour training session on language access plan implementation issues.

**Operations:**

- Draft OLA annual report under review by Director's Office.
- Still waiting for CITS report on revision of multilingual poster.
- ED invited to give a presentation on Hawaii's Language Access Law at the Cross-Cultural Health Care Conference on February 11-12, 2010 in Honolulu.
- ED had discussions with Migration Policy Institute re OLA's monitoring report being featured in MPI website.