

LANGUAGE ACCESS ADVISORY COUNCIL

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

Tuesday, July 15, 2008
9:00 a.m. – 12:00 noon
DLIR Conference Room 320

AGENDA

1. Call to Order
2. Welcome & Introductions
3. Approval of Minutes of April 28, 2008 and June 17, 2008 Meetings
4. OLA Executive Director's Report
5. LAAC Membership Update
6. New Reporting Tool for State Agencies
7. Language Access Month Activities
8. Budget Cuts
9. Legislative Initiatives
10. September 2009 Conference Planning
11. Strategic Plan Goals and Objectives
12. Announcements
13. Adjournment

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

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

Tuesday, July 15, 2008
DLIR Conference Room 320

MINUTES

The meeting was called to order at 9:15 a.m.

1. Welcome and Introductions

2. Attendance:

Present:

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

Excused:

- Canisius Filibert	Language Access Advisory Council Member
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Others Present:

- Debi Tulang-De Silva	Office of Equal Access to the Courts
- Frances Lum	Department of the Attorney General
- Jeremy Low	Research Analyst, Office of Language Access
- Kendall Zukeran	Research Analyst, Office of Language Access
- Marsha Tamura	Department of Defense, State Civil Defense
- Melody Kubo	Office of Equal Access to the Courts
- Uilani Pauole de Sa	Senior Legal Analyst, Office of Language Access

3. Approval of minutes of April 28, 2008 and June 17, 2008 meetings.

- Motion to approve minutes made by Lito Asuncion, seconded by Gerald Ohta.
- Minutes approved unanimously, no revisions necessary.

4. Executive Director's Report

- See Attached Report.

primary physician, information about rights, etc. The card has been translated into 16 different languages and will eventually appear on the State Civil Defense website. Order sheets are available for those who wish to order the cards. Marsha also explained that the cards are not laminated because people need to be able to write on them. The cards are to be filled out in Romanized characters to facilitate English speaker instructions.

- Nāmaka Rawlins recommended that the next print out of the cards have a Hawaiian translation.
- Kristine Pagano shared that this card will be beneficial for the deaf community.

9. Budget Cuts

- Per Executive Director Colmenares, the State budget cuts will not affect OLA staffing.
- Cuts of 15% and an additional 4% for FY 2008-2009 will decrease the budget \$85-\$90K.
- As a result, projects will be streamlined or downsized such as the proposed multilingual website. Instead of having 10 different languages, there will only be five for example.

10. Legislative Initiatives

- Sr. Earnest Chung, chairperson of the legislative subcommittee, will work with the subcommittee to develop initiatives for the next legislative session and deal with issues such as finding funding for the OLA.

11. Language Access Conference 2009 Planning

- Planning is beginning for next year's conference in the month of September, which will also coincide with "Language Access Month" celebrations in Hawaii.

12. Strategic Plan Goals & Objectives

- Dominic Inocelda instructed Advisory Council members to review the "OLA Goals & Objectives" sheet, focusing only on the numbered headings and disregarding those with letter ("a, b, c...") headings.
- Changes were recommended to various terms and wording.
- Recommendation by Debi Tulang-DeSilva and Melody Kubo to have OLA staff member check the grammatical content and punctuation of the sheet.
- Lito Asuncion motioned and Nāmaka Rawlins seconded the motion to accept the goals and objectives and approve as amended. The Council passed the motion.

13. Announcements

- Dr. Sue Zeng shared that as a result of "The First Hawaii Conference on Language Access" in March, the UH Center for Interpretation and Translation Services has been very busy. She has been conducting training sessions all over the state and many questions regarding choosing a good interpreter/translator, what the Language Access Law says, etc. continually arise. Dr. Zeng suggested coordinating with OLA for future training sessions.
- Jeremy Low advised that the "raw" first day video footage of the "Language Access Conference" has arrived. 'Ōlelo will provide a weekly time slot to show the various presentations, sometime in September.
- Dominic Inocelda announced that the next Language Advisory Council meeting will be on **Tuesday, August 19th**, 9 A.M. – 10:30 AM, in the DLIR Conference Room #320.

14. Adjournment

- As there were no further discussions, meeting adjourned at 12:35 P.M.

**Language Access Advisory Council Meeting
July 15, 2008**

The following is the report of the OLA Executive Director for the month of June 2008:

Operations:

- OLA additional budget cuts for FY 2008-2009.
- Two staff leaving OLA: clerk typist (Merry Balatico) effective July 16 and legal clerk (Carol Rodrigues) effective July 24. Merry is moving to DHS while Carol is going to the private sector. Interviews for replacements are going on.
- Third issue of OLA quarterly newsletter being prepared.

Compliance Assistance:

- DLIR LEP Plan being revised.
- Staff monitoring of state agencies to begin August 1, 2008.
- Survey of state agencies' public contact staff and translation of vital documents.

Feasibility Study:

- Feasibility study on the establishment of a statewide centralized language access resource center will be done by Dr. Fred Magdalena of UH (July to December 2008) – includes “user” and “cost” surveys.

~ needs legumes, speeding

Strategic Plan:

- Remaining goals and objectives prepared – to be discussed during today's advisory council meeting.

Language Access Advisory Council:

- Received application letters (one from Kauai, two from Maui, and one from Oahu; none from Big Island).
- Conferring ceremonies for members of boards and commissions held on June 19 on Oahu.

Language Access Month:

- Possible events: governor's proclamation, pay stub message, KNDI radio spots/interviews, press release/articles in mainstream and ethnic newspapers, community forum, joint events with other agencies.

LANGUAGE ACCESS ADVISORY COUNCIL

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

Monday, April 28, 2008
DLIR Conference Room 310

MINUTES

The meeting was called to order at 9:20 a.m.

1. Welcome and Introductions

2. 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 |
| – Sr. Earnest Chung | Language Access Advisory Council Member |
| – Canisius Filibert | Language Access Advisory Council Member |
| – Dr. Tin Myaing Thein | Language Access Advisory Council Member |
| – Dr. Suzanne Zeng | Language Access Advisory Council Member |

Excused:

- | | |
|-------------------|---|
| – Nāmaka Rawlins | Language Access Advisory Council Member |
| – Alohalani Boido | Language Access Advisory Council Member |
| – Lito Asuncion | 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 |
| – Kristine Pagano | Disability & Communication Access Board |
| – Katherine Hallet | Interpreter |
| – Keri Lee | Interpreter |
| – Melody Kubo | Office of the Judiciary <i>OEAC</i> |

3. Approval of minutes of March 18, 2008 meeting.

- Motion to approve minutes, made by Gerald Ohta, seconded by Sr. Earnest Chung.
- Minutes approved unanimously, no corrections.

4. Executive Director's Report

- See Attached Report.
- Recommendation by Kristine Pagano to highlight “OLA Executive Director’s Report” in bold for future meetings. This will make the text clearer and easier to spot for readers.

5. Legislative Matters (Covered under #4. Executive Director’s Report)

- Sr. Chung inquired regarding the recent approval by the legislature of \$2.5M budget for Micronesians. Is OLA somehow connected or does the office assist in Micronesian population issues?
- Executive Director Colmenares advised that OLA staff attend COFA/Micronesian meetings monthly and assisted in requesting that the legislature increase the budget amount, addressing the funds needed for the Micronesian community.
- Canisius Filibert added that there are three task forces working simultaneously that have taken action steps from the recent “Voices of Micronesia Conference.” They are strongly encouraging lawmakers to look into issues such as setting up a “one stop shop” resource center and other recommendations from the conference.
- Dr. Tin Myaing Thein asked if there are bills addressing the health needs of Micronesians?
- Sr. Chung replied that the need is there but agencies are under funded, there is a lack of representation, sectors are not organized adequately, but hope planning group will address the issue.
- Executive Director Colmenares answered that COFA developed a comprehensive plan but is not sure how much of the \$2.5M budget is allocated to address the health needs issue. He also added that in a recent meeting with House Speaker Calvin Say, the speaker advised that cable television stations pay taxes and part of this goes to Olelo. However, Olelo is not able to spend all these funds so he suggested that OLA ask for a certain percentage of these funds so that the council legislative committee can look into this issue.

6. Conference Reports

First Hawaii Conference on Language Access

- Senior Legal Analyst Uilani Pauole de Sa summarized the evaluations and feedback received from the First Hawaii Language Access Conference. Overall, attendees enjoyed the conference and thought it was very good. Speakers were rated good to excellent. She noted that the data gathered is non-scientific.
- Attendees indicated through the surveys that they enjoyed the networking activities and presentation of various perspectives. Many thought the conference was well organized, planned, and executed.
- Suggestions included possibly including a short synopsis of each session, handouts and notes to be passed out ahead of time, ice-breakers, pre-conference workshops, resource consolidation, viewpoints from the LEP community, etc.
- Complaints included lack of Hawaiian language recognition, the Friday session was too long for neighbor island residents, not enough Q & A time, schedule was too tight, and there should have been more involvement of community based speakers and agencies.
- Request was made to attach a blank conference evaluation form to the survey results for the next meeting minutes. This is to help the council members better compare the evaluation questions with the results. Maybe also include pie charts, statistics, # attendees, etc. (if applicable)
- Executive Director Colmenares and Gerald Ohta advised that Maui is interested in hosting the next Language Access Conference in September 2009. “The Filipina” organization would be the host. However, many issues need to be considered if conference is on

another island besides Oahu. Jeremy Low recommended that since annual conferences usually take one year to plan, action steps should begin as soon as possible.

- Executive Director Colmenares also noted that the UH Department of Language and Linguistics contacted the office and wanted to develop a project to address the language access needs of Hawaii state agencies.

Annie Casey Foundation Conference

- Executive Director Colmenares reported that Gerald, Ui, and Jeremy attended this conference in Maryland. Various mainland speakers praised and made references to the Hawaii Language Access Conference. Aryan Rodriguez, LA Program Director for the Office of Human Rights, Washington D.C., wanted to possibly host a similar conference in New York.
- <http://www.migrationinformation.org> is a helpful link to a language portal.

7. Update: OLA Rack Cards, Website, and Poster

- Sr. Chung asked if the OLA rack cards can be printed in larger font or split up in different languages since it is currently hard to read. Executive Director advised that the cards will be replaced with the “Complaints Process” instead.
- OLA poster is being revised and a new edition will be arriving soon.
- Kristine Pagano inquired whether the OLA website is accessible for a blind person? Audio ability? Executive Director Colmenares replied that this is not available currently but may be a possibility in the future. It would be helpful if OLA is given an example of a website that has this capability. The current OLA website is not multilingual yet and is currently being worked on to improve access to more LEP groups.

8. Meeting Schedule

- Chairman Dominic Inocelda stated that the meeting scheduled for May 14th is cancelled since it is being replaced with today’s meetings.
- Although many council members prefer the 2nd Tuesday of each month to meet, others have problems with the date.
- Email will be sent out again regarding a meeting date in June and future LAAC dates based on feedback from the council members.

9. Adjournment

- As there were no further discussions, meeting adjourned at 10:15 a.m.

LANGUAGE ACCESS ADVISORY COUNCIL

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

Tuesday, June 17, 2008
HIOSH Conference Room 427

MINUTES

The meeting was called to order at 9:35 a.m.

1. Welcome and Introductions

2. Attendance:

Present:

- | | |
|----------------------------|---|
| – Serafin “Jun” Colmenares | Executive Director, Office of Language Access, Ex-officio |
| – Dominic Inocelda | Language Access Advisory Council, Chairperson |
| – Dr. Suzanne Zeng | Language Access Advisory Council Member |
| – Nāmaka Rawlins | Language Access Advisory Council Member |
| – Lito Asuncion | Language Access Advisory Council Member |

Excused:

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| – Alohalani Boido | Language Access Advisory Council Member |
| – Bill Hoshijo | Executive Director, Civil Rights Commission, Ex-officio |
| – Gerald Ohta | Language Access Advisory Council, Vice Chair |
| – Sr. Earnest Chung | Language Access Advisory Council Member |
| – Canisius Filibert | Language Access Advisory Council Member |
| – Dr. Tin Myaing Thein | 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 |
| – Livia Wang | Hawaii Civil Rights Commission |

3. Approval of minutes of April 28, 2008 meeting.

- Chairperson Dominic Inocelda deferred the approval of the minutes to the next meeting when a majority of council members are expected to be present.

4. Executive Director’s Report

- See Attached Report.
- Executive Director Colmenares advised that due to budget cuts, OLA will lose \$85K, about a 15% decrease. An additional 4% reduction may occur in the following fiscal year.