

- Suggestion was made to make legislative matters a permanent item on the LAAC agenda so members can discuss the issues.
- Motion was made by Lito and seconded by Gerald to have an ad hoc Legislative Committee headed by Sr. Earnest Chung with Dominic, Jun. and Gerald as members. The members will meet and report to the Council during the next meeting. The motion was carried.
- Since some members are often tardy for various reasons, suggestion was made to change the LAAC meeting time to 9:30 A.M.
- Next meeting will be December 16, 2009 from 9:30 – 11 A.M. @ DLIR Director's conference room.

9. Adjournment

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

LANGUAGE ACCESS ADVISORY COUNCIL

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

Wednesday, October 14, 2009

DLIR 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 9:27 A.M. with quorum by Chair, Dominic Inocelda. Neighbor Island council members joined in via videoconferencing.

1. Attendance

Present:

- | | |
|------------------------------------|--|
| - Dominic Inocelda | Language Access Advisory Council, Chairperson |
| - 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 |
| - Mary Santa Maria | Language Access Advisory Council Member |
| - Lito Asuncion | Language Access Advisory Council Member |
| - Sr. Earnest Chung | Language Access Advisory Council Member |
| - Kristine Pagano for Francine Wai | Executive Director, DCAB, Ex-officio |
| - Dr. Suzanne Zeng | Language Access Advisory Council Member |
| - Canisius Filibert | Language Access Advisory Council Member |
| - Gerald Ohta | Language Access Advisory Council, Vice-Chair |
| - Betty Brow | Language Access Advisory Council Member |
| - Nāmaka Rawlins | Language Access Advisory Council Member |
| - Dr. Tin Myaing Thein | Language Access Advisory Council Member |

Excused:

- | | |
|-------------------|---|
| - Jennifer Dotson | Language Access Advisory Council Member |
| - Alohalani Boido | Language Access Advisory Council Member |

Others Present:

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

2. Welcome and Introductions

3. Approval of minutes for the September 9, 2009 meeting

- Jun Colmenares made the motion to approve the minutes and this was seconded by Canisius Filibert. Motion carried.

4. Executive Director’s Report – See attached

- Annual report being prepared and is due on 11/10/09.

5. OLA’s Future Plans

- LAAC Chairperson, Dominic Inocelda, emailed council members a draft of the letter that will be sent to the Governor, DLIR Director, Legislature, and various media, pertaining to saving the OLA office and positions. The mailings will occur after the letter is edited and finalized with the assistance of Gerald and Jun.
- Recommendation was made to include as an attachment, a list of all the agencies that the OLA oversees and has assisted with pertaining to their language access plans.
- Another suggestion was to include the actual number of attendees over the years for the conferences, workshops, forums, and community fairs.
- LAAC members present did not object to having their names listed at the bottom of the letter. If anyone does object, please let Dominic know ahead of time. Kristine Pagano (DCAB) advised that her boss, Francine Wai, has no problems with having her name listed.
- Dr. Sue Zeng made the initial motion to accept the corrected letter with formatting and edits and Sister Earnest seconded the motion. All members accepted and the motion was carried.
- Regarding the OLA, Jun shared the five most basic functions of the office: information and assistance, training, monitoring of state agencies, complaints resolution, and reporting. Gerald suggested that “administration” should also be included since the office utilizes the LAAC and staff.
- In Jun’s discussions with the DLIR Director, it has been suggested that he would be able to utilize the DLIR clerical staff and IT support people to assist the office. The OLA should look into using more technology such as videos and webinars and outside help such as volunteers and interns.
- The University of Hawaii and Hawaii Pacific University have been contacted and the OLA can look into partnering with these internship programs. However, the OLA must create a plan for the interns to follow and be evaluated upon rather than just use them for clerical work. Suggestion was to also contact various ethnic organizations and social service groups.
- LAAC could create a pseudo-committee such as “Friend of the OLA” to address the issues above.

- For OLA's future, recommendations were made to draft legislation so that the LAAC can become more independent and have the power to hire/fire the OLA Executive Director. Also to amend the law to give the OLA "more teeth" and move the office to the Legislature. Lastly, to possibly have the various language access coordinators spend one week at the OLA.

6. Report on the 2nd Annual Hawaii Conference on Language Access

- About 200 people attended the conference and the overall response from the evaluations was positive.
- Some suggestions by the attendees were to shorten the introductions, have all the sponsors speak in a "2 minute drill" format or have none speak at all, or just have them advertise in the booklet. Parking, lighting, and sound were not very good. Some attendees mistakenly parked in restricted areas.
- Audience seemed to really enjoy the speakers in the afternoon and keynote, John Transviña.
- The one day theme was good and the price was right.
- A conference debriefing will be scheduled in the near future.
- A big mahalo goes out to the Neighbor Island LAAC members who assisted with the conference, Jennifer Dotson for coordinating, and all the volunteers and sponsors of this event.

7. Announcements

- The next Inter-Agency Council (IAC) meeting is scheduled for a date in November.
- The next LAAC meeting is scheduled for Wednesday, November 18, 2009 @ 9 A.M. Videoconferencing is planned again for the Neighbor Island members. Possible luncheon is planned for departing OLA staff.

8. Adjournment

- Meeting was adjourned at 11 A.M.

**Language Access Advisory Council Meeting
November 18, 2009
Report of the Executive Director**

Update on Staffing:

- Last day for all four staff is November 20, 2009.
- Plan for temporary staffing:
 - Clerical/administrative functions – assistance to be provided by DLIR Director's staff (Nicole and Caroleen)
 - Training/technical assistance functions – assistance to be provided by graduate student interns or volunteers
 - Monitoring functions – assistance to be provided by graduate student interns or volunteers
 - Legal/complaints resolution function – assistance to be provided by Ryan Markham, assistant to the DLIR Director
 - Reporting function – executive director

Note: Only limited aspects of the above-mentioned functions can be addressed. Functions that cannot be performed will be put on hold until staffing is available.

Operations:

- Latest issue of OLA newsletter is out.
- Draft OLA annual report being completed.
- Debriefing on 2nd Annual Hawaii Conference on Language Access held on November 2, 2009.
- Internship program being finalized; to start January 2010.
- Executive director is in discussions with several community organizations regarding OLA's future.
- Executive director presented a paper at the 5th Nakem International Conference on November 12, 2009 at UH.
- Executive director is actively seeking volunteers for the office.

Monitoring

- Monitoring of eight non-federally-funded agencies completed. Results to be reported back to agencies.

Submission of Revised Language Access Plans

- Only 12 of 17 agencies have submitted their revised language access plans. Deadline was July 1, 2009.

LINDA LINGLE
GOVERNOR



DARWIN L.D. CHING
DIRECTOR

COLLEEN Y. LACLAIR
DEPUTY DIRECTOR

STATE OF HAWAII
DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS

830 PUNCHBOWL STREET, ROOM 201
HONOLULU, HAWAII 96813
WWW.DOLIR.IAHO.GOV
Phone: (808) 586-8841 Fax: (808) 586-8088
Email: dir.director@hawaii.gov

November 3, 2009

Mr. Dominic Inocelda, Chair
And Members
Language Access Advisory Council
Susannah Wesley Community Center
1117 Kaili Street
Honolulu, Hawaii 96819-3432

Dear Mr. Inocelda and Members:

Thank you for your October 29, 2009 letter relating to the Office of Language Access.

We appreciate your support for language access in Hawaii and your concern about the impact that the layoffs would have on the ability of the Office of Language Access (OLA) to perform its mandated functions and consequently, on the accessibility of government programs and activities to the limited English proficient (LEP) population in Hawaii.

It was a very difficult decision on our part, but the dire budgetary shortfalls that the State is experiencing left us with no alternative. We will have OLA continue to perform basic functions, by making enhanced use of technology, utilizing the services of volunteers and providing clerical assistance as needed from the Director's Office, etc. OLA has worked on these alternative plans in conjunctions with our offices, and we have come up with a plan of action to continue the functions of OLA.

Should you have any questions or concerns, please call Mr. Serafin "Jun" Colmenares, Jr., OLA Executive Director, at (808) 586-8731.

Sincerely,

A handwritten signature in cursive script that reads "Darwin L.D. Ching".
DARWIN L.D. CHING

c: The Honorable Linda Lingle, Governor of Hawaii
✓ Mr. Serafin "Jun" Colmenares, Jr., OLA Executive Director

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OFFICE OF LANGUAGE ACCESS
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DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS

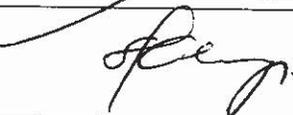
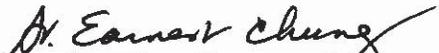
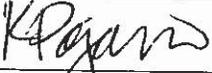
OFFICE OF LANGUAGE ACCESS ADVISORY COUNCIL MEETING

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

ROLL CALL/ ATTENDANCE

NOVEMBER 18, 2009

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 (Livia Wang) Hawaii Civil Rights Commission Ex Officio		
Lito Asuncion Hawaii County Office on Aging	vice conference	
Alohalani Boido Hawaii Interpreter Action Network		
Betty Brow BOH, International Banking Center		
Sr. Earnest Chung Catholic Charities Hawaii		
Canisius Filibert Micronesia Community Network		
Jennifer Dotson Muscular Dystrophy Association		
Dr. Tin Myaing Thein Pacific Gateway Center		
Kristine Pagano, Disability & Communication Access Board		
Nāmaka Rawlins Aha Punana Leo; UH-Hilo Hawaiian Language Center	vice conference	
Mary Santa Maria Maui District Health Office		
Azi Turturici Kauai Agency on Elderly Affairs	vice conference	
Dr. Suzanne Zeng UH Center for Interpretation and Translation Services		

2009 EVALUATION RESULTS
OLA's 2nd Annual Hawai'i Conference on Language Access:
Ho'opono: Plan Implementation and Promising Practices

The conference evaluations were included in the conference packet and consisted two pages printed on one sheet of paper, as follows: (1) Page 1 - general questions about the conference and attendees and suggestions; (2) Page 2 – evaluations of the nine speakers.

A non-scientific approach was used to simply add up the responses for each question or speaker. The written comments have not been altered, but they were grouped under headings for ease of reference. The results are divided into three parts:

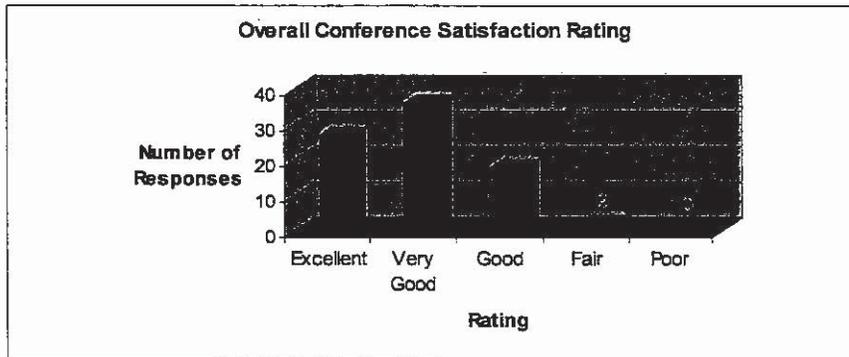
I. Summary – this section reflects in chart/picture form the responses received from the white sheet;

II. Details – this section includes the evaluation questions and shows the corresponding number of responses; evaluation responses for the speakers; and

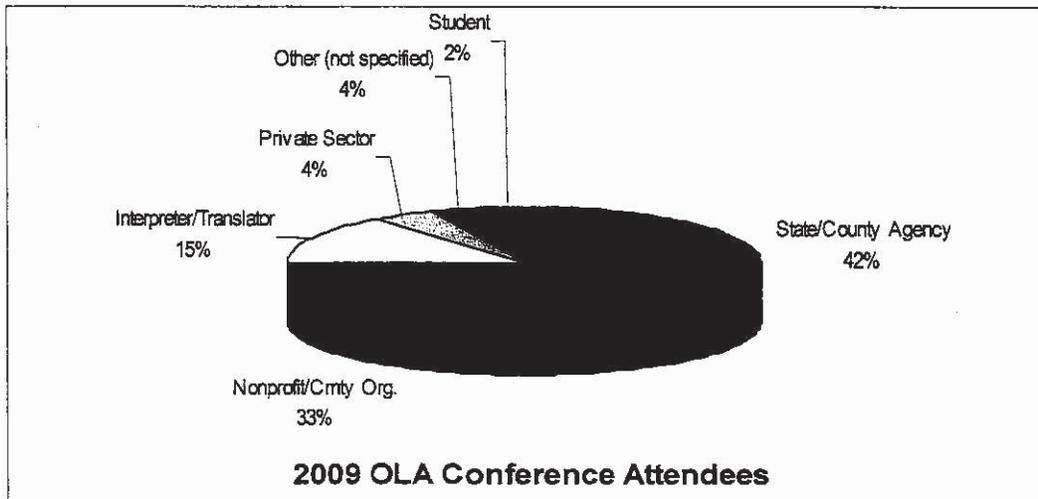
III. Feedback – this section lists participants' written responses to the following: A. Most interesting or useful topics; B. What they will take back to the office; C. Future sessions or topics; D. Speakers; and E. General Comments

I. SUMMARY

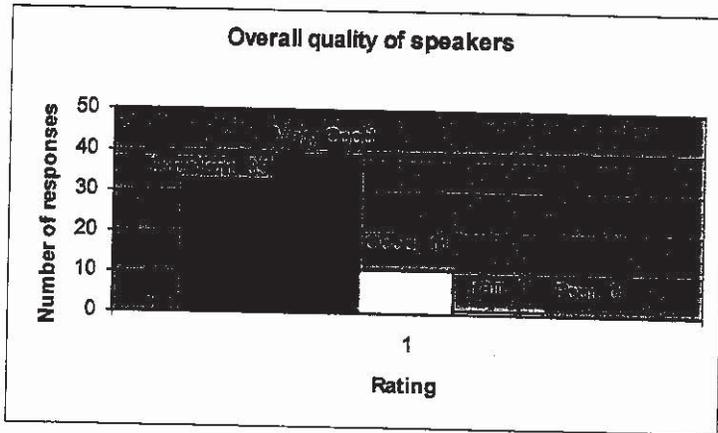
A. Overall Rating: VERY GOOD



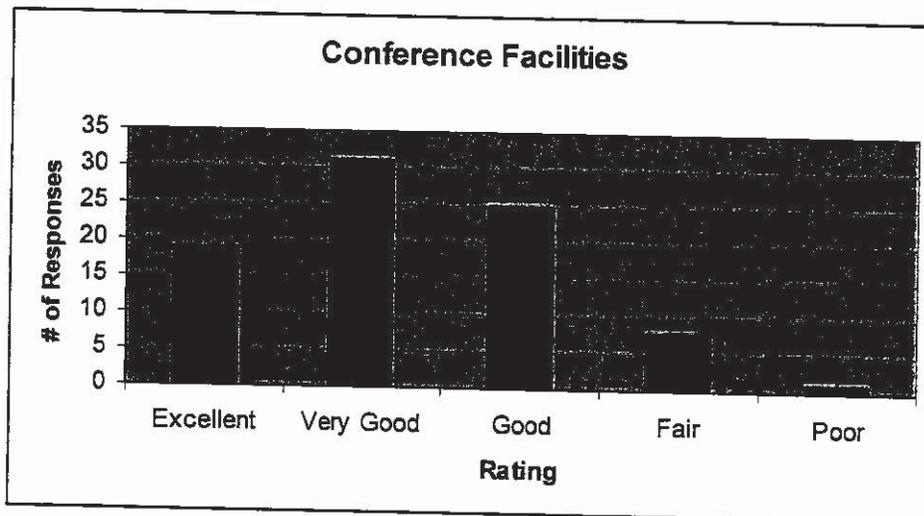
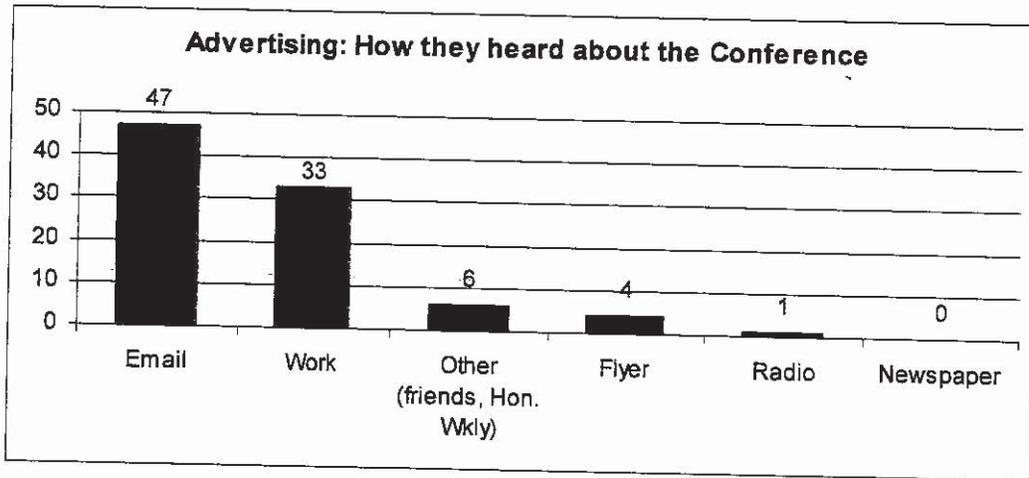
B. Who came?



D. SPEAKERS: Very Good



E. SCHEDULING & LOGISTICS



II. DETAILS

Total Number of Attendees = 200

Total Number of Evaluations Received = 84 responses (67 w/comments; 17 no comment)

* In some evaluations, multiple responses were received from same attendee.

1. How would you categorize yourself or your agency/organization? (Check one) 95 responses*

- | | | |
|---|--|---|
| <input type="checkbox"/> Interpreter/Translator
14 or 15% | <input type="checkbox"/> Private Sector
4 or 4% | <input type="checkbox"/> Student
2 or 2% |
| <input type="checkbox"/> Non-Profit/Community Organization
31 or 33% | <input checked="" type="checkbox"/> State/County Agency
40 or 42% | <input type="checkbox"/> Other
4 or 4% |

2. How did you hear about this conference? (Check one) 91 responses*

- | | | | | | |
|--|---|------------------------------------|---|--|--|
| <input checked="" type="checkbox"/> Email
47 or 52% | <input type="checkbox"/> Flyer
4 or 4% | <input type="checkbox"/> Newspaper | <input type="checkbox"/> Radio
1 or 1% | <input type="checkbox"/> Work
33 or 36% | <input type="checkbox"/> Other:
Friends, Hon. Wkly
6 or 7% |
|--|---|------------------------------------|---|--|--|

3. The content of conference sessions was appropriate & informative. (Check one) 85 responses*

- | | | | | |
|--|--|--|-----------------------------------|---|
| <input type="checkbox"/> Strongly Agree
37 or 44% | <input checked="" type="checkbox"/> Agree
44 or 52% | <input type="checkbox"/> Neither Agree nor Disagree
3 or 3% | <input type="checkbox"/> Disagree | <input type="checkbox"/> Strongly Disagree
1 or 1% |
|--|--|--|-----------------------------------|---|

4. I found new contacts and opportunities for future collaboration. (Check one) 84 responses*

- | | | | | |
|--|--|---|--|---|
| <input type="checkbox"/> Strongly Agree
26 or 31% | <input checked="" type="checkbox"/> Agree
47 or 56% | <input type="checkbox"/> Neither Agree nor Disagree
9 or 11% | <input type="checkbox"/> Disagree
1 or 1% | <input type="checkbox"/> Strongly Disagree
1 or 1% |
|--|--|---|--|---|

5. The conference was a valuable professional development experience for me. (Check one) 85 responses*

- | | | | | |
|--|--|--|-----------------------------------|---|
| <input type="checkbox"/> Strongly Agree
28 or 33% | <input checked="" type="checkbox"/> Agree
49 or 58% | <input type="checkbox"/> Neither Agree nor Disagree
7 or 8% | <input type="checkbox"/> Disagree | <input type="checkbox"/> Strongly Disagree
1 or 1% |
|--|--|--|-----------------------------------|---|

6. What topics did you find most interesting or useful? See comments below

7. How will the knowledge & skills learned today help you contribute to your agency/office?
See comments below

8. What kinds of sessions or topics would you like to see included at future conferences?
See comments below

9. Overall, how was the quality of the speakers/presenters? (Check one) 84 responses*

- | | | | | |
|---|--|--|--|-------------------------------|
| <input type="checkbox"/> Excellent
33 or 39% | <input checked="" type="checkbox"/> Very good
39 or 46% | <input type="checkbox"/> Good
11 or 13% | <input type="checkbox"/> Fair
1 or 1% | <input type="checkbox"/> Poor |
|---|--|--|--|-------------------------------|

10. How was the quality of food? (Check one) 81 responses*

- | | | | | |
|--|---|---|--|--|
| <input type="checkbox"/> Excellent
8 or 10% | <input type="checkbox"/> Very good
14 or 17.3% | <input checked="" type="checkbox"/> Good
38 or 47% | <input type="checkbox"/> Fair
20 or 24.7% | <input type="checkbox"/> Poor
1 or 1% |
|--|---|---|--|--|

11. How were the conference facilities? (Check one) 84 responses*

- | | | | | |
|---|--|--|--|--|
| <input type="checkbox"/> Excellent
19 or 22.6% | <input checked="" type="checkbox"/> Very good
31 or 36.9% | <input type="checkbox"/> Good
25 or 30% | <input type="checkbox"/> Fair
8 or 9.5% | <input type="checkbox"/> Poor
1 or 1% |
|---|--|--|--|--|

12. OVERALL SATISFACTION RATING: (Check one) 83 responses*

- | | | | | |
|---|--|--|--|-------------------------------|
| <input type="checkbox"/> Excellent
27 or 32.5% | <input checked="" type="checkbox"/> Very good
36 or 43.4% | <input type="checkbox"/> Good
18 or 21.7% | <input type="checkbox"/> Fair
2 or 2.4% | <input type="checkbox"/> Poor |
|---|--|--|--|-------------------------------|

III. FEEDBACK – verbatim comments from attendees

A. Most interesting or useful topics

Assessment

- Assessment and evaluation methods used to build and assess lang. access services in social services agencies
- MPI

Interpreters

- Distinguish interpreter vs. translator. Appreciate the description of the training of interpreters
- Experiences by challenging facing by interpreters & LEP; role of bilingual & resources available on line & books
- I find interpreting topic interesting but its not related to my job. It's more of my personal situation
- Information regarding what is competent interpreter
- Skills and ethic of translation/interpretation
- The commitment the state/federal/private agencies are keep consistency to the interpreting services
- The different resources about interpretation and translations
- The role and ethics of the interpreter

LEP

- Dev of LEP & challenges
- LEP

Other

- As a novice in this field, all topics
- Language access in the economical sense?
- Legal requirements
- Police not w ?

Panel

- Afternoon session was better, speakers were better presenters and knowledgeable
- All
- All of it
- All provided diverse perspectives
- Everything! Thanks to all the speakers & organizers, planners, etc.
- Everything was very interesting
- Help other
- Info on the law & its requirements
- National Center on Immigrant & Interpretation Policy and Promising Practices
- Panel "What Works, Good Stuff, How it can happen"
- Panel discussion in general
- Panels
- Practical discussions of real life challenges
- The A.M. panel was terrific...down to earth presentation; PM panel complemented the keynote and OLA director's speeches
- P.M. panel; loved the PM panel
- Promising practices in the afternoon e.g. the MPI assessment, Ayuda model
- The morning panel was great, especially Luane and Merina
- The second half of the presentation. Very good ideas on implementation.

- By using the different sources mention in the conference also the important info from different presentations
- Change in perspective
- Comply with laws ___? – surrounding language access
- Gave me a clearer idea of what it takes to make a successful LEP program
- “If you don’t do it then who”? Just have the passion to advocate for those who are disadvantaged.
- Increase technical knowledge/capacities for our agency
- It will help me to assist LEP client with their language needs in the most appropriate and effective means possible.
- Knowledge & information is critical in order to service those in need
- Knowledge & skills learned today benefits me personally. Passionate about helping my own people. Knowledge will help me be an effective interpreter for them in an informal environment
- More culturally sensitive
- Refreshing my thinking that will help my work
- Use of contract language important
- Yes, helping people

Next Steps

- Better serve clients access to program
- Encourage me to work with my agency and other community members
- Get more involved w/the community
- Suggest how to expand outreach

Other

- It’s not related for my agency, especially my agency office is for autism clients

Policy

- Develop a language access program
- Develop policy for organization
- I have a better understanding of the challenges in this area & what strategies are available
- Implementation to be taken seriously! Commitment of service providers needed as usual.
- Improve procedures on providing services to LEP individuals.
- Make sure our agency’s LEP plan is up to par
- Making it a priority. Renewing interest in language accessibility in our service & outreach
- Relook @ own language access plan, update, service & improve
- Reinforcing the importance of LEP issues
- The access to various agencies
- Will improve it

Resources

- Expand partnerships with community encourage?
- MHAC – Micronesian Health Advocacy coalition definitely will benefit as we establish ourselves as a community resource – Micronesians for Micronesians.
- More awareness of resources available
- Secure resources for use by front line staff
- To support development of Micronesian language resources/agencies

Training

- Better info about LEP
- Further educate and afford more resources to staff

Other

- Maybe a video of the process of using an interpreter. For example, showing the interaction between client, interpreter and provider
- Nothing much – enjoyed the session but perhaps a different set up to facilitate group interaction & also the agency use of its bilingual staff

D. Speakers

- Very enthusiastic about what they all shared

Speaker	Additional Comments / What they learned:
<p>John Trasviña, Assistant Secretary, HUD, <i>Keynote Address</i></p>	<ul style="list-style-type: none"> - Evolution of language access rights in laws & policy implementation - Good introduction on the importance of equal language access - Informative - Nice keynote address - The cooperative work of the various agencies - The historical-broad based overview strengthened the teeth of Title VI - That everyone has civil legal rights especially for those who speak languages other than English - Very short!!
<p>HAWAII OVERVIEW: Serafin "Jun" Colmenares, Jr., <i>Language Access Plan Implementation in Hawaii</i></p>	<ul style="list-style-type: none"> - Awesome. Hang in there pal! - Check on our agency's language access plans & improve - Excellent conference overall - Funding ___? - Great info on lang. access - In November 2009, OLA will operate under/on a one man basis due to budget cuts ☹ - Informative - Lots of info - Not enough on the challenges – mostly about bureaucratic regulations - Policy does not necessarily reflect practice or vice versa - Very important intro – understand the meaning - Very informative data & information
<p>Suzanne Zeng, UH CITS <i>Language Access Resources in Hawaii</i></p>	<ul style="list-style-type: none"> - Ask ?s research competency - Classes, courses & resources available to interpreters at UH - Complexity and challenges - Good ethics practice is important - Engaging & informative - Excellent info on interpreting - I expect more on resources. No tools on assessing competency of resources & expensive translation ?? - "If you get stolen, call the police" ☺ - Informative - Simple, practical presentation - Spelled Samoa wrong! - Super! - Very good info - Very practical

<p>PANEL II: PROMISING PRACTICES</p> <p>Irfana Anwer, Ayuda (Community Legal Interpreter Bank)</p>	<ul style="list-style-type: none"> - Cost saving & the legal spectrum of lang. access - Excellent - Excellent! Clear! - Fabulous - Model development - Need to know more and understand how to get to workshops - Very informative - Very informative and knowledgeable - Will Ayuda model work in Hawaii?
<p>Laureen Laglagaron, Migration Policy Institute</p>	<ul style="list-style-type: none"> - Ability to translate own "academic" notion to practice - Assessment and evaluation of our program & services - Assessment of promising practices – resourcefulness & creativity; issue tracking and evaluation - Excellent - Excellent chart on lang access from ea states - Good comprehensive review - Reflect on how well are we doing? - To the point info, very professional - Very informative Excellent resource material - Very very very informative - Very well explain everything is self explanatory - You cannot measure improved state & ?? just by ? provision of language access services. If you could, we would resolve the health disparity issue!
<p>Rodolfo Estrada, Vera Institute of Justice</p>	<ul style="list-style-type: none"> - Best practices examples - Great brah! - How to draw on his own experience - Presents the topic in a very understandable way - Real life examples were good to hear - Sample of documents - Simple and a very clear pic of how to understand diff aspects - Vera Institute of Justice should be a 'model' entity here in Hawaii in terms Hawaii's population of immigrants - Very informative – good speaker. Excellent ideas

E. General Comments

Audience

- Distracting audience – woman on my right texting or playing games; woman on my left sleeping; woman in next row 3 seats over reading paperback book

Facilitator/s

- Introduction to speakers seem too long
- Introductions were a bit too long & seemed to take away from speakers' time
- The facilitators takes away too much time, should allow attendees more time to ask questions and to make comments

Facilities

- Seating – hurt my back
- Should have turned on overhead lights on stage so we could better see speaker's faces. Stage was dark; limited parking