

OFFICE OF LANGUAGE ACCESS

10-YEAR STRATEGIC PLANNING RETREAT

November 9, 2007

Susannah Wesley Community Center

1:00 p.m. to 8:00 p.m.

AGENDA

1. Welcome and Introductions
2. Overview of the Office of Language Access
3. Ground Rules
4. Community Input and Summary
5. Purpose of Strategic Planning
6. Break
7. Discussion of Vision
8. Discussion of Mission
9. Discussion of Values
10. Discussion of Goals
11. Discussion of Strategies
12. Dinner Break
13. Wrap Up and Next Steps

LANGUAGE ACCESS ADVISORY COUNCIL

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

Friday, November 9, 2007
Susannah Wesley Community Center

RETREAT NOTES

1. The retreat started at 1:15 p.m. Those in attendance are as follows:

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 |
| - Sr. Earnest Chung | Language Access Advisory Council Member |
| - Lito Asuncion | Language Access Advisory Council Member |
| - Canisius Filibert | Language Access Advisory Council Member |
| - Dr. Suzanne Zeng | Language Access Advisory Council Member |

Excused:

- | | |
|------------------------|---|
| - Namaka Rawlins | Language Access Advisory Council Member |
| - Dr. Tin Myaing Thien | Language Access Advisory Council Member |

Others Present:

- | | |
|--------------------------|---|
| - Frances Lum | Department of the Attorney General |
| - M. Uilani Pauole de Sa | Office of Language Access |
| - Shari Dela Cuadra | Office of Language Access |
| - Jeremy Low | Office of Language Access |
| - Carol Rodrigues | Office of Language Access |
| - Merry Balatico | Office of Language Access |
| - Kim Winegar | Catholic Charities Hawaii |
| - Debi Tulang-De Silva | Office of Equality and Access to the Courts |
| - Philip M.Liu | Office of Equality and Access to the Courts |
| - Ana Lisa Vidad | Office of Equality and Access to the Courts |
| - Pat MacManaman | Na Loio Immigrant Rights Center |
| - Dr. Michael Cheang | University of Hawaii |

2. Welcome and Introductions

Dominic Inocelda, chair of the Language Access Advisory Council, welcomed the group. Those in attendance introduced themselves. OLA executive director Jun Colmenares introduced Dr. Michael Cheang who served as the facilitator.

3. OLA Overview

Jun Colmenares provided an overview of the Office of Language Access, its creation by Act 290, its functions, what it had done during the 6-month start-up period, and what its future plans are.

4. Purpose of the Retreat

Jun Colmenares talked about the purpose of the retreat which is to provide input and a process to the development of OLA's 10-year strategic plan.

5. Community Input

Dr. Cheang started the facilitation of the strategic planning process by reviewing submitted written input from several stakeholders/individuals. An oral presentation was made by Pat MacManaman of Na Loio where she laid out some of her thoughts as to what OLA is expected to do.

6. OLA's Vision, Mission and Values

Using a fishbone technique, Dr. Cheang started discussion of OLA's vision and mission. However, due to lack of agreement and because of time constraints, it was decided to defer the discussion of OLA's vision and mission and instead, look at its values and goals first. A list of values was developed (see attached).

7. OLA's Goals and Strategies

Six proposed goals were presented to the group for discussion. After discussion, a revised list of six goals were agreed on and voted upon in terms of priority and importance. The goals are as follows (in terms of priority):

- Promote information, education, public awareness, and advocacy.
- Ensure that all state and covered entities are in compliance with the language access law.
- Assist in developing an adequate pool of trained language service professionals
- Develop staff expertise and resources in language access.
- Ensure the just and timely resolution of complaints about language access.
- Provide statewide leadership in language access, including policymaking.

Dr. Cheang asked the group to identify possible strategies for each goal. A list of strategies for each goal was subsequently developed (see list).

8. Next Steps

Owing to time constraints, Dr. Cheang informed the group that the list of values, goals and strategies will be compiled and summarized and provided to all participants. From there, statements of vision and mission will be developed and finalized in a future meeting.

9. Dinner and Adjournment

The retreat was concluded at 7:00 p.m. after dinner was served.

Princess Keelikolani Bldg.
830 Punchbowl St. #322
Honolulu, HI 96813
Ph: 808-586-8730
Fax: 808-586-8733
Email: dlr.ola@hawaii.gov

FAXED on: 10/29/07
by: UB.



Fax

To: Lieutenant Governor's Office **From:** Office of Language Access/ DLIR
Fax: (808) 586-0231 **Pages:** 2
Phone: (808) 586-0255 **Date:** 10/29/2007
Re: Notice of Meeting **CC:**

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Office of Language Access/ Department of Labor and Industrial Relations/ State of Hawaii
Contact: Merry at 586-8732 or fax at 586-8733

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Office of Language Access
Strategic Planning Retreat

VISION (Language Access for the State of Hawaii)

- Accessible Government; accessible people and language is not a bar.
- OLA envisions a state where limited English proficient persons will have full and complete access to state and county services, and activities and where the inability to speak English will no longer be a barrier to services.
- Language is seen as a resource and not a problem. (People are our greatest resource. Full participation in society is the only way to allow us to maximize.)

VALUES

- Results Driven
- Transparency of Function
- Openness to Public Participation – Community Driven (purpose of Language Access is to have community tell them what they need – constant dialogue with the community)
- Standards
- Model Plan for Covered Entities
- Ensure Basic Human Dignity
- One America, Many Voices (reflecting richness of culture of Hawaii) – Value Diversity
- Fairness
- Equality and Equity
- Reasonableness (what is viable to do)
- Opportunity for Full Participation for LEP persons
- Inclusiveness (everyone having a place at the table – not getting separated out because non-English speaking)
- Holistic View of the Individual
- Promote Justice
- Highest standards in re: to relationships
- Respect Language and Culture – discrimination on basis of language is discrimination against the persons identity – Do unto others
- Cannot Ignore Exclusion
- Efficiency
- Effectiveness
- Bridging (connecting people to services, people to people)
- Language Access is a Core Value (becomes mainstream) and not extra services but integral to all services
- Approachable – eliminating fear of public & government to approach the office
- Responsive to the Needs (will help to be approachable)
- Value Excellence – quality of services
- Value People (LEP Persons as resources)
- OLA is Very Helpful – Customer & Agency Service Oriented
- Teamwork
- Caring
- No One is Left Behind
- Think Outside the Box – Be Creative to make language access be the norm
- Passion for Change
- Explicit