

via copy

**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 2<sup>nd</sup> 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

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

Wednesday, September 9, 2009

DLIR Unemployment Insurance Conference Room 325  
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                       |
| - Alohalani Boido                  | Language Access Advisory Council Member                    |
| - Dr. Suzanne Zeng                 | Language Access Advisory Council Member                    |
| - Jennifer Dotson                  | Language Access Advisory Council Member                    |

#### *Excused:*

- |                        |  |
|------------------------|--|
| - Gerald Ohta          | Language Access Advisory Council, Vice-Chair |
| - Canisius Filibert    | Language Access Advisory Council Member      |
| - Betty Brow           | Language Access Advisory Council Member      |
| - Nāmaka Rawlins       | Language Access Advisory Council Member      |
| - Dr. Tin Myaing Thein | Language Access Advisory Council Member      |

- Four exhibitor spots are still available on a first come, first serve basis. Neighbor island agency representatives are welcome.
- Ten volunteer slots are available as well to assist with the conference.

**7. Announcements**

- The Inter-Agency Council (IAC) meeting is next Wednesday, September 16, 2009, 1:30 P.M. at the Susannah Wesley Center.
- The Hawaii Civil Rights Commission will present a conference, "EEO in Hawaii: Recent Developments" on October 7, 2009 at the Hawaii Convention Center. Registration is \$30 for attendees and the deadline is September 30<sup>th</sup>. More information is available at the HCRC website.
- The next LAAC meeting is scheduled for Wednesday, October 14, 2009 @ 9 A.M. Videoconferencing is planned again for the Neighbor Island members. Recommendations were made to send any relevant documents ahead of time to these members on the other islands, speakers should identify themselves first before talking, and there should be additional microphones or a better speaker phone in place to improve the communication quality.

**8. Adjournment**

- Meeting was adjourned at 10:40 AM.

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 321  
HONOLULU, HAWAII 96813  
WWW.DOLIR.LGOV.HAWAII.GOV  
Phone: (808) 586-8841 Fax: (808) 586-9099  
Email: dlir.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,

Handwritten signature of Darwin L.D. Ching in cursive script.  
DARWIN L.D. CHING

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

RECEIVED  
OFFICE OF LANGUAGE ACCESS  
2009 NOV - 3 A 6: 28  
DEPARTMENT OF LABOR AND  
INDUSTRIAL RELATIONS

**Language Access Advisory Council Meeting  
October 14, 2009  
Report of the Executive Director**

**Budget Status:**

- **Negotiations between State and union still going on. Even with furlough agreement, first round of lay-offs will most probably continue.**

**Operations:**

- **September 28, 2009 language access conference was successful. Thanks to everybody for your help.**
- **Follow up with remaining state agencies receiving federal funds re submission of their revised language access plans (deadline was July 1, 2009).**
- **Monitoring of non-federally funded agencies (7) will begin by end of October 2009.**
- **Latest issue of OLA newsletter being prepared.**
- **Received copy of COVO resolution supporting OLA (passed August 15, 2009). Other Filipino organizations sent letters to Governor supporting OLA.**
- **Annual report being prepared.**
- **OLA preparing plans for its future.**

**Update on Poster**

- **Awaiting update from CITS on the revisions of the poster.**

October 13, 2009

Deleted: September 9, 2009

The Honorable Linda Lingle  
Governor, State of Hawai'i  
Executive Chambers  
State Capitol  
Honolulu, Hawaii 96813

Mr. Darwin Ching  
Director, Department of Labor and Industrial Relations  
830 Punchbowl Street  
Honolulu, Hawaii 96813

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Dear Governor Lingle and Director Ching:

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The members of the Office of Language Advisory Council would like to request your thoughtful reconsideration of the laying off of four of the five personnel, except for the Director, within the Department of Labor & Industrial Relations, Office of Language Access (OLA). We are well aware of the State's serious economic downturn and the strong possibility for further budget restrictions. However, as advisory council members who wholeheartedly understand and believe in the mission and importance of this office, we ask that all of the current OLA personnel be reinstated. Further, we would like to request that if layoffs are inevitable as projected for November 20, 2009, we ask that all OLA positions are maintained for future staffing.

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Title VI of the Civil Rights Act of 1964 provides that "No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance." Under your administration and the signing into law of Act 290 in July 2006, which created the Office of Language Access, Hawaii is now one of the few states in the nation to legislatively address discrimination based on national origin as related to language access for limited and / or non-English speaking legal residents in Hawaii.

W recognize and appreciate your support of Act 290 and the institution of the Office of Language Access within the Department of Labor and Industrial Relations.

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Since its inception, OLA has worked diligently to implement the law which resulted in training of the language access rights of non and limited English speakers to twenty-five state agencies and a significant number of State and Federal contracted private server providers, the development of language access plans by public and private entities that serve the limited English speaking population, a successful first language access conference with nationally and locally recognized speakers and a second conference on September 28, 2009, agency training in the utilization of interpreters/translators, monitoring for compliance with the law, addressing complaints, a study to look into the feasibility of a centralized language access bank in Hawaii, quarterly newsletter publications, and providing technical assistance.

Hawaii has become a recognized leader and hopeful innovator in the provision of language access in the nation. We ask that all these accomplishments continue with an efficient and effective OLA office. This is why we make this request for continued current staffing. Hawaii has a great opportunity to not only be in the forefront of language access innovations but in becoming a national model.

**Deleted:** Through your support of Act 290 and the Office of Language Access office, Hawaii is now recognized as a State who has seriously taken its responsibility to ensure that all citizens including those who are limited and non-English speaking residents have rightful and just access to eligible public and private services in this state

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On behalf of all Hawaii's limited and Non-English speaking population, the full advisory council respectfully submits this request.

Inocelda,

Respectfully, \_\_\_\_\_ Dominic

Chair Person and Advisory Council Members  
Office of Language Access Advisory Council

Advisory Council Members / Affiliation

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

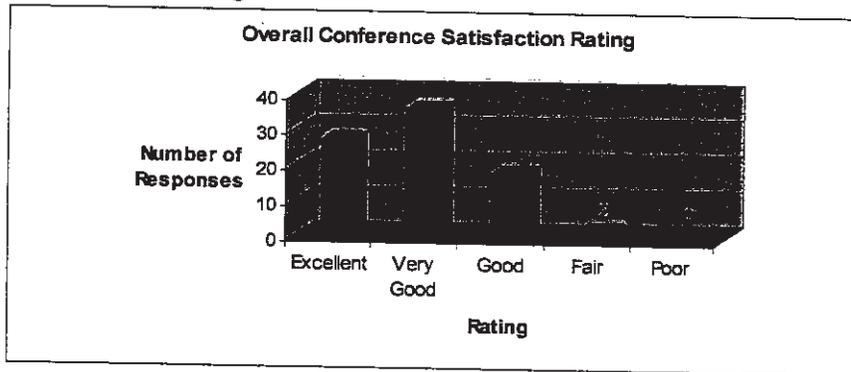
The conference evaluations were included in the conference packet and consisted two pages printed on one sheet of paper, as follows: (1) Page 1 - general questions about the conference and attendees and suggestions; (2) Page 2 – evaluations of the nine speakers.

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:

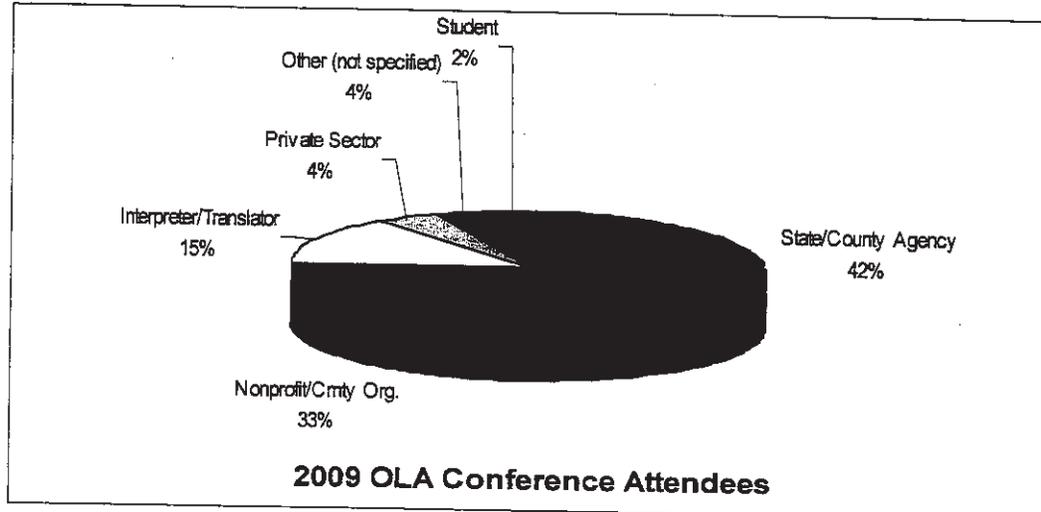
- I. Summary – this section reflects in chart/picture form the responses received from the white sheet;
- II. Details – this section includes the evaluation questions and shows the corresponding number of responses; evaluation responses for the speakers; and
- III. Feedback – this section lists participants' 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**

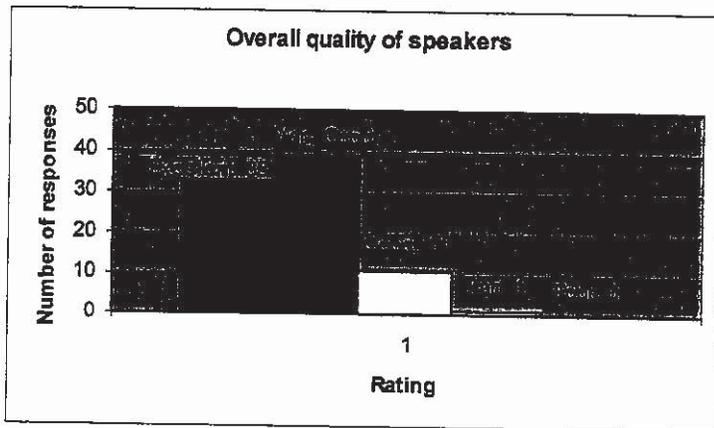
**A. Overall Rating: VERY GOOD**



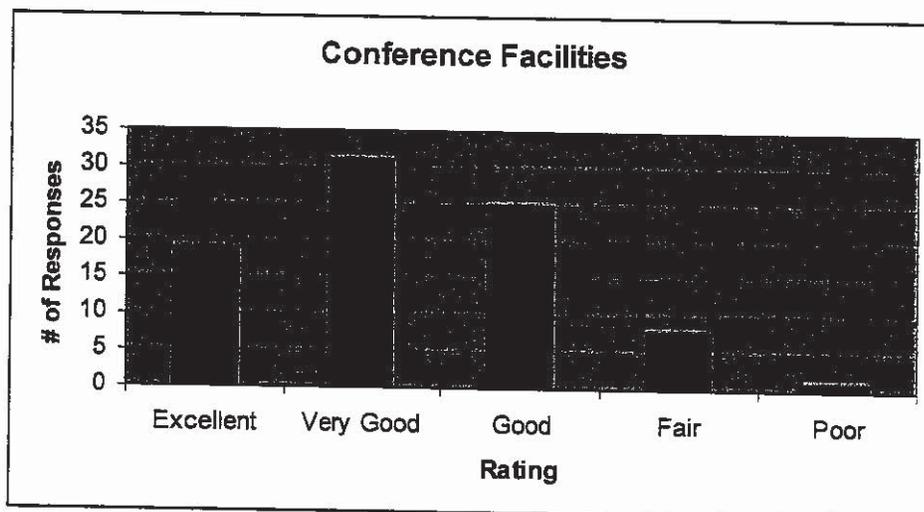
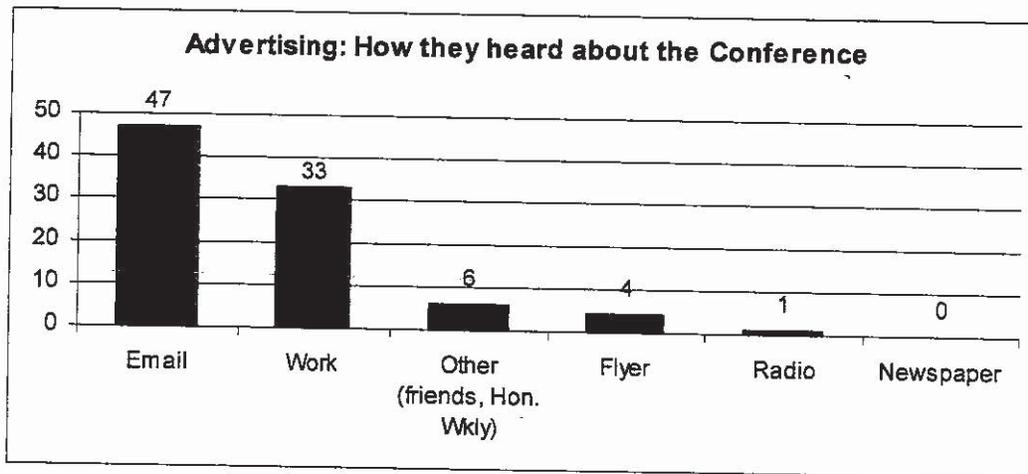
**B. Who came?**



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

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

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

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

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

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

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

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

- |  |  |  |                                   |   |
|--|--|--|-----------------------------------|---|
| <input type="checkbox"/> Strongly Agree<br>28 or 33% | <input checked="" type="checkbox"/> Agree<br>49 or 58% | <input type="checkbox"/> Neither Agree nor Disagree<br>7 or 8% | <input type="checkbox"/> Disagree | <input type="checkbox"/> Strongly Disagree<br>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<br>33 or 39% | <input checked="" type="checkbox"/> Very good<br>39 or 46% | <input type="checkbox"/> Good<br>11 or 13% | <input type="checkbox"/> Fair<br>1 or 1% | <input type="checkbox"/> Poor |
|---|--|--|--|-------------------------------|

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

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

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

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

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

- |   |  |  |  |                               |
|---|--|--|--|-------------------------------|
| <input type="checkbox"/> Excellent<br>27 or 32.5% | <input checked="" type="checkbox"/> Very good<br>36 or 43.4% | <input type="checkbox"/> Good<br>18 or 21.7% | <input type="checkbox"/> Fair<br>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"> <li>- Evolution of language access rights in laws &amp; policy implementation</li> <li>- Good introduction on the importance of equal language access</li> <li>- Informative</li> <li>- Nice keynote address</li> <li>- The cooperative work of the various agencies</li> <li>- The historical-broad based overview strengthened the teeth of Title VI</li> <li>- That everyone has civil legal rights especially for those who speak languages other than English</li> <li>- Very short!!</li> </ul>
<p>HAWAII OVERVIEW: Serafin "Jun" Colmenares, Jr., <i>Language Access Plan Implementation in Hawaii</i></p>	<ul style="list-style-type: none"> <li>- Awesome. Hang in there pal!</li> <li>- Check on our agency's language access plans &amp; improve</li> <li>- Excellent conference overall</li> <li>- Funding ___?</li> <li>- Great info on lang. access</li> <li>- In November 2009, OLA will operate under/on a one man basis due to budget cuts ☹</li> <li>- Informative</li> <li>- Lots of info</li> <li>- Not enough on the challenges – mostly about bureaucratic regulations</li> <li>- Policy does not necessarily reflect practice or vice versa</li> <li>- Very important intro – understand the meaning</li> <li>- Very informative data &amp; information</li> </ul>
<p>Suzanne Zeng, UH CITS <i>Language Access Resources in Hawaii</i></p>	<ul style="list-style-type: none"> <li>- Ask ?s research competency</li> <li>- Classes, courses &amp; resources available to interpreters at UH</li> <li>- Complexity and challenges</li> <li>- Good ethics practice is important</li> <li>- Engaging &amp; informative</li> <li>- Excellent info on interpreting</li> <li>- I expect more on resources. No tools on assessing competency of resources &amp; expensive translation ??</li> <li>- "If you get stolen, call the police" ☺</li> <li>- Informative</li> <li>- Simple, practical presentation</li> <li>- Spelled Samoa wrong!</li> <li>- Super!</li> <li>- Very good info</li> <li>- Very practical</li> </ul>

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

## 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