

LANGUAGE ACCESS ADVISORY COUNCIL

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

Wednesday, September 24, 2008
9:00 a.m. – 10:30 a.m.
DLIR Conference Room 320

AGENDA

1. Call to Order
2. Welcome & Introductions
3. Approval of Minutes of July 15, 2008 Meeting
4. Sunshine Law
5. Executive Director's Report
6. Update on Feasibility Study Requested Under SCR 67, SD 1
7. LAAC Membership Update
8. Language Access Month Activities
9. September 2009 Conference Planning
10. Compliance Issues: DHHS settlement, complaints
11. Announcements
12. Adjournment

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

LANGUAGE ACCESS ADVISORY COUNCIL

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

Wednesday, September 24, 2008
DLIR Conference Room 320

MINUTES

The meeting was called to order at 10:20 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
- Lito Asuncion Language Access Advisory Council Member
- Alohalani Boido Language Access Advisory Council Member
- Gerald Ohta Language Access Advisory Council, Vice Chair
- Sr. Earnest Chung Language Access Advisory Council Member
- Canisius Filibert Language Access Advisory Council Member

Excused:

- Nāmaka Rawlins Language Access Advisory Council Member
- Dr. Tin Myaing Thein Language Access Advisory Council Member
- Kristine Pagano Language Access Advisory Council Member
- Bill Hoshijo Executive Director, Civil Rights Commission, Ex-officio

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 for Bill Hoshijo Hawaii Civil Rights Commission
- Fred Magdalena, Ph.D. University of Hawaii
- Jennifer Brooks Office of Information Practices
- Bertrand Kobayashi for Dr. Myaing Pacific Gateway Center
- Gail McGarvey Clerk/Typist, Office of Language Access

3. Approval of minutes of July 15, 2008 meeting.

- Motion to approve minutes made by Lito Asuncion. Seconded by Canisius Filibert.
- Minutes approved unanimously. No revisions necessary.

4. Sunshine Law

- Jennifer Brooks from the Office of Information Practices (OIP) shared information and answered questions about the Sunshine Law.
- The law pertains to board business and topics that are on the upcoming agenda.
- “Executive Director’s Report” should actually list the topics to be discussed on the “Agenda” page rather than the way it is printed currently. (e.g. Staffing Issues)
- Members of the public can then read the agenda without background information and care enough to attend or testify.
- Two board members discussing a board matter is considered a “permitted interaction.” Not allowed if there are more than two members but less than quorum; any issues or discussions relating to board matters need to be postponed till the next board meeting.
- No quorum = No meeting
- The Legislature is exempt from the Sunshine Law but neighborhood boards are not; however, neighborhood boards were given certain exceptions under a recently passed law.
- What happens if quorum is lost during the course of a meeting when a member leaves? Meeting will need to stop and the rest of it should be cancelled.
- Are subcommittees subject to the Sunshine Law? Yes. “Standing Committees” are subject to the Sunshine Law. Ad hoc committees such as an “Investigating Task Force” whose members are assigned are not covered; they can meet but are not allowed to talk to other board members about the topics discussed; they are required to make a report during the next meeting.
- “Executive/Closed Meetings” are permitted for eight purposes. Some of these are:
 - a) If the board needs to consider information by law
 - b) Personal privacy issues – hiring, firing, discipline of employee, etc.
 - c) Board Consultation with attorney
 - d) Protect public safety
 - e) Criminal investigations
- Other qualifying purposes can be found on the OIP website.
- Consulting OIP first regarding “closed meetings” rather than making up purposes is recommended.

5. Executive Director’s Report

- See Attached Report.

6. Feasibility Study

- Dr. Fred Magdalena, from the University of Hawaii, passed out the revised survey. He thanked all the people who provided input over the past few weeks.
- The survey is an “oral language study” only. American Sign Language (ASL) is a separate study and may be done at a later point in time.
- The survey has not been sent out to respondents yet. There are about 300 individuals on the target list and this will be sent via email or a hard copy will be mailed if no email address is available. The survey is for agencies and questionnaires will be sent to agency heads/administrators. For large agencies, questionnaires will be sent to division heads or campus chancellors in the case of UH.

- Given time constraints, a multi-stage sampling of respondents will be done instead of including everybody on the list.
- Findings of the report will be submitted to the OLA Language Access Advisory Council by 12/15/08. Participation in the survey is voluntary.
- Identification of individuals will not be revealed in the reports. However, Fred will know who submitted and who did not turn in surveys.
- Alohalani Boido recommended including an "Indigenous Languages of America" item in #3.
- Professor Zeng recommended an "I Don't Know" line in #2.

7. Announcements

- Executive Director Colmenares briefly updated the members regarding the "Community Fair" on September 26, 2008 at the State Capitol Pavilion.
- Future meetings of the council will be held every second Wednesday of the month. Next meeting will be on Wednesday, October 8, 2008, DLIR Conference Room #320.

8. Adjournment

- Since a council member had to leave resulting in a lack of a quorum, the meeting adjourned at 10:57 a.m.

Language Access Advisory Council Meeting
September 24, 2008

Report of the Executive Director

Operations:

- New clerk-typist, Gail McGarvey, started August 13, 2008. Position of legal clerk frozen.
- Budgetary cuts.
- Feasibility study: survey questionnaire finalized and fielded.

Compliance Assistance:

- Language access plans from the Office of the Lieutenant Governor, the Departments of Finance and Parks & Recreation of Hawaii County, Maui's Department of Transportation and Honolulu County's Department of the Prosecuting Attorney have been submitted.
- Language access plans from Alu Like, Salvation Army, and the Waianae Coast Comprehensive Health Center received.
- Staff met with a subcommittee of state language access coordinators on the issue of hiring of bilingual staff; survey on public contact positions was sent out.
- Reporting Tool workshops for state language access coordinators were held on August 20, 22 and 26, 2008 at DLIR conference room; staff met with DLIR on September 19, 2008 re reporting tool.
- Started pre-monitoring visits to state agencies.
- State language access coordinators meeting held on September 18, 2008.

Language Access Advisory Council:

- Appointments of Lito Asuncion (Big Island) and Mary Santa Maria (Maui) are being processed; the rest are still not decided.

Billy Bow, Kamai - 3 bilingual clerks

Language Access Month:

- Pay stub messages for counties came out.
- Governor's proclamation issued and posted on Governor's website; press release issued.
- Article on language access published in ethnic newspaper (Fil-Am Courier).
- Radio spots in 14 languages (Know Your Rights) aired over KNDI, KREA and KZOO.
- Olelo airing of Language Access Conference proceedings rescheduled due to closed captioning requirement.
- UH Language Access Forum held on September 15, 2008.
- Preparations for September 26, 2008 Community Fair being finalized.

Outreach and Education:

- OLA made a presentation during the KCC faculty-staff orientation on August 21, 2008; met with KCC staff on September 11, 2008.
- OLA Quarterly newsletter (summer issue) is out.
- OLA participated in the "I Love Liliha" community fair on August 30, 2008.

*Revised
- LA Month*

LANGUAGE ACCESS ADVISORY COUNCIL
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 |
|---------------------|---|

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.

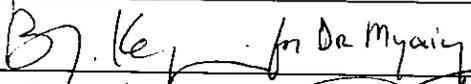
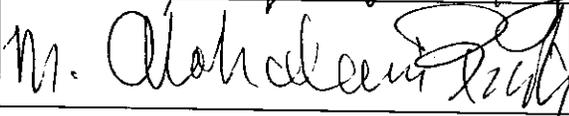
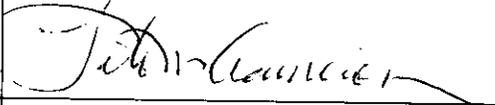
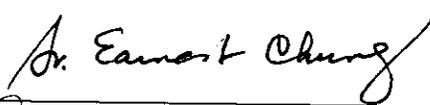
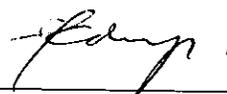
14. Adjournment

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

OFFICE OF LANGUAGE ACCESS ADVISORY COUNCIL MEETING
AUGUST 19, 2008

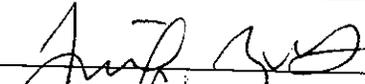
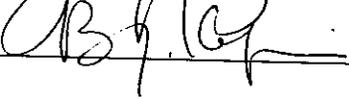
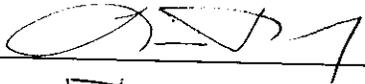
LANGUAGE ACCESS ADVISORY COUNCIL
STATE OF HAWAII
DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS
830 Punchbowl Street, Room 321
Honolulu, Hawaii 96813

ROLL CALL/ ATTENDANCE
SEPTEMBER 24, 2008
9:00 AM TO 10:30 AM

Name/Guest	Signature	Phone Number
*Tin Myaing Thein Pacific Gateway Center		851-7010
*Alohalani Boido Hawaii Interpreter Action Network		946-2558
*Canisius Filibert Micronesia Community Network		441-1343
*Nāmaka Rawlins Aha Punana Leo; UH-Hilo Hawaiian Language Center	Excused	
Gerald Ohta Department of Health; vice- chair		5804616
*Lito Asuncion Hawaii County Office on Aging		961-8600
*Dominic Inocelda Inter-Agency Council on Immigrant Services; chair		554-1006
*Sr. Earnest Chung Catholic Charities Hawaii		527-4461
*Dr. Suzanne Zeng UH Center for Interpretation and Translation Services		383-8594
✓ Bill Hoshijo Hawaii Civil Rights Commission		586-8042
Serafin "Jun" Colmenares Office of Language Access		586-8730
Kristine Pagano	— Sick	—

OFFICE OF LANGUAGE ACCESS ADVISORY COUNCIL MEETING

9/24, 2008

Name/Guest	Signature	Phone Number
Jennifer Brooks/O IP		586-1400
Bertrand Kobayashi for Dr. Myalung Pacific gateway Center		851-7010
Kivia Wang for ^{Bill} Hoshijo		586-8642
Fred Meagdale	Tom	382-5760
Francis Lum	Francis Lum	586-1450
Wilani Paivolo de Sa	Wilani Paivolo de Sa	6-8735
Gail McGarry		586-8732
Kebell Zulu		586-8734
Terrence Low		586-8737



FOR IMMEDIATE RELEASE
Tuesday, Sept. 2, 2008

Contact: HHS Press Office
(202) 690-6343
Hawaii DHS Public Information Office
(808) 586-4882

Hawaii Ensures Limited English Proficient Persons Have Equal Access to Human Services
HHS' Office for Civil Rights and Hawaii Department of Human Services Sign
Title VI Voluntary Agreement

The U.S. Department of Health and Human Services' (HHS) Office for Civil Rights (OCR) and the Hawaii Department of Human Services (DHS) have signed a voluntary agreement to improve language assistance services for limited English proficient (LEP) persons in Hawaii.

Hawaii DHS administers a \$1.7 billion annual budget to coordinate and provide specific benefits and services throughout the state, such as Temporary Assistance for Needy Families, child care, child and adult protective services, vocational rehabilitation services for people with disabilities and Medicaid health insurance.

Hawaii DHS receives federal funds from HHS and is required by Title VI of the Civil Rights Act of 1964 and implementing regulations to, among other things, take reasonable steps to provide meaningful access to its programs by LEP persons who are eligible to receive Hawaii DHS services and benefits. Hawaii DHS has four divisions with 88 local offices located on five islands that employ more than 2,300 permanent staff members.

"This agreement is a model for states in meeting their Title VI obligations to eliminate unlawful discrimination and provide equal access to HHS-funded entities," said OCR Director Winston Wilkinson. "To combat ongoing discrimination based on race, color or national origin, the HHS Office for Civil Rights will continue its enforcement efforts, along with promoting voluntary compliance and technical assistance, to ensure states comply with Title VI."

This agreement will help improve access for LEP persons to Hawaii DHS services. By enhancing its ability to provide human services to eligible LEP persons, Hawaii also improves its ability, consistent with HHS objectives, to prepare for emergencies and respond to disasters.

Hawaii Gov. Linda Lingle said the voluntary agreement is in keeping with her administration's commitment to improving services for people with limited English proficiency. In 2006, Gov. Lingle signed Act 290, which requires the state and state-funded programs to develop plans for providing interpretation services and translated documents. The law also established the Office of Language Access within the state Department of Labor and Industrial Relations.

Part 80. Title VI prohibits discrimination on the basis of race, color, or national origin in any program or activity receiving Federal financial assistance. The implementing regulations prohibit both intentional discrimination and policies and practices that appear neutral but have a discriminatory effect. Policies that have an adverse effect on the ability of national origin minorities to meaningfully access services may also constitute a violation of Title VI.

C. Purpose of Agreement

1. HDHS agrees to the terms stipulated in this Agreement and affirms its assurance of compliance with all provisions of Title VI and its implementing regulations. The promises, obligations or other terms and conditions set forth in this Agreement constitute the exchange of valuable consideration between HDHS and OCR.
2. This Agreement shall not be construed as an admission or as evidence that HDHS has not complied with Title VI or its implementing regulations with respect to any particular complaint or investigation.
3. For purposes of this Agreement, "Title VI" shall refer only to those provisions of Title VI that relate to language assistance services provided to persons with limited English proficiency.

II. Definitions

For the purpose of this Agreement, the terms listed below shall have the following meaning:

- A. **Applicant** means any person who inquires about or submits an application for public assistance benefits under any HDHS program or service.
- B. **Bilingual/Multilingual Staff Volunteer** means a HDHS staff member who has demonstrated proficiency in both spoken English and at least one other language, and who can interpret accurately, impartially, and effectively to and from such language and English using any specialized terminology necessary for effective communication, but whose main job responsibilities are other than interpretation. A HDHS staff member who only has a rudimentary familiarity with a language other than English shall not be considered "Bilingual/Multilingual Staff Volunteer" under this agreement.
- C. **Frequently-Encountered Language** means any language spoken by a significant number or percentage of the population eligible to be served or likely to be directly affected by HDHS' programs and services.
- D. **Interpreter** means a person who has demonstrated proficiency in both spoken English and at least one other language; and who can interpret accurately, impartially, and effectively to and from such language and English using any specialized terminology necessary for effective communication; and who understands interpreter ethics and client confidentiality needs. A person who has rudimentary familiarity with a language other than English shall not be considered an "interpreter" under this agreement.
- E. **Language Assistance** means all oral and written language services needed to assist LEP individuals to communicate effectively with HDHS staff and sub-recipients, and to provide LEP individuals with meaningful access to, and an equal opportunity to participate fully in the services, activities, programs, or other benefits administered by HDHS.

- a. The frequently encountered languages in HDHS' programs.
 - b. An estimate of the number of LEP individuals likely to be directly affected by HDHS' programs and their languages by reviewing various sources including but not limited to:
 - i. Census data;
 - ii. Utilization data from LEP individuals' files;
 - iii. School system data;
 - iv. Data from state and local governments;
 - v. Data from community agencies and organizations; and
 - vi. Information from refugee/immigrant agencies.
 - c. The points of contact within HDHS' programs and HDHS' contracted programs where language assistance is likely to be needed.
 - d. The locations and availability of language assistance resources, and arrangements that must be made to access these resources in a timely manner. This shall include the number of bilingual/multilingual staff volunteers, staff interpreters, contracted interpreters and community volunteer interpreters required at each HDHS office, and the resources needed to translate documents, as required.
 - e. Existing vital documents and a process for determining which later-created documents are vital documents.
2. **Determining the Language Needs of Each LEP Individual.** Within six (6) months of the Effective Date of this Agreement, HDHS shall develop and implement a system for determining the primary language of each LEP individual at the first point of contact.
- a. **In-person Communication.** Upon a staff member's initial encounter with an LEP individual for whom the staff member cannot personally provide language assistance, the staff member will determine the individual's primary language utilizing one of the following:
 - i. Multi-language identification cards or "I speak" cards;
 - ii. Poster-size language list; or
 - iii. If the LEP person does not read or recognize any of the languages included in one of the methods described above, HDHS shall use a telephone interpreting service to identify the individual's primary language.

Upon identification of the LEP individual's primary language, the HDHS staff member will refer the individual to a pre-printed statement in the individual's primary language that reads, "Please wait while I obtain an interpreter."
 - b. **Telephone Communication.** When a staff person places or receives a telephone call and cannot determine the language spoken by the person on the line, a telephone interpreter services provider will be contacted to make an assessment of the language spoken by the other party and to assist the other party as necessary.
 - c. **Documentation.** The primary language of each LEP individual shall be documented in the individual's record to alert staff that language assistance services must be provided.

G. Translation of Written Documents.

1. Within six (6) months after the Effective Date of this Agreement, HDHS shall identify existing vital documents and shall establish a process for determining which later-created documents are "vital" to the meaningful access of the LEP populations served.
2. Within one (1) year of the Effective Date of this Agreement, HDHS shall translate existing vital documents into any language spoken by five percent (5%) of the total population eligible to be served or likely to be directly affected or encountered by HDHS' programs, or one thousand (1000) persons in that population, whichever is less; later-created vital documents shall be translated into the same languages within a reasonable time of being created, but not to exceed one (1) year.
3. If there are fewer than fifty (50) persons in a language group that reaches the five percent (5%) trigger, HDHS may, in lieu of translating the vital documents, elect to provide written notice in the primary language of the LEP language group of the right to receive competent oral translation of the vital documents, free of cost to the LEP individual.
4. HDHS shall develop a process for ensuring that documents submitted by an LEP individual in the LEP individual's primary language are translated without undue delay.

H. Timely Competent Language Assistance. HDHS shall ensure that each LEP individual receives competent oral and written language assistance services necessary to ensure meaningful access to HDHS programs, pursuant to Section IV.A. of this Agreement and Title VI.

HDHS may offer to schedule appointments for LEP individuals at specified times in order to minimize waiting times and to ensure the availability of appropriate qualified language interpreters, provided that the use of an appointment facilitates the provision of language assistance and does not impede or delay the individual's access to benefits and/or services provided by HDHS.

I. Language Assistance Resources. Based on the language needs assessment conducted pursuant to Section IV.C. of this Agreement, HDHS shall annually determine what resources and arrangements are needed to provide sufficient language assistance services in a timely manner for oral and written communication. HDHS shall hire appropriate staff or utilize outside agencies as required to provide necessary services.

J. Telephone Communication. HDHS shall provide uniform procedures for timely and effective telephone communication between staff members and LEP individuals.

K. Language Assistance Standards. HDHS shall ensure that HDHS staff interpreters, bilingual/multilingual staff volunteers, and community program volunteers providing language assistance services, including interpretation and translation, are capable of competently performing their duties. Competency of bilingual/multilingual staff volunteers and community program volunteers may be established by a variety of means including self-attestation of the volunteer after having reviewed the interpreter competency standards. Whether self-attestation or another means is used to establish competency, HDHS shall take reasonable steps to ensure that the individual providing the interpretation is capable of facilitating effective communication between LEP persons and HDHS in accordance with Section II. E. of this Agreement. Standards for interpreter competency shall include

- N. **Administrative Responsibilities.** HDHS shall identify appropriate administrative personnel at each level of the organization (i.e. division, branches, unit, etc.) who will coordinate language assistance services for their respective levels. The identified personnel shall have responsibility for directing compliance with Title VI and implementation of this Agreement at their respective levels, including but not limited to:
1. Distributing to the appropriate HDHS staff members the policies and procedures regarding language assistance, the guide referred to in Section IV.B. of this Agreement, and the list of available language assistance services in Section IV.F. of this Agreement;
 2. Consulting with the Civil Rights Compliance Office on the development and implementation of staff training pursuant to Section IV. O. of this Agreement;
 3. Collecting internal data pursuant to Section IV.T., of this Agreement; and
 4. Performing other duties as identified in policies and procedures submitted pursuant to Section IV.B. of this Agreement.
- O. **Training.** Within six (6) months of the Effective Date of this Agreement, HDHS will develop and implement mandatory staff training for all supervisors and for staff members who have regular contact with applicants and participants on the HDHS policies and procedures for communicating with and serving LEP individuals. Thereafter, training on these policies and procedures shall be conducted annually and at orientation for new employees, or at least within three (3) months of employment. Training may be conducted online and be self-paced with acknowledgement of understanding by the trainees.
- P. **Complaint Procedures.** Within thirty (30) days of the Effective Date of this Agreement, HDHS will develop and implement uniform procedures for receiving and responding to complaints and concerns from LEP individuals who need language assistance services. The complaints will be forwarded to the Civil Rights Compliance Office for review and disposition.
- Q. **Notice of Non-Discrimination Policy.** Within thirty (30) days of the Effective Date of this Agreement, HDHS shall develop and post, in each area in which applicants and participants wait for service at each office, a notice of its non-discrimination policy.
- R. **HDHS Sub-recipients.** HDHS shall ensure that all applicable sub-recipients are informed of the LEP requirements of Title VI and this Agreement. HDHS shall provide information and oversee the applicable sub-recipients as necessary to monitor compliance with these requirements.
- S. **Monitoring.** To ensure effective language assistance and access to services, HDHS shall develop and implement a program to monitor the provision of language assistance services to LEP individuals and compliance with this Agreement. As part of the monitoring program, HDHS may:
1. Review LEP individuals' case records to assess whether primary languages are properly recorded in all case records and whether such persons are provided adequate language assistance services;
 2. Review complaints filed by LEP individuals to determine adequacy of language assistance services;
 3. Assess HDHS staff and sub-recipient's knowledge about HDHS's language assistance policies and procedures;
 4. Review the accuracy of the list containing the availability of bilingual staff, interpreters, and other resources;



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September 22 - 26, 2008
Washington, DC

MPI Training Institute on Immigration and Integration: Challenges and Opportunities Facing State and Local Officials

[RETURN TO MAIN PAGE](#)

Friday, September 26, 2008

DESIGNING AND IMPLEMENTING COST-EFFECTIVE TRANSLATION AND INTERPRETATION SERVICES

[AGENDA](#)

[FACULTY](#)

[REGISTER](#)

WHO SHOULD ATTEND?

State and local government officials and agency administrators who are tasked with or considering the development of language access services are encouraged to enroll in this seminar. In addition, individuals working in agencies or authorities responsible for disaster planning and emergency preparedness, ensuring equal access to government services, or addressing racial or ethnic disparities in service outcomes will also find the seminar useful. Seminar materials will focus largely on challenges and practices in the social services, elementary and secondary education, law enforcement, disaster/emergency, and health care service delivery fields. Program materials from both tracks will be available to all participants in digital format.

WHAT YOU WILL LEARN?

This seminar will provide participants with an overarching framework for the design, management, and evaluation of language access services programs that is drawn from the experience of successful practitioners across the country. It will also provide the most up-to-date information available on legal, budgetary, and legislative developments affecting the provision of language access services. The seminar will have two tracks in order to more effectively meet the needs of both start-up and established programs. Topics will include:

- Assessing language needs and developing service response plans;
- Allocating resources and controlling costs;
- Challenges and opportunities of working with volunteer interpreters and/or community-based organizations to gain service capacity;
- Designing translation or interpretation contracts with vendors;
- Recruiting, compensating, retaining, training and allocating multilingual employees;
- Establishing and implementing procedures for quality control;
- Understanding and putting to use the latest developments in translation and interpretation technology.

12:00 - 1:00 PM	LUNCH (provided)
1:00 - 2:15 PM	<p>SESSION II</p> <p>Track A: Designing a Service Delivery Plan and Getting it Funded</p> <p>Track B: Negotiating with the Negotiators: Getting What You Need from Established Collective Bargaining, Contracting, and Budgeting Processes</p> <p><i>Track A is geared to start-up programs. Track B is geared to established programs.</i></p>
2:15 - 3:30 PM	<p>SESSION III</p> <p>Track A: Maximizing Your Human and Technology Resources</p> <p>Track B: Quality Control and Program Evaluation: Continually Improving Quality and Cost-Effectiveness</p> <p><i>Track A is geared to start-up programs. Track B is geared to established programs.</i></p>
3:30 - 3:45 PM	BREAK
3:45 - 5:00 PM	<p>SESSION IV</p> <p>Track A: Getting it Right the First Time: Setting up a System that Will Stand the Test of Time</p> <p>Track B: Pushing the Envelope: Exploring Unified Services for Multiple Agencies and Making the Most of New Technologies</p> <p><i>Track A is geared to start-up programs. Track B is geared to established programs.</i></p>

Rights and Citizenship" (with MPI's Michael Fix), a Report of the Working Group on Social Rights and Citizenship for the Carnegie Endowment for International Peace, Comparative Citizenship Project. Ms. Laglagaron received her JD from the University of California, Los Angeles, School of Law where she received a certificate from the Program in Public Interest Law and Policy. Ms. Laglagaron also holds a BA in Economics and Sociology/Anthropology from Swarthmore College.

Mark Lewis is Director of Immigrant Services in New York City's Office of Children and Family Services. In his current position, he is responsible for language access policy, coordinating Special Immigrant Juvenile Status services, and improving child welfare services to New York's diverse immigrant population. Over his career, Mr. Lewis has worked both in government and in the advocacy community. He worked in New York State government, beginning as a housing specialist for the state social services agency, and eventually becoming a Deputy Commissioner for Policy Development where he was responsible for intergovernmental relations, public information, and homeless and AIDS programs. Mr. Lewis was also the Refugee Coordinator for New York State and worked with the New York Immigration Coalition as their Albany lobbyist and policy consultant on educational issues.

Kleber Palma currently serves as the Director of the New York City Department of Education's Translation and Interpretation Unit, which he was charged with establishing in 2004. The Unit is responsible for providing translation and interpretation support to more than 1,400 schools and offices that serve a student population of over 1.1 million. Prior to assuming this role, Mr. Palma was the Director of the Los Angeles Unified School District's Translations Unit (the second largest school system in the country), a Language Specialist for the Federal Bureau of Investigation, and a Translation Services Manager for a private firm in California. Mr. Palma has also had vast experience as a freelance Spanish translator and is currently the Managing Director for Palma Communications, a language access consulting firm. He holds a BA in International Relations from the University of Southern California and a MBA from California State University, Los Angeles.

Jason Reed is the Limited English Proficiency (LEP) Program Manager for the Economic Services Administration within the Washington State Department of Social and Health Services (DSHS). Mr. Reed's current responsibilities include developing and implementing language access policies and procedures, writing and oversight of the interpreter/translation service contracts for the Department, and training staff on the Department's language access program. Mr. Reed has 15 years of experience working with language access issues for DSHS. His previous responsibilities have included working as a Spanish language translator and managing the Department's language testing and certification program.

Christine Stoneman is the Special Legal Counsel at the Coordination and Review Section (COR) of the Civil Rights Division of the United States Department of Justice. She has overseen investigations, technical assistance efforts, and collaborative projects designed to ensure equal access, including many focused on increasing access for limited English proficient persons to federal and federally-conducted programs and activities. She is a graduate of Georgetown University Law Center and received a postgraduate degree as a Rotary Scholar at Monash University in Australia. She obtained her undergraduate degree from the University of Wisconsin-Milwaukee.