

LANGUAGE ACCESS ADVISORY COUNCIL (LAAC) MEETING MINUTES
Director's Conference Room 320, Department of Labor and Industrial Relations
830 Punchbowl Street, Honolulu, Hawai'i, 96813

Agency on Elderly Affairs, Piikoi Building, Suite 330
4444 Rice Street, Lihue, Hawai'i, 96766

Maui District Health Office, State Office Building
54 South High Street, Room 415, Wailuku, Hawai'i 96703

746 Hele Mauna Street, Hilo, Hawai'i, 96720

November 12, 2014
9:30 a.m. – 11:00 a.m.

PRESENT: Dominic Inocelda, Chair; Serafin "Jun" Colmenares, Ex-officio; Livia Wang for Bill Hoshijo Ex-officio; Kristine Pagano for Francine Wai, Ex-officio; Lito Asuncion; Melba Bantay; Mindy Emmons; Patricia Harpstrite; Margarita "Day Day" Hopkins; Mary Santa Maria; Terrina Wong; Rebeca Zamora

EXCUSED: Gerald Ohta, Vice-chair; Jennifer Dotson; Dr. Ruth Mabanglo

STAFF/Others: Rebecca Gardner (OLA); Gail McGarvey (OLA); Sabina Wilford ASL Interpreter

AGENDA ITEM	DISCUSSION
1. Call to order	The meeting was called to order at 9:40 a.m. with quorum by the Chair, Dominic Inocelda.
2. Welcome and Introductions	<ul style="list-style-type: none">The Chair welcomed all present and those participating by video-conferencing.
3. Approval of Minutes of October 08, 2014 Meeting	<ul style="list-style-type: none">The Chair asked if there were any corrections to the meeting minutes.The motion was carried unanimously to accept meeting minutes of October 08, 2014.
4. Executive Director's	Executive Director, Jun Colmenares presented his report for November, copies were distributed

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Report	<p>and an update was given to the council. Some highlights were as follows:</p> <ul style="list-style-type: none"> • More than 100 people attended the Bruce Adelson U.S. Federal Language Access Law Agency Compliance Workshop on October 22-23, 2014 at the Queen’s Conference center. It was very successful and evaluation feedback was positive. Mary Santa Maria said the workshop got people recognizing and talking about federal language access. She was able to watch the workshop on Maui via video conferencing and she felt this was a good use of technology as she was unable to attend in person. • The PIG Roster of Interpreters/Translators met to finalize the application questionnaire. Terrina Wong asked about how it will work. Jun Colmenares responded that OLA will only provide a list of interpreters and will not make referrals. Interpreters will be responsible for providing their own contact information. Kristine Pagano asked if OLA was going to contact interpreter agencies to be listed on the Roster’s application, in contrast, DCAB only has individual interpreters listed. There was a question if agencies would be against their employees working at outside jobs, Pat Harpstrite pointed out that if agencies want to limit the employee from working other jobs it would have to be in their contract. Mindy Emmons added that there is a non-competition clause for some businesses. • OLA met with the UH Conference and Event Services (CES) on November 5, 2014 to discuss the contractual responsibilities for the five training/workshop events for December 2014 to April 2015. The five workshops include: Holly Mikkelson on Court Interpreter Training – December 2014, Kleber Palma, Translations of Documents – January 2015, Police training workshop – February 2015, Judges training workshop co-sponsored with the Office of Equality and Access to the Courts (OEAC) – March 2015, and lastly, a training workshop for Department of Education educators. Rebeca Zamora asked what the content for the Holly Mikkelson workshop would be. Jun Colmenares said it was a two day workshop for all level of court interpreters, the first day would cover basics, and ethics training, and the second day would focus on advanced ethics training, materials, preparing for certification exams and more for advanced court interpreting. Mindy Emmons wanted to know if there would be any skills building or if it was just about court interpreting. Jun Colmenares said they were working with OEAC on a list of topics. • Bridging the Gap (BTG) training started on November 07, & 08, 2014. Limited enrollment, 19 registered representing nine languages. Mary Santa Maria certified BTG trainer said the applicants were well qualified. Pat Harpstrite, a registered participant, said Mary was doing a great job with many group activities and group interactions. • OLA has prepared three draft legislative proposals: the extension of the LARC (Language Access Resource Center) program for another two years; the restoration of three lost OLA

AGENDA ITEM	DISCUSSION
	<p>positions; and state certification for medical interpreters. Both Senator Chun-Oakland and Representative Aquino have agreed to sponsor these bills. Regarding state certification for medical interpreters Melba Bantay asked who is qualified to do the certification. Per Becky Gardner the bill would create a “board” to do the certification; this is being based on Oregon’s law. Kristine Pagano asked to see the revised draft. Reply from Jun Colmenares, was at the time the second draft was still being worked on for submission to Senator Chun-Oakland before the holidays.</p> <ul style="list-style-type: none"> • Executive Director working on Budget variance report and annual report to the governor, both due in November. • There was lengthy discussion with questions regarding the interagency efforts for the procurement of translation services through a statewide language services contract. Department of Human Services (DHS) is taking the lead and will make a draft proposal. The Request for Proposal (RFP) is planned to be implemented by July 15, 2015. Kristine Pagano wanted to know what the scope of the proposal would be. Jun Colmenares said the goal is for a statewide contract, though details are still being discussed. We hope to have a list of vendors that meet certain standards at good negotiated rates. Kristine Pagano asked if the RFP panel will be made up of persons who are knowledgeable of translation services. Also how will the quality be determined of the service that will be provided and how do you know the vendor is qualified? Becky Gardner replied that DHS is taking the lead as they have already been through this process. Jun Colmenares reassured the council that there will be steps in place and that the panel will know what qualifications are needed. Mindy Emmons asked if she would be able to give input to the panel and committee as she has a lot of experience as an interpreter. Becky Gardner recommended she would email the LEP Project manager, Helena Manzano with the council’s inquiries regarding the RFP and cc Kristine Pagano, Terrina Wong, Patricia Harpstrite and Rebeca Zamora on the email. Mary Santa Maria said there are several agencies like DHS using translation services. There should be a survey of data that other agencies have on vendors. Need to use a survey assessment before deciding on who will be picked. Her suggestion is to get these assessments from other agencies. • OLA is in discussion with CCHCP (Cross Cultural Health Care Program) about translation of their medical glossary into Chuukese, Marshallese, Tagalog, Ilokano and Cebuano. These are in Hawaii’s top LEP languages. A panel would need to be established, with Hawaii persons to review the translations. OLA will pay for translations cost (estimate \$9,000) but the property would belong to CCHCP. Jun Colmenares asked for some suggestions regarding this project. Kristine Pagano asked that if OLA is paying for the translation should not they own it? Per Jun Colmenares CCHCP owns the rights to the English translation. Mary Santa Maria feels OLA

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	<p>should get free copies, Melba Bantay said that Catholic Charities developed a book and the book is theirs, we should just give acknowledgement to CCHCP and Mindy Emmons said in exchange for developing the book OLA should get a discount. (OLA is already getting a discount, under the licensing agreement.)</p> <ul style="list-style-type: none"> • The Executive Director and Gerald Ohta will be attending the 142nd American Public Health Association Annual Meeting in New Orleans, LA from November 15-20, 2014. Kristine Pagano asked who would be paying for the travel. OLA will be paying for Jun Colmenares to attend and Gerald Ohta's travel will be paid for by the Hawaii Public Health Association. Mary Santa Maria asked what the objective was for ED travel. Per Jun Colmenares it would be for the social determinants of health language access, how your zip code determines health care you receive. He will also use this opportunity for networking and making contacts for possible speakers for next year's annual language access conference. •
5. Report of the Chair	<ul style="list-style-type: none"> • Chair, Dominic Inocelda reported that at the Inter Agency Council meeting it was reported by public health nurses in the Filipino community people are not getting health insurance. It costs more to sign up for health insurance on the Health Connector.
6. Reports of Standing and Ad Hoc Committees	
Legislative Committee	<ul style="list-style-type: none"> • The new bills were already discussed in the Executive Director's report. A PIG legislative bill meeting was scheduled tentatively for Tuesday, November 25, 2014 for 2:00 p.m. with Dominic Inocelda, Gerald Ohta, Jun Colmenares and Becky Gardner.
Special Projects Committee	<ul style="list-style-type: none"> • No meeting.
Plans Review Committee	<ul style="list-style-type: none"> • No meeting.
By-Laws Committee	<ul style="list-style-type: none"> • No meeting.
Permitted Interaction Group - Annual Hawaii Conference on Language Access	<ul style="list-style-type: none"> • Per Dominic Inocelda a new PIG for the annual language access conference should be formed for next year's conference.

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Motion to Form Permitted Interaction Group (PIG) for 2015 Annual Hawaii Conference on Language Access	<ul style="list-style-type: none"> • Mindy Emmons moved to form a PIG for 2015 Annual Hawaii Conference on Language Access, Patricia Harpstrite seconded the motion. • Motion unanimously carried. • Members: Dominic Inocelda, Rebeca Zamora, and Becky Gardner
Permitted Interaction Group - Language Access Month	<ul style="list-style-type: none"> • It was agreed by the council that this item would be taken off the agenda.
Permitted Interaction Group – Roster of Interpreters/Translators	<ul style="list-style-type: none"> • This was already discussed in ED report above. It was suggested to have data and choices available online for users.
7. Other Upcoming Events	<ul style="list-style-type: none"> • None
8. Agenda Items for Next Meeting	<ul style="list-style-type: none"> •
9. Announcements	<ul style="list-style-type: none"> • The council still has two vacancies. Still pending Hawaiian Language Advocacy organization. Barbara Tom’s application for LEP Community has been received by the Boards and Commissions. • Dr. Ruth Mabanglo will be in the Philippines until February 2015 and has asked if she will have to resign since she cannot attend the council meetings for 3-4 months. It was recommended that Jun Colmenares ask Dr. Mabanglo if her resignation is due to health reasons or something else, and then we can make a recommendation accordingly. • Day Day Hopkins had several announcements and several concerns to share. <ul style="list-style-type: none"> ○ The Hawai`i County Police Department will be holding a Cultural Workshop, January 21, 2015. Dr. Kimo Alameda, Day Day Hopkins, a Marshallese representative, and a Western Pacific representative have been invited to speak and share their cultural experiences. ○ Attended the Rotary Club of Hilo Bay Meeting. The Hawaiian Island Family Residency Program did not address the issue on medical interpretation and translation for LEP patients. They receive federal funding therefore they should include language access in their training and should be in contact with OLA. ○ Regarding the lava flow community meetings on the Big Island, Chuukese parishioners are not aware of the lava flow current news due to lack of access to radio and TV. There is only face to face contact. Concerned with how to get help to the Chuukese community about lava flow updates. ○ Kristine Pagano suggested that Tracy Spendia is the best person to contact for help,

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	<p>she is the ADA coordinator for the Big Island and she has access to interpreters.</p> <ul style="list-style-type: none"> ○ Terrina Wong, said the best way to reach the Chuukese community is through the church, to work with the pastor to communicate with the church members. ○ Jun Colmenares said Dr. Maria Chun is in charge of the UH Residency Program and she is leading the program on cultural competency for residents, he will contact her. ○ Scheduling of the OLA workshops have been too close to each other and this is hard on the staff. Day Day wanted to make sure OLA staff; Becky Gardner and Gail McGarvey were especially recognized for their hard work under such conditions. ○ Dominic Inocelda acknowledged and thanked the OLA staff for their hard work. <ul style="list-style-type: none"> ● Kristina Pagano announced that there is a You Tube video to watch – a Deaf Mom Dancing with her Son ● Second Annual HSDB Winter Festival, 11:00 AM to 2:00 PM, Saturday, December 6, 2014 at Hawaii School for the Deaf and Blind, 3440 Leahi Avenue, Honolulu, Hawaii. ● Next Language Access Advisory Council meeting to be held on Wednesday, December 10, 2014 @ 9:30 AM to 11:00 AM, same location.
10. Adjournment	Chair, Dominic Inocelda adjourned the meeting at 11:10 a.m.

Submitted by Gail McGarvey