

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 967036

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

September 10, 2014
9:30 a.m. – 11:00 a.m.

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

EXCUSED: Jennifer Dotson; Mindy Emmons; Dr. Ruth Mabanglo; Terrina Wong

STAFF/Others: Robbie Adams, DLIR, Director's Office, guest; Rebecca Gardner (OLA); Gail McGarvey (OLA); Patty Sakal, ASL Interpreter

| AGENDA ITEM | DISCUSSION |
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| 1. Call to order | The meeting was called to order at 9:37 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 introductions were made for guest, Robbie Adams, from the Director's Office of the Department of Labor and Industrial Relations. Ms. Adams is assisting with the language access plan for the department. The Chair reminded everyone to please identify themselves and speak clearly so the neighbor island listeners will know who is speaking. |

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| 3. Approval of Minutes of July 09, 2014 Meeting | <ul style="list-style-type: none"> • The Chair asked if there were any corrections to the meeting minutes. There were some minor corrections which were noted. • Motion to accept the meeting minutes as corrected was made by Jun Colmenares and seconded by Melba Bantay. • The motion was carried unanimously and meeting minutes of July 09, 2014 were accepted. |
| 4. Executive Director's Report | <p>Executive Director, Jun Colmenares presented his report for September, copies were distributed and an update was given to the council. Some highlights were as follows:</p> <ul style="list-style-type: none"> • The transfer from Department of Labor and Industrial Relations server to the Department of Health (DOH) has been completed. • Waiting for conversion of exempt OLA staff positions to civil service to be effective in mid-September. • The Roster of Interpreters/Translators PIG met on August 11 and 20, 2014. A draft questionnaire is being reviewed for testing during the workshop on September 19, 2014. • Although the questionnaire is for the interpreters, Mary Santa Maria suggested that providers should look at it also, to get feedback from an outside perspective, from those who are looking for an interpreter. • Kristine Pagano asked to see what types of questions were being asked. The ED shared a draft of the questions with the council. After looking over the draft, Kristine commented that it was more of a survey, than a questionnaire. Pat Harpstrite said that it is referred to as a questionnaire but is really an application. Kristine agreed with her sharing copies of documents and application forms that Disability and Communication and Access Board (DCAB) uses on their website. • OLA is bringing Bruce Adelson to Honolulu to conduct a two day workshop on federal language access compliance on October 22-23, 2014 at the Queen's Medical Center Conference auditorium. • Holly Mikkelson has agreed to come on December 5-6, 2014 to do a free, workshop for improving skills of court interpreters on Oahu; OLA is working with the Judiciary's Office on Equality and Access to the Courts (OEAC) on this. Kristine Pagano wanted to know how the workshop would be conducted with so many languages. Pat Harpstrite replied that court interpreter workshops have generic materials. The ED said they are still in discussion of topics needed for Hawaii interpreters. Gerald Ohta asked if there will be video streaming of the workshops: Queen's Conference Center has the ability to broadcast out. ED said he will look into it. • Kleber Palma, Director, Translation and Interpretation Unit, of the New York City Department of |

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| | <p>Education has tentatively agreed to do a workshop on translation of vital documents in January 2015. He was an invited speaker at the 5th Annual Hawaii Conference in 2012.</p> <ul style="list-style-type: none"> • OLA will be offering a 40 hour Bridging the Gap (BTG) training for medical interpreters on November 7-8, 14 and 21-22, 2014. Five days, two different locations. Kristine Pagano asked if ASL interpreters can take the workshop. The BTG training is for oral interpreters. • The State Language Access Coordinators quarterly meeting was on August 27, 2014. There was discussion of revising and simplifying the OLA reporting tool. Kristine Pagano asked when the reporting tool would be completed. ED said that the Department of Human Services is testing the reporting tool now and it may be available before the end of the year. There were questions and discussion regarding how agencies will know about the language abilities of the applicants, as there is an issue with DHRD – it is a violation to ask about an applicant’s national origin. How do you measure the efficacy of the person’s use of a language? There were concerns about training the staff serving the public and who educates the staff person about errors in information. • Next meeting of the Hawaii Language Roadmap Initiative will be on September 15, 2014 at UH Manoa campus. Jun Colmenares and Gerald Ohta appointed to attend next meeting representing the LAAC and DOH. • A meeting will be scheduled with Senator Suzanne Chun-Oakland, OLA and Department of Education (DOE) to discuss the Seal of Biliteracy Program for students. Nationally eight states have approved programs. DOE wants to issue this voluntary program for high school students who have studied and attained proficiency in two or more languages. Testing will be on language proficiency not interpreting. This would need to be approved through the Board of Education (BOE) or if not the BOE, to be pursued through legislation or executive action. • OLA will be preparing three legislative proposals: add LARC program to the base budget for another two years; reestablish two OLA staff positions that were taken away; and state certification for medical interpreters, largely based on Oregon’s state certification requirements. Must have discussion over what OLA wants to do. The Chair said the council might need to create a Permitted Interaction Group (PIG) to discuss this at a later date, looks like we need more information and research. Becky Gardner will draft the proposals for review by the council. |
| 5. Report of the Chair | <ul style="list-style-type: none"> • Chair, Dominic Inocelda had no updates or reports. The Chair said that he attended the Hawaii Language Roadmap Initiative meeting on August 18, 2014. |
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| 6. Reports of Standing and Ad Hoc Committees | |
| Legislative Committee | <ul style="list-style-type: none"> • No meeting. |
| 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"> • The PIG Conference Committee had an evaluation meeting on August 13, 2014 as reported by Jun Colmenares. The majority of feedback was the conference was excellent and had a variety of good speakers and panels. For next year need to keep Q&A to written questions, speaker panels need to have facilitator keep track of time for each speaker so they do not go over time allotted. Although feedback on the venue was favorable for being in one room, there were many who complained that it was too cold. Comments on the food were that it was okay. Some thought there was not enough time to interact with the speakers. • Dominic Inocelda asked if there were any suggestions for next year's conference topic. There was a suggestion for interpreter burn out or the health of the interpreter. |
| Permitted Interaction Group - Language Access Month | <ul style="list-style-type: none"> • No meeting. |
| Permitted Interaction Group – Roster of Interpreters/Translators | <ul style="list-style-type: none"> • Already discussed in executive director's report above. |
| 7. Other Upcoming Events | <ul style="list-style-type: none"> • Mary Santa Maria gave an update on Maui's Disaster Preparedness Project. The project is at the halfway mark as it ends in December. Continuing to interview outreach workers, who as a group are going to community events. They are targeting individual communities and making an impact. The three day training is on emergency preparedness and the focus of their outreach is making an emergency list to be prepared. The second round of training for the outreach workers is September 26, 2014. The project's intent is to hire more Micronesian speakers to go out into their communities. Kristine Pagano asked who the ASL outreach interpreter is. She is Naomi Watanabe. Kristine had done training on Maui and said there are five qualified ASL interpreters there. |

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| 8. Agenda Items for Next Meeting | <ul style="list-style-type: none"> • None |
| 9. Announcements | <ul style="list-style-type: none"> • DCAB announcement for free professional development workshops with CEUs. “The Legal Rights of Deaf and Hard of Hearing People”, presenter Andrew Phillips, Esq., Friday, October 10, 2014, @ 6:00 p.m. to 9:00 p.m. The Ward Warehouse, Kakaako Conference Room, 1050 Ala Moana Boulevard, Honolulu, Hawaii, 96814. • “The NAD-Changing the World One Policy at a Time”, presenter Andrew Phillips, Esq., Saturday, October 11, 2014, @ 8:00 a.m. to 12:00 noon. The Ward Warehouse, Kakaako Conference Room, 1050 Ala Moana Boulevard, Honolulu, Hawaii, 96814. • “Effective Communication: Deaf Consumers Perspectives on Interpreting”, presenter Andrew Phillips, Esq., Saturday, October 11, 2014, from 1:00 – 5:00 p.m. The Ward Warehouse, Kakaako Conference Room, 1050 Ala Moana Boulevard, Honolulu, Hawaii, 96814. • The Inter-Agency Council (IAC) will meet on Wednesday, October 29, 2014 @ 2:30 p.m. at Susannah Wesley Community Center. • Livia Wang announced the Hawaii Civil Rights Commission will have its annual public training, “EEO Updates and Lesbian, Gay, Bisexual and Transgender Discrimination Issues in the Workplace” on October 30, 2014 at Neal Blaisdell Exhibition Hall, Pikake Room from 7:30 a.m. to 12:30 p.m. Registration fee is \$25 more information about this event is on the Hawaii Civil Rights Commission website. • Next Language Access Advisory Council meeting to be held on Wednesday, October 08, 2014 @ 9:30 AM to 11:00 AM, same location. |
| 10. Adjournment | Chair, Dominic Inocelda adjourned the meeting at 11:00 a.m. |

Submitted by Gail McGarvey