

LANGUAGE ACCESS ADVISORY COUNCIL (LAAC) MEETING MINUTES

Director's Conference Room 320, Department of Labor & Industrial Relations
830 Punchbowl Street, Honolulu, Hawai'i, 96813

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

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

Wednesday, June 10, 2015
9:30 a.m. – 11:00 a.m.

PRESENT: Dominic Inocelda, Chair; Gerald Ohta, Vice-chair; Helena Manzano Ex-officio; Livia Wang for Bill Hoshijo, Ex-officio; Kristine Pagano for Francine Wai, Ex-officio; Melba Bantay; Mindy Emmons; Margarita "Day Day" Hopkins; Mary Santa Maria; Terrina Wong; Rebeca Zamora

EXCUSED: Lito Asuncion; Jennifer Dotson; Patricia Harpstrite; Dr. Ruth Mabanglo

STAFF/GUESTS: Aphirak Bamrungruan; Daniela Donoso, Summer Intern at Pacific Gateway Center; Carmen Lyman, translator; Debbie Shimizu, Office of the Governor; Tina Takashy, Chuukese Interpreter; Carrie Uesugi, Maui Memorial Hospital; Rebecca Gardner (OLA); Gail McGarvey (OLA); ASL Interpreters, Kimberly Duncan, Patty Sakal

| AGENDA ITEM | DISCUSSION |
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| 1. Call to order | The meeting was called to order at 9:35 a.m. with quorum by Dominic Inocelda the Chair. |
| 2. Welcome and Introductions | <ul style="list-style-type: none">The Chair welcomed all present, those participating by video-conferencing and guests. The council and staff introduced themselves. There were many guests present today and they introduced themselves. |
| 3. Approval of Minutes of April 08, 2015 Meeting | <ul style="list-style-type: none">The Chair asked if there were any corrections to the meeting minutes. Kristina Pagano pointed out corrections to the minutes. The Punchbowl street address should be 830 not 850, spelling for ASL interpreter's name, Paty Sakal should be Patty. Errors noted pending correction; Terrina Wong made a motion to accept the minutes, seconded by Melba Bantay. The motion to accept the minutes of April 08, 2015, were accepted. |

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| 4. Debbie Shimizu, Office of the Governor | <ul style="list-style-type: none"> • Debbie Shimizu from the Office of the Governor gave her presentation to the council on “No Wrong Door Project”. This is a grant in the planning stages to develop the current Aging and Disability Resource Centers (ADRC) into a statewide system of access for Long Term Services and Support (LTSS). The council members had questions about ADRC how it would work, the requirements needed and how language access needs would be met. A brief discussion followed. |
| 5. Executive Director’s Report | <ul style="list-style-type: none"> • The Executive Director’s (ED) Report was distributed among the council members with highlights as follows: • The OLA-related legislative proposals (SB926, SB266 and SB845) did not advance this session. • The OLA co-sponsored language access training for the judges by Bruce Adelson on April 24, 2015 was well received with great feedback. In addition, a videotape of Bruce’s training was produced for the Judiciary’s internal training for per diem judges. • The Roster of interpreters/translators is nearing completion. Once the Disclaimer is approved, the Roster will have a “soft launch” for OLA/LAAC members. It is looking to be ready for the public by July 2015. • PIG Conference planning committee is actively contacting speakers and presenters including Hawaii’s Congressional leaders to speak at OLA’s annual language access conference. • OLA signed a Memorandum of Agreement with University of Hawaii Conference and Events Services for fiscal and logistical administration of OLA’s 2015 conference. • OLA received several requests for technical assistance on creating/implementing language access plans from DOT, DLIR and some county agencies. OLA has also received inquiries on using machine/automated translation such as ‘Goolgle translate’. ED said Google translations are not reliable or accurate; per federal language access guidelines, use of machine or software assisted translations (e.g. Google) is strongly discouraged. • On May 21, 2015 OLA met with Dr. Eugene Tian, Research and Statistics Division Administrator, Department of Business and Economic Development and Tourism to request for technical assistance on compiling and analyzing LEP data and statistics. • OLA and Mary Santa Maria/MDOH have begun planning for the next “Bridging the Gap” medical interpreters training on the Big Island this November 2015. • OLA ED and DOH staff are in planning discussions with Michael Leoz, Regional Director of the US DHHS Office for Civil Rights (OCR) for a weeklong, statewide informational sessions and training for government agencies later this year, possibly October, focusing on HIPAA, Title VI (including Hawaii’s Language Access Law) as well as other laws enforced by OCR. |

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| | <ul style="list-style-type: none"> OLA Legal Analyst, Becky Gardner, presented at the Legal Aid Society of Hawaii's Annual Public Benefits Training on May 28, 2015 regarding Hawaii's language access law. |
| 6. Report of the Chair | <ul style="list-style-type: none"> No report but the Chair wanted to recognize the OLA staff for their hard work, during and following the new leadership changes. |
| 7. Reports of Standing and Ad Hoc Committees | |
| Legislative Committee | <ul style="list-style-type: none"> No meeting. Already mentioned in the ED report. |
| Permitted Interaction Group 2015 Legislative Session | <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 2015 | <ul style="list-style-type: none"> The PIG will meet today at 11:00 a.m. following the LAAC meeting. Committee is creating a working agenda of potential speakers in the areas of health, education and homelessness. UH CES will help with conference logistics. Regarding sponsorship of neighbor island attendees for the conference, PIG will need help to identify who on the neighbor islands should attend and further discussion on who these persons should be. Venue will be the Japanese Cultural Center, Manoa Grand Ballroom. |
| Permitted Interaction Group – Roster of Interpreters/Translators | <ul style="list-style-type: none"> No meeting. Kristine Pagano wanted to know who was contracted to create and develop the Language Access Resource Center (LARC) website. ED said Connecting the Dots, LLC was the contractor for the multilingual website; however, time ran out to fully implement the project and there were no funds available for hiring staff. Gerald Ohta added that funds for LARC and multilingual website project appropriated by the legislature three years ago were not released. |
| 8. Other Upcoming Events | <ul style="list-style-type: none"> OLA brochures – need to update and create brochures for two types of audiences: one for the |

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| | <p>public and one for agencies and providers.</p> <ul style="list-style-type: none"> • OLA complaint forms will put this on next agenda. ED would like input from the council on content. • The question came up regarding item number 7. Reports of Standing and Ad Hoc Committees. Will the council be allowed to remove some of the agenda items related to standing and ad hoc reports? The Chair said we would need to go back to the by-laws before deleting them from the agenda. Terrina Wong asked for a description of what are the “Special Projects and Plans Review Committee”. The Plans Review Committee reviews the state agency’s language access plans. Gerald Ohta replied, “...the function is implied in the law – the committee came out of earlier Strategic Planning Retreat.” Helena Manzano said OLA would like to be providing more technical assistance to agencies in order for them to update their LAPs (Language Access Plans). In addition, OLA needs to renew outreach to state agencies and covered entities to comply. Melba Bantay commented that it is not easy for OLA to have government agencies comply with Hawaii’s Language Access law. The Chair suggested, in the future, the council consider a strategic planning retreat to reevaluate OLA’s plans. • The Chair discussed the membership of the LAAC. In June 2016 three council members’ terms will expire, Gerald Ohta, Melba Bantay and himself, Dominic Inocelda. Ruth Mabanglo is leaving soon and there remains two vacancies on the council, LEP community representative and a Hawaiian Language Advocacy Organization. |
| 9. Agenda Items for Next Meeting | <ul style="list-style-type: none"> • None mentioned. |
| 10. Announcements | <ul style="list-style-type: none"> • U.S. Citizenship and Immigration Services outreach information sessions with stakeholders on Maui, June 25, 26, 27, 2015 regarding immigration related topics of interest. • Michael Leoz, Regional Director of the US DHHS Office for Civil Rights state wide, week long, training workshop, dates and times to be announced. To cover HIPAA and Title VI complaints and language access law. • Inter-agency Council (IAC) is now meeting every other month. The next meeting is on Wednesday, June 24, 2015 at 2:30 p.m. at Susannah Wesley Community Center. • Next Language Access Advisory Council meeting to be held on Wednesday, July 15, 2015 @ 9:30 AM to 11:00 AM, Director’s Conference Room 320, DLIR. Gail McGarvey will notify the council and confirm date and time |
| 11. Adjournment | Chair, Dominic Inocelda adjourned the meeting at 10:51 a.m. |

Submitted by Gail McGarvey

