

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, July 08, 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; Lito Asuncion; Melba Bantay; Jennifer Li Dotson; Mindy Emmons; Patricia Harpstrite; Margarita “Day Day” Hopkins; Mary Santa Maria; Terrina Wong; Rebeca Zamora

EXCUSED: Ruth Mabanglo

STAFF/GUESTS: Darlene Kutara, U.S. Citizenship and Immigration Services (USCIS); Rebecca Gardner (OLA); Gail McGarvey (OLA); ASL Interpreters, Aimee Hsia, Anita Licea

AGENDA ITEM	DISCUSSION
1. Call to order	Gerald Ohta the Vice-chair called the meeting to order at 9:40 a.m. with quorum.
2. Welcome and Introductions	The Vice-chair welcomed all present, those participating by video-conferencing and guests. The council and staff introduced themselves. Darlene Kutara, from U.S. Citizenship and Immigration Services was there as a guest.
3. Approval of Minutes of June 10, 2015 Meeting	The Vice-chair asked if there were any corrections to the meeting minutes, as there were none the minutes were accepted as circulated.
4. Executive Director's Report	The Executive Director (ED) reported as follows: <ul style="list-style-type: none">OLA was busy trying to catch up on the fiscal backlog before the fiscal year deadline on June 30, 2015. The LARC multilingual website project not fully implemented by the close of the fiscal

AGENDA ITEM	DISCUSSION
	<p>year, OLA may try again next year.</p> <ul style="list-style-type: none"> • Honolulu Police Department (HPD) Smart911 is a free service that allows the public to create safety profiles for first responders in the event of an emergency. Users may register to create profiles in the database; included LEP feature that adds info on primary language spoken. Expected launch to be in August 2015. Kristine Pagano said HPD Smart911 will have a presentation at the Hawaii School for the Deaf and Blind on July 11, 2015 and at the Disability and Community Access Board (DCAB) Meeting on July 16, 2015. • There was discussion about an SPO (State Procurement Office) contract with WSCA (now NASPO, National Association of State Procurement Offices) for spoken telephonic interpreter services for all state agencies for deaf and hard of hearing clients statewide. VRI, Video Relay Interpreting System is a telephone service for the deaf and hard of hearing. Contract discussions are current and Gerald Ohta suggested that OLA and DCAB should follow up with SPO on the WSCA/NASPO contract. • Darlene Kutara asked if USCIS clients could go back to state agencies to ask for interpreter/translation services. Helena Manzano said that you have to look at agencies as to how they are training their staff. Clients should not have to request for services. Agencies are obligated to assist with requests for interpreter/translator for their clients. Rebeca Zamora said the OLA "If you need an interpreter..." posters have been helpful. Melba Bantay said, about two years ago, MedQuest/DHS sent a client to Catholic Charities to ask for intepretation. She had to contact MedQuest and inform them that they are supposed to provide the interpretation for the client. I speak cards, identification cards the size of business cards has been printed for distribution through Inter-Agency Council (IAC) and Marsha Tamura at the Office of Civil Defense has a large supply. These are language identification cards with information about the language access law printed in various LEP languages and English. • Dr. Eugene Tian, Research and Economic Analysis Division Administrator with Department of Business, Economic Development and Tourism (DBEDT) gave a presentation at the State Language Access Coordinators meeting on June 24, 2015. He presented demographics for Hawaii's population. If agencies let them know what information they want, DBEDT will come up with what to collect for the data report. Helena Manzano had asked DBEDT/research for technical assistance on compiling, analyzing and updating LEP data and statistics for the LEP report; their help would depend on time and workforce.
	The Chair arrived and took over the meeting from the Vice-chair.
5. Report of the Chair	No report from the Chair.

AGENDA ITEM	DISCUSSION
6. Reports of Standing and Ad Hoc Committees	
Permitted Interaction Group - Annual Hawaii Conference on Language Access 2015	<ul style="list-style-type: none"> • Terrina Wong, co-chair, reported that there has been great collaboration on the committee and the planning is coming along very nicely, the committee is getting names of experts in the Compact of Free Association (COFA) community from Tina Takashy and Josie Howard. • Save the Date flyer has been distributed. • The Congressional delegation wants to participate by video if they cannot be there in person. • There will be a performance of the Chuukese Stick Dance during the lunch break and messages from the Congressional delegates. • The Consul General from Micronesia, Mr. Kandhi A. Elieisar, will be giving some opening remarks. • A draft conference agenda was distributed, the conference will start with a presentation on historical, geopolitical and cultural background of COFA nations and proceed with five panels on: Health Care, Homelessness, Education, Service Providers and Community Leaders. Mary Santa Maria emphasized the importance that neighbor island COFA community leaders also need to be represented on the panel, not just leaders from Honolulu, Oahu. The council agreed and will look into getting other names.
Permitted Interaction Group – Roster of Interpreters/Translators	<ul style="list-style-type: none"> • No meeting. • ED reported that Abhishek Duggal of Connecting the Dots, Inc. will give us a soft launch to test the Roster before going public. She suggests interpreters and providers be given one week to register. Mary Santa Maria asked if there is a backup plan for persons who do not have access to a computer. • Some council members wanted to know if registration was limited to only Hawaii residents, and how will registration be accepted from mainland interpreters who register? Helena Manzano said that to do business in Hawaii you need to have a GE (general excise tax) license. The primary purpose of the Roster is for government agencies to use it as a one-stop resource, not a referral agency. Rebecca Gardner added that OLA is not policing the website, just providing access to information. • The question was asked if the Roster was only for individual interpreters. Per Helena Manzano, agencies can also register but they must provide their business registration number and meet the qualifications to do business in Hawaii.
7. Status of Other Ad Hoc Committees Legislative; Special	<ul style="list-style-type: none"> • Discussion about taking these items off the agenda. The Chair recommended that for the committees listed: Legislative, Special Projects, Plans Review and By-Laws if there is no action

AGENDA ITEM	DISCUSSION
Projects; Plans Review; By-Laws	we do not need them for the agenda. If there is activity, we will put them on the agenda following Sunshine Law requirements.
8. Other Matters/Upcoming Events	<ul style="list-style-type: none"> • Per Gerald Ohta, the Board of Education passed the Seal of Biliteracy for Hawaii's public schools. The Hawaii Language Roadmap Initiative subcommittee will meet on Friday to discuss hiring of bilingual staff. • Discussion followed on job requirements and guidelines for hiring bilingual staff and civil service issues in the hiring process. There are questions and issues to be addressed: How do you determine what constitutes public contact? Should there be testing to see what qualifies a bilingual? How is the term bilingual defined? • DBEDT (Department of Business, Economic, Development & Tourism) to partnership with OLA on demographic data collecting.
9. Agenda Items for Next Meeting	<ul style="list-style-type: none"> • By-Laws need updating, last updated in 2012.
10. Announcements	<ul style="list-style-type: none"> • Honolulu Police Department Smart 911 ready for media launch Wednesday, September 9, 2015. • Darlene Kutara announced USCIS Stakeholders meetings is open to all stakeholders interested in immigration matters, next meeting in Honolulu is on Monday, July 13, 2015 at 500 Ala Moana Boulevard, #2, 4th floor. USCIS Information and Immigration sessions, visit to Kona, Hawaii Island on September 16, 2015 and Hilo, Hawaii Island on September 17, 2015. • Gerald Ohta announced the week of October 19-23, 2015, there will be Oahu and neighbor island county sessions with Jocelyn Samuels, Director, and Michael Leoz, Regional Manager, from the Office for Civil Rights (OCR), U.S. Department of Health and Human Services (DHHS) regarding HIPAA, Title VI, upcoming rules and laws for OCR. OLA is a co-sponsor for this event. • Dominic Inocelda reminded everyone the Inter-agency Council (IAC) is now meeting every other month. The next meeting is on Wednesday, August 26, 2015 at 2:30 p.m. at Susannah Wesley Community Center. • Next Language Access Advisory Council meeting to be held on Wednesday, August 12, 2015 @ 9:00 AM to 11:00 AM, Director's Conference Room 320, DLIR. Gail McGarvey will notify the council and confirm date and time. Note change in meeting start time by Chair due to heavy parking demands in the morning.
11. Adjournment	Chair, Dominic Inocelda adjourned the meeting at 11:33 a.m.

Submitted by Gail McGarvey