

**LANGUAGE ACCESS ADVISORY COUNCIL (LAAC) MEETING MINUTES**

Office of Planning, Policy and Program Development (OPPPD)  
1250 Punchbowl Street, Room 119 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

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

**PRESENT:** Dominic Inocelda, Chair; Gerald Ohta, Vice-Chair; Kristine Pagano for Francine Wai, Ex-officio; Livia Wang for Bill Hoshijo, Ex-officio; Lito Asuncion, Melba Bantay, Margarita “Day Day” Hopkins, Terrina Wong, Mary Santa Maria

**EXCUSED:** Helena Manzano, Ex-officio

**STAFF/GUESTS:** Rebecca Gardner (OLA); Samalaulu Chrissy Lam Yuen (University of Hawaii Center for Asian and Pacific Island Studies); ASL Interpreters Sabina Wilford and Heather Benjamin

<b>AGENDA ITEM</b>	<b>DISCUSSION</b>
<b>1. Call to Order</b>	The meeting was called to order at 9:10 AM with quorum by the Chair, Dominic Inocelda.
<b>2. Welcome and Introductions</b>	The Chair welcomed all present, those participating by video-conferencing and guests. The Council and Staff introduced themselves.
<b>3. Approval of Minutes of July 8, 2015 meeting</b>	There were several corrections to the July 8 <sup>th</sup> minutes, from Melba Bantay, pertaining to her statement recorded in the Executive Director’s report, page two, the word translation should be replaced with interpretation. This had occurred about two years ago. Correction to spelling of the name of Anita Licea, ASL interpreter. Accept minutes as corrected.
<b>4. Executive Director’s Report Updates/Activities</b>	In the Executive Director’s absence due to illness, staff member Rebecca Gardner shared the Executive Director’s report:

- **OLA’s August Conference.** Based upon evaluations, this conference was extremely successful with close to 400 participants. Becky concurred and shared that on a personal level, it was a highlight. All the PowerPoints which the respective speakers gave permission to share will be posted soon on the OLA website.
- **Roster.** Process is moving along but was delayed due to annual conference preparation. The PIG may be convened to test out the online roster. Becky will recommend to the ED to convene the PIG.
- **Training for medical health care interpreters.** Planning is underway for the next training for medical health care interpreters on the Big Island. Mary Santa Maria who is a licensed trainer through Bridging the Gap will conduct the course over 5 sessions in early November in Hilo. Language Access Advisory Council member, Day Day Hopkins, will offer her assistance on the Big Island. Becky indicated the proposed plan of offering training on O’ahu in March 2016.
- **OLA Brochure.** This brochure is currently out-of-date as it has the picture of the former Governor Neil Abercrombie and is being revised. Some translated versions, including the Chuukese version, were depleted at the conference and OLA is redoing into 3 versions: 1) “Know Your Rights” for LEP community (translated into 10-12 languages); 2) State language access law (for state funded/covered entities); and 3) State and Federal language access laws (for state/federally-funded agencies).
- **Complaint/withdrawal forms.** These forms are being revised. Becky indicated the importance of educating the community to assert their rights regarding language access. This requires outreach effort. OLA office doesn’t get a lot of complaints but the OLA office needs to have paperwork in easily understandable format. People are fearful about “rocking the boat.” Kristine Pagano of DCAB shared an incident regarding a Chinese individual who contacted their office and who got lost in the navigational process of finding an interpreter who spoke the correct dialect. Becky suggested that DCAB document the details but it is important that the community understand that OLA is neither a referral nor placement agency for interpreters. This example highlights the importance of having a protocol and procedure in place to provide immediate and efficient assistance for a limited English proficient person in need of language access. Final drafts will be shared with the Council members for feedback and documents will eventually be translated and posted on the website.
- **Testimony and presentations.** Congress created a US Commission on Civil Rights and there is an advisory committee for each state. The Hawaii committee put together a hearing on Compact of Free Association (COFA) migrants on 8/20/15 and OLA staff presented testimony.

<p><b>5. Report of the Chair</b></p>	<p>Chair, Dominic Inocelda thanked the OLA staff for a great job in organizing the conference. The outcomes were very positive. Other feedback for consideration in planning next year’s conference:</p> <ul style="list-style-type: none"> <li>• <b>More ASL interpreters.</b> The 2015 conference only had 2 interpreters to sign for the entire day. They didn’t expect the presentations to go one after another and it was very fast-paced and challenging and exhausting for ALS interpreters to sign at that pace. If there is a similar format for next year, Kristine recommended hiring 4 ASL interpreters</li> <li>• <b>Early distribution of the agenda.</b> Becky indicated they tried in earnest to distribute the agenda earlier, however, there were last-minute needs to fill panels and to finalize the piecing-together of the program</li> <li>• <b>Pacing.</b> Because of the offering of a lot of very rich content, the day seemed rushed. Some of the panelists were always “under the gun” to finish within allotted times and some of them had more to share. Possible consideration for next year’s conference would be to think about depth rather than breath.</li> </ul>
<p><b>6. Status of Ad Hoc Committees</b></p>	<ul style="list-style-type: none"> <li>• <b>Legislative Committee.</b> This committee did not meet.</li> <li>• <b>Special Projects Committee.</b> It was suggested to drop this committee in previous OLA meetings.</li> <li>• <b>By-laws Committee and Plans Review Committee.</b> Becky inquired if there was a sentiment by this Council to re-examine the statute. The existing statute does not have “much teeth for enforcement.” LAAC Board members Kristine Pagano and Terrina Wong have expressed interest in being involved in a Plans Review process. Does the Council wish to reinvigorate these committees and revisit the By-laws? There was consensus on the need to call a PIG to re-examine both the statute and the Bylaws. OLA staff will review who was slated to serve these committees. With the advent of OLA’s new ED, it does make sense to review the By-laws and do a plan review. Recommendation: place on next month’s agenda the review of existing committees with existing membership, and ascertain interest of new Council members to sit on these committees. Day Day was a member of the By-laws Committee when it met initially. Gerald, Dominic, Day Day and Terrina expressed interest in the By-Laws Committee.</li> </ul>
<p><b>7. Items for Discussion</b></p>	<p><b>2015 Annual Hawaii Conference on Language Access Review:</b>  Chair Inocelda asked each participant at the meeting to share or provide feedback on what well at the conference and one thing that could’ve been improved. Becky distributed copies of key written questions for our review. Ideas shared were as follows:</p> <ul style="list-style-type: none"> <li>• Conference was awesome but wished there was more meaningful time for interaction.</li> <li>• Pace was tight and not a lot of time for networking in between panels.</li> </ul>

- Learning content was rich and extremely informative.
- Questions by participants written on cards. How do we best follow through? Many of them had no names. OLA will put responses to questions on OLA's webpage as many questions due to lack of time remained unanswered by the panelists. OLA may not be the best agency to provide the answers. OLA will need to inform the attendees. There were specific questions on homelessness or immigration law and we need to be sure that our responses are correct. For lingering questions we can indicate resources and put online.
- The background information on Micronesia that provided the context for the conference topics was deeply appreciated and valuable and the speakers were very informative.
- It was insightful and a meaningful learning experience to acquire an understanding on how COFA residents view themselves and their feedback on the discriminatory nature of calling them "COFA" residents.
- What is the role of OLA and much broader issues? One of the questions raised on the card was *"what is the next step that OLA will take after the conference in response to all the issues different panels brought up?"* Does OLA have a responsibility to do anything else? Based on the statute, OLA raised awareness on issues as they relate to language access for the COFA residents. Can language access lend resolutions to the broader issues? OLA cannot overextend itself and we need to be clear about our program, our role and purpose and our relationship with the information presented. OLA should zero in on efforts to address the issues that OLA has jurisdiction over.
- Reduction on number of speakers/presenters and give them more time to share.
- Information on culture was amazing and people could make connections with their own respective cultures.
- Need to see the specific results/outcomes based upon the completed evaluations.
- Need for conference to be more interactive. Sitting and listening in plenary sessions all day made for a very long day.
- The conference was empowering to hear the Micronesians speak about their pride, their respect and share with the community their insights on the bias related to the label of "COFA residents."
- Becky shared that the conference was a true highlight of her time at OLA. OLA was able to get ideas out and share them. She enjoyed the process, and meeting with each of the panels before the conference was worth the effort.
- Conference brought groups together: those with knowledge and those without knowledge. Does OLA have a responsibility to do anything else based on the statute? Follow up on every issue

	<p>raised at the conference is not an OLA responsibility. Keep the statute central in mind and get the agencies in compliance with the law. Our mission and focus needs to be seen in this context.</p> <ul style="list-style-type: none"> <li>• OLA could get synergy from other states and work at an angle on the federal level – perhaps the Advisory Council could help branch to other areas to advocate for federal changes and get federal bills passed and get other bodies to join in. We need to target the federal where changes need to take place and collaboration is key.</li> </ul> <p>Kristine Pagano left the meeting for a 10:30 a.m. meeting. Therefore there was no longer a quorum so Chair Inocelda indicated no further decision-making could occur. Note: the following discussions occurred after losing quorum.</p>
<p>NOTE: The following discussions occurred after losing quorum.</p>	<p><b>LAAC vacant positions and terms expiring in 2016; quorum.</b> There are a number of vacant positions and we need to start finding members. OLA lost a few due to resignations. All members of the Advisory Council have to be present to make quorum. Gerald Ohta, Melba Bantay, Lito Asuncion, Mary Santa Maria, and Day Day Hopkins all have terms that expire in June 2016. Our Bylaws stipulate 2-year terms. Neighbor island Council members have all maxed out on their terms. OLA needs to check records and Section 26-34 -- the statute may stipulate terms shall be 4 years, therefore 2 consecutive terms totaling 8 years. We can make a revision to the law. However, we need to recruit for new Council members. Current Advisory Council members whose terms are expiring may continue as holdover until successor is named. OLA staff can clarify outside the meeting and send out a notice to everyone. Becky will look into the law. Check with Governor’s office and the Boards and Commissions and will clarify this issue.</p>
	<p><b>Bridging the Gap Medical Interpreter Training – Hawaii Island, November 2015; O’ahu March 2016</b></p> <p>This was discussed as part of the ED report. No planning yet for training on O’ahu in March 2016. Mary’s BTG license expires in March 2016 so training on O’ahu should be done before March 2016. University of Hawaii at Manoa, Center for Interpretation and Translation Studies (CITS) is offering 40 hours of community interpreter training. The tuition is \$500 and Department of Labor and Industrial Relations Workforce Development Division can assist in this regard. Perhaps OLA should do more promotion of local resources instead of offering its own interpreter training.</p>
	<p><b>Update of By-laws, OLA Brochures/Forms.</b> OLA will call committees together.</p>
<p><b>8. Agenda Items for Next Meeting</b></p>	<p>Kristine Pagano has suggested several agenda items.</p> <ul style="list-style-type: none"> <li>• HRS §321C – Office of Language Access - Becky Gardner wanted the Council to review the statutes and consider legislation to add/change the direction of the office.</li> <li>• Office program policy or procedure relating to calls for interpreters or assistance in resolving parties to comply with the federal law.</li> </ul>

<p><b>9. Announcements</b></p>	<ul style="list-style-type: none"> <li>• There is a State Language Access Coordinators meeting on Thursday, September 24, 2015.</li> <li>• Guest, Krissy Lam Yuen from the UHM Center for Asian and Pacific Islands Studies came to network as their department is seeking more partners and non-profits with 3 foci for undergrad: 1) arts, culture, performance; 2) contemporary regional issues; and 3) public policy and internship. The Department is looking for internships/working experiences for enrolled students so students can acquire an intense practicum with work in the community. Duration for the practicum is 4 months to the entire school year and would involve juniors or seniors.</li> <li>• Office for Civil Rights HIPAA Title VI training announcements for October will soon be distributed.</li> <li>• Next Inter Agency Council (IAC) meeting slated for Wednesday, October 28, 2015 at 2:30 p.m. at Susannah Wesley Community Center. When not in legislative session, IAC meets every other month.</li> <li>• OLA received an email from an interpreter referral agency on ASL interpreters. They are disappointed because they claim they are not on OLA's resource list, which does not yet exist but will eventually take form as the Language Access Resource Center roster. They currently have a contract with a division of the Department of Human Services and believe OLA has a separate list which it should be on.</li> <li>• Next LAAC meeting is scheduled for Wednesday, October 14, 2015.</li> </ul>
<p><b>10. Adjournment</b></p>	<p>The meeting was adjourned by Chair Inocelda at 11:05 AM.</p>