

## LANGUAGE ACCESS ADVISORY COUNCIL (LAAC) MEETING MINUTES

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

Wednesday, June 29, 2016  
9:30 a.m. – 11:00 a.m.

**PRESENT:** Dominic Inocelda, Chair; Gerald Ohta, Vice-Chair; Helena Manzano, Ex-officio; Sharon Ferguson-Quick for Bill Hoshijo, Ex-officio; Kurstin Chun for Francine Wai, Ex-officio; Lito Asuncion; Linda Nuland-Ames; Patricia Harpstrite; Mary Santa Maria; Tina Takashy; Terrina Wong; Suzanne Zeng

**EXCUSED:** Melba Bantay

**GUESTS/STAFF:** Cari Uesugi, Maui Memorial Medical Center; Rebecca Gardner (OLA); Gail McGarvey (OLA)

<b>AGENDA ITEM</b>	<b>DISCUSSION</b>
<b>1. Call to Order</b>	Meeting was called to order at 9:42 am with quorum by Chair, Dominic Inocelda.
<b>2. Welcome and Introductions</b>	The Chair welcomed everyone. The neighbor island council members attended in person and introductions were made.
<b>3. Approval of Minutes of May 11, 2016 meeting</b>  <b>Minutes approved</b>	Motion to accept the minutes was made by Gerald Ohta and seconded by Tina Takashy. Motion was carried to accept the minutes.
<b>4. Executive Director's Report Updates/Activities</b>	Executive Director (ED) Helena Manzano, gave an oral report. <ul style="list-style-type: none"><li>• <b>Educational Foundation of Hawaii (EEFH).</b> OLA and EEFH signed a service agreement to provide statewide public service announcements in multi-languages to raise public awareness of language access for Hawaii. The ED would like to form a "speakers bureau" made up of LAAC members to participate in live or pre-recorded interviews.</li><li>• <b>UH Center for Interpretation &amp; Translation Studies (UHCITS).</b> UH Center for Interpretation &amp; Translation Studies (UHCITS) and OLA will be developing a training for State personnel (one for</li></ul>

	<p>bilingual staff and one for English speakers only) who encounter LEP individuals. Basic hands-on training on language access law, how to identify LEP individuals and work with interpreters. Department of Human Services will be the first agency to receive the training in August. Training will also be scheduled for the neighbor islands.</p> <ul style="list-style-type: none"> <li>○ Gerald Ohta asked if there will be an orientation sheet for distribution to agencies telling them about the training. Sue Zeng from UH CITS will be the trainer; she will work on an introduction sheet. There is no cost to agencies.</li> <li>○ Kurstin Chun asked if the training will be recorded so it can be used over and over again. ED said there is a plan to tape the training and to get on the training schedule with Department of Human Resources and Development (DHRD).</li> </ul> <ul style="list-style-type: none"> <li>● <b>Admin Rules.</b> OLA staff continues to work on admin rules; it will go to Attorney General (AG) office for review by the end of this week. The goal of having the admin rules is to define/clarify the requirements of Hawaii’s Language Access Law and provide guidance for agencies that are subject to compliance.</li> <li>● <b>89-day Hire.</b> Richalle Patague was introduced as OLA's new 89-day hire. She started on June 3, 2016.</li> </ul>
<p><b>5. Report of the Chair</b></p> <p><b>Motion approved.</b></p>	<p><b>LAAC Council.</b> Discussion by the council of the vacant LAAC positions and possible names of persons to contact who might be interested in applying. Tina Takashy contacted Michelle Kauhane on the Council for Native Hawaiian Advancement about being a representative from a Hawaiian language advocacy organization. Ms. Kauhane said she is interested but busy at this time.</p> <ul style="list-style-type: none"> <li>○ For a representative residing in the County of Hawaii, Lito Asuncion said he spoke to Tulpe Day of Hawaii County Immigration Office about applying for this position.</li> <li>○ The Chair pointed out that there are more positions to fill and to encourage people to apply. Applicants must apply directly to the Boards &amp; Commissions Office (BCO).</li> <li>○ Good news! According to BCO, Melba Bantay will be able to stay on as a holdover LAAC member until 2018.</li> <li>○ As a representative of state government, outgoing member Gerald Ohta is nominating someone for his position.</li> </ul> <p><b>Interim Chair.</b> As one of the outgoing council members and as this was his last meeting, the Chair, Dominic Inocelda had spoken to council member Terrina Wong about being the interim chair for a limited time. Dominic Inocelda nominated Terrina Wong as the interim chair through December 2016 or earlier. Gerald Ohta made the motion and Patricia Harpstrite seconded it. Motion carried unanimously. Terrina Wong will preside as the interim chair starting at the next meeting.</p>

	<ul style="list-style-type: none"> <li>○ Gerald Ohta thanked the council for being together for 8 years and said it was a great experience.</li> <li>○ Dominic Inocelda expressed that he was grateful to work with OLA staff and the council, it was a good educational experience but most of all, he enjoyed the people he worked with.</li> </ul>
<p><b>6. Items for Discussion</b></p>	<p><b>Language Access Conference.</b> Terrina Wong gave an update on the conference. It will be held on Sept. 22 &amp; 23, 2016, at the Manoa Grand Ballroom, Japanese Cultural Center. This year marks 10 years since the passage of Hawaii’s language access law. The conference theme is "10 years of Language Access in Hawaii: Looking Back, Forging Ahead". Day 1 will cover history of language access, the impact of LA law, and testimony from LEP individuals.</p> <p>Senator Suzanne Chun-Oakland has agreed to give the opening remarks; Governor Ige or his wife will be invited to give welcoming remarks.</p> <ul style="list-style-type: none"> <li>○ Day 1 Plenary: A panel of local speakers will present the history of language access in Hawaii and recognize people involved in the early efforts. Highlights of language access efforts in Hawaii and other states will be presented.</li> <li>○ Day 2 Breakout sessions: Language access planning and implementation; latest tools and technology in interpretation and translation; compliance issues.</li> <li>○ There will be a second track repeating a few of the sessions. Topics and speakers for other breakout sessions are still being identified.</li> </ul> <p><b>Speakers Update.</b> Dr. Amy Agbayani, Dominic Inocelda, Bill Hoshijo, and Gerald Ohta are confirmed. Mainland speakers: Jason Reed, Washington State, Department of Social and Health Services, will not be able to attend. Elena Safariants of Health Care Authority will be coming instead. Kleber Palma, NYC Department of Education, Translation and Interpretation Unit is confirmed. Stephanie Franklin, Policy Communication Specialist or Monica Palacio, Executive Director, Office of Human Rights, Washington, D.C. are tentative</p>
<p><b>7. Agenda Items for Next Meeting</b></p>	<ul style="list-style-type: none"> <li>● None</li> </ul>
<p><b>8. Announcements</b></p>	<ul style="list-style-type: none"> <li>● Suzanne Zeng announced UH CITS started their Community Interpreting program for legal and medical fields and it is open to neighbor islands students. Classes on all islands are offered through video conferencing. Sue Zeng will send flyers to distribute. She described the program and provided details for enrollment. Tuition for non-credit is \$500. UHCITS and Workforce Development Division, (WDD) are both offering scholarships of \$250.00 each. <ul style="list-style-type: none"> <li>-UHCITS is creating tests for interpreters/translators and working with the National Board of Certification for Medical Interpreters (NBCMI).</li> </ul> </li> </ul>

	<p>-Kurstin Chun said the University of Arizona’s National Center for Interpretation Testing, Research and Policy (NCI) helps create specialized performance tests for interpreters and translators in many languages and they might be a good resource for UH CITS.</p> <ul style="list-style-type: none"> <li>• Cari Uesugi announced the plan for Kaiser Permanente to takeover Maui Memorial Medical Center will not take place as planned. The takeover will be at a later date. Maui Memorial Medical Center will go ahead with their interpreter training.</li> <li>• IAC (Inter-Agency Council) meeting on Wednesday, July 27, 2016 @ 2:30 PM at Susannah Wesley Community Center.</li> <li>• Next month's LAAC meeting will be on Wednesday, July 13, 2016 @ 10:00 am, Director's conference room 320. DLIR.</li> <li>• PIG Conference Planning committee will meet at 9:00 AM before the LAAC meeting on Wednesday, July 13, 2016.</li> </ul>
<p><b>9. Adjournment</b></p>	<p>The Chair closed by sincerely thanking the council for their support for the past 8 years. Meeting adjourned at 10:45 am.</p>

Respectfully submitted by: Gail McGarvey