



**5th Annual Hawai'i Conference  
on Language Access**

***Ka Unuhi: Translation—  
Maximizing Quality &  
Minimizing Costs***

***August 22 to 23, 2012***

***Hawai'i Imin International  
Conference Center, East West Center  
Honolulu, Hawai'i***

SPONSORED BY :  
THE OFFICE OF LANGUAGE ACCESS  
STATE OF HAWAI'I



## *Office of Language Access*

**830 Punchbowl Street, #322  
Honolulu, Hawai`i 96813  
Phone: (808) 586-8730  
Fax: (808) 586-8733**

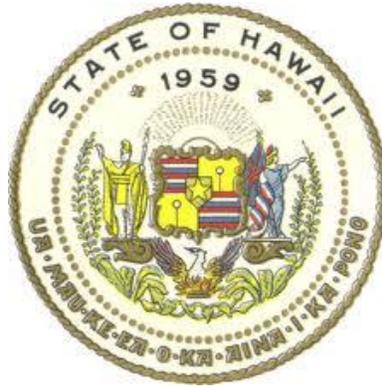
Hawai`i's Language Access Law was first enacted by the Legislature in 2006 and amended in 2008 and 2012. The purpose of this law is to affirmatively address, on account of national origin, the language access needs of limited English proficient (LEP) persons to ensure equal access to state services, programs and activities. It requires state agencies and covered entities to assess the need for providing language services and take reasonable steps to ensure meaningful access to its services, programs and activities by LEP persons, provide oral language services in a timely and competent manner, offer written translations of vital documents into the primary language of LEP persons, and establish a language access plan. The Law also established the Office of Language Access (OLA) within the Department of Labor and Industrial Relations to provide oversight and central coordination of state agencies, as well as technical assistance to state agencies and covered entities in their respective implementation of language access requirements. The OLA also monitors and reviews state agencies for compliance with the law and investigates complaints of language access violations using informal methods. The OLA's executive director is advised by a 16-member Language Access Advisory Council.

## *Hawai`i State Department of Health*

**Kina`u Hale  
1250 Punchbowl Street  
Honolulu, Hawai`i 96813  
Phone: (808) 586-4410  
Fax: (808) 586-4368**



The Department of Health is a multi-disciplinary, multi-program statewide public health agency. It is the state level public health agency in Hawai`i responsible for developing, assessing, and monitoring programs that impact health here and serve as a resource in the Pacific Islands. It administers programs in behavioral health, environmental health, and public health resources to harness and advance proven and promising practices to provide people with choices and tools to not only prevent disease but promote resiliency and survival in times of personal or social uncertainty. Through its Foundations for Healthy Generations initiative, it addresses social determinants of health, or the conditions in which people are born, grow, live, work and age. It works with other agencies and the community to incorporate health as an integral part of all state policies. It works to assure that our island home promotes lifelong health and wellness in a sustainable and clean environment. The Department connects with people across the lifespan starting before birth through adolescence and onto adulthood and the senior years with approaches appropriate to the unique and rich diversity that is Hawai`i.



*Special Message from Governor Neil Abercrombie*  
*In Recognition of*

**Office of Language Access 2012 Conference**

August 4, 2012



On behalf of the people of Hawai'i, *aloha* to the participants, organizers and attendees of the Office of Language Access 2012 Conference.

The Office of Language Access (OLA) provides centralized oversight, coordination, and technical assistance to State agencies (the executive, legislative and judicial branches of Hawai'i's state government) and organizations that receive State funding, regarding the implementation requirements of Hawai'i's Language Access Law.

Hawai'i has long been a place where cultural diversity is cherished. This conference serves as an example of how that diversity can inform and enhance the quality of life in our islands. As your Governor I am dedicated to ensuring that no person is denied access to State or State-funded services due to their limited ability to speak, read, write or understand the English language.

Congratulations to Office of Language Access for hosting such a great conference!

With warmest regards,

*Neil Abercrombie*

NEIL ABERCROMBIE

Governor, State of Hawai'i

PETER B. CARLISLE  
MAYOR



DOUGLAS S. CHIN  
MANAGING DIRECTOR  
CHRYSTN K. A. EADS  
DEPUTY MANAGING DIRECTOR

### MESSAGE FROM MAYOR PETER B. CARLISLE

It gives me great pleasure to offer my warmest aloha to everyone attending the 5<sup>th</sup> annual Hawaii Conference on Language Access at the Jefferson Imin International Conference Center, East-West Center.

The conference theme, “Translation—Maximizing Quality and Minimizing costs” teaches attendees about existing federal and state requirements and guidelines for translating vital documents and provide an opportunity for sharing ideas, expertise and experiences on translation, training, certification and the translation process.

Mahalo to the State of Hawaii Department of Labor and Industrial Relations Office of Language Access for sponsoring this important conference that brings together our community to learn and share ideas about language access and to promote best practices, and improve language access to more than 140,000 limited English proficient individuals in Hawaii.

On behalf of the people of the City and County of Honolulu, best wishes for a rewarding and educational conference.

A handwritten signature in black ink that reads "Peter B. Carlisle".

Peter B. Carlisle





August 22, 2012

M E S S A G E

On behalf of the Hawai‘i State Department of Health, I wish to extend my warm greetings and aloha to all participants in the Fifth Annual Hawai‘i Conference on Language Access.

Congratulations to the Office of Language Access and the other agencies and people involved in organizing this conference on the very important topic of translation.

Addressing the needs of our vulnerable populations, particularly those who have limited English proficiency is a daunting challenge for our State given not only its multi-ethnic and multilingual character but also its continuing economic challenges. These are challenges; these are also opportunities.

We are now embarking on a strategic plan with “five foundations for healthy generations” that has as its first foundation, health equity. Health equity has the goal of eliminating health disparities and improving the health of all groups throughout Hawai‘i.

This conference is an important step toward information-sharing and the development of ideas and ways by which our LEP population can be better served.

And finally, we also welcome the Office of Language Access as the newest agency of the Hawai‘i State Department of Health and to the public health ‘ohana.

My best wishes for a very successful conference.

Mahalo,

A handwritten signature in black ink, appearing to read "Loretta J. Fuddy". The signature is stylized and cursive.

Loretta J. Fuddy, A.C.S.W., M.P.H.  
Director of Health

*Promoting Lifelong Health and Wellness*



STATE OF HAWAII  
DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS  
**OFFICE OF LANGUAGE ACCESS**

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MESSAGE

Aloha and a warm welcome to our guests and participants to the 5<sup>th</sup> Annual Hawai`i Conference on Language Access!

Once again, the Office of Language Access is delighted to hold this conference as part of its continuing effort to educate the community about language access, identify and address issues and challenges, promote best practices, and improve language access for the more than 140,000 limited English proficient (LEP) individuals in the State of Hawai`i. This conference is also part of the celebration of language access month – August – in Hawai`i.

This year's theme is: "Ka Unuhi: Translation – Maximizing Quality and Minimizing Costs." The conference will focus on issues related to the translation of vital documents, as required by both federal and state laws, which is one of the major language access issues faced by agencies and LEP communities across the county. Attendees will learn about federal and state requirements and guidelines, understand the role of the translator, hear what other states are doing, exchange ideas and stories about implementing and managing the document translation process, and learn about recent developments and challenges associated with the translation of vital documents. We expect to get out of this conference some ideas and action steps that we hope agencies can consider and implement in the near future.

I would like to thank our keynote speakers for bringing in both federal and mainland perspectives on the topic, and our other speakers for sharing their *mana'o* and experiences on the subject matter. A big *mahalo* also to all attendees for taking the time and effort to participate in this very important gathering. I hope you will find the conference fruitful and rewarding.

Much appreciation goes to all our sponsors for their valuable assistance and to our exhibitors for sharing information about their work with our participants. Finally, a very warm "thank you" to all the members of the Language Access Advisory Council, the OLA staff, and our volunteers for their hard work and support.

*Mahalo nui loa!*

Serafin P. Colmenares Jr.  
Executive Director

**5th Annual Hawai‘i Conference on Language Access**  
**“Ka Unuhi: Translation – Maximizing Quality and Minimizing Costs”**  
**August 22 - 23, 2012, 8:00 AM - 4:30 PM**  
**Hawai‘i Imin International Conference Center**  
**Honolulu, Hawai‘i**

**Wednesday, August 22, 2012 – Jefferson Hall**

7:30 a.m. – 8:30 a.m.	Set-up for vendors/exhibitors, Garden Level
8:00 a.m. – 9:00 a.m.	Registration and Check-in for All Participants Hand Out Conference Materials (Front of Jefferson Hall) Continental Breakfast, Garden Level Browse Exhibitor Displays, Garden Level
<b>Opening Session</b>	<b>Emcee: Jennifer Rose, Esq.</b>
9:00 a.m. – 9:10 a.m.	Oli (Hawaiian Chant) – Nāmaka Rawlins, Aha Punana Leo University of Hawai‘i, Hilo
9:10 a.m. – 9:20 a.m.	Welcome - Jennifer Dotson, Conference Chair
9:20 a.m. - 9:35 a.m.	Opening Remarks – Loretta Fuddy, Director, Department of Health
9:35 a.m. – 10:20 a.m.	Keynote – <i>Federal Guidelines on the Translation of Vital Documents</i> , Deeana Jang, Chief, Coordination and Compliance Section, Civil Rights Division, U.S. Department of Justice
10:20 a.m. – 10:35 a.m.	Break, refreshments provided
10:35 a.m. – 11:20 a.m.	Keynote – <i>Implementation of Federal Guidelines Among DHHS Recipients in Region IX</i> , Michael Leoz, Regional Manager, Office for Civil Rights, U.S. Department of Health and Humans Services, Region IX, San Francisco
11:20 a.m. – 11:55 a.m.	<i>Translation of Vital Documents in Hawai‘i</i> , Dr. Serafin Colmenares, Jr., Executive Director, State Office of Language Access
12:00 p.m. – 1:00 p.m.	Luncheon Speaker – <i>Hawaiian as an Official Language: Issues and Challenges</i> , Dr. Kerry Laiana Wong, UH Hawaiian Studies (bento lunches provided)
1:10 p.m. – 1:55 p.m.	<i>Translation of Vital Documents: The NYC DOE Experience</i> – Kleber Palma, New York City - Department of Education, Translation and Interpretation Unit
1:55 p.m. – 2:40 p.m.	<i>Translation of Vital Documents: The Washington State DSHS Experience</i> – Jason Reed, LEP Program Manager, Economic Services Administration, Department of Social and Human Services, State of Washington
2:40 p.m. – 2:55 p.m.	Break, refreshments provided
2:55 p.m. – 3:40 p.m.	<i>The Basics of Translation</i> – Dr. Sue Zeng, Center for Interpretation and Translation
3:40 p.m. – 4:25 p.m.	Panel: <i>Language Issues in Translation</i> - Dr. Sue Zeng, Dr. Aurelio Agcaoili, Dr. Byron Bender, and Dr. Puakea Nogelmeier
5:30 p.m. – 8:00 p.m.	Optional: Pau Hana Gathering, no host dinner, for those interested at Ryan’s Grill at Ward Centre, 1200 Ala Moana Boulevard.

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**August 22 - 23, 2012, 8:00 AM - 4:30 PM**  
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**Honolulu, Hawai‘i**

**Thursday, August 23, 2012 – Jefferson Hall**

7:30 a.m. – 8:00 a.m.      Registration and Check-in for All Participants  
 Hand Out Conference Materials (Front of Jefferson Hall)  
 Continental Breakfast, Garden Level  
 Browse Exhibitor Displays, Garden Level

8:00 a.m. – 4:00 p.m.      Exhibits, Garden Level

**BREAKOUT SESSIONS**

**TRACK 1: Translators**

Asia Room  
 Moderators: Alohalani Boido  
 and Mindy Emmons

**TRACK 2: Users**

Keoni Auditorium  
 Moderators: Becky Gardner and  
 Gerald Ohta

8:00 a.m. – 9:00 a.m.	Breakout 1.1 – <i>Ethics for Professional Translators</i> (Alohalani Boido)	Breakout 2.1 - <i>Identifying Vital Documents and Languages for Translation</i> (Kleber Palma)
9:00 a.m. – 10:00 a.m.	Breakout 1.2 – <i>Careers in Translation</i> (Tom Steele, Steven Silver, Mindy Emmons)	Breakout 2.2 – <i>The Use of Plain English</i> (Lawrence Foster)
10:00 a.m. – 10:15 a.m.	Break, refreshments provided	
10:15 a.m. – 11:05 a.m.	Breakout 1.3 – <i>Internet Resources For Translators</i> (Patricia Harpstrite)	Breakout 2.3 – <i>Contracting and the Cost of Translation</i> (Jason Reed, Kleber Palma)
11:05 a.m. – 11:55 a.m.	Breakout 1.4 – <i>Certification of Translators</i> (Mindy Emmons)	Breakout 2.4 – <i>Funding Resources for Translation</i> (Deeana Jang, William Hoshijo, Sandra Abelaye)
12:00 p.m. – 1:00 p.m.	Lunch Break, bento lunch provided	
1:10 p.m. – 2:00 p.m.	Breakout 1.5 – <i>Translation Techniques</i> (Dr. Ruth Mabanglo)	Breakout 2.5 – <i>Tracking and Managing the Translation Process</i> (Jason Reed)
2:00 p.m. – 2:50 p.m.	Breakout 1.6 – <i>Running a Translation Business</i> (Steven Silver)	Breakout 2.6 – <i>A Translators’ Top 10 Pet Peeves</i> (Mindy Emmons)
2:50 p.m. – 3:05 p.m.	Break, refreshments provided	

**PLENARY SESSION**

**Keoni Auditorium**

3:05 p.m. – 4:00 p.m.      *Ensuring Accuracy in Translation* (Kleber Palma, Jason Reed)  
 4:00 p.m.– 4:15 p.m.      Wrap Up and Acknowledgements (Dominic Inocelda)

## Keynote Speaker



**Deeana Jang, J.D.**  
**Chief of the Federal Coordination and Compliance Section,**  
**Civil Rights Division, U.S. Department of Justice, Washington, D.C.**

*Deeana Jang, JD*, is Chief of the Federal Coordination and Compliance Section (FCS) in the Civil Rights Division at the United States Department of Justice. FCS provides technical and legal assistance, training, interagency coordination, and regulatory, policy and program review, to ensure the effective enforcement of civil rights statutes and Executive Orders that prohibit discrimination in federal and federally assisted programs and activities.

She formerly served as the Policy Director for the Asian & Pacific Islander American Health Forum to improve data and research on Asian American, Native Hawaiian, and Pacific Islander health and promote expanded access to culturally and linguistically appropriate health and health care services. She also was a Senior Policy Analyst at the Center for Law and Social Policy working to improve access to early care and education programs for immigrant families.

She moved to Washington, DC from California in the Fall of 2000 to work for the Office for Civil Rights at the U.S. Department of Health and Human Services as the lead senior policy analyst to ensure that health and human services programs are accessible to immigrants with limited English skills under Title VI of the Civil Rights Act of 1964.

She was a legal services attorney working for many years to address domestic violence, immigration, school discipline and housing issues; and also served as a Special Assistant to a member of the U.S. Commission on Civil Rights. She is a co-founder of the Asian Women's Shelter, one of the first battered women's shelters in the country to address the needs of Asian immigrant women and their children.

She is a frequent speaker and trainer for health providers, advocates, attorneys, judges, students and policy makers and has testified before Congress on health equity issues. She holds a BA from Oberlin College and a JD from King Hall School of Law at UC Davis.

## **Keynote Speaker**



**Michael Leoz, J.D.**  
**Regional Manager, Office for Civil Rights, Region IX, San Francisco**  
**U.S. Department of Health and Human Services**

Michael Leoz is the Regional Manager for Region IX of the U.S. Department of Health and Human Services, Office for Civil Rights. Mr. Leoz is responsible for the overall investigation and resolution of all complaints and compliance reviews arising out of Region IX. Mr. Leoz also oversees the Region's outreach and technical assistance initiatives. Region IX has jurisdiction over Health and Human Service fund recipients and covered entities located in the states of Arizona, California, Hawai'i, Nevada and the U.S. Pacific Territories which include American Samoa and Guam. Federal fund recipients include hospitals, state social service agencies, nursing homes and medical providers. The agency's responsibilities include the enforcement of federal civil rights laws including Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act and Title II of the Americans with Disabilities Act of 1990. The agency is also responsible for the enforcement of the HIPAA Privacy and Security Rules as well as the HITECH Breach Notification Interim Final Rule.

Due to the diverse population demographics of the states and territories in the Region, Region IX investigates and resolves a high number of Title VI complaints alleging failures to provide language services to limited English proficient (LEP) individuals. One recent voluntary resolution agreement is with the Hawai'i Department of Human Services to ensure that LEP clients seeking services receive meaningful access to those programs administered by the agency.

Mr. Leoz who is a graduate of the University of California at Berkeley and of the University of Southern California Law School began his career at OCR as an investigator and Special Assistant. Mr. Leoz is a recipient of the OCR Director's investigator/analyst award and was officially appointed Regional Manager this year.

Mr. Leoz has been a frequent speaker at language access conferences and is currently an advisory member of the Quality Health Care for Culturally Diverse Populations conference series. Prior to joining OCR, Mr. Leoz was a practicing attorney in Los Angeles County and as part of his legal career was a member of the California State Bar's Standing Committee on Legal Services to the Poor whose goal was to improve access to legal services in the state of California.

## Conference Speakers



### **Mr. Kleber Palma, Director, New York City - Department of Education Translation and Interpretation Unit, New York**

Kleber Palma is currently the Director of the New York City - Department of Education's Translation and Interpretation Unit, which he established in 2004. The unit provides translation and interpretation services and language access support to more than 1,700 schools which, in turn, serves a population of 1.1 million students. Prior to this, Mr. Palma served as the Director of the Los Angeles Unified School District's Translations Unit; a Language Specialist for the FBI; and as a Translation Services Manager for a private firm in California. Mr. Palma has extensive experience as a freelance Spanish translator and a language access consultant. He holds a BA in International Relations from the University of Southern California and an MBA from California State University in Los Angeles.



### **Mr. Jason Reed, LEP Program Manager, Economic Services Administration Washington State Department of Social and Health Services**

Jason Reed is the Limited English Proficiency (LEP) Program Manager for the Economic Services Administration within the Washington State Department of Social and Health Services (DSHS). Jason's current responsibilities include developing and implementing language access policies and procedures, writing and oversight of the interpreter/translation service contracts for the Department, and training staff on the Department's language access program. Jason has 20 years of experience working with language access issues for DSHS. His previous responsibilities have included working as a Spanish language translator and managing the Department's language testing and certification program.



**Dr. Serafin “Jun” Colmenares – Executive Director, Office of Language Access**

Serafin “Jun” Colmenares is the Executive Director of the Office of Language Access, State of Hawai‘i, a position he has held since the office was established in 2007. He is a graduate of the Mindanao State University and holds a Master’s degree in public health from the University of Hawai‘i as well as M.A. and Ph.D. degrees in political science from the University of Delhi in India. He was a professor at the Mindanao State University in the Philippines prior to his family’s move to Hawai‘i in 1988. In Hawai‘i, he held positions at the State Executive Office on Aging, Hawai‘i Community Foundation and Hawai‘i Medical Services Association, and lectured at Leeward Community College and Chaminade University. Dr. Colmenares also conducted research at the East-West Center Population Institute and at the University of Hawai‘i’s Center for Philippine Studies. He is actively involved in Hawai‘i’s Filipino community and is an officer or board member of several Filipino organizations.

**Dr. Kerry Laiana Wong – Kawaihuelani Center for Hawaiian Language, University of Hawai‘i**

Dr. Kerry Laiana Wong is an assistant professor in the Kawaihuelani Center for Hawaiian Language, University of Hawai‘i. He completed the first doctoral dissertation in the Hawaiian language and is a leader in his field. Professor Wong’s work is dedicated to advancing the wellbeing of the Hawaiian people through revitalization of the Hawaiian language. His contributions to the development of a Hawaiian immersion curriculum have been considerable, particularly in the development of teaching materials. He has translated (from English to Hawaiian) children’s stories and novels and created original children’s stories in Hawaiian for use in the Hawaiian Language Immersion Program. He is editor of the ‘Ōiwi : A Native Hawaiian Journal, and editor and columnist, along with Keke Solis, Kauakūalahale, Honolulu Star Advertiser. Dr. Wong obtained his M.A. and Ph.D. degrees in linguistics from the University of Hawai‘i.



**Dr. Suzanne Zeng – Center for Interpretation and Translation Studies, University of Hawai‘i**



Dr. Suzanne Zeng is with the University of Hawai‘i’s *Center for Interpretation and Translation Studies (CITS)*. Her courses and research consist of the principles, theory, and skills of translation and oral interpreting, including conference, court and medical interpreting. She has conducted numerous workshops at home and in the Pacific Island nations on interpreter training, language access, and working with interpreters. As a long-standing member of the *Supreme Court Committee for Court Interpreting and Language Access*, Dr. Zeng was keenly involved in helping establish higher standards and certification for Hawai‘i State court interpreters. Besides teaching, Dr. Zeng is an active interpreter and oversees numerous translation projects of various kinds and languages. She received her M.A. and Ph.D. in Chinese Linguistics from the University of Hawai‘i at Mānoa and holds Certificates in Chinese-English Simultaneous and Consecutive Interpreting.

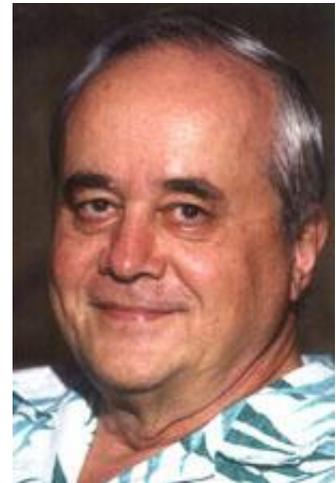


**Dr. Aurelio Agcaoili, Professor, Department of Indo-Pacific Languages and Literature, University of Hawai'i**

Aurelio Solver Agcaoili teaches Ilokano, translation and interpretation, critical discourse, film, and popular culture at the Department of Indo-Pacific Languages and Literatures, University of Hawai'i at Mānoa. He is also a critic, a translator, a playwright, and a stage director. He has won awards as a creative writer. His novel, *Dangadang*, received a Centennial Literary Prize from the Republic of the Philippines. He writes in three languages.

**Dr. Byron Bender, Professor, Department of Linguistics, University of Hawai'i**

Byron Bender lived in Micronesia for the better part of 10 years before coming to Hawai'i, where he is a professor in the Department of Linguistics at UH Mānoa. His research has focused on the languages of Micronesia, including Marshallese and Chuukese. He is one of the co-authors of the Marshallese-English Dictionary, a revised version of which now appears on line at <http://www.trussel2.com/MOD> .



**Dr. Puakea Nogelmeier – Professor, Kawaihuelani Center for Hawaiian Language, University of Hawai'i**

Puakea Nogelmeier is a Professor of Hawaiian Language at the University of Hawai'i at Mānoa, where he has taught for over 25 years. With his colleague Dwayne Nakila Steele, Puakea established Awaiaulu: Hawaiian Literature Project in 2004 to develop resources and resource people to foster Hawaiian knowledge. He has been the Executive Director of Awaiaulu since its inception.





**Ms. M. Alohalani Boido, President, Hawai'i Interpreter Action Network**

M. Alohalani Boido was born and predominantly raised in Hawai'i. Her BA and MA in Political Science are from the University of Hawai'i at Manoa. In 2007, she became a certified Spanish court interpreter. Currently she is the President of Hawai'i Interpreter Action Network (HIAN) which she co-founded with Pat Harpstrite. She serves as a member of the Committee on Shared Concerns with the Bench & Bar of the National Association of Judiciary Interpreters and Translators (NAJIT). Previously she held a variety of leadership positions in Hawai'i Interpreters & Translators Association (HITA), of which she is a founding member. She works as a Spanish interpreter and translator. On the State Language Access Advisory Council, she holds the seat representing a professional interpreter's organization. Together with Pat Harpstrite and others, Alohalani has led the movement for court interpreter certification in Hawai'i.

**Ms. Mindy Emmons**

Mindy has a BA in Spanish and an MA in linguistics. She worked full-time as a court interpreter in Los Angeles County for over twenty-four years. She is certified by the American Translators Association to translate from Spanish to English and is a court interpreter certified by the Federal, California, and Hawai'i Courts. She has been living on Kaua'i for eight years and now works as a freelance translator over the internet. She is one of the court interpreter trainers for the Hawai'i Judiciary and is a member of the Supreme Court Committee on Court Interpreters and Language Access.



**Ms. Patricia J. Harpstrite**

Pat Harpstrite holds a BA in Spanish from the University of Colorado and an MA in Spanish from the University of Hawai'i. In 1998 she retired from teaching Spanish at Leeward Community College and became a Federally Certified Court Interpreter. She has been an interpreter in Federal, State and Immigration Courts in Hawai'i, and is a Master Certified Court Interpreter with the Hawai'i State Judiciary. She also works as a medical, community and conference interpreter, and has done legal, business and literary translation. Pat has held officer positions with Hawai'i Interpreter Action Network (HIAN) and the Hawai'i Interpreters and Translators Association (HITA), and is an associate member of the American Translators Association (ATA). She also belongs to the National Association of Judiciary Interpreters and Translators (NAJIT) and serves on the NAJIT Advocacy Committee. With Alohalani Boido, Pat co-authored an article in *Proteus*, the NAJIT Quarterly.



**Mr. Tom Steele**

During his 14 years living in Japan, Mr. Steele spent several years working as a professional translator. His work included the translation of television show scripts for export by the Japanese national network, NHK. He also appeared over 500 times on the national educational radio and TV network. After joining the U.S. State Department, he served for two years as an official interpreter at the embassy in Tokyo for high-level visits and important bilateral meetings. After 21 years as an American diplomat, he and his wife Machiko moved to Honolulu in 2006, where he resumed his translation activities and became a registered Japanese-English court interpreter for the Hawai'i State Judiciary. He also reads and speaks Mandarin Chinese.

**Mr. Steven Silver**

For nearly 20 years, Steven Silver has owned and operated **Silver Bridges Translations Int'l, LLC** in Honolulu. An avid linguist, Mr. Silver is nationally certified by the American Translators Association (ATA) in Japanese, Spanish and French and certified by the State of Hawai'i Judiciary to interpret in Spanish. His translation practice also includes document translation services in Mandarin, Korean, German, Italian and Portuguese. Mr. Silver holds a Bachelors in Mathematics from Princeton University and a Masters in Accounting from the University of Hawai'i, making him uniquely qualified to discuss issues of running a translation business from a tax and accounting perspective.



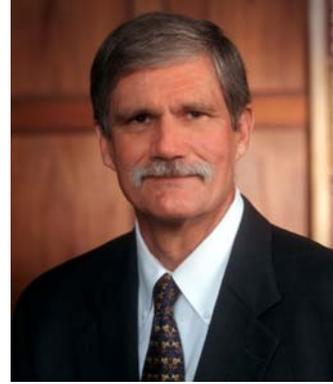
**Dr. Ruth Mabanglo, Professor and Coordinator of the Filipino Language and Philippine Literature Program, University of Hawai'i**



Dr. Mabanglo is a Professor and Coordinator of the Filipino language and Philippine literature program at the University of Hawai'i. Ruth is an internationally-known Filipino poet, writer, translator, and scholar. She has been publishing poetry for over 30 years and has received numerous literary awards and honors, most recently the Carlos Palanca Memorial Awards for Literature Hall of Fame Award, the 1992 Commission on Filipino Language "Makata ng Taon" (Poet of the Year) for the poem "Gahasa" (Rape), and the Manila Critics Circle 1990 National Book Award for Poetry for "Mga Liham ni Pinay" (The Letters of Pinay). Mabanglo has also published many academic works.

**Dr. Lawrence C. Foster, William S. Richardson School of Law,  
University of Hawai'i**

Lawrence C. Foster holds a Ph.D. in Chinese language and literature (1974) and a law degree (1981). Larry's career includes work as a professor of Chinese language and literature; a lawyer; an Associate Dean and later Dean of the University of Hawai'i's School of Law where he is currently a Professor of Law. He teaches Securities Regulation, Introduction to U.S. Law, Civil Procedure, Readings in Chinese Law, and legal writing. He has also taught law in Japan and China.



Larry spends half the year living in Shanghai, China where he was a Senior Consultant at a major international Chinese law firm. He currently provides legal writing and reasoning training programs for young Chinese lawyers in Shanghai. Since 2011, Larry has been an affiliate professor of law at Beijing University's School of Transnational Law. Larry is an elected member of the governing council of the Inter-Pacific Bar Association; past-President of the international alumni association of the East-West Center, and a member of Law Asia and the American Bar Association's China Law Committee. He also serves as a trustee for the Hawai'i campus of Japan's largest private University, Tokai University.



**Mr. William Hoshijo, Executive Director, Hawai'i Civil Rights  
Commission (HCRC)**

Bill Hoshijo has served as the Executive Director of the Hawai'i Civil Rights Commission (HCRC) since 1997. Bill was born and raised in Honolulu. He received his B.A. from San Francisco State University and his law degree from the University of California at Davis. Bill was a co-founder of Na Loio, a non-profit public interest law office established in 1983, and served as Na Loio's Executive Director through 1996.

Bill has a long time interest in and commitment to civil rights. In 1988 and 1989, he played an active role in support of the legislation which established the HCRC. In 1995 he was appointed to serve as an HCRC Commissioner, and in January 1997 was appointed Executive Director. In 2001, Bill was recognized as the State of Hawai'i Department of Labor and Industrial Relations Manager of the Year. In 2005, he was recipient of a National Asian Pacific American Bar Association Trailblazer award.

**Ms. Sandra Abelaye, Department of Transportation Services, City  
& County of Honolulu**

Sandra Abelaye is a Planner with the City & County of Honolulu, Department of Transportation Services, Public Transit Division (PTD). The primary responsibilities of the PTD is the oversight of the contractor who operates the City's bus (TheBus) and paratransit (TheHandi-Van) systems; and program, project, and grant administration in support of public transit policies, operations, and regulations. In the area of translation, she programs funding and coordinates activities to address language access issues for TheBus and TheHandi-Van.





**Ms. Jennifer Dotson, Conference Chair**

Jennifer L. Dotson was born and raised in Hawai'i and graduated from Punahou School. She received her bachelor's degree from Georgetown University and her master's degree from the London School of Economics. Her family is first generation from Vietnam and she speaks fluent Cantonese and studied Mandarin Chinese at Beijing Teacher's College, National Chengchi University in Taiwan, and the Chinese University of Hong Kong. Jennifer is President of the Junior League of Honolulu and leads its mission of promoting voluntarism, developing the potential of women and improving communities through the effective action and leadership of trained volunteers. Jennifer was

featured in Pacific Business News as a recipient of "40 under 40" Award and Hawai'i Business Magazine as a recipient of the "20 for the Next 20" Award recognizing successful young leaders that share a passion for making a difference in their careers and communities. Her previous nonprofit work experience includes serving for the Muscular Dystrophy Association and Mothers Against Drunk Driving. She is married to professional photographer Justin Dotson and they are proud parents of a very rambunctious toddler named Jade.

**Ms. Jennifer Rose, Esq. – Emcee**

Ms. Rose is an advocate and attorney specializing in gender-based violence, civil and immigrant rights, and social justice. She is currently a Gender Equity Specialist at the University of Hawai'i at Mānoa and teaches a Family Law Clinic at the William S. Richardson School of Law. She is also a national trainer, consultant, and frequent speaker on domestic and gender violence; family law; and cultural and linguistic issues in serving survivors of abuse. She also serves on a national advisory committee to advance sound policy on gender violence on college campuses. Ms. Rose has been repeatedly recognized on the local, state, and federal levels for her advocacy in advancing Title IX gender equity; access to justice; and eliminating gender violence and discrimination. Ms. Rose is licensed to practice law in Hawai'i and California.



**Ms. Nāmaka Rawlins, Oli, Hawaiian Chant**

Ms. Rawlins obtained her bachelor's degree in Hawaiian Studies from the University of Hawai'i. She is an adjunct assistant professor at the UH-Hilo Hawaiian Language College, and serves as director of `Aha Punana Leo, a non-profit organization devoted to the preservation and propagation of Hawaiian language and culture. She is a former member of the Language Access Advisory Council and has recently been appointed by Governor Abercrombie to the Early Learning Advisory Council representing Hawaiian medium early learning providers.



**Mr. Dominic Inocelda, President, Inter-Agency Council for Refugee and Immigrant Services (IAC)**

Mr. Inocelda is Chairman of the Office of Language Access Advisory Council, State of Hawai'i. He is the president of the Inter-Agency Council for Refugee and Immigrant Services (IAC) which was instrumental in the passage of the language access bill in July 2006. He has a master's degree in social work from the University of Hawai'i. He is employed by the Susannah Wesley Community Center where he has served in various program management and administrative functions since 1982. He has worked with limited and non-English speakers, the elderly, public housing residents, and persons with serious mental illnesses.

**Mr. Gerald Ohta, Affirmative Action Officer, Hawai'i State Department of Health**

Gerald Ohta is the Affirmative Action Officer of the Hawai'i State Department of Health. Currently, he is the State Agency Representative on and Vice-Chair of the State Language Access Advisory Council and the Department of Health Language Access Coordinator. He brings the perspective of a government agency administrator and provider to the council as well as the view of someone who was in on the development and passage of the Hawai'i language access law. He has worked with schools, universities, enforcement agencies and public health agencies. Mr. Ohta also brings to the council a wide range of contacts with language access advocates, organizations, and agencies here and nationally.



**Ms. Becky Gardner – Office of Language Access**

Becky joined the Office of Language Access as its Senior Legal Analyst in May 2012. Prior to that, she served the State of Hawai'i as the Staff Attorney for the House of Representatives Committee on Consumer Protection and Commerce. She has also clerked for the Hawai'i State Judiciary at the First Circuit Court and the Intermediate Court of Appeals. She currently serves as the 2<sup>nd</sup> Vice-President for the Hawai'i Filipino Lawyers Association. She has a bachelor's degree in Social Work from Cornell University and a law degree from the University of Hawai'i-William S. Richardson School of Law with a certificate in Pacific-Asian Legal Studies. She is licensed to practice law in the states of Hawai'i and New York.

## LANGUAGE ACCESS ADVISORY COUNCIL State Office of Language Access

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The Language Access Advisory Council assists the Executive Director of the Office of Language Access by providing input on: implementation and compliance with Hawai'i's language access laws; the quality of oral and written language services provided under the law; and the adequacy of a state agency or covered entity's dissemination and training of its employees likely to have contact with LEP persons, its policies and procedures for language services, its competency in working effectively with in-person and telephone interpreters, and its understanding of the dynamics of interpretation between clients, providers, and interpreters.

### **LANGUAGE ACCESS ADVISORY COUNCIL MEMBERS**

Dominic Inocelda, Inter-Agency Council on Immigrant Services, Chair

Gerald Ohta, Department of Health, Vice-chair

Serafin Colmenares, Jr., Office of Language Access, Ex Officio

Bill Hoshijo, Hawai'i Civil Rights Commission, Ex Officio

Francine Wai, Disability and Communication Access Board, Ex Officio

M. Alohalani Boido, Hawai'i Interpreter Action Network

Melba Bantay, Catholic Charities Hawai'i

Jennifer Dotson, Junior League of Honolulu

Margarita Hopkins, Hawai'i County

Dr. Ruth Mabanglo, UH Institute of Pilipino Language and Literature

Dr. Tin Myaing Thein, Pacific Gateway Center

Mary Santa Maria, Maui District Health Office

Azi Turturici, Kaua'i Agency on Elderly Affairs

Edelene Uriarte, Micronesian Community Network

County of Honolulu – vacant

Hawaiian language advocacy organization – vacant

At-large member - vacant

*Mahalo nui loa to our partners!*



**HAWAII STATE DEPARTMENT OF HEALTH**  
HEALTHY PEOPLE - HEALTHY COMMUNITIES - HEALTHY ISLANDS



Center for Interpretation and Translation Studies  
University of Hawai'i at Mānoa



**OFFICE OF LANGUAGE ACCESS**  
*'O ka 'ōlelo ke ola – Language is Life*

The Office of Language Access' (OLA) vision is “language access for all.” Our mission is to promote equal access to, and full participation in, government services, programs and activities for persons with limited English proficiency through oversight, coordination, and assistance to state and state-funded agencies.