

# 10 YEARS OF LANGUAGE ACCESS IN HAWAI'I: REACHING BACK, FORGING AHEAD

September 22 & 23, 2016 • Manoa Grand Ballroom - Honolulu, Hawai'i



9<sup>th</sup> Annual Hawai'i Conference On Language Access



## 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, 2012 and 2013. 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 Health 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 17-member Language Access Advisory Council.

## Hawai'i State Department of Health

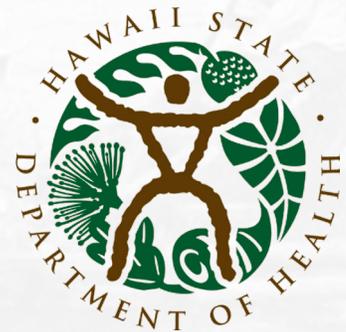
Kina'u Hale

1250 Punchbowl Street

Honolulu, Hawai'i 96813

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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.

**LANGUAGE ACCESS ADVISORY COUNCIL**  
State Office of Language Access

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**

Helena Manzano	Representing Office of Language Access, Ex Officio
William D. Hoshijo	Representing Hawai'i Civil Rights Commission, Ex Officio
Francine Wai	Representing Disability and Communication Access Board, Ex Officio
Melba Bantay	Representing a covered entity
Linda Nuland-Ames	Representing the County of Kaua'i
Patricia J. Harpstrite	Representing the City & County of Honolulu
Suzanne Zeng	Representing an accredited institution of higher learning who provides professional training in interpretation and translation
Terrina Wong	Representing a bilingual referral service or program
Cari Uesugi	Representing the County of Maui
Tina Takashy	Representing the Limited English Proficient (LEP) community
Vacant	Representing an advocacy organization that provides services to limited English proficient persons (LEP)
Vacant	Representing state government
Vacant	Representing Member at Large
Vacant	Representing a professional interpreter's organization
Vacant	Representing a professional immigrant service agency or program
Vacant	Representing the County of Hawai'i
Vacant	Representing a Hawaiian language advocacy organization



*Special Message from Governor David Y. Ige*  
*Presented to*

Office of Language Access

9<sup>th</sup> Annual Hawai'i Conference on Language Access

September 22, 2016



On behalf of the people of Hawai'i, I would like to extend a heartfelt *aloha* to the participants at the **9<sup>th</sup> Annual Hawai'i Conference on Language Access**. This year's conference theme – “10 Years of Language Access in Hawai'i: Reaching Back, Forging Ahead” – supports our vision to ensure that our state government is responsive to the people of Hawai'i.

No person should be denied access to government services due to their lack of or limited ability to speak, read, write or understand the English language. This is the very basis behind the Hawai'i Language Access Law, which seeks to meet the needs of our culturally diverse population, namely those with limited English proficiency (LEP). In recognition of the 10<sup>th</sup> anniversary of the Hawai'i Language Access Law, you will hear about the long road to the law's passage from its original advocates. You will learn about planning, implementation, staffing, funding, and the pros and cons of the latest technological advancements. Perhaps most importantly, you will hear from individuals with LEP who will bravely share their stories.

*Mahalo* to the speakers, language access experts, and participants for your commitment, time, and effort. *Mahalo* to the State of Hawaii's Office of Language Access, which provides centralized oversight, coordination, and technical assistance to state government and state-funded agencies in providing meaningful language access, for organizing this invaluable conference.

With warmest regards,

DAVID Y. IGE  
Governor, State of Hawai'i



## MESSAGE FROM MAYOR KIRK CALDWELL



I am pleased to send my warmest aloha to everyone attending the 9<sup>th</sup> Annual Hawaii Conference on Language Access, September 22 - 23, at the Japanese Cultural Center, Manoa Grand Ballroom.

This year's conference theme, "10 Years of Language Access in Hawaii: Reaching Back, Forging Ahead," commemorates the anniversary of Hawaii's language access law and recognizes the dedicated efforts of our government and private sectors to serve and support individuals with limited English proficiency (LEP). The issue of language access is critically important here in the islands, where our diverse community is comprised of many residents who have emigrated from other countries to the United States, and 24 percent of our total population speak a language other than English at home.

Mahalo to the Office of Language Access for once again sponsoring this valuable conference and bringing together experts and practitioners in the fields of health, law and law enforcement, education, social services, immigration, interpretation and translation, and others with the shared goal of providing Hawaii's LEP population equal, meaningful access to government services.

I am especially grateful to the members of our LEP community who are here today. Thank you for graciously sharing your experiences and perspectives, which speak to the importance of language access in Hawaii and serve as inspiration for us to continually work to address these needs.

On behalf of the people of the City and County of Honolulu, I extend my sincere gratitude and best wishes for a rewarding and productive conference.

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Kirk Caldwell

BRIAN SCHATZ  
Hawai'i



COMMITTEE ON APPROPRIATIONS  
COMMITTEE ON COMMERCE, SCIENCE,  
AND TRANSPORTATION  
COMMITTEE ON INDIAN AFFAIRS  
SELECT COMMITTEE ON ETHICS



*Message from U.S. Senator Brian Schatz  
Presented in Recognition of the  
9<sup>th</sup> Annual Hawai'i Conference on Language Access*

September 22, 2016

I extend my warmest greetings of *aloha* and welcome to all those gathered to celebrate the 9<sup>th</sup> Annual Hawai'i Conference on Language Access.

By passing the language access law in 2006, the Hawai'i State Legislature underscored our state's commitment to ensuring everyone can get the services they need, regardless of proficiency in the English language. Since then, the Hawai'i Conference on Language Access has continued the conversation on how we can better provide services and resources to those who need it.

The theme of this year's conference, "10 Years of Language Access in Hawai'i: Reaching Back, Forging Ahead," celebrates the progress we have made over the past ten years. I am pleased to acknowledge that this year, the National Center for Access to Justice ranked Hawai'i first in the nation for our state court system's interpreter services.

*Mahalo* to the Hawai'i State Office of Language Access for organizing this event each year and for your commitment to equality for all our people. Best wishes for a productive conference.

*Mahalo,*

A handwritten signature in black ink that reads "Brian Schatz". The signature is written in a cursive, flowing style.

Brian Schatz  
United States Senator

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HONOLULU, HI 96850  
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# United States Senate

WASHINGTON, DC 20510-1104



## MESSAGE FROM U.S. SENATOR MAZIE K. HIRONO

### In Honor of the 9<sup>th</sup> Annual Hawaii Conference on Language Access

September 22-23, 2016

Aloha and welcome to everyone attending the 9<sup>th</sup> Annual Hawaii Conference on Language Access. I regret that I am not able to join you for this special occasion.

As we mark the 10<sup>th</sup> anniversary of Hawaii's language access law, 24 percent of Hawaii's population speaks a language other than English at home. For those who do not speak English as their primary language, getting hired, accessing essential services, and even participating in community events can be more difficult. For these individuals, Hawaii's language access law is especially significant.

Over the next two days, this conference will provide important information to employers, service providers, and the general public about Hawaii's language access law, available services for Limited English Proficient (LEP) individuals, as well as an update on the progress towards expanding language access services across the state.

Mahalo to the State of Hawaii Office of Language Access for their dedication to improving the lives of LEP individuals, and sponsoring this event. My best wishes for a productive conference.

Sincerely,

A handwritten signature in blue ink that reads "Mazie K. Hirono".

Mazie K. Hirono  
United States Senator

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## The Senate

STATE CAPITOL  
HONOLULU, HAWAII 96813



### *Welcome Message from Senate President Ronald D. Kouchi*

**9<sup>th</sup> Annual Hawaii Conference on Language Access  
September 22 - 23, 2016  
Japanese Cultural Center  
Honolulu, Hawaii**

It is my honor and privilege to extend my personal greetings and welcome participants to the 9<sup>th</sup> Annual Hawaii Conference on Language Access.

July 10, 2016 marked the 10<sup>th</sup> anniversary of the enactment of Act 290, better known as the Hawaii Language Access Law. This comprehensive piece of legislation propelled Hawaii to the forefront of the battle to break down language barriers by ensuring that every member of our community has equal access to state-funded services, benefits, and education throughout Hawaii, regardless of their national origin.

On behalf of the Hawaii State Senate, thank you for your contributions and commitment to this just cause. I wish you all an enjoyable, productive and successful conference!

Mahalo Nui Loa,

RONALD D. KOUCHI  
Senate President  
8<sup>th</sup> Senatorial District – Kauai and Niihau

JOSEPH M. SOUKI  
Speaker of the House



## HOUSE OF REPRESENTATIVES

STATE OF HAWAII  
STATE CAPITOL, ROOM 431  
415 SOUTH BERETANIA STREET  
HONOLULU, HAWAII 96813

September 2016



Aloha Ka Kou,

I'm happy to support the Office of Language Access in celebrating the 10th anniversary of Hawaii's language access law during their annual conference on September 22 and 23.

For nearly a quarter of Hawaii's population, English is not their primary language. In 2006, to ensure meaningful access to services, programs and activities by limited English proficient persons, Hawai'i became the first state in the nation to pass a comprehensive language access law that removes language barriers to State and State-funded services.

The same law also established the Office of Language Access. The OLA works to ensure that persons who do not speak, read, write, or understand English are able to access services, programs and activities provided by State government agencies, courts and schools, and by State-funded organizations including medical and social service providers.

We welcome immigrants to Hawaii and know that for them to become successful and productive they need help with language skills. The overall purpose of the OLA is to address the language access needs of limited English proficient individuals by providing oversight, central coordination, and technical assistance to the State and state-funded agencies in the implementation of language access requirements.

They do this by collaborating with the government, the private sector and the community.

The motto of the OLA is " 'O ka 'ōlelo ke ola – Language is life." Indeed. And the Office of Language Access is the key to a better life for many people.

Me Ke Aloha Pumehana,

A handwritten signature in black ink that reads "Joseph M. Souki".

Joseph M. Souki  
Speaker of the House

DAVID Y. IGE  
GOVERNOR OF HAWAII



VIRGINIA PRESSLER, M.D.  
DIRECTOR OF HEALTH

STATE OF HAWAII  
DEPARTMENT OF HEALTH  
P. O. BOX 3378  
HONOLULU, HI 96801-3378

In reply, please refer to:  
File:



**Message from Health Director Dr. Virginia Pressler**

September 22-23, 2016

On behalf of the Hawai'i Department of Health, I extend my warmest aloha and welcome to everyone attending the **9th Annual Hawai'i Conference on Language Access**.

I applaud and congratulate the Office of Language Access (OLA) and all who helped to organize this year's event as we celebrate "10 Years of Language Access in Hawaii: Reaching Back, Forging Ahead." It's hard to believe it's been a decade since the establishment of Act 290 to remove the barrier of language to accessing important services and programs. This past August also marks OLA's fourth year as an agency administratively attached to the Department of Health.

As we look back at the history of the language access law, we should all acknowledge the tremendous work done to advance language access in Hawaii and other states and share information on new services, ideas, expertise, and experiences. Through the partnerships forged at this conference, we hope everyone will find the ways we can improve the rates of homelessness and education, and create a culture of health in all places where we live, work, learn, and play. Achieving health equity for all the people of Hawai'i is one of our primary goals. This great state's collective health is only as strong as our most vulnerable communities. We look forward to working with all of you and applaud your energy and devotion to supporting this important work.

Mahalo and my sincerest wishes for a successful and productive conference.

Sincerely,

*Virginia Pressler, M.D.*

Virginia Pressler, M.D.  
Director of Health

DAVID Y. IGE  
GOVERNOR



VIRGINIA PRESSLER, M.D.  
DIRECTOR OF HEALTH

HELENA MANZANO  
EXECUTIVE DIRECTOR

STATE OF HAWAII  
DEPARTMENT OF HEALTH  
OFFICE OF LANGUAGE ACCESS

830 PUNCHBOWL STREET, ROOM 322  
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September 22, 2016

**10 Years of Language Access in Hawai'i: Reaching Back, Forging Ahead**

Welcome to the **9th Annual Hawai'i Conference on Language Access!** This year marks an historical achievement: ten years since the enactment of Hawai'i's language access law in 2006. This Conference brings together stakeholders from the public and private sectors who support the rights of non-English and limited-English proficient (LEP) persons to meaningful access to government and government-funded services, programs, benefits, and opportunities.

During this two-day Conference, we will: reflect upon past struggles and achievements; evaluate current challenges and accomplishments; and build on these experiences to set ourselves on a path towards our future goals for meaningful language access in our State.

On Day 1 - Thursday, September 22<sup>nd</sup>, we will hear the history of advocacy, legislative, and community organizing efforts that led to the passage of Hawai'i's language access law. We will also hear from some agencies and jurisdictions in Hawai'i and the mainland regarding their efforts in implementing language access and advancing the field of civil rights compliance. To better appreciate the importance of this work, we will feature testimonials from individuals and their experiences as LEP. On Day 2 - Friday, September 23<sup>rd</sup>, our participants will have the opportunity to interact with the specialists, practitioners, and colleagues on the practicalities of language access compliance, including: monitoring guidelines, planning and implementation, current technologies and processes in interpretation and translation, workforce considerations, and funding and resources.

We express our deep appreciation to all the featured speakers, panelists, exhibitors, past and present members of the Language Access Advisory Council, staff, and all the valued volunteers who made this Conference for our community possible. Hawai'i has made important strides in extending aloha and integrating non-English and limited-English proficient persons into our community. However, there is much more work to be done. We hope this 2016 Conference, in celebration of ten years of language access in Hawai'i, offers the opportunity for reflection as we think and plan for the next ten years and beyond. Aloha!

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Helena Manzano  
Executive Director



Handwritten signature of Terrina Wong in black ink.

Terrina Wong  
2016 Conference Chair



# 9<sup>th</sup> ANNUAL HAWAII CONFERENCE

## On LANGUAGE ACCESS

10 years of Language Access in Hawai'i  
Reaching Back, Forging Ahead

THURSDAY, SEPTEMBER 22

8:00 - 4:30

EXHIBITS & RESOURCES Lanai/Ohana Room

7:30 - 8:30

### REGISTRATION

8:30 - 9:00

### Welcome & Introductions

*Emcee: Rebecca (Becky) Gardner – Office of Language Access*

- **Oli: Palakiko Yagodich** – Kapiolani Community College
- *Introductions: Helena Manzano* – Office of Language Access
- *Opening Remarks: Senator Suzanne Chun-Oakland* – Hawai'i State Legislature
- *Special Address: Dr. Amy Agbayani* – University of Hawai'i–Manoa

9:00 - 10:30

### PANEL: History of Language Access in Hawai'i

*Moderator: William (Bill) Hoshijo* – Hawai'i Civil Rights Commission

- **Dominic Inocelda** – Susannah Wesley Community Center
- **Gerald Ohta** – Affirmative Action Office, Department of Health
- **Dr. Sheila Forman** – Community Activist/ Educator/ Retired Administrator
- **Charlene Cuaresma** – Asian American Network for Cancer Awareness, Research & Training

10:30 - 10:45

### BREAK

10:45 - 12:00

### Testimonials

- **Qing Wu**
- **Xiaopeng Chi**
- **Jenny Ziyang Luo**
- **Incarnation Hetiback**
- **Helen Xiaowen Deng**, *Interpreter*
- **Tina Takashy**, *Interpreter/FSM Advocate*

12:00 - 1:15

### LUNCH

- *Guest Speaker: Chief Justice Mark E. Recktenwald* – Hawai'i Supreme Court

1:15 - 1:30

### Group Activity

- *Interpreting Exercise: Suzanne Zeng* – Language Access Advisory Council
- *Monster Draw: Terrina Wong* – Language Access Advisory Council

1:30 - 2:30

### PANEL: Language Access Efforts in Hawai'i

- **Associate Justice Sabrina McKenna** – Hawai'i Supreme Court
- **Ruth Silberstein** – Department of Education
- **Bridget Palmer Holthus** – Department of Human Services

2:30 - 3:45

### PANEL: Language Access Efforts in Other States/Jurisdictions

- **Paula Couselo-Findikoglu** – New Mexico Center for Language Access, New Mexico Judiciary
- **Stephanie Franklin** – Office of Human Rights, District of Columbia
- **Kleber Palma** – Translation & Interpretation Unit, New York City Department of Education
- **Elena Safariants** – Health Care Authority, Washington State

3:45 - 4:30

### NETWORKING

## GRAND BALLROOM

- 7:30 - 8:30 **REGISTRATION (Lanai)**
- 8:30 - 10:00 **Language Access Compliance & Monitoring Guidelines for Recipients & Sub-recipients**  
 Moderator: **Becky Gardner** – Office of Language Access
- **Christine Stoneman** – Federal Coordination & Compliance Section, Civil Rights Division, U.S. Department of Justice (**Videoconference**)
  - **Michael Leoz, Danielle Archuleta, & Eric Press** – Office for Civil Rights, Pacific Region, U.S. Department of Health & Human Services
  - **Stephanie Franklin** – Office of Human Rights, District of Columbia
- 10:00 - 10:15 **BREAK**
- 10:15 - 11:15 **Language Access Planning & Implementation: Lessons Learned**
- **Elena Safariants** – Health Care Authority, Washington State
  - **Melody Kubo** – Office on Equality & Access to the Courts, Hawai'i Judiciary
- 11:15 - 12:00 **Using Technology in Interpretation**
- **Dr. Suzanne Zeng** – Center for Interpretation & Translation Studies, University of Hawai'i -Manoa
  - **Cari Uesugi** – Maui Memorial Hospital
  - **Kleber Palma** – Translation & Interpretation Unit, New York City Department of Education
- 12:00 - 12:45 **LUNCH**
- 12:45 - 2:15 **Translating Vital Documents & Websites**
- **Kleber Palma** – Translation & Interpretation Unit, New York City Department of Education
  - **Melody Kubo** – Office on Equality & Access to the Courts, Hawai'i Judiciary
  - **Francois Miller** – Translator
- 2:15 - 3:15 **Creating a Multilingual Workforce & Language Testing Program**  
 Moderator: **Dr. Dina Yoshimi** – Hawai'i Language Roadmap Initiative
- **Elena Safariants** – Health Care Authority, Washington State
  - **Paula Couselo-Findikoglu** – New Mexico Center for Language Access, New Mexico Judiciary
- 3:15 - 3:45 **Obtaining Language Assistance Services; Funding & Resources**
- **Aphirak (AP) Bamrungruan** – Office of the Director, Department of Human Services
  - **Melody Kubo** – Office on Equality & Access to the Courts, Hawai'i Judiciary
- 3:45 - 4:30 **Q&A/ Closing**

## OHANA ROOM

## TECHNICAL ASSISTANCE &amp; CONSULTATIONS

10:30 - 11:45 **Compliance & Monitoring Guidelines**

12:45 - 2:00 **Language Access Planning & Implementation**

2:15 - 3:15 **Interpretation & Translation Services**

3:30 - 4:30 **Multilingual Workforce & Language Testing**



**AMEFIL (Amy) AGBAYANI, Ph.D** is a faculty member at the University of Hawai'i at Manoa and has served as an Assistant Vice Chancellor for Student Diversity and Director of Student Equity, Excellence and Diversity (SEED). Amy provides student support services for Native Hawaiians, African Americans, Filipinos, Pacific Islanders and other underrepresented groups, women, students with disabilities, pre-school children, LGBT and other underserved students. Amy has co-edited two books on Asian Americans and Pacific Islanders in Higher Education, co-founded Operation Manong and the Inter-Agency Council on Immigrant Services. She served as the first chair of the Hawai'i Civil Rights Commission, chair of the Judicial Selection Commission and the Filipino Community Center. The Honpa Hongwanji Mission honored her as a "Living Treasure." Amy received degrees from the University of the Philippines and the University of Hawai'i at Manoa.



**DANIELLE ARCHULETA, J.D.** is Equal Opportunity Specialist at the U.S. Department of Health and Human Services (DHHS), Office for Civil Rights (OCR). Her work for the DHHS OCR since 2009 has focused on enforcement of various civil rights laws, most notably working with disability discrimination claims under Section 504 and the ADA, sex discrimination claims under Section 1557, and health information privacy and security claims and breaches. Recently, she worked on the rule-making team that finalized the Section 1557 regulation under the Affordable Care Act. She is a licensed attorney in Colorado and previously worked as a law clerk at the Colorado Court of Appeals. She holds a B.S. from the University of Wyoming and a J.D. from the University of Colorado.



**APHIRAK (AP) BAMRUNGRUAN** is the Limited English Proficient (LEP) project manager at the Hawai'i State Department of Human Services (DHS). The LEP Project develops and implements policies and practices that promote meaningful access to DHS programs and services for LEP persons. Born and raised in Bangkok, Thailand, Aphirak received his Bachelor of Laws degree from Thammasat University and Barrister-at-Law degree from the Institute of Legal Education. He received his Master of Laws and Juris Doctor along with a Pacific-Asian Legal Studies Certificate from the University of Hawai'i William S. Richardson School of Law. Before joining the LEP Project, he was a litigation attorney for the Domestic Violence Action Center, an investigator with the Hawai'i Civil Rights Commission, and a staff attorney for Volunteer Legal Services. He is also experienced in immigration law and has been a volunteer with the Hawai'i Immigrant Justice Center. He enjoys traveling and most recently returned from a trip to Paris, France.



**SUZANNE CHUN-OAKLAND**, Hawai'i State Senator, has served in the Hawai'i State Legislature since 1990. She currently serves as Chair of the Senate Committee on Human Services, which focuses on child welfare, adult protection, long term care, affordable housing, public housing, vocational rehabilitation, public assistance, and early childhood. She also is a member of the Ways and Means, Transportation and Energy, and Education Committees. She is co-founder and co-convenor of the Keiki and Kupuna Caucuses, co-convenor of the Women's Caucus, chair of numerous legislative task forces and working groups, and member and officers of various community organizations' boards. She has provided invaluable support to human and social service organizations such as Blueprint for Change, Sex Abuse Treatment, Lanakila Multi-Purpose Senior Center, Susannah Wesley Community Center, Kalihi-Palama Culture and Arts Society, and Hawai'i Children's Trust Fund.

Senator Chun-Oakland is a proud graduate of McKinley High School and the University of Hawai'i at Manoa, double majoring in Communications and Psychology. She is the daughter of retired Kalihi YMCA Executive Director, Philip Chun and retired social worker, Mei-Chih Chun. She and her husband of 19 years, Michael Oakland, have three children—Mailene, Christopher and Lauren. She has six grandchildren.



**PAULA COUSELO-FINDIKOGLU** is a Literary-Scientific Spanish-English translator and Conference interpreter. She currently serves as Senior Statewide Program Manager of Language Access Services at the New Mexico Administrative Office of the Courts and has been managing the NM Center for Language Access since its inception in 2009. In 2012, she was the project coordinator for State Justice Institute (SJI) funded project: “Ensuring Language Access Outside the Courtroom: Training for Judicial Employees.” At present, she is the manager of the multi-State-funded project: “Downloadable Court Interpreter Orientation Suite,” and the SJI-funded project: “Improving Access to Justice for Native Peoples in State Courts.” In addition, she serves as a member of the Jury Improvement Committee and the “Justice System Barriers for Immigrant Domestic Violence Survivors” Planning Group.

Paula received a UNMSTC Innovative Award from the University of New Mexico (UNM) in 2012 for the Language Access Specialist Certificate Program, which integrates technologies to train court staff to provide language access services outside the courtroom. As part of this ongoing program, she has co-authored several software applications for training purposes. She was born and raised in Buenos Aires, Argentina, where she completed a two-and-a-half year Doctorate coursework in English at the Universidad del Salvador after earning a B.A. in Literary Scientific Translation from the same university. Following her academic studies, she founded and managed a training and consulting company in Buenos Aires, providing translation, interpretation and localization services for various multinational companies and organizations.



**CHARLENE CUARESMA** is the principal investigator and community director for the Asian American Network for Cancer Awareness, Research and Training (AANCART). A third generation descendant of Filipino laborers brought to Hawai‘i to work in the sugar mills, Charlene was raised in a plantation camp in Waipahu and became the first in her family to go to college. “Education is your ticket out. And never ever depend on a man,” advised Charlene’s mother, who succumbed to kidney disease, when Charlene was just 11. Empowered by her mother’s guidance, Charlene earned a bachelor’s in psychology and a master’s degree in public health from the University of Hawai‘i. Her lifelong interest in ending disparities in education and health has led her in many exciting directions: as the community director for AANCART, she supports the efforts of minorities to conduct research within their home communities. An avid believer in the power of exercise to provide “free medicine” for body and soul, she has completed seven marathons and over 30 biathlons and more than 30 triathlons. In 2011, she was appointed to the Hawai‘i State Board of Education. She is the current chair of the National Federation of Filipino American Associations (NaFFAA) Region 12.



**SHEILA FORMAN, Ph. D.** is a community activist, scholar, educator and retired administrator. She served as the Executive Director of the Catholic Immigration Center and as Director of the Office of Children and Youth in the Hawai‘i State Office of the Governor. She was co-founder of the University of Hawai‘i (UH) Operation Manong Program serving immigrant children; a member of the admissions committee for the UH John A. Burns School of Medicine; and a consultant to the Hawai‘i Department of Education on crisis intervention for immigrant youth. She trained staff and volunteers of the Hawai‘i Judiciary’s Family Court as well as the Peace Corp program in Massachusetts and the Philippines. She has held numerous leadership positions with advocacy groups, including: the Interagency Council for Immigrant Services, Hawai‘i Advocates for Children and Youth; the American Civil Liberties Union (ACLU); Na Loio no Na Kanaka; Hawai‘i Lawyers Care; and the Hawaiian Asian Writers Association. She was on the committee mandated by the court settlement on the Mangrobang language access case.

Sheila was born and raised in Manila, Philippines and is a native speaker of Tagalog. She received her undergraduate education in Manila and her MA and PhD from the University of Hawai‘i-Manoa (UHM). Her husband, Mike (UHM Professor Emeritus of Linguistics) and one of their four children, David (UHM Environmental Law Program director; former attorney for the Hawai‘i Civil Rights Commission) are also strong advocates for language access and social justice.



**STEPHANIE FRANKLIN** is the Interim Director of Policy and Communications for the District of Columbia Office of Human Rights (OHR). In her role she manages OHR's strategic investments in vulnerable communities often targeted for discrimination. Under her leadership, OHR became a model jurisdiction for innovative campaigns and proactive initiatives that engage hard to reach communities and businesses alike on civil rights issues. She previously served in OHR's Language Access Program as an Analyst and primary strategist and liaison with all District government agencies covered in the DC Language Access Act. In this capacity, she worked with many diverse agencies to develop and implement tailored plans of action that incorporate immigrant inclusive practices and language resources suited to their customer's needs. She is a native of Detroit, Michigan and holds a BA in International and Comparative Politics.



**REBECCA (Becky) GARDNER** joined the Office of Language Access (OLA) as its Senior Legal Analyst in May 2012. Prior to OLA, she served as a Staff Attorney for the Consumer Protection & Commerce Committee of the State of Hawai'i House of Representatives; and as a law clerk at both the First Circuit Court and the Intermediate Court of Appeals. 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 state of Hawai'i and New York.



**BRIDGET PALMER HOLTHUS** is the Deputy Director of the State of Hawai'i Department of Human Services. Previously, she served as Deputy Director of the Department of Community Services, City and County of Honolulu; as Special Assistant to the Attorney General; as Deputy Attorney General for the Department of Health; and as Director of Philanthropic Services for the Hawai'i Community Foundation. Ms. Holthus received her BA from the University of California at Berkeley, her JD from the University of Hawai'i-Manoa (UHM) William S. Richardson School of Law, and a graduate certificate in global health from the UHM John A. Burns School of Medicine.



**WILLIAM (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. He 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. He 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, he 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.



**DOMINIC INOCELDA** is former Chairman of the State of Hawai'i Office of Language Access Advisory Council. He is the current 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 in Social Work degree 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 for more than 25 years. He has been a licensed clinical social worker since July 1, 2008.



**MELODY M. KUBO** joined the Hawai'i State Judiciary's Office on Equality and Access to the Courts (OEAC) in 2008. As OEAC's Court Interpreting Services Coordinator, she oversees the day-to-day operations of the Judiciary's Court Interpreter Certification Program, which qualifies interpreters to work in the Hawai'i State Courts through screening, training, and testing. In addition to successfully securing grant funding for projects to enhance the Judiciary's language access services, she was highly involved in the design and development of the Judiciary's award-winning multilingual website. She also staffs the Supreme Court Committee on Court Interpreting and Language Access, which provides policy direction for the Court Interpreter Certification Program and serves as a resource on broader language access issues. Prior to joining the Judiciary, Melody worked with business and social service non-profit organizations in Hawai'i and at the Hawai'i State Legislature, and was a technical editor for the recently published *Native Hawaiian Law: A Treatise*. She is a graduate of the William S. Richardson School of Law, University of Hawai'i at Mānoa; Tufts University; and Iolani School.



**MICHAEL LEOZ** is the Regional Manager for the Pacific Region 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 the Pacific Region which has jurisdiction over Health and Human Service fund recipients and covered entities located in the states of Alaska, Arizona, California, Hawaii, Idaho, Nevada, Oregon and Washington. The Pacific Region also has jurisdiction over the U.S. Pacific Territories of American Samoa, the Commonwealth of the Northern Mariana Islands and Guam. 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, Title II of the Americans with Disabilities Act of 1990 and Section 1557 of the Affordable Care Act. The agency is also responsible for the enforcement of the HIPAA Privacy and Security Rules as well as the HITECH Breach Notification Rule. Due to the diverse population demographics of the states and territories in the Pacific Region, the Region investigates and resolves a high number of complaints relating to the provision of language access to limited English proficient individuals. Mr. Leoz is a graduate of the University of California at Berkeley and of the University of Southern California Law School. He is admitted to both the State Bar of California and the U.S. Federal District Court, Central District of CA.



**HELENA MANZANO** is the Executive Director of the Hawai'i State Office of Language Access (OLA). Prior to her appointment to OLA in 2015, she was at the State Department of Human Services (DHS) managing the agency's Limited English Proficiency (LEP) Project, which supports and coordinates policies and practices that improve access to DHS programs and services for LEP persons. From 2009 to 2013, she was a planning specialist for the State Department of the Attorney General's Crime Prevention and Justice Assistance Division. Her work involved planning for and administering the State's VAWA (Violence Against Women Act) and VOCA (Victims of Crime Act) federal grants for criminal justice initiatives and victim services. Her nonprofit sector experience include: program manager of culturally/linguistically appropriate services for underserved victims of domestic violence and sexual assault; clinical case manager for children and adults with mental health issues; and counselor at a residential treatment facility for women and children suffering from drug and substance abuse. Born in Manila, Philippines, Helena immigrated to Hawai'i in her early teens with her parents and 3 siblings. She is bilingual in Tagalog and English and has a Master's in Social Work degree from the University of Hawai'i at Manoa.



**SABRINA S. MCKENNA**, Hawai'i Supreme Court Associate Justice, was born and raised in Japan and the Philippines, with Japanese as her first language. She graduated from the University of Hawai'i at Manoa ("UHM"), where she studied Japanese-English translation and interpretation, and from UHM's William S. Richardson School of Law ("WSRSL"), where she served as Editor-in-Chief of the Law Review. She became an associate at Goodwill Anderson Quinn & Stifel in 1982, General Counsel to Otaka, Inc., in 1987, and Assistant Professor at WSRSL in 1991. She was appointed to the state District Court in 1993 and to the Circuit Court in 1995, where she presided over criminal, domestic violence, and civil calendars, before becoming Senior Judge of the Family Court of the First Circuit in 2009. She has been involved in language access issues in the state judiciary for many years, serving as former Chair of the Supreme Court Committee on Court Interpreters and Language Access, overseeing creation of Hawai'i's court interpreter certification program, and instituting a policy at Family Court of providing free language access services to court participants in all case types. She received the Daniel K. Inouye Trailblazer Award from the National Asian Pacific American Bar Association in 2015.



**FRANÇOIS MILLER** is a French—English translator working in Honolulu, Hawai'i since the early 1980s, specializing in legal documents, including certificates of live birth, certificates of marriage, divorce decrees and other official documents. He is accredited with the French Consulate General in Honolulu, and a court interpreter registered with the State of Hawai'i Judiciary. For more information, visit [www.francoismiller.com/Traducteur](http://www.francoismiller.com/Traducteur).



**GERALD OHTA** is the Affirmative Action Officer of the Hawai'i State Department of Health, and is its Language Access Coordinator. He is the immediate past State Agency Representative and immediate past Vice-Chair of the State Language Access Advisory Council. 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. He also brings to the council a wide range of contacts with language access advocates, organizations, and agencies here and nationally.



**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. Prior to this, Kleber served as the Director of the Los Angeles Unified School District's Translations Unit, a Language Specialist for the FBI and a Translation Services Manager for a private firm in California. He has extensive experience as a freelance Spanish translator and a language access consultant, and holds a BA in International Relations from the University of Southern California and an MBA from California State University in Los Angeles.



**ERIC PRESS, J.D.** started working for the U.S. Department of Health and Human Services (HHS), Office for Civil Rights (OCR) in 2008. OCR has authority to conduct compliance reviews and investigate complaints made under a variety of Federal Regulations, including The Health Information Privacy and Portability Act, Title VI of the Civil Rights Act and Section 1557 of the Affordable Care Act. His work as an investigator has focused on and health information privacy enforcement, and Title VI language access compliance, specializing in languages of lesser diffusion. Recently, he worked on the rulemaking team that finalized the Section 1557 regulation, and received the Team Award for distinguished service from the Secretary of HHS. He holds a B.A. in Performing Arts and Social Justice from the University of San Francisco, and a J.D. from the University of San Francisco, School of Law.



**MARK E. RECKTENWALD** was sworn in as Chief Justice of the Hawai'i State Supreme Court on September 14, 2010. He joined the Supreme Court as an Associate Justice on May 11, 2009 and previously served as Chief Judge of the Intermediate Court of Appeals beginning in April 2007. Prior to his appointment to the Intermediate Court of Appeals, Recktenwald served as the director of the Department of Commerce and Consumer Affairs; as an Assistant United States Attorney for the District of Hawai'i; and as an attorney in private practice. He received his undergraduate degree from Harvard University and his law degree from the University of Chicago.



**ELENA SAFARIANTS'** background spans the fields of language acquisition; interpreting and translating; education; intercultural communication; social services; promoting equity in healthcare; diversity and inclusion; and language assistance and equal access to services. She has US equivalents of BA in English Language and Literature from School with Instruction in English Language, St. Petersburg, Russia and MA in Education from State University of Culture, St. Petersburg, Russia.

After immigrating to the USA in 1994, Elena held the following positions in the State of Washington (WA) Department of Social and Health Services (DSHS): Refugee and Immigrant Social Worker; Language Interpreter Services and Translations (LIST) Testing and Certification program manager; and Medical Assistance Administration LEP manager. For the last 15 years, she is the Language Access Advisor for the WA Health Care Authority (HCA), responsible for the agency's language access compliance with all federal and state regulations—e.g., Title VI of Civil Rights Act of 1964; American Disabilities Act of 1990; National CLAS Standards of 2000; Section 1557 of the Affordable Care Act (ACA) and its 2016 final rule on Non-discrimination; Revised Codes of Washington; WA Administrative Codes; and legal agreements and HCA Administrative Policies. She chairs joint DSHS/HCA/HBE (Health benefit Exchange) LEP Advisors Committee; sits on the Board of Washington State Coalition on Language Access (WASCLA); and actively participates in Interagency LEP Workgroup under the Governor's Interagency Council on Health Disparities.



**RUTH SILBERSTEIN**, who served as Palolo Elementary's principal for 11 years, was appointed complex area superintendent effective July 2, 2012. Under her leadership, Palolo Elementary proficiency rates in reading and math soared as she successfully tackled challenges such as poverty and the learning needs of English Language Learners, and created a schoolwide STEM curriculum in 2008. Her school leadership positions include vice principal at Waihee Elementary (1991-93), Pukalani Elementary principal (1993-97), and Puohala Elementary principal (1997-2001), before taking the helm at Palolo Elementary. Silberstein holds a bachelor's degree in philosophy from Chaminade College, and a master of elementary education and a master of education administration, both from the University of Hawaii.



**CHRISTINE STONEMAN** is Acting Chief of the Civil Rights Division's Federal Coordination and Compliance Section in the U.S. Department of Justice. She directs a nationwide program to enforce federal statutes and executive orders that prohibit race, color, national origin, and sex discrimination in federally assisted and federally conducted programs. Throughout her career, she has focused on utilizing a range of policy, outreach, enforcement, and regulatory tools to prevent and address discrimination. For instance, under her leadership, the Section has filed briefs in a Title VI lawsuit in Hawai'i, and worked with the Hawai'i state courts to improve language assistance services for limited English proficient court users. In 2011, she was awarded the Civil Rights Division's first John R. Dunne Award for furthering the cause of civil rights.

Prior to joining the Department of Justice, Christine served as an attorney at the Center for Law and Education and as a Skadden Fellow at Legal Action of Wisconsin, focusing on education, child welfare, and public benefits law. She clerked for the late Honorable Judge John W. Reynolds of the Eastern District of Wisconsin. Christine received her law degree from the Georgetown University Law Center, and her undergraduate degree at the University of Wisconsin Milwaukee.



**TINA S. TAKASHY** is a long time civil society, gender, human rights and social justice advocate in the Federated States of Micronesia, the Pacific and Hawai'i. She worked for the FSM National and Chuuk State Governments in key management and community empowerment positions. She served on a number of key advisory and policy decision-making Boards and Committees in Micronesia, the Pacific and Hawai'i, representing the voice of the marginalized Micronesian communities. She sits on Governor Ige's Language Access Advisory Council, representing the Limited English Proficient (LEP) Compact of Free Association (COFA) Communities in Hawai'i. She is a professional development consultant specializing in public policy advocacy and health, education and social justice empowerment. Her business consulting services, DEVINT Micronesia, provides a onestop COFA language Interpretation, translation, and logistical support services for COFA migrants and Service Providers in Hawai'i. She also founded and managed the Hawai'i Freely Associated States Empowerment (FASE) Organization to help FASCOFA residents adjust successfully to life in Hawai'i through leadership and policy dialogues with COFA, Hawai'i and Federal Government officials on current and emerging compact impact challenges facing COFA migrants, their host communities and the State of Hawai'i.

Tina has a BA in psychology (Rhode Island College), a Masters of Public Health (University of Hawai'i at Manoa and East West Center Population Institute), and a post-graduate diploma in not-for-profit management (UNITEC, New Zealand). She has 3 children and 6 grandchildren living in Hawai'i and a son who lives in Los Angeles with his family.



**CARI UESUGI**, has worked as a social worker for over 30 years in diverse communities and has most recently been a Patient Relations Advocate for Hawai'i Pacific Health, Queen's Medical Center and Maui Memorial Medical Center (Hawai'i Health Systems Corp). She also initiated and implemented Maui Memorial Medical Center's Title IV and Language Access plan. Working in the medical field has increased her commitment towards advocating for LEP consumers to receive meaningful access to services, programs, and activities within their communities. She has found that working on the island of Maui, collaborating with government agencies and community organizations is essential in creating ongoing language resources which support not only the LEP consumers with their communication needs but also in meeting the professional and educational needs of Maui interpreters.



**TERRINA WONG**, Deputy Director of Pacific Gateway Center, is actively involved with programs and initiatives in social services, education and training that empower immigrants, refugees, and low-income residents to access opportunities so they may lead self-sufficient lives. She works and interacts daily with limited English proficient persons and learning English is the most important way to prepare them for meaningful integration into everyday life. Therefore, helping those who have been marginalized because of lack to language access is at the heart of her work. She directs the ESL and citizenship programs in Chinatown and teaches ESL to children of immigrant farmers in Kunia.

Terrina is a second language learner; bilingual in English and French for having lived and studied in France, and currently active in the local French community. Her commitment to global issues include being a host family to international students from Bangladesh, China, Egypt, India, Indonesia, Japan, Nepal and Thailand. She received her Master's degree in Education from the University of Hawai'i at Manoa and has been a dedicated educator of over 25 years in the teaching and learning of global priorities and world cultures. Because of her work at Pacific Gateway Center, she is now living global issues, acquiring first hand experiences in dealing with immigration and refugee resettlement, human rights, and social justice issues in areas such human trafficking and language access.



**PALAKIKO YAGODICH** graduated from the University of Hawai'i at Manoa with a degree in Hawaiian Studies, and is a faculty member of the Hospitality and Tourism department for which he teaches the HOST 168 – Tour Directing courses. Prior to this, he was the lead coordinator and instructor for the Interpret Hawai'i Program, Kapiolani Community College for which he continues to conduct trainings. With Interpret Hawai'i, he was responsible for the development of the Ho'okipa Me Ke Aloha Training Program, and has personally delivered this training to thousands of visitor industry employees statewide. He has also conducted training for several hundreds of visiting foreign national students, as well as institutional and government groups from Australia, Ukraine, Japan, Korea and China. In November 2005, he traveled to Namibia, Africa to educate and train their college faculty and staff on developing a host culture and language program for the Polytechnic of Namibia. Recently, he has been involved with host culture training for employees from 'Aulani – A Disney Resort and Spa, Island Air, Waimanalo Health Center, and the Hawai'i State Department of Health. Palakiko is originally from Maui, and currently resides on the north shore of Oahu, enjoying the island lifestyle with his ohana by going to the beach, surfing, and fishing, among many other outdoor activities.



**DINA R. YOSHIMI** (Ph.D in Applied Linguistics, University of Southern California) is Director for the Hawai'i Language Roadmap Initiative, and Associate Professor of Japanese at University of Hawai'i at Manoa. A specialist in Japanese language learning and pedagogy, her research focuses on developing curricula and classroom practices for effective instruction of everyday language usage, and post-graduate professional uses. She was Director for several NFLRCNRCEA co-sponsored Summer Institutes on Teaching Pragmatics in the JFL (2002; 2003) and CFL (2004) Classrooms, and Co-chair for the 2006 Conference on Pragmatics in the CJK Classroom, as well as the 2007 International Conference on Pragmatics and Language Learning.



**SUZANNE ZENG** has been with the University of Hawai'i's Center for Interpretation and Translation Studies (CITS), educating students for over 20 years. She is passionate about bringing equality to limited English speakers by producing well-trained language interpreters for community settings, such as for the courts and hospitals. Besides teaching, she has conducted numerous workshops at home and abroad, for Asian and for Pacific Island language speakers. Suzanne was actively involved establishing higher standards and certification for Hawai'i State court and medical interpreters. She is a member of the Supreme Court Committee for Court Interpreters and the State Language Access Advisory Council. She is an active community and conference interpreter. She received her Ph.D. in Chinese Linguistics from the University of Hawai'i, and is a certified Chinese-English Conference Interpreter.





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