

## LANGUAGE ACCESS ADVISORY COUNCIL (LAAC) MEETING MINUTES

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

Wednesday, September 07, 2016  
 9:30 a.m. – 11:00 a.m.

**PRESENT:** Terrina Wong, Interim-Chair; Vacant, Vice-Chair; Helena Manzano, Ex-officio; Livia Wang for Bill Hoshijo, Ex-officio; Kurstin Chun for Francine Wai, Ex-officio; Melba Bantay; Linda Nuland-Ames; Patricia Harpstrite; Tina Takashy; Cari Uesugi; Suzanne Zeng

**EXCUSED:** None

**GUESTS/STAFF:** Rebecca Gardner (OLA); Gail McGarvey (OLA)

AGENDA ITEM	DISCUSSION
<b>1. Call to Order</b>	Meeting was called to order at 9:38 am with quorum by Terrina Wong, Interim-chair.
<b>2. Welcome and Introductions</b>	The Interim-chair welcomed everyone. The neighbor island council members Linda Nuland-Ames and Cari Uesugi attended by telephone conferencing.
<b>3. Approval of Minutes of August 10, 2016 meeting</b>  <b>Minutes approved</b>	Motion to approve the minutes of August 10, 2016, was made by Patricia Harpstrite. Melba Bantay. Motion was carried to accept the minutes.
<b>4. Executive Director's Report Updates/Activities</b>	Executive Director (ED) Helena Manzano, gave an oral report. <ul style="list-style-type: none"> <li>• <b>Biennial Budget.</b> The ED is working on the Biennial Budget for OLA. Four positions have been requested. They are: one Language Access Resource Coordinator (LARC), two, Research Analysts, and one Office Assistant.</li> <li>• <b>Boards &amp; Commissions.</b> There are currently three applicants.</li> <li>• <b>Ethnic Radio.</b> Radio spots for air time were purchased for Language Access month with the Japanese and Korean language speaking stations to use either pre-recorded interviews or live.</li> </ul>

	<ul style="list-style-type: none"> <li>• Kurstin Chun asked if NPR or Hiki No would be contacted for radio spots. OLA will look into this.</li> <li>• Terrina Wong said there is free airtime on Tongan radio shows. She volunteered to arrange for about 20 minutes of air time.</li> <li>• ED said she would like to have a Speakers’ Bureau on language access geared toward the public audience. She suggested we have it for discussion on the October agenda.</li> <li>• She also suggested to have radio scripts for PSA to present to the council for review.</li> <li>• <b>UH Center for Interpretation and Translation Studies (CITS).</b> ED announced the first training will take place on Monday September 12, 2016, with Department of Human Services (DHS) at the DHS Waikamilo Building. Sue Zeng is the trainer and Becky Gardner will have a presentation on Hawaii’s Language Access Law. <ul style="list-style-type: none"> <li>○ The training is also open to Department of Health (DOH) employees and Gerald Ohta will help with getting the information distributed.</li> <li>○ The Memorandum of Agreement (MOA) time will be extended and the neighbor islands will be included in the training.</li> <li>○ ED would like to use this training as a training module for state agencies to add to their training curriculum.</li> <li>○ Sue Zeng said this basic training is for the frontline worker to understand what LEP experiences; their perspective-what it feels like to not speak English. It will include how to recognize the LEP individual and how to identify what type of help the LEP will need.</li> <li>○ Terrina Wong asked if training was mandatory. ED responded that OLA cannot promise we provide training indefinitely, therefore we cannot mandate this training. Also, the training is free but we cannot provide free training in the future. OLA would like to get Department of Human Resources and Development to offer this as part of training classes offered to state employees.</li> <li>○ Kurstin Chun suggested making a video or a YouTube format; it would be ideal to reaching a lot more people over time.</li> <li>○ Terrina Wong will forward a link about YouTube video production by the feds.</li> </ul> </li> </ul>
<p><b>5. Report of the Interim-Chair</b></p>	<p><b>OLA Conference Planning.</b> The program agenda for the upcoming 9<sup>th</sup> Annual Hawaii Conference on Language Access was distributed for the council to review.</p> <ul style="list-style-type: none"> <li>○ For the panel: Language Access Efforts in Hawaii, the speakers are: Associate Justice Sabrina McKenna, Hawaii Supreme Court, Ruth Silberstein, Department of Education and Bridget Palmer Holthus, DHS.</li> </ul>

	<ul style="list-style-type: none"> <li>○ The guest luncheon speaker will be Chief Justice Mark E. Recktenwald of the Supreme Court of Hawaii. It was noted that the Office on Equality and Access to the Courts (OEAC) recently won national recognition for making access to justice and providing support for people with limited English proficiency (LEP).</li> <li>○ For the morning panel: History of Language Access in Hawaii, Bill Hoshijo, Hawaii Civil Rights Commission is the moderator and panel will consist of: Dominic Inocelda, Susannah Wesley Community Center, Gerald Ohta, DOH, Senator Susan Chun-Oakland, Hawaii Legislature and Dr. Amy Agbayani, supporters of language access whose history goes back ten years. Terrina Wong suggested publicly acknowledging backers of the language access community, workers, etc. ED encouraged the council to invite others who they know of, unsung heroes, who were supporters in forming basis for the language access law.</li> <li>○ The council would like to give recognition to all those who worked on the Hawaii language access law.</li> <li>○ On the second day of the conference, September 23, 2016 there will be several concurrent sessions. This will be an opportunity for people to come and speak directly with panelists/speakers, ask questions, get technical assistance or consultation.</li> </ul>
<p><b>6. Items for Discussion</b></p> <p><b>Motion accepted.</b></p>	<p><b>Language Access Advisory Council (LAAC) Manual.</b> A draft of the LAAC handbook manual was available for the council members to look at. For the neighbor island council members, Linda Nuland-Ames and Cari Uesugi OLA will mail hard copies. There were goals and visions from the first LAAC retreat which Becky Gardner suggested the council may want to look at again and make suggestions for future updates or changes. Special recognition and thank you to our 89-day hires, Richalle Patague and JC Sison for their hard work in compiling the manual.</p> <p><b>Nominate an Interim Vice-chair.</b> Melba Bantay moved to nominate Sue Zeng as the Interim Vice-Chair for the LAAC to serve till December 31, 2016. Motion was carried and Sue Zeng is the new Interim Vice-Chair.</p>
<p><b>7. Agenda Items for Next Meeting</b></p>	<ul style="list-style-type: none"> <li>○ Speakers Bureau for radio spots.</li> <li>○ Conference Evaluation</li> <li>○ Debriefing of training and schedule and planning for Maui training.</li> </ul>

<b>8. Announcements</b>	<ul style="list-style-type: none"> <li>• IAC (Inter-Agency Council) meeting on Wednesday, September 28, 2016 @ 2:30 PM at Susannah Wesley Community Center.</li> <li>• The UH CITS classes for Community Interpreting Program at UH and neighbor islands are filled. Department of Labor and Industrial Relations (DLIR) Worklinks is helping with sponsorship.</li> <li>• Pacific Gateway Center has received an award by the U.S. Citizenship and Immigration Services (USCIS) a citizenship grant for providing naturalization classes this fall to permanent residents. It will consist of 10 Saturday sessions from 9:00 am to 1:00 pm. Please contact Terrina Wong for more details.</li> <li>• OLA needs volunteers to help with the assembly of handouts and conference booklets the week of September 19<sup>th</sup>, Gail McGarvey will email date and time.</li> <li>• For those presenting at the conference, a reminder to please submit your PPT presentations.</li> <li>• Next month's LAAC meeting will be on Wednesday, October 12, 2016 @ 9:30 am to 11:00 am, Director's conference room 320, DLIR.</li> </ul>
<b>9. Adjournment</b>	The Interim-Chair adjourned the meeting at 10:55 am.

Respectfully submitted by: Gail McGarvey