# 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, December 14, 2016  
9:30 a.m. – 11:00 a.m.

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

**EXCUSED:** Patricia Harpstrite

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

<table>
<thead>
<tr>
<th>AGENDA ITEM</th>
<th>DISCUSSION</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1. Call to Order</strong></td>
<td>Meeting was called to order at 9:41 am with quorum by Terrina Wong, Interim-Chair.</td>
</tr>
<tr>
<td><strong>2. Welcome and Introductions</strong></td>
<td>The Interim-chair welcomed everyone. The neighbor island council members Linda Nuland-Ames and Cari Uesugi attended via telephone conferencing.</td>
</tr>
<tr>
<td><strong>3. Approval of Minutes of November 09, 2016 meeting</strong></td>
<td>Correction to the minutes were made as follows: on page 3, third bullet from top of page, Tina Takashy asked to delete “…the government of” from the sentence. Same page, under Items for Discussion, Speakers Bureau, first bullet, Tina Takashy made the following grammatical corrections to her statement: “…KNDI radio station has Pohnpeian and Tongan programs that may offer free air time.” Motion to approve the minutes of November 09, 2016, made by Kurstin Chun and seconded by Tina Takashy. Motion was carried the minutes were approved.</td>
</tr>
</tbody>
</table>
| **4. Executive Director’s Report Updates/Activities** | Executive Director (ED) Helena Manzano, gave an oral report.  
  - **Legislative Bills.** OLA submitted an appeal and was included in the Governor’s fiscal year 2017-19 biennium budget. Next step is the Budget Briefing with Ways and Means Committee scheduled for |
January 19, 2017. OLA hopes to receive financial support for three full time program specialists and one office assistant position.

- **Joint Training Flyers.** New flyers for OLA’s joint training with UH Center for Interpretation and Translation Studies (UH CITS) and City & County of Honolulu have been updated. Training is for State/County employees who provide direct services to or may encounter LEP individuals. It will be held on Tuesday, February 28, 2017 in the Pikake Room at the Neal S. Blaisdell Center, Honolulu. The Department of Labor & Industrial Relations (DLIR) will have training for their agency personnel on January 12 & 13, 2017 at the conference rooms 310-314 at 830 Punchbowl Street, Honolulu, HI, 96813. Dr. Suzanne Zeng will be the trainer for all the trainings. Special recognition was given to OLA student helpers JC Sison and Richalle Patague for their excellent work on the flyers.

5. **Report of the Interim-Chair**

**Longline Fishermen Update.** AP journalist, Marcia Mason returned to Hawaii recently to write a follow up to her first article about the longline fishermen in Hawaii.

- Terrina Wong said that at the informational briefing last month with State legislators the Department of Land and Natural Resources (DLNR) administrators required more familiarity with Hawaii’s Language Access Law and its requirements.
- The council will invite Dean Aoki/DLNR language access coordinator to the next monthly meeting in January 2017.
- Becky Gardner mentioned that there was an article in today’s Civil Beat about congress wanting to investigate Hawaii’s long line fishing practices.

**State Ethics Code.** Last week, Becky Gardner sent the LAAC members a link to the Hawaii State Ethics Commission about State Ethics Code for “employees” to follow. (This includes the advisory council members.) There was a lot of good and valuable information available.

- Terrina Wong asked if the council would like to invite someone from the Ethics Commission to one of our meetings. The council said they would be interested.
- It was agreed that the council would submit questions in advance of the meeting.
- There were some questions if LAAC members were required to provide financial disclosures each year. Livia Wang said it is required each year. Aphirak “AP” Bamrungruan said that as an advisory committee the council may not fall under requirements for providing financial disclosure.
- Sue Zeng said that is a question the Ethics Commission can answer – if the LAAC is not required as it is advisory in nature.

**Terrina Wong said Hawaii Public Housing Authority** sent notices and brochures about language access rights which had been translated.

**Hawaii Harm Reduction Conference 2017: Humanize not Criminalize.** Terrina Wong was invited to represent Pacific Gateway Center and Helena Manzano had been invited to represent OLA, but they will not...
be able to attend. Dominic Inocelda will represent OLA and speak on language access. Friday, January 13, 2017 at Ala Moana Hotel, 8:00 a.m. to 4:30 p.m.

**Hanauma Bay State Park.** Terrina Wong mentioned there was an editorial in the 12/13/2016 newspaper about Hanauma Bay State Park. The City & County Parks and Recreation translated Hanauma Bay park rules for visitors. There was also a video available but there was no announcement that ear phones were available in different languages for visitors who are non-English speaking. The non-English visitors were missing the most important part of the video which was about not stepping onto the reef. Would this be something for OLA to look into?

**Honolulu International Airport TSA pre-check.** It was noted that in the security check in to the gates at the Honolulu International Airport, TSA pre-check fails to have signage in multiple languages so foreign visitors who have TSA pre-check were standing in the regular security lines when they were eligible to use the TSA pre-check line to expedite their travel process.

**Civil Beat.** There was an article in Civil Beat involving an infant death at Kapiolani Medical Center. A Chuukese family had brought their infant to the emergency room several times, there was no attempt by staff to get an interpreter for the LEP parents and the baby died in the ER. Helena Manzano was contacted by Civil Beat and she explained that a federal executive order and state law require hospitals that receive federal or state funding to offer interpretation and translation options to patients with limited English proficiency.

- Cari Uesugi will follow up on this incident. She said Kapiolani Medical Center has language access procedures and they know about the language access law.

### 6. Items for Discussion

**Speakers Bureau for Radio Interviews.**
- Tina Takashy will be on KNDI radio station for Chuukese next Friday, December 17, 2016. She volunteered to talk about language access law and the Office of Language Access. This is free air time and she invited anyone on the council who has time to join her between 2:00 pm and 4:00 pm.
- Regarding free airtime for Tongan, Terrina Wong will follow up outreach on KNDI by Pacific Gateway Center (PGC).
- Melba Bantay volunteered to do the radio spots on Tagalog and she will find someone to do Ilocano.

**PIG (Permitted Interaction Group) Committee for Language Access Plan Reviews.** OLA has requested 26+ state agencies to submit their updated/revised language access plans by November 30, 2016.
Motion approved.

- It is suggested that a PIG Language Access Plan (LAP) Committee be established to assist OLA staff in reviewing LAPS from each agency. Plan to start meeting in January 2017 & begin on a strategy on how to approach reviewing the plans.
- Motion to establish a PIG Committee to review State Language Plans. Motion made by Livia Wang and seconded by AP Bamrungruan. Motion carried.
- Every State agency needs to have a language access coordinator.
- Every State agency needs to have a language access plan and it needs to be updated every 2 years.
- Becky Gardner reported that there were 9 agencies current as of this year and 19 were non-compliant. After receiving notice by email, 4 agencies submitted an updated language access plan.
- Sue Zeng did not know about the email that was sent out to the heads of the department with cc to the Language Access Coordinator (LAC). Discussion followed.
- Council members who volunteered to be on the PIG Language Access Plan Review are: Cari Uesugi, AP Bamrungruan, Tina Takashy, Terrina Wong and OLA staff, Becky Gardner.

LAAC Vacancies Update. Vacancies remain the same as last reported: 5 vacancies, 2 applications.

7. Agenda Items for Next Meeting

- Invite Dean Aoki/DLNR for questions and answers for the council regrading DLNR language access plan.

8. Announcements

- IAC (Inter-Agency Council) will begin monthly meetings in January 2017. First meeting of the new year will be on Wednesday, January 25, 2017 @ 2:30 PM at Susannah Wesley Community Center.
- Pacific Gateway Center will be providing free citizenship classes. Orientation for the spring session to be determined in February 2017, to be held at 83 N. King Street (between Maunakea and Smith Streets in Chinatown). Please contact Terrina Wong, PGC for more details (phone 851-7001).
- Next LAAC meeting Wednesday, January 11, 2017 at 9:30 AM, same location? Gail McGarvey will send an email to survey if that date/time is okay for everyone.

9. Adjournment

The Interim-Chair officially adjourned the meeting at 10:49 am.

Respectfully submitted by: Gail McGarvey