

## LANGUAGE ACCESS ADVISORY COUNCIL (LAAC) MEETING MINUTES

Department of Labor and Industrial Relations  
Unemployment Insurance Administration Conference Room 325  
830 Punchbowl Street, Honolulu, Hawai'i, 96813

Wednesday, January 09, 2019  
9:30 a.m. – 11:00 a.m.

**PRESENT:** Terrina Wong, Interim-Chair; Suzanne Zeng, Interim Vice-Chair; Aphirak “A.P.” Bamrungruan, Ex-officio; Sharon Ferguson-Quick for Bill Hoshijo, Ex-officio; Colin Whited for Francine Wai, Ex-officio; Cristina Arsuaga; Charlotte Huang; Linda Nuland-Ames; Lydia A. Pavon; Cari Uesugi

**EXCUSED:** Shirl Schumacher

**GUESTS/STAFF:** Becky Gardner (OLA); Gail McGarvey (OLA); Māla Arkin, and Carie Sarver, ASL interpreters

AGENDA ITEM	DISCUSSION
<b>1. Call to Order</b>	At 9:40 AM the meeting was called to order with quorum by Terrina Wong, Interim-Chair.
<b>2. Welcome and Introductions</b>	Terrina Wong welcomed council members and asked each person to introduce themselves. Linda Nuland-Ames, from Kauai County, was able to attend in person. Shirl Schumacher was excused.
<b>3. Approval of Minutes November 14, 2018. Minutes Approved</b>	<ul style="list-style-type: none"><li>• Motion was made to approve the minutes by Cristina Arsuaga.</li><li>• Seconded by Sue Zeng.</li><li>• MOTION CARRIED.</li><li>• Minutes were approved for November 14, 2018.</li></ul>
<b>4. Executive Director's Report</b>	A.P. Bamrungruan, ED, gave his report: <ul style="list-style-type: none"><li>• ED reported on the progress of new OLA positions. Due to the elections things were pending. The Director of Health, Bruce S. Anderson has been reappointed. The ED heard back from Director's office, they are asking for more clarification of OLA's reorganizational chart</li><li>• Governor David Ige was re-elected for another term and he continues to work on appointing his cabinet and attached agencies. ED has been asked to hold over till a decision has been made. ED said he intends to serve as ED if reappointed.</li><li>• The 2019 Hawaii State Legislature opens on Wednesday, January 16, 2019.</li></ul>

- For the second year, OLA is partnering with the Hawaii State Judiciary OEAC on presenting their basic court interpreter training workshops, to be held from February to March 2019 on Oahu and the Neighbor Islands. With OLA's financial assistance it will help to lower the cost for the participants. For instance, instead of \$150 per person the cost would be \$50 for two days, hoping this will encourage more persons to sign up. OEAC thru this training will be able to identify interpreters who would be good court interpreters. And participants will learn about language access.
- Cristina Arsuaga may also be helping with train the trainer for these new court interpreters' workshops/trainings.
- Terrina Wong asked if there were languages that needed to be focused on? Micronesian languages are still needed and now the focus is also on Hawaiian language.
- ED and Sue Zeng had language access training at Child and Family Services for shelter workers and social workers this past November 2018. Charlotte Huang said the training was well received by the staff and included PACT (Parents and Children Together) workers. This is a good example of OLA taking the training out to the community. Sue Zeng, the trainer, said the training was very focused and as a result everyone got a lot out of it. Lydia Pavon with Domestic Violence Action Center (DVAC) agreed how good the training was for their workers, too. They needed to know what resources they have for interpreters. ED said one of OLA's major function is to work with agencies or groups that need to learn more about language access and how to make it more available to the LEP community.
- Another good example was the Hilo LEP training/workshop several months ago. Participants learned they had to comply with Hawaii's language access law. One of the participants was from the State Department of Agriculture. She went back and told her boss that they must comply with the language access law. They applied for and received a grant to translate documents on how to use pesticides. They received a nice sized grant, about \$30K and they will be doing some cost sharing on translations projects with Cornell University.  
Sue Zeng said for the Hilo workshop they changed the training to meet the group's demands, for instance' "How to work with LEPs". ED covered the language access law.  
Cristine Arsuaga asked what participants were told about how to find an interpreter, what criteria should be used. Sue Zeng said the training presented information on how to find a good interpreter, how to find a qualified interpreter.  
Terrina Wong asked if OLA still has the Roster. Yes, and it is still on the OLA website.  
Cristina Arsuaga feels that as a council member her purpose is to work on developing criteria for having professional interpreters in Hawaii.

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As an ED for OLA how does OLA ensure a group's qualifications? How can we improve the current roster to ensure that there are good interpreters? The Language Access Resource Center or LARC, by statute will look at these questions.

- Lydia Pavon said her organization needs an interpreter they usually use the Judiciary's court interpreter list to find one. Sue Zeng said there are interpreters who have been trained specifically in domestic and/or sexual violence and first choice should be to use them. Sue Zeng said after the training she got a call late at night from a shelter worker asking for a Mandarin interpreter. The worker did not know how to obtain an interpreter and was surprised to find out that it would cost money for an interpreter, clearly there was no training. ED said that one of the functions for the new LARC position will be training and community outlook.
- Becky Gardner shared an incident about the Hawaii Civil Rights Commission (HCRC) which was involved with LEP complaints with the Public Housing Authority (PHA). As part of the settlement, they had to do trainings island wide. Bill Hoshijo, HCRC asked OLA to assist with the trainings. PHA did an assessment to find out which workers had the most contact with LEP persons attend the trainings, in addition to office staff it also included grounds keepers and custodial staff. Becky represented OLA and presented the language access part of the training and the PHA Compliance office presented their part.
- Sue Zeng said in house training is very important. Staff should know who to call. The DLIR training had required staff to attend and there were several hundred who were there. Later when she attended a hearing at DLIR she was recognized by staff who had attended her training. Sue Zeng thought they were very well informed and handled getting/finding their own interpreter very well. They also were able to anticipate whether the interpreter needed more time in the proceedings and were well prepared.
- ED shared a brief story that happened a week or so ago. He got a call from a Korean woman who heard about our office on KNDI radio, so she called OLA with a complaint against a state agency. Thru an earlier MOA with KNDI radio by previous ED, Helena Manzano, the PSA was set up to air in multiple languages regarding the OLA and knowing your rights as an LEP individual. With the help of a Language Link telephone interpreter and help from a state agency they were able to resolve the complaint/issue for the client.
- ED also brought up a recent anonymous complaint that was sent to OLA via U.S. mail addressed to Becky Gardner, OLA staff. She received an anonymous note and an audio transcript from a court proceeding that had taken place in 2016. Becky Gardner added a few general comments as she was still working on the complaint. She said it appears there may be some LEP issues with differences between federal court and Hawaii court language access law. ED is scheduling a meeting with OEAC to go over this issue in a few weeks especially since this took place three years ago and there

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	<p>may have been changes in how the Judiciary handles its interpreters regarding language access for LEP individuals in court proceedings. Sue Zeng said the Judiciary just last year came out with translated complaint forms that they are now using.</p> <p>ED will update council at the next meeting on what happened at the meeting with OEAC regarding this anonymous complaint. Sue Zeng was recently at a Supreme Court Subcommittee meeting on interpreter complaints and said there is now a formal process in place for complaints that has just been approved by the Supreme Court.</p>
<p><b>5. Report of the Chair</b></p>	<p>Terrina Wong, interim-chair did not have an official report, but she did have a little story to share with us about how simultaneous interpreting originated at the Nuremberg trials in 1945-46. Living legend language interpreter, Siegfried Ramler, 93 yrs. old, lives in Hawaii, wrote a book about the origin of simultaneous interpretation. Terrina Wong said this highlights the importance of good solid interpretation and providing language access. Sue Zeng said there is a video of his presentation when he lectured at a class and it is on the UH CITS website. (“Origins and Challenges of Simultaneous Interpretation”, March 2014)</p>
<p><b>6. Items for Discussion</b></p> <p><b>Motion made for council to meet every two months Approved.</b></p> <p><b>Motion to create a PIG for Legislative 2019 Session Approved.</b></p>	<p><b>Language Access Advisory Council Matters.</b></p> <ul style="list-style-type: none"> <li>• Newest members to council received an LAAC manual consisting of OLA mission statements, goals, expectations, information about the Sunshine Law and other useful information.</li> <li>• Request for photos &amp; a short bios from new members to update the OLA website.</li> <li>• A current council vacancy list was distributed. Boards &amp; Commissions has informed OLA that it has three new applicants, but we do not know for which vacant seats. However, we do know one of the applicants is Linda Nuland-Ames for her Kauai County hold over seat.</li> <li>• <b>Motion for LAAC council to meet every other month in 2019 and to call additional meetings as needed made by Cristina Arsuaga. Seconded by Linda Nuland-Ames.</b></li> <li>• <b>Discussion on changing the monthly meetings for the LAAC to meet every other month. Motion passed.</b></li> <li>• Due to the possible bills for the current legislative session, Terrina Wong thought the council may need to meet more frequently. (The council can receive updates on activities, news, etc. but there can be no discussions.)</li> <li>• <b>Motion to create a Permitted Interaction Group (PIG)* for the Legislative 2019 Session to meet as needed was made by Sue Zeng and seconded by Cristina Arsuaga. Motion passed.</b> The Legislative PIG Committee will discuss bills as they come up. <b>Members who volunteered to be on the committee: A.P. Bamrungruan, Terrina Wong, Cristina Arsuaga, Linda Nuland-Ames, Colin Whited, Sue Zeng and OLA staff member Becky Gardner.</b></li> </ul>

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<p><b>Motion to create a PIG for Planning Strategic Retreat Approved</b></p>	<p>Currently, OLA does not have anything for discussion regarding the legislative session.</p> <ul style="list-style-type: none"> <li>• Colin Whited/DCAB updated the council on DCAB’s open movie captioning bill for open captioning in theatres to go back to the original law passed in 2015, remove allowing assistive devices and require open captioning two days a week in theatres.</li> </ul> <p>There is a misconception that this bill would only benefit deaf people. There are many other people who would benefit such as LEP individuals and elderly persons with hearing loss. An LEP person would benefit as an English learner. Currently an LEP person could not use any assistive device if they are not deaf.</p> <p>OLA with support of the council is supporting this bill as LEP individuals can also benefit from the open captioning as under the existing law they could not use any assistive devices as they are not deaf, it would also benefit them in learning English.</p> <p>Federal law does not have any requirements for open captioning. They regulate the number of devices that each theatre has which is based on the number of screens.</p> <p>Colin Whited said the opposition comes from theaters and lobbying. Films now come with captioning built into the film. It is not the film industry that is opposed. Hawaii is the only state that requires open captioning in theatres, DCAB wants to return to the original law that was stated. Other states are waiting to see what happens in Hawaii first.</p> <p>Becky Gardner offered to help draft testimony.</p> <p>ED asked if anyone works with an LEP client that can give support to this bill please have them submit testimony. OLA/LAAC will work with supporting DCAB on this bill.</p> <ul style="list-style-type: none"> <li>• Terrina Wong asked about the follow-up on the Strategic Planning Retreat, what needs to be done to make it happen. ED said there needs to be more planning and preparation.</li> <li>• <b>Motion to establish (PIG)* for Planning Strategic Retreat with a chair person. Sue Zeng made a motion and it was seconded by Linda Nuland-Ames.</b></li> </ul> <p><b>Motion carried.</b></p> <p><b>Volunteers: Cari Uesugi-Chair, Charlotte Huang, Sue Zeng, Terrina Wong, A.P. Bamrungruan and OLA staff, Becky Gardner.</b></p>
<p><b>7. Agenda Items for Next Meeting</b></p>	<ul style="list-style-type: none"> <li>• Shirl Schumacher, LAAC, representing Maui County, would like to discuss issues on medical interpreters on Maui.</li> <li>• In response to Terrina Wong question, if we are going to start planning for an August conference, ED said there will be no conference this year as OLA is partnering with UH Hawaii Language Roadmap Initiative and the focus will be on education.</li> </ul>

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<p><b>8. Announcements</b></p>	<ul style="list-style-type: none"> <li>• Next IAC meeting Wednesday, January 30, 2019, 2:30 pm at Susannah Wesley Community Center.</li> <li>• Sue Zeng said UH CITS has a lot of students signed up for medical and community interpreting classes this year.</li> <li>• Sue Zeng was invited to Beijing, China, this past December 2018, she spoke at many universities and hospitals. They wanted to know more about court interpreting and medical interpreting and would like to use Hawaii as a role model.</li> <li>• Becky Gardner – Kapiolani Community College is looking into a medical interpreter certificate program, George Masengal (sp?) has contacted her. He has also contacted OEAC and AP says we will be scheduling a meeting to discuss further.</li> <li>• Sue Zeng said UHCITS recently issued 9-10 Certificates of Community Interpreting, legal or medical in various languages.</li> <li>• Sue Zeng added UH CITS has also started Hawaiian translation of glossaries for court usage. Terrina Wong asked Sue Zeng what the criteria for meeting qualifications for an interpreter is. Sue Zeng said it is many years of learning, teach them self-assessment, and how to improve.</li> <li>• <b>Next LAAC Meeting – To Be Announced</b></li> </ul>
<p><b>9. Adjournment</b></p>	<p>The Interim-Chair, Terrina Wong officially adjourned the meeting at 10:50 AM</p>

Respectfully submitted by: Gail McGarvey

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