

CONNECTING WITH YOUR COMMUNITY

Strategies for Serving Hawai'i's Multilingual Population

WHAT:

The Office of Language Access (OLA), in collaboration with the Interpretation Technical Assistance & Resource Center (ITARC) at the Asian Pacific Institute on Gender-Based Violence, is offering a FREE language access training opportunity focusing on improving client experience and facilitating service provision for Limited English Proficient (LEP) Community.

WHO should attend:

- Government employees and covered entities who provides services to/or may encounter LEP individuals
- Healthcare Professionals
- Interested members of the public

TRAINERS:

- **Wendy Lau-Ozawa, J.D.** is a senior program manager who is responsible for program design and development, and providing technical assistance and training on implementing strategies and initiatives to ensure Title VI compliance, accessibility and cultural responsiveness for law enforcement, courts, attorneys, interpreters, and domestic violence programs. She works on policy issues in her capacity as a member of the San Francisco Police Commission on Language Access and as a fellow of the California Women's Policy Institute.
- **Ana Paula Noguez Mercado** is a ITARC coordinator who is responsible for coordinating and facilitating trainings for interpreters and bilingual advocates, providing technical assistance to diverse agencies and providers on building interpreter skills. She has experience developing curricula and facilitating trainings on language access, empowerment of immigrant and indigenous communities through access to legal remedies and political participation, as well as on diversity, cultural humility, implicit bias and access to reproductive health.

COST: FREE! But spaces are limited.

REGISTRATION: Register Online at:

Oahu - [HTTPS://FORMS.GLE/QPVQ1WHPLES38LGN6](https://forms.gle/QPVQ1WHPLES38LGN6)

Neighbor Islands - [HTTPS://FORMS.GLE/SGZQGATKDUAA6MF57](https://forms.gle/SGZQGATKDUAA6MF57)

WHEN/WHERE

OAHU: 8:00 AM - 4:30 PM

Session 1:

Wed, August 7, 2019

Session 2:

Wed, September 11, 2019

The Auditorium

State Capitol

HILO: 8:00 AM - 4:30 PM

Friday, August 9, 2019

Jury Assembly Room

Hilo Courthouse

KONA: 8:00 AM - 4:30 PM

Monday, August 12, 2019

Community Meeting Hale

West Hawaii Civic Center

MAUI: 8:00 AM - 4:30 PM

Friday, September 13, 2019

The Auditorium

Maui Memorial Medical Ctr.

KAUAI: 8:00 AM - 4:30 PM

Monday, September 16, 2019

Exhibit Hall B

Kauai Convention Hall

For more info:

Office of Language Access

Phone: (808) 586-8730

Email : Ola@doh.hawaii.gov



ACCESSIBILITY ASSISTANCE: If you require special assistance or auxiliary aids and/or services to participate in this training (i.e., sign interpreter; interpreter for language other than English; or wheelchair accessibility), please contact the Office of Language Access at 586-8730 at least 7 business days before the meeting. Prompt requests submitted help to ensure the availability of appropriate assistance