

## LANGUAGE ACCESS ADVISORY COUNCIL (LAAC) MEETING MINUTES

HCRC Conference Room 410, Fourth Floor  
Department of Labor and Industrial Relations  
830 Punchbowl Street, Honolulu, Hawai'i, 96813

Wednesday, November 06, 2019  
9:30 a.m. – 11:00 a.m.

**PRESENT:** Terrina Wong, Interim-Chair; Aphirak “A.P.” Bamrungruan, Ex-officio; Robin Wurtzel for Bill Hoshijo, Ex-officio; Colin Whited for Francine Wai, Ex-officio; Cristina Arsuaga; Charlotte Huang; Lydia A. Pavon; Cari Uesugi; Jade Wong; Valentina Yarovaya

**EXCUSED:** Linda Nuland-Ames; Shirl Schumacher; Suzanne Zeng

**GUESTS/STAFF:** Laura Safranski, ASL interpreter; Becky Gardner (OLA); Gail McGarvey (OLA)

AGENDA ITEM	DISCUSSION
<b>1. Call to Order</b>	At 9:39 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. Laura Safranski was here as the ASL interpreter.
<b>3. Approval of Minutes July 10, 2019.</b> <b>Minutes Approved</b>	<ul style="list-style-type: none"><li>• Discussion: Terrina Wong noted a spelling correction in item no. 4, Cristina Arsuaga’s first name should be corrected from Christin to Cristina. No further discussion, motion was made to approve the minutes with the correction and seconded.</li><li>• Minutes for July 10, 2019 were approved.</li><li>• MOTION CARRIED.</li></ul>
<b>4. OLA Executive Director Report</b>	<p>ED reported on the following:</p> <p><b>Interviewing for new OLA staff positions.</b> OLA is preparing to interview for two new positions for the Language Access Resource Center (LARC) Program Specialist V and Program Specialist IV, respectively. OLA must meet all interviewing/hiring guidelines and requirements by the State Department of Human Resources Development office (DHRD). Discussion about state interview requirements followed.</p> <ul style="list-style-type: none"><li>• OLA had conducted one internal interview but due to technicalities was not able to hire the person internally.</li><li>• Thus, OLA had to seek external applicants. OLA received a list of 20+ applicants from the State DHRD and is required to interview all applicants on the list who are interested. Deadline to complete the interviews is the first week of December.</li></ul>

	<ul style="list-style-type: none"> <li>• The interview panel must be made up of three qualified persons with language access background. Currently there are two persons for the panel. Peers/co-workers are not allowed on interview panels.</li> <li>• ED went over the general requirements for each position. Pending reference and background checks he hopes to have the positions filled by January 2020.</li> </ul> <p><b>OLA’s move to a new location.</b> Terrina Wong asked where OLA is going to put the newly filled positions. OLA currently has two workstations, fully equipped to accommodate the two new staff positions. However, ED told the council that OLA, after 12 years, must move from its present location to a new location as the office is no longer attached to the Department of Labor and Industrial Relations. There is no timeline yet. There are two temporary locations being proposed: 1) Waipahu Civic Center in Waipahu or 2) Keoni Ana, downtown at the Paroling Authority building on the corner of So. Beretania and Alakea Streets which would be temporary only. Waipahu Civic Center would be permanent but because it would mean moving out of the downtown area the union would have to be consulted for OLA staff.</p> <p><b>Statewide Language Access Training with APIgbv.</b> During August and September 2019 OLA sponsored several state-wide language access trainings in collaboration with the Interpretation Technical Assistance &amp; Resource Center (ITARC) of APIgbv (Asian Pacific Institute on Gender-Based Violence). The statewide trainings on Oahu and the Neighbor Islands, “Connecting with your Community, Strategies for Serving Hawaii’s Multilingual Population” were free. The all-day language access trainings were presented by Wendy Lau-Ozawa, J.D. senior program manager who directs the Language Access program and Anna Paula Noguez Mercado the training and technical assistance coordinator at APIgbv who coordinates and facilitates training for interpreters and bilingual advocates. Trainings were well attended with 236 on Oahu, 58 on Maui, 52 on Kauai, 40 Hilo and 20 Kona, respectively. We received very good feedback. For many it was the first time they were hearing about language access or becoming aware that there was language access training available.</p> <ul style="list-style-type: none"> <li>• Following the trainings, there have been multiple requests from state offices for more training of state workers and skill building for interpreters. This training needs to be done by someone who is an experienced interpreter with skilled hands on experience.</li> </ul>
	<p><b>2019 Communication Access Conference.</b> This year, OLA helped sponsor the Communication Access Conference with DCAB on July 31, 2019 at the Ala Moana Hotel Hibiscus Ballroom. Invited well known speakers focused on Deaf, Hard of hearing and LEP language access issues these people face in their daily lives. The keynote speaker was Richard Ray from the City of Los Angeles. Colin Whited reported that the conference was successful. There was a very good turnout of several hundred attendees and over 15 vendors. They have received requests to have this conference on a regular basis.</p> <p><b>New DCAB executive director.</b> After 41 years, Francine Wai is retiring as the executive director at DCAB. Colin Whited said she played a major role in establishing the disability rights movement in Hawaii and it would have not happened without her. Kirby Shaw is the new executive director.</p>

	<p><b>WASCLA Language Access Summit (Washington State Coalition for Language Access) – October 25-26, 2019 in Tacoma, Washington.</b> This year’s theme was “Language Access Pathways to Equity: Sharing the Vision-Shaping the Future”. Cari Uesugi, DHS LEP Project Manager and Aphirak Bamrungruan, OLA Executive Director, were invited to participate as panelists at this year’s summit. They were representing Hawaii - one of two states that has a state office designated for language access. The panel discussion focused on coordinating language access services across state agencies and how agencies and statewide coordinators work together to improve access to government programs for LEP individuals. They also touched on discussion about creating a national language access coordinator.</p> <ul style="list-style-type: none"> <li>Christine Stoneman, Acting Chief, Federal Coordination and Compliance Section, Civil Rights Division at the Department of Justice (DOJ), was the keynote speaker. ED spoke to her suggesting she come to speak at our language access conference next year. He is also suggesting the council to start early with planning for next year’s conference.</li> </ul> <p><b>Hawaii Language Roadmap Symposium – Tuesday, November 19, 2019 at Campus Center, UH Mānoa campus.</b> OLA is a co-sponsor of this event. Ms. Dina Yoshimi is the current director. The all-day symposium, 8:00 AM to 3:30 PM is to promote bilingual workers in the workplace. This year the symposium, by invitation only, will be held as a work group. Christina Arsuaga said she has been asked to participate. ED has given Dina Yoshimi, at her request, the names of council members for her to contact as possible symposium participants.</p>
<p><b>5. Report of the Interim Chair</b></p>	<p>Terrina Wong, Interim-Chair, reported on the following:</p> <ul style="list-style-type: none"> <li>A planning meeting was held October 29, 2019 at the UH Manoa for a new initiative involving multi-lingual, multi-cultural strategic initiative for the Virtual Institute.</li> <li>She also suggested to combine a holiday celebration with the next LAAC meeting, tentative date Wednesday, December 11, 2019. She volunteered to see if the new senior center for Pacific Gateway on Ala Moana Boulevard would be available. She will get back to us with more information.</li> <li><b>Language Access Plan (LAP) Reviews for covered entities.</b> OLA staff, Becky Gardner, is currently reviewing the state agency LAP plan for individual state agencies, she is asking for help from the council stating it is a statutory requirement that council members participate with LAP plan reviews. The last time a plan review was done was in 2009. She would like to see council members participate and maybe create a FIG.</li> </ul> <p>ED said says the statue mandates that each state agency creates a language access plan. Following APIgbv trainings in the previous months, agencies are more aware that they must have LAPs. Discussion follows about LAP plans and what is happening with state agencies, differences between state language access law and federal. OLA provides TA (technical assistance) to state agencies re their language access plan, OLA does not give legal advice. ED will try to invite the Attorney</p>

	<p>General's office to come and outline some guidelines OLA should use. In the interest of time, ED suggested that we wait till the Strategic Planning to address this issue more fully.</p> <ul style="list-style-type: none"> <li>• <b>Language Access forms for Maui Memorial Center (MMC) request from Shirl Schumacher, council member representing Maui County.</b> Discussion about a request for OLA to create a form for MMC to use for their LEP clients that are there for services. Cari Uesugi points out that Kaiser Permanente took over MMC and that Kaiser has forms and procedures to use when working with LEP clients and interpreters. ED will respond to Shirl Schumacher. OLA's mission is to try and promote quality language services for the LEP and does not recommend using friends or family members as interpreters.</li> <li>• <b>PIG Strategic Planning.</b> There is not enough time to schedule an event before the end of this year. ED recommends waiting till the new OLA employees are hired so they can be included in the retreat. Cari Uesugi is the chair for the PIG Strategic Planning Retreat. At the last council meeting there was some mention of looking for a facilitator. A few names came up: Elizabeth Kent, who will be at the UH Roadmap Symposium, Lou Chang, and Pamela Martin. It was noted that Pamela Martin is not eligible as she recently retired from the state, therefore, she would not be able to receive money from the state if it is within six months of her retiring.</li> </ul>
<p><b>6. Next Meeting TBD</b></p>	<ul style="list-style-type: none"> <li>• Next LAAC meeting will be Wednesday, December 11, 2019 at 12:30 PM to 2:00 PM. This will also be combined with a holiday celebration lunch. Location TBD and details to be announced.</li> </ul>
<p><b>7. Announcements</b></p>	<ul style="list-style-type: none"> <li>• Cristina Arsuaga said Avi Soifer, the former Dean of the UH Law School, asked her if she can provide free interpretation services for the Refugee and Immigration Law Clinic.</li> <li>• Next IAC meeting Wednesday, November 20, 2019, 2:30 PM at Susannah Wesley Community Center.</li> <li>• Charlotte Huang said John Eagan, an attorney with the Refugee and Immigration Law Clinic at UH, will also be helping undocumented immigrants in Kona on the Big Island.</li> <li>• Terrina Wong with the council's agreement will be inviting Darren Sato from Kalihi Palama Health Center to come and talk about "public charge" discrimination against LEP and immigrant populations at a future LAAC meeting.</li> <li>• Lydia Pavon announced the Domestic Violence Action Center (DVAC) is looking for new Board of Director members for FY2020. If interested, please contact DVAC.</li> </ul>
<p><b>8. Adjournment</b></p>	<p>The Interim-Chair, Terrina Wong officially adjourned the meeting at 10:47 AM</p>

Respectfully submitted by: Gail McGarvey