## LANGUAGE ACCESS ADVISORY COUNCIL (LAAC) MEETING MINUTES

UI Administration Conference Room 325  
Department of Labor and Industrial Relations  
830 Punchbowl Street, Honolulu, Hawai‘i, 96813

Wednesday, July 10, 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; Linda Nuland-Ames; Lydia A. Pavon; Jade Wong

**EXCUSED:** Shirl Schumacher; Cari Uesugi; Valentina Yarovaya; Suzanne Zeng

**GUESTS/STAFF:** William Roberts, DCAB student intern; Becky Gardner (OLA); Gail McGarvey (OLA); Laura Safranski, ASL interpreters

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<th>AGENDA ITEM</th>
<th>DISCUSSION</th>
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<td>1. Call to Order</td>
<td>At 9:45 AM the meeting was called to order with quorum by Terrina Wong, Interim-Chair.</td>
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<td>2. Welcome and Introductions</td>
<td>Terrina Wong welcomed council members and asked each person to introduce themselves. Linda Nuland-Ames, from Kauai County, was able to attend in person. Cristina Arsuaga attended by polycom. Guest, William Roberts is a student intern at DCAB this summer.</td>
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| 3. Approval of Minutes March 13, 2019, Minutes Approved | • Motion was made to approve the minutes and seconded.  
• MOTION CARRIED.  
• Minutes for March 13, 2019 were approved. |
| 4. Items for Discussion | The council moved to item no. 6 Items for Discussion next as Cristian Arsuaga would not be able to stay for the full council meeting today.  

**Language Access Plan for covered entities.** Lydia Pavon requested to discuss question: Is it mandatory for covered entities to have a language access plan (LAP)? Per statute covered entities must have a language access plan. There are 26 state agencies. OLA will provide TA to agencies, but OLA does not monitor the agencies for compliance.
Lydia also asked if 103F, filing a complaint is part of the responsibility of her organization. Yes, 103F falls under state contracts.

Council discussed 103F and what is required by the state and covered entities that get state funds. Although OLA gets no federal funds we must comply with federal rules. OLA is an attached agency of DOH.

**Language Access Related Forms.** Shirl Schumacher with Maui Memorial Medical Center had requested to bring up on the agenda if there is a waiver form for Maui Memorial Medical Center to use to protect the hospital against issues where patients want to bring their own family members as their interpreters. Discussion followed about waiver forms for different state agencies and why OLA should not be providing a waiver form to a private hospital. Motion: OLA will not provide or create a waiver form or make suggestions to Maui Memorial concerning waiver forms. It was decided that OLA will take more time to work on the language for this motion. No vote taken.

**5. OLA Executive Director Report**

ED reported the following:
- July 01, 2019 was the beginning of the new fiscal year and we are waiting for the funds to be released by the governor.
- Two new positions were approved for the Language Access Resource Center (LARC) Specialist V and Specialist IV, respectively, and OLA is getting ready to post an internal announcement for DOH employees. If there are no internal applicants, it will be open to the public. The LARC Manager, Specialist V, will cover Roster, training, resources and community outreach. The LARC Coordinator – Specialist IV, will do outreach and training to community for other agencies and consumers.
- OLA in collaboration with the Interpretation Technical Assistance & Resource Center (ITARC) of APIgbv (Asian Pacific Institute on Gender-Based Violence) is offering statewide training “Connecting with your Community, Strategies for Serving Hawai‘i’s Multilingual Population”. It is an all-day language access training with 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 for the island of Oahu will be held 8/07/2019 and 9/11/2019 at the State Capitol auditorium. See flyer for neighbor island dates in Hilo, Kona, Maui and Kauai.
- OLA is helping to sponsor the 2019 Communication Access Conference with DCAB on July 31, 2019 at the Ala Moana Hotel Hibiscus Ballroom. Invited well known speakers will focus on Deaf, Hard of hearing and LEP language access issues these people face in their daily lives.

* PIG (Permitted Interaction Group) is a small group which the council can create to meet and discuss plans, etc. without a quorum. The PIG does not have to meet Sunshine Law requirements.
**6. Report of the Interim Chair**
- None

**7. Next Meeting TBD**
- Next LAAC meeting will be Tuesday, September 10, 2019 at 9:30 am to 11:00 am. This will also be combined with the council meeting the trainers for API training on September 11, 2019.

**8. Announcements**
- Saturday, July 20, 2019, Local 5 will be holding a Citizenship Workshop for immigrants.
- Next IAC meeting Wednesday, July 24, 2019, 2:30 pm at Susannah Wesley Community Center.
- Terrina Wong suggest 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.

**9. Adjournment**
The Interim-Chair, Terrina Wong officially adjourned the meeting at 11:00 AM

Respectfully submitted by: Gail McGarvey