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, January 24, 2018
9:30 a.m. – 11:00 a.m.

PRESENT: Suzanne Zeng, Interim Vice-Chair; Aphirak “A.P.” Bamrungruan, Ex-officio; Robin Wurtzel for Bill Hoshijo, Ex-officio; Colin Whited for Francine Wai, Ex-officio; Cristina Arsuaga; Melba Bantay; Linda Nuland-Ames; Tina Takashy; Cari Uesugi

EXCUSED: Terrina Wong, Interim-Chair

GUESTS/STAFF: Rebecca Gardner (OLA); ASL interpreters

AGENDA ITEM | DISCUSSION
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1. Call to Order | Meeting was called to order by Interim Vice-Chair, Suzanne Zeng at 9:34 AM
2. Welcome and Introductions | Newest council member Cristina Arsuaga was introduced and she gave a brief background of her work experience as a Spanish interpreter/translator and how she came to Hawaii. She represents a professional organization on the LAAC. Everyone around the table introduced themselves. Tina Takashy and Linda Nuland-Ames attended by conference phone. As the newest member Cristina was welcomed to the council.
3. Approval of Minutes December 13, 2017. Minutes Approved | Motion was made to approve the minutes and seconded; the motion was carried and the minutes were approved for December 13, 2017.
4. Executive Director’s Report | Aphirak “A.P.” Bamrungruan, ED reported the following: **Budget Update.**
   - Under statues, there are two specialist positions for LARC (Language Access Resource Center). A.P. appealed to the Governor for these two positions, but, they were not approved and did not make it to the 2019 budget.
   - They are keeping the OLA staff at three, full-time positions with the same $320K budget. $120K fringe, 90K operating expenses. A.P. will keep the council informed of what is going on with OLA’s budget. Will discuss more about extra position under item number 6. There are some House members who will be introducing a bill for OLA’s two positions.
We are in the third quarter of FY 2018 and have about 50K left of operating budget. Setting aside about 16K for annual conference in August 2018.

Money from the Governor’s 30K restriction budget will be released back to OLA.

**KNDI Contract.** There was an agreement contract set up before previous ED left with KNDI for radio spots on language access. “Know your rights” to be translated into 14 languages and played on air. Council members were asked to submit any comments, changes, or additions by February 15, 2018. Concluded ED report with more items being discussed in item number 6.

### 5. Report of the Chair

Sue Zeng, Interim Vice-chair, reported on behalf of Terrina Wong, Interim Chair, who wanted to bring up the recent Hawaii missile warning alert and how LEP (Limited English Proficient) persons were affected. Council members thought emergency warnings and alerts in the media were mostly in English.

- A.P. will be attending the IAC (Inter-Agency Council) meeting this afternoon. Marsha Tamura usually attends from HIEMA (Hawaii Emergency Management Agency) and he can discuss the issue with her.
- This issue also came up at the DOH Executive Committee Meeting yesterday. 1) everything is in English, 2) for ASL there is no captioning. It was interesting to note that in the morning on the day of the Hawaii missile alert the National Association for the Deaf (NAD) was meeting at Ala Moana Beach Park.
- Sue Zeng is asking if OLA can go to HIEMA and ask them what are they doing regarding language access for LEP persons. For instance, what are they doing to get alert warnings translated into languages other than English. They are a state agency funded by federal funds and therefore must comply.
- A.P. clarified that each state department is required to have a Hawaii Emergency representative for each department. ED also brought up the issue with DOH Director Dr. Pressler and she is personally involved with addressing this issue.

### 6. Items for Discussion

**Language Access Advisory Council Members.** ED updated he was informed from Boards and Commissions that there are three applications submitted for the vacant council positions. He had heard that Cristina Arsuaga was appointed by the governor but is unsure of the status of the other two applications. He encourages the council to continue recruitment for council positions.

- Boards and Commissions update on Tina Takashy’s position as an LAAC member - she must maintain physical residence in the state of Hawaii to continue/maintain her position on the council. If the absence was temporary it may be manageable but for an extended absence of several years it would not be allowed. ED will confirm with Attorney General’s office as to what is official status and get back to the council by the next meeting. Tina Takashy represents LEP Community on the
Council asked for Tina Takashy to make recommendations of members from the COFA (Compact of Free Association) community. She suggested to contact Josie Howard at Oceania for names of persons who may be interested.

- Melba Bantay’s term is ending soon. Her last meeting she will be attending will be in April. Her LAAC position represents a covered non-profit entity.
- Linda Nuland-Ames is a hold over and she is good for the next two years. Her position is representing the county of Kauai.
- A.P. will send out a list of all the vacant positions on the council.

**Workshop and Trainings.**

a. MOA (Memorandum of Agreement) with the Office on Equality and Access to the Courts (OEAC) and OLA, OLA co-sponsored Basic Interpreter Training workshops starting in February 2018. As part of the partnership OLA is helping to sponsor costs to applicants. Instead of $150 the workshop will be available for $50 for the applicant to have an opportunity to sign up for the basic training workshop. This will be a pilot project. Part of OLA’s mandate is to increase the number of qualified interpreters & translators. Collaboration with the Sate Judiciary helps to meet this mandate in view of OLA’s limited staffing. Cristina Arsuaga has been asked by the OEAC/Judiciary to sit in on these trainings to learn about the program and for future assistance. A.P. says OEAC has also invited the LAAC members to attend a workshop as observers. Cari Uesugi asked if a flyer was sent to interpreters and translators on the OLA Roster to inform them about these workshops. Council thought it would be a good idea to notify them and encourage them to take advantage of the offer. There are approximately 132 listed on the OLA Roster.

b. MOA with UH Center for Interpretation & Translation Services for trainings for FY 2016-2017, basic how to work with LEP, more training coming up on the neighbor islands Hilo March 14th and Kona March 05th 2018. There will be 4 more future trainings. Subject to be determined, consideration may be for training on cultural competency for staff, learning about procurement process for translations for agencies. Discussion on short falls of translation procurement from council members, sharing of different experiences in state procurement process. Maybe there could be a separate training for persons who must use the procurement process. A.P. opened to the council to make suggestions regarding new topics for future training workshops.

c. **2018 Language Access Conference.** A.P. would like to add his name to the PIG Conference Committee. Melba Bantay said she is withdrawing her name from the committee as she will not be available to attend its meetings. Date for the conference is Wednesday, August 01, 2018. It will be for one day at the Hawaii Imin International Conference Center, East-West Center, UH Mānoa Campus. Invited mainland speakers will not get an honorarium but will be reimbursed for travel expenses. Council discussed some ideas for a conference topic. It was felt language access during emergencies would be a good conference topic for this year, how people can stay informed thru their
specific language. Becky Gardner suggested an education theme. A.P. will send a list of past OLA conferences to the LAAC for their review of what themes have been addressed.

**2018 Legislative Session.**
- A.P. said earlier OLA’s budget did not make it thru to the Governor’s executive budget, but, Representative Mizuno’s office introduced a bill (SB2511) on behalf of the Filipino Caucus, asking for funding of two staff positions in OLA. This puts OLA in an awkward position because as a state agency it should be supporting the Governor’s budget and needs to be discussed on an upper management level as there is a conflict with the Governor’s office and the Department of Health. Robin Wurtzel recommends based on her legislative experiences that OLA testify on an admin level, not as an OLA bill. As an ED he can support the intent of the bill. What should the advisory council do? A.P. said the support should come from the community, not from OLA. The council as individuals can testify but not as an agency. Council wanted to know what specific testimony to write to support the bill. What are OLA’s needs? There was lengthy discussion on this.

**Emergency Alert**. Done

**Reporting Tools.** State agencies have been asked to fill out reporting tool and return to OLA by February. Cari Uesugi with the Department of Human Services (DHS) has had many questions from their divisions, branches and units about how to fill out the reporting tool correctly. Discussion about the reporting tools followed, revision to spreadsheet, and more. From Colin Whited, he said the term “hearing impaired” is no longer used. It is replaced with “deaf or hard of hearing”. Reporting tool needs further review by council.

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<tr>
<th>Permitted Interaction Group (PIG) Conference Committee Motion approved</th>
<th>Motion made to add A.P. to the PIG Conference Committee and remove Melba Bantay from the committee. No discussion. Motion seconded and approved.</th>
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<td>8. Agenda Items for Next Meeting</td>
<td>None.</td>
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<td>9. Announcements</td>
<td><strong>IAC Meeting.</strong> Today, January 24, 2018 @ 2:30 p.m. at Susannah Wesley Community Center. <strong>Next LAAC Meeting</strong> – Wednesday, February 14, 2018, to be confirmed.</td>
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<td>10. Adjournment</td>
<td>The Interim-Chair officially adjourned the meeting at 10:40 AM</td>
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Respectfully submitted by: Gail McGarvey