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); Sarah Comerford, and Jenny Blake, 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 9:41 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. Shirl Schumacher, Maui County was excused.</td>
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| 3. Approval of Minutes January 09, 2019. Minutes Approved | • It was pointed out that the words “listening devices” should be replaced by the words “assistive devices” throughout the minutes.  
• Motion was made to approve the minutes by Cristina Arsuaga.  
• Seconded by Linda Nuland-Ames.  
• MOTION CARRIED.  
• Minutes for January 09, 2019 were approved as corrected. |
| 4. Executive Director’s Report | A.P. Bamrungruan, ED, gave his report:  
• ED reported on the progress of OLA’s reorganization proposal with DOH which was sent to the union for review. Next steps would be to the Governor and Budget & Finance for approval. Look to start hiring for new positions for the Language Access Resource Center (LARC) before the end of the FY, Program Specialist V, LARC manager and Program Specialist IV, LARC training and outreach coordinator. |
Budget Hearing – this session there are too many bills for the same budget, bills are being sent to the Subject Matter Committee for a closer look. OLA did not make it to the Governor’s budget, but we will know by the end of May if the Legislature will fund the two new OLA positions which would be only till June 30, 2019.

OLA has extra funds available for spending till end of the fiscal year June 30, 2019. The ED has the discretion to allocate funds to other categories. He is currently looking for partnerships with other state programs and agencies. For example, DOH Health Resource Administration provides education and prevention to the public, OLA will help with translation expenses of brochures for LEP community. To Chronic Disease Prevention and Health Promotion additional help with funds for language services brochures for the Immunization Branch to help the anti-vaccine campaign as new immigrants do not understand immunization laws for Hawaii and the United States. Terrina Wong said that immigrants usually will not see a doctor until they are sick, they do not use preventive doctor visits.

She also suggested helping the Department of Education (DOE) programs that assist new refugee families who have little help in understanding DOE policies and how it pertains to their children as new students as they transition into the education system.

OLA will work on an agreement with KNDI radio station, for PSA announcements. ED estimates about 60K to 70K for these projects, with plans to encumber funds by June 15, 2019.

On April 03, 2019, OLA will co-sponsor for the second year, with University of Hawaii, Hawaii Language Roadmap Initiative for their Multilingual Career Day. It will be an all-day event at the UH Campus Center. Invited attendees will be students who participated in the DOE Bi-Lingual Literacy Program, ethnic flagship organizations, students already enrolled in college and future employers.

ED announced and distributed flyers for the 12th annual Marshallese Education Day to be held on Saturday, April 27, 2019 at the Harris United Methodist Church on Vineyard Boulevard from 8:00 AM to 2:00 PM by the Marshallese Consulate. It will be a big cultural and informational event. There will be many providers there to pass out information. ED said that OLA will have a table at this event to give out information on language access for LEPs informing them of their rights to an interpreter in state and federal agencies.

ED told council about OIMT (Office of Information Management Technology) multilingual website project it started working on in 2016. Although the LARC (Language Access Resource Center) was funded for developing a multi lingual website OLA was not involved nor aware of this state project until 2018. They have been using Google translation. OLA has recently been invited through DHS to be a part of this working group.

ED said Hawaii will be the first state to use the newest Google AI (Artificial Intelligence) technology. Cari Uesugi said DHS has been approved to work on this pilot project. They are
looking at existing state websites to determine how LEP clients can best use the website and access information on the state website. She said Google, who is working very closely with DHS, is looking for context interpretation instead of word for word. OLA is assisting DHS on this AI project.

ED said the LARC manager position would work closely with Google on this pilot project. ED had suggested to start with several languages, i.e. Korean, Vietnamese, Ilocano, Japanese and Spanish. Sue Zeng said AI is not just a word for word translation, it builds on memory, other users’ suggestions. Chinese is very developed compared to Chuukese and Marshallese, with the least amount of developing translations on these languages. The UH can provide additional materials in other languages for this project. ED will also help Google in getting additional materials and resources. He has suggested that they contact the State of Washington for information and resources. Sharon Ferguson-Quick said HCRC is working with Legal Aid who is also looking at the same AI system regarding translations in the legal system in Hawaii. She said the system learns and teaches itself with usage.

Lydia Pavon suggested that before launch to have education awareness for the community, i.e. Ilocano not a tech savey community.

Colin Whited commented that for deaf persons who are not English proficient, they would need instructions on how to access a website in Sign but none are available. The websites must be simple.

ED said OIMT/Google AI presentation used captioning which was translated into multiple languages.

5. Report of the Chair
Terrina Wong, interim-chair shared the following information:
- There is a pop-up exhibition at Thomas Square called “Transcendients” now thru March 17th, designed by Terasaki Exhibitions which shows cases specific immigrant stories of their specific struggles in transitioning in America. It is open from 11 a.m.
- Citizenship workshops on March 30, 2019 organized by Local 5, The Legal Clinic and Pacific Gateway Center offering free services for help in obtaining American citizenship at Harris Memorial Church. She will send us flyers for distribution.

OEAC Anonymous Complaint. Follow up on an anonymous complaint to OLA. OLA had a meeting with OEAC on this complaint from 2016.
- Since then, there has been a lot of language access training for the court.
- The records show an interpreter had been provided on that day.
- The case continued but client did not show-up and case closed.
### 6. Items for Discussion

- Per OEAC, there will be more LA training in mid-April for per diem judges in Family and District Court.

Terrina Wong asked if a juror who cannot speak English well can request an interpreter. Cristina Arsuaga responded it is an automatic exemption if the juror cannot speak English well.

**Strategic Planning Retreat Status.** Temporarily planning on hold due to new council members coming on board. ED would like to wait till the appointments are official before going forth with planning the retreat.

**LAAC Open Positions.** Jade Wong has been nominated for the City and County of Honolulu position that is open on the LAAC. She is a compliance officer at Ekahi Ornish Center and a Spanish interpreter. Currently waiting for her hearing testimony.

- Linda Nuland-Ames has elected to continue to serve on the council.

**Legislative Session 2019.** Other than the Budget being a main concern this year, OLA is supporting DCAB. Colin Whited updated the council on the DCAB movie theater bill hearings. Both House (HB1009) and Senate (SB 331) bills have passed and have committee hearings this week. Wallace Theatre has been telling the legislator that assisted listening devices are being provided however, by law LEP cannot use these devices because devices are provided under ADA. DCAB planning a rebuttal.

- ED sent supporting testimony that LEP are not qualified to use assisted devices. LEP can use captioning as a learning tool.
- ED encouraged council members that if they have an LEP client who would like to support the bill, to please have them submit testimony. OLA will help assist.

**PIG Legislative Committee.** ED gave a brief recap of OLA staff meeting in which Becky Gardner suggested reintroducing a “new” 5 points bill, which was brought up several years ago. She felt that we will soon have a full council it would be a good time to revisit these proposals from 2017. ED said that there were some good ideas with good intent, however, OLA must separate from being an advocate and be transparent. Becky Gardner mentioned supporting a bill about private cause of action for an individual to be able to sue the government. ED stated that it is not appropriate for OLA and we will not maintain a private cause of action bill. It might have more impact if it came from a legal community advocate group.

### 7. Agenda Items for Next Meeting

- None

### 8. Announcements

- Next IAC meeting Wednesday, March 27, 2019, 2:30 pm at Susannah Wesley Community Center.
• Sue Zeng has a meeting with UH law professors to discuss an article they want to write about how interpreters can affect a court case.
• ED has been asked to write about OLA and language access law article for the UH Law Journal.
• **Next LAAC Meeting** to be held Wednesday, May 08, 2019. Location TBD.

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<th>9. Adjournment</th>
<th>The Interim-Chair, Terrina Wong officially adjourned the meeting at 11:00 AM</th>
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Respectfully submitted by: Gail McGarvey