

LANGUAGE ACCESS ADVISORY COUNCIL (LAAC) MEETING MINUTES

ZOOM MEETING

Join by phone: Mobile: (253) 215-8782
Meeting ID: 870 0296 6148

Wednesday, August 12, 2020
9:30 AM – 11:00 AM

PRESENT: Terrina Wong, Interim-Chair; Aphirak “A.P.” Bamrungruan, Ex-officio; Robin Wurtzel for Bill Hoshijo, Ex-officio; Colin Whited for Kirby Shaw, Ex-officio; Cristina Arsuaga; Tulpe Day; Charlotte Huang; Linda Nuland-Ames; Lydia A. Pavon; Shirl Schumacher; Cari Uesugi; Jade Wong; Suzanne Zeng, Interim Vice Chair

EXCUSED: Valentina Yarovaya

GUESTS/STAFF: Pat Mcmanaman, guest, Māla Arkin and Carie Sarver, ASL interpreters; Edward Wada (OLA); Gail McGarvey (OLA)

AGENDA ITEM	DISCUSSION
1. Call to Order	At 9:35 AM the meeting was called to order with quorum by Terrina Wong, Interim-Chair. Today’s meeting was held via Zoom.
2. Welcome and Introductions	Terrina Wong welcomed council members and asked each person to introduce themselves. Tulpe Day from Hawaii County is the newest council member. Pat Mcmanaman from The Legal Clinic is a guest. Māla Arkin and Carie Sarver, two ASL interpreters and OLA staff members Edward Wada and Gail McGarvey were present. Note: due to technical difficulties everyone had to sign out and resign back in. Meeting restarted at 9:56 AM.
3. Approval of Minutes June 17, 2020. Minutes Approved	<ul style="list-style-type: none">• Motion was made to approve the meeting minutes by Cristina Arsuaga. There was no discussion. Seconded by Shirl Schumacher.• Minutes for June 17, 2020 were approved.• MOTION CARRIED.
4. OLA Executive Director (ED) Report	ED reported on the following: This was the council’s second Zoom meeting. <ul style="list-style-type: none">• New council member. Tulpe Day from Hawaii Island is the newest council member and represents Hawaii County. She is from Kosrae and works at the Immigration Information Office for the county providing much needed services for LEP clients. Their office is also a liaison to USCIS (U.S. Citizenship and Immigration Services) in Honolulu. Ms. Day is a multi-lingual fluent in Kosraean,

	<p>Pohnpeian and English. She is an active member with Micronesia United Big Island. She is also part of the task force for COFA (Compact of Free Association) migrants on the Big Island. Her office has been helping with translations for Covid-19 information to immigrant farmers.</p> <ul style="list-style-type: none"> • OLA Operations. Currently OLA has five staff positions filled. One staff person, Rebecca Gardner is on leave. • COVID-19. OLA has been very busy during this pandemic especially with COVID-19 related translations for DOH (Department of Health), other state agencies and partners. <ul style="list-style-type: none"> ○ Please refer to OLA website for ongoing and updated information and resources regarding COVID-19 for the non-English speaker. • Budget. The new fiscal year started July 01, 2020. Still pending to get official guidelines from Budget & Finance and the Legislature. Money for OLA operating expenses has been reduced, and we will not be allowed to move money between categories or carry over between quarters. This will impact OLA on planning activities. ED will update the council as more information becomes available. • Language Access during Covid-19. ED mentioned the following although this same topic will also be covered under item no. 6. OLA is participating with many work groups, state agencies and entities assisting them with technical assistance for language access translations. The Immigration Task Force (ITF) is an ad hoc committee working group made up of many non-profit organizations as well as individuals. Part of the ITF task force and the Legal Clinic met with acting director of DLIR (Department of Labor and Industrial Relations) and with the Deputy AG (Attorney General) office and brought to their attention many LEP UI (Unemployment Insurance) language access issues in processing their claims. DLIR agreed to work with the community in the long-term addressing the LEP language access issues. DLIR's language access coordinator has reached out to OLA for technical assistance to expanding their resources and services. <ul style="list-style-type: none"> ○ Terrina Wong added that at The Legal Clinic meeting with DLIR, an immediate action request was to establish a dedicated phone line for service and legal service providers to get immediate access to UI in order to help the client with processing of their LEP claim forms. • Office of Elections. Recently, a Maui attorney contacted the Office of Elections saying there was not enough language access during the primary elections. OLA has sent a letter to the Office of Elections Chief to offer to help them with any area of language access.
<p>5. Report of the Interim Chair</p>	<p>Terrina Wong, Interim-Chair, reported on the following:</p> <ul style="list-style-type: none"> • Immigration Task Force (ITF) in collaboration with the IAC (Inter-agency Council) is planning an immigration retreat in late August or early September to discuss short term and long-term goals and language access issues needing more support such as LEP expansion of information on websites, more resources/directory, more LEP data available. She will keep the council informed on dates for the retreat if anyone would like to attend.

- ED said OLA will be participating on this task force.
- ED invited the council to also participate on the task force as LAAC council members.

About 10:10 A.M. Pat Mcmanaman joined the council meeting. She is a retired attorney at The Legal Clinic and working on the DLIR UI issues with the ITF.

At 10:17 A.M. Cari Uesugi joined the council meeting.

- **2020 Language Access Conference.** Chair, Terrina Wong pointed out, it has been over two years since the last language access conference. In view of all that is happening with the Covid-19 pandemic, unemployment issues, the upcoming election, there are many important language access issues that have come up. Having a conference will be important this year.
 - Due to the ongoing Covid-19 pandemic, and social distancing requirements, OLA will be looking into how to host the next language access conference online. A ZOOM conference will be able to host large numbers of attendees and it is also very affordable.
 - Terrina Wong commented she has attended a virtual Zoom conference with hundreds of people, and it was very favorable. Other council members who participated in other Zoom conferences said it worked well. The one downside was having to sit in front of a computer screen for several hours.
 - There is a PIG (Permitted Interactive Group) Conference Planning committee. When asked for volunteers, Jade Wong, Cristina Arsuaga and Sue Zeng volunteered to be on the committee. Anyone else who would like to join please contact ED. He will be setting up a meeting date and time for the first meeting.
- **Language Access Issues During Covid-19.** As a result of the Covid-19 pandemic there have been many language access issues concerning LEP communities. ED has offered technical assistance to DLIR as well as other state agencies and LEP groups. Most recently, he offered assistance to the Office of Elections.
 - OLA received a request from HI-EMA (Hawaii Emergency Management Agency) to establish a partnership with the UH School of Nursing to conduct a survey assessment of emerging needs to health and social welfare as a result of Covid-19 pandemic. They want to target native Hawaiians, Pacific Islanders, Filipinos and the homeless population. HI-EMA and the task force are reaching out to OLA to assist with translating the survey from English to other languages.
 - Sue Zeng, is asking OLA to ask specific questions of the state agencies about their language access plans and what are they doing? She had spoken by phone with some of the UI volunteers who said they were never trained in language access or knew how to get an interpreter.
 - ED has attempted to offer technical assistance from OLA, but it is up to the agencies if they want to open that dialogue or if they want to follow-up on OLA suggestions.

	<ul style="list-style-type: none"> ○ Sue Zeng also thanked OLA for the translations they have been working on for Covid-19 and all the resources on their website. She has shared the information with other major health facilities who were able to go to the OLA website and started downloading resources and materials for their use with their language access issues. ED will take up with DOH Communications office about more posting of translated Covid-19 materials and information. ○ OLA is looking to improve our website and making access easier for LEP individuals to find information in their languages on our website. There are mainland counterparts who are also using the OLA website to find and share LEP information and resources. ● PIG Strategic Planning. Cari Uesugi, Chair, said the Strategic Planning retreat is for the council to meet and make plans to see where they are going, define what is the council, what will be our priorities moving forward. <ul style="list-style-type: none"> ○ There have also been many changes over the years since the last retreat (November 2012). ED emphasized that there are more council members on board and more staff members, therefore, now would be a good time to redefine what is OLA’s mission and what is our vision going forward in serving the LEP community. He will send out a PIG Strategic Planning committee invite to council members. ○ Cari Uesugi agrees there has been a shift on the importance of reaching out to LEP communities even in DHS (Department of Human Services), her LEP program went from doing mainly translations to being an integral part of the emergency and recovery planning and making language access more available at DHS.
6. Next Meeting	<ul style="list-style-type: none"> ● Next council meeting date Wednesday, October 14, 2020 via Zoom, same time.
7. Announcements	<ul style="list-style-type: none"> ● IAC meeting next week Wednesday, August 26, 2020 at 2:30 pm, Susannah Wesley Community Center, there will be guests from Asian Pacific Community Health organizations. ● Linda Nuland reminded the council that she had asked for basic training material for all employees on language access at the last meeting. <ul style="list-style-type: none"> ○ She also shared her experience participating in a Zoom international conference which had more than 1,000 ASL and interpreters participating from different countries. It went well and she was amazed what can be done in an interactive conference.
8. Adjournment	The Interim-Chair, Terrina Wong officially adjourned the meeting at 10:57 AM.

Respectfully submitted by Gail McGarvey