

LANGUAGE ACCESS ADVISORY COUNCIL (LAAC) MEETING MINUTES

ZOOM MEETING

Join by phone: 1-(346) 248-779

Meeting ID: 999 9286 8493

Physical Meeting Location: 1177 Alakea Street, Room 402, Honolulu, HI, 96813

Monday, April 18, 2022

1:00 PM – 2:30 PM

PRESENT: Aphirak “A.P.” Bamrungruan, Ex-officio, Sharon Feugerson-Quick for Bill Hoshijo, Hawaii Civil Rights Commission, Ex-officio, Bryan Mick for Kirby Shaw, Disability & Communication Access Board, Ex-officio, Cristina Arsuaga, Tulpe Day, Charlotte Huang, Linda Nuland-Ames, Cari Uesugi, Terrina Wong, Interim Chair, Valentina Yarovaya,

EXCUSED: Lydia A. Pavon, Shirl Schumacher, Jade Wong

GUESTS/STAFF: OLA: Danelle Cheng, Wei Geng Lum, Edward Wada, Gail McGarvey

AGENDA ITEM	DISCUSSION
1. Call to Order	Terrina Wong, Interim Chair, called the meeting to order at 1:17 PM with quorum.
2. Welcome and Introductions	The Chair welcomed the council members to the Zoom meeting and they each introduced themselves.
3. Input from Public and written testimonies submitted	There was no one participating from the public viewing site today and no written testimony has been submitted.
4. Approval of Minutes of December 08, 2021 MOTION CARRIED	<ul style="list-style-type: none">• In the meeting minutes of December 08, 2021, a spelling error was noted for correction on page 3, statue should be corrected to statute.• Under item #7, add “...discussion of OLA online video training to be used as one of the tools for state agencies as well as for anyone else wishing to view this training video to learn more about language access.”• Motion was made to approve the meeting minutes as amended by AP Bamrungruan. Seconded by Linda Nuland-Ames. No further discussion.• Minutes for December 08, 2021 approved.• MOTION CARRIED.
5. a) Report of the Chair	The Chair recognized and gave a hearty thank you to OLA and AP, saying they both worked very hard this legislative session on several bills directly affecting OLA and language access. As part of the language access/LEP community she wanted to express her appreciation.

<p>5. b) OLA Executive Director (ED) Report</p>	<p>ED reported on the following:</p> <p>i. OLA Staffing and Operation. Danelle Cheng, Program Specialist V, is newest OLA staff member. She was with DOE for nineteen years and comes to us from DOH, Chronic Disease Prevention and Health Promotion Division. She will oversee OLA Monitoring and Compliance section, starting off with LAP plan reviews for the agency. It was noted that for the first time since 2012 OLA was fully staffed.</p> <p>ii. 2022 Legislative Update. It has been a busy legislative session for OLA. The bill relating to Department of Motor Vehicles (DMV) will not be scheduled because it is proposing something already in effect with language access law. By law the DMV is already mandated to provide interpreter services to LEP individuals.</p> <p>HB1762 and companion bill SB2459 1) mandated OLA to submit an annual report to the legislature and governor and make recommendations that would advance language access. This bill also requested money to be allocated to create LEP language access coordinator positions in four departments, DOH, (Department of Health) DCCA (Department of Commerce and Consumer Affairs), DOA, (Department of Agriculture), and HIEMA (Hawaii Emergency Management Agency). The bill was amended to assign OLA with additional staff, three, instead of the aforementioned agencies. In discussion, it was agreed to have OLA create one position and use the remaining funds for a needs assessment. FIN and WAM put proposal in the governor's budget.</p> <p>HB 1883 relating to the Office of Elections to require the exterior of the envelope containing the ballot package for elections by mail shall include instructions on how to obtain language translation services in Hawaiian + 5 other most spoken languages by LEP persons.</p> <p>SB2883 Hawaii Health System corporation to create a task force to look into how they can improve hiring and training of culturally accepted interpreters to work at health care facilities to assist LEP populations seeking care. The task force is looking at how practical is it to have a full-time interpreter working at the hospital.</p> <p>iii. OLA's Activities</p> <p>In January, the Filipino Caucus had an informational session for the Legislature on language access. OLA was invited to do a presentation overview of language access and the role of the Office of Language Access. This was well attended.</p> <p>In March OLA had a Capacity Building Quarterly Workshop on zoom for interpreters/translators. Pacific Gateway covered basic finance and business practices for doing business as an interpreter. About 27 persons attended.</p> <p>Recently, in April, OLA in partnership with Hawaii Roadmap Initiative, had their Annual Multilingual Career Development Day. There were about 130 participants, students who received their credential in the Seal of</p>
--	---

	<p>Biliteracy program. The student shows their proficiency in more than two languages and is tested by the Department of Education.</p> <p>How does OLA know when a person is proficient in English or other languages? OLA collaborates with Hawaii Roadmap Initiative in proficiency testing to individuals.</p> <p>OLA on behalf of LAAC expressed their concerns to the Legislature about disability and it was well received.</p>
6. Items for Discussion	<p>a) Language Access Plan Review– Danelle Cheng gave a PPT presentation to the council of OLA’s new Language Access Plan Compliance Review Process and the LAAC’s role in this process. OLA can provide technical assistance to the state agency. By law each state agency shall designate a language access coordinator who shall establish and implement the plan for language access in consultation with the executive director (OLA) and the language access advisory council.</p> <p>A statutory requirement for OLA will be to share a summary of state agencies’ LAP Compliance profiles and Scoring Documents with the LAAC. The review period ends in October. At that time, on the meeting agenda LAAC members will be able to ask questions or provide feedback and comments on LAP Compliance and scores of the agencies. The summaries will provide the council a look at how individual agencies are meeting language access requirements.</p> <p>Beginning July 1, 2022 OLA will begin posting agency LAPs on the OLA website. OLA will review LAPs by the end of 2022. Danelle reviewed the LAP Review Timeline created for the agencies to follow. AP said OLA is always open to receive any comments or questions from the LAAC.</p> <p>b) OLA Online Roster of Interpreters and Translators Edward Wada, OLA staff, said OLA is reviewing the online Roster to make it more user friendly and improve functionality. The goal is to keep the format simple and make the application process easy to use. We are also looking at how to verify information provided and to make sure to keep the information current.</p> <p>Suggestion from Cristina Arsuaga was to have a survey available immediately following use of the Roster by the user/agency looking for an interpreter/translator.</p> <p>c) Creation of VDO Outreach Material. Know Your Right Project. OLA received community comment to make information available in video format as opposed to just written material. Know Your Right Project will use the story telling method to incorporate a real-life situation video. It will create one video and remake it with different voice overs (14 different languages to be used in the voice overs.)</p>
7. Next Meeting	Next council meeting date Wednesday, June 8, 2022 at 9:30 AM.
8. Announcements	No new announcements.

	There was a question on when the next quarterly training would be held. Most likely, online training in May. Some topics may be “How to work with the LEP” or “What is the role of bilingual staff?”
9. Adjournment	The Chair, Terrina Wong officially adjourned the meeting at 2:34 PM.

Respectfully submitted by Gail McGarvey