

## LANGUAGE ACCESS ADVISORY COUNCIL (LAAC) MEETING MINUTES

### ZOOM MEETING

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

Meeting ID: 984 7658 2836

Physical Meeting Location: 1010 Richards Street, Conference Room 08A, Honolulu, HI, 96813

Wednesday, October 12, 2022

9:30 AM – 11:00 AM

**PRESENT:** Aphirak “A.P.” Bamrungruan, Ex-officio, Robin Wurtzel 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, Randall T. Landry,II, Linda Nuland-Ames, Barbara Tom, Terrina Wong, Chair.

**EXCUSED:** Lydia A. Pavon, Cari Uesugi, Valentina Yarovaya

**GUESTS/STAFF:** Margarita Larios, New York Office of Language Access, M. Alohalani Boido. OLA: Danelle Cheng, Wei Geng Lum, Edward Wada, Gail McGarvey

AGENDA ITEM	DISCUSSION
<b>1. Call to Order/Establishment of Quorum</b>	Terrina Wong, Chair, called the meeting to order at 9:35 AM with quorum.
<b>2. Welcome and Introductions</b>	The Chair welcomed the council members to the zoom meeting and each member introduced themselves. Guests today were Margarita Larios from the New York Office of Language Access and M. Alohalani Boido.
<b>3. Input from Public and written testimonies submitted</b>	AP Bamrungruan reported OLA had not received any comments, questions, or input from the public. There was no one participating at the public viewing site today at 1010 Richards Street, Honolulu.
<b>4. Approval of Minutes of August 20, 2022</b>  <b>MOTION CARRIED</b>	<ul style="list-style-type: none"><li>• Motion was made to approve the meeting minutes by Cristina Arsuaga. Seconded by Robin Wurtzel. There was no further discussion. Terrina Wong pointed out mis spelling of the word caucus which will be corrected.</li><li>• Minutes for August 20, 2022 approved.</li><li>• MOTION CARRIED.</li></ul>

<b>5. a) Report of the Chair</b>	<p>The Chair noted that what has happened globally has had an effect in Hawaii. Most recently due to the war in Ukraine there have been many Ukrainian immigrants who have come to resettle in Hawaii. Her organization has found there are language access issues mainly due to the lack of trained Ukrainian interpreters.</p> <ul style="list-style-type: none"> <li>• For instance, there are no written driver's test available in Ukrainian language. There was a brief discussion on taking a written test with an onsite or online interpreter present at the time the client will be taking the test. Tulpe Day said on the Big Island the DMV (Department of Motor Vehicle) schedules a written test with an interpreter present.</li> <li>• Terrina Wong wanted to know where at the Department of Transportation she can go to inquire about getting Ukrainian interpreters available for written tests with clients. Randall Landry, II, will help her with directing her inquiry.</li> </ul>
<b>5. b) OLA Executive Director (ED) Report</b>	<p>ED reported on the following:</p> <p><b>i. OLA's activities.</b></p> <ul style="list-style-type: none"> <li>- OLA had a "Plain Language Workshop" on August 24-25, 2022, by One Language, offered to language access coordinators, C&amp;C and covered entities with trainers Kaori Hirokawa and Paul Yoon. A total of 89 persons participated. Participants were made aware of what is plain English and how it can be effective for LEPs. Several council members participated: Robin Wurtzel, Tulpe Day and Terrina Wong. AP said there is a federal Plain Language Law that requires federal agencies to adopt the principal of plain language. OLA will try to advocate use of this plain language principal.</li> <li>- There was a quarterly Language Access Coordinators' Meeting on Wednesday, September 7, 2022. At this meeting there was "Stories from the field". Helena Manzano from DLIR (Department of Labor and Industrial Relations) shared their experiences working with a federal complaint regarding the lack of language access for LEP for unemployment benefits. It required a great deal of work meeting federal requirements. The next meeting will be on Wednesday, December 7, 2022.</li> <li>- On September 17, 2022, an Interpreter Workshop – Simultaneous Interpretation Overview and Skill Building was held via zoom. The trainer was Carlos Radillo from University of Arizona. There were about 37 participants. Council member Randall Landry, II, also joined the workshop. The next quarterly training workshop will be on Sight Translation. These trainings are geared towards capacity building and providing the local interpreters with tools, skills, and training that will help benefit LEP clients. Terrina Wong asked if a certificate of attendance was issued for the training to show that they attended the workshop/training. No certificates being distributed yet, AP suggested the council could discuss this at some future date.</li> <li>- And on Monday, September 26, 2022, Language Access Training – Basics of Interpretation for Volunteer Bilingual Staff was held. About 40 people attended. How does the agency know what the volunteer is capable of doing? Therefore, the focus was on volunteer bilingual staff whom agencies rely on to help with clients that come in for service. Justice McKenna was there as a participant as she has provided</li> </ul>

	<p>Japanese interpretation as an interpreter in other courts. Two departments, DHS (Department of Human Services) and DLIR are asking to put training for volunteer bilingual staff on a regular schedule for new hires to attend.</p> <p><b>ii. Transitioning to a new administration.</b>  ED's current appointment will end December 05, 2022. The ED took a moment to express his appreciation for being able to work with the council. Terrina Wong, on behalf of the council expressed a heartfelt thank you to AP, for his leadership, providing training and building capacity during his term.</p>
<b>6. Items for Discussion</b>	<p><b>a) Language Access Plan (LAP)</b>  Discussion and action on Agency LAP compliance profiles and reviewing newly formatted spread sheets and agency scores. OLA prepared revised plan review scores. The scores are a way for OLA to see how the agency is doing, what area the agency needs help in and how OLA can provide technical assistance to the agency. First stage is to look at the plan objectively, second stage will be implementation which will be starting early 2023.  Q: Terrina Wong asks, who is reviewing the plan? OLA staff and AP are currently doing the reviews. Some agencies have different situations, are pending different documentations, situations differ from different departments.  Q: Terrina Wong asks, what is the maximum score an agency can get? Each element = 1 point. Total points= 32, but not all elements are applicable for each agency.  OLA reviewed the Reporting Tool with the council. The main purpose of re-designing the reporting tool was to make it more functional, simpler to use and to have relevant information that would help OLA work with the agencies on various areas where they see the plan is not receiving a full score. To be able to identify problem areas or deficiencies. To identify areas where an agency may need technical assistance from OLA for training, or additional monitoring. The LAP is a living document, the agency can revise or change their plan at any time, they do not have to wait every two years.  Q: Terrina Wong asks, is there a template for all agencies to use for collecting data? Yes, AP said that at the last LAC meeting it proposed a new reporting tool that would be simple and easier to use.</p> <p><b>b) OLA Online Roster of Interpreters and Translators</b>  <b>i.</b> Review and comment on the on the new search function of the online roster.  There is a newly revised search function which is designed to be more user friendly and much more functional. OLS looked at many other state websites for best practices of formatting searches and ended up using less screen changes and a new search function for navigating the Roster.  Q: From Terrina Wong, are we going to have the same disclaimer? From ED, this needs to be discussed and each LAAC member needs to provide their input.</p> <p><b>ii.</b> Discussion and future action for updating the new workflow for the online roster.  There have been no changes since 2018. The LAAC needs to talk about criteria, the review process. The council also needs to discuss the credentialing process and how it should be applied to those registering to be on the</p>

