

LANGUAGE ACCESS ADVISORY COUNCIL (LAAC) MEETING MINUTES

ZOOM MEETING

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

Meeting ID: 984 7658 2836

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

Monday, August 10, 2022

9:30 AM – 11:00 AM

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

EXCUSED: Lydia A. Pavon

GUESTS/STAFF: Robbie Adam, Domingo A. Coto, OLA: Danelle Cheng, Wei Geng Lum, Edward Wada, Gail McGarvey

AGENDA ITEM	DISCUSSION
1. Call to Order/Establishment of Quorum	Terrina Wong, Chair, called the meeting to order at 9:35 AM with quorum.
2. Welcome and Introductions	<p>The Chair welcomed the council members to the zoom meeting and each member introduced themselves. Guests Robbie Adam, Learning and Development Coordinator from the Office of Language and Communication Access in Boston, MA and Domingo A. Coto, the Executive Assistant from the same office introduced themselves. They are excited to be here as they are in the process of creating an advisory board for their office. Robbie Adam was a former Language Access Coordinator at the Department of Labor and Industrial Relations several years ago.</p> <p>The council took a brief recess as quorum was loss when Charlotte Huang, was having difficulty connecting to the council meeting. Terrina Wong officially resumed the meeting with quorum when Charlotte reconnected by phone at 9:50 AM. Valentina Yarovaya also joined the meeting.</p>
3. Input from Public and written testimonies submitted	AP Bamrungruan reported there was no one participating from the public viewing site today and no written testimony has been submitted.
4. Approval of Minutes of April 18, 2022	<ul style="list-style-type: none">• Motion was made to approve the meeting minutes by AP Bamrungruan. Seconded by Cari Uesugi. No further discussion.• Minutes for April 18, 2022 approved.

MOTION CARRIED	<ul style="list-style-type: none"> • MOTION CARRIED.
5. a) Report of the Chair	The Chair had no official report. But she did note that in recent months there have been many Ukrainian immigrants who have come to resettle in Hawaii. There are several organizations and non-profits coordinating to try and provide language access for these new immigrants however resources are very limited in Russian and Ukrainian languages, i.e. driver license tests.
5. b) OLA Executive Director (ED) Report	<p>ED reported on the following:</p> <p>i. 2022 Legislative Update. 2022 measures relating to Language Access. HB 1762 introduced by the Filipino Caucus required the departments to create a full-time position for a Language Access Coordinator. This would be for the Department of Health, Department of Agriculture, Department of Commerce and Consumer Affairs and the Hawaii Emergency Management. It also required the Office of Language Access to submit an annual report to the Legislature. Despite support from advocacy groups the bill did not pass.</p> <p>It was discussed at the Leg and with the Finance Chair? that OLA should be more responsible and centralized, the bill changed and wanted to give OLA three more staff positions, however OLA does not have office space for these positions. Through discussion it was determined that OLA would take one more position to be a part of Monitor and Compliance section with the rest of the funds going towards OLA's operating expenses</p> <p>The Finance Chair and the Chair of Government Operations would like OLA to do a needs assessment to see how to improve language access at the state level. There will be about \$100K to hire a consultant to do the assessment. The new staff position would have to be created for OLA and ED estimates this position would be filled by the second quarter of 2023.</p> <p>ED current appointment will end December 05, 2022. To hire a consultant for the needs assessment requires going through the procurement process (RFP Request for Proposal). From the agency's perspective they said they did not get requests from the LEP individual for language access services therefore they are questioning if there is a need for the agency to provide as required by law. There are also some questions if the consumer was aware about their rights to ask for and receive language assistance. OLA will also be required to do a needs assessment on the use of technology as a part of promoting multi-lingual interpreters.</p> <p>OLA will have six staff positions with an increase to our operating budget up to 130K to help us fill our obligations.</p> <p>HB 1883 regarding the ballot package – in 2024 requires the Office of Elections to put notification of language accessibility on the outside of the election's envelope, in 5 languages including Hawaiian language. It will notify LEP individuals that they can receive interpretation services on the ballots that they receive in the mail. Currently only using two languages Chinese and Ilokano.</p>

	<p>ii. New York State Passed a New Language Access Law Senate Bill S5236B. New York State’s language access policy is now codified under Section 202-a, Executive Law requiring certain documents and forms to be provided in multiple languages. They are creating an Office of Language Access. And specifying the top 12 languages to use based on ACS -American Community Survey as a baseline for the data collection.</p> <p>iii. Current status of LAAC members -Outgoing LAAC members and newly appointed LAAC members. Vacant positions: Maui County, formerly filled by Shirley Schumacher, her term expired. Jade Wong, who represented City and County of Honolulu, she is not seeking to fill a second term. ED thanked them for their service on the council. Randall Landry was newly appointed by the Governor to fill Jade Wong’s position. Terrina Wong, is a hold over having only served 7 years. She represents a referral agency for LEP clients. The LAAC By-Laws allows for her to serve as her membership has not exceeded eight consecutive years on the council. She has agreed to be a holdover until her seat has been filled by a governor appointee. And lastly, Barbara Tom, newly appointed council member, represents an agency that provides services to covered entities.</p>
<p>7. Items for Discussion</p>	<p>a) Language Access Advisory Council (LAAC) members</p> <p>i. Selection of a new chair pursuant to Section 321C-7(b), HRS. There has been no new nominations or new confirmations for the Chair position.</p> <p>ii. Discussion and action on new member orientation ideas. For the new council members options for orientation to the LAAC. OLA previously had an orientation binder for new council members which provided a great deal of information about OLA, it’s mission, goals, Sunshine Law, etc. Terrina Wong suggested the ED review with the new members.</p> <p>(At 10:14 AM Tulpe Day just joined the meeting.)</p> <p>-Barbara Tom, as a new member would like to see where OLA started from in the beginning and where it has been going towards for the community regarding language access. She asked, “What can I contribute to the council that will help the community?” As members of the council what are they tasked with?</p> <p>-Terrina Wong suggests a list of priorities for the new fiscal year that the council would be working on and a timeline.</p> <p>- Randall T. Landry would also like to find out about the history of OLA and what direction we are going. He would like to know where the state is going with language access. Would also like to see what are the challenges and issues that different state agencies are facing.</p> <p>-Cristina Arsuaga asked if there was a way to add on a meeting to meet and discuss the roles of the council members. Meet without an agenda. She is not sure on the Sunshine Laws and what needs to be met to comply with them.</p> <p>- In reply, ED will need to consult further with OIP (Office of Information Practices) about having special meetings.</p>

At 10:27 AM Terrina Wong, Chair had to leave the meeting.

A motion to create a chair pro tem was made to have Cari Uesugi take over as chair for the purpose of today's meeting by ED.

Seconded by Terrina Wong, no discussion, Cari Uesugi was approved as chair pro tem.

There was quorum on the LAAC council for the meeting to continue.

Cari Uesugi with regards to new member orientation, reiterated that ED will be looking into how LAAC can meet and what the different options are which needed to be compliant with the Sunshine law. And he will be getting back to the council members based on what he finds out.

-Regarding the orientation for new LAAC members, Cari remembers her own experience; she was very busy and did not have time to look at LAAC manual, it would have helped to talk with other members and who could have answered questions as well. She feels it would have been helpful to talk with other council members to find out their main concerns and priorities.

ED suggested to use the time most efficiently, that it be divided into two parts: administration and goals/objectives.

b) OLA Strategic Plan

i. Review and comment on the current OLA Strategic Plan. Council received the 2012 Strategic Plan Retreat which was about what was accomplished.

ii. Discussion and future action for Strategic Planning. The history and background of OLA was given by ED. Previous pre-Strategic Planning OLA was going to use an external facilitator from the Judiciary. It was going to be in two groups and two sessions. However, in 2020 OLA was told that the office would be eliminated so everything was put on hold.

-Does the council want to have someone come in and facilitate to move forward. Barbara Tom was in favor of this, from her experience a facilitator can help the group get things done.

-Using an external facilitator there will also be a cost factor involved but OLA may be able to find funds available in the operating budget and costs may be reasonable to work with.

-May look at different models to use.

- Look at starting off with two sessions different dates.

-ED suggests the council members look at the strategic plan from 2012 retreat and have a discussion. The council is being asked to look at what kind of format to have moving forward. Plan to have a meeting with nothing on the agenda but to talk about the Strategic Planning.

c) Language Access Conference

i. Discussion and action for Language Access Conference. The last language conference was in August 2019. OLA was a co-sponsor with DCAB's (Disability & Communication Access Board) conference. This distributed the workload of planning a conference, for OLA does not have enough staff to put on a conference by itself. Also trying to find a speaker, locally or from the mainland and choosing a topic. Lastly, in the past

	OLA conferences have been free and we found there is about a 30% no show. Should a fee be charged? Look at possible collaboration with DCAB perhaps in the coming year.
8. Next Meeting	Next council meeting date Wednesday, October 12, 2022 at 9:30 AM.
9. Announcements	<p>Immigrant Resource and Cultural Fair, Saturday, August 20, 2022 at `A`ala Park, from 10:00 AM to 3:00 PM hosted by the State Interagency Council for Immigrant and Refugee Services.</p> <p>Language Access In-Person Training focus on "Plain Language" targeting language access coordinators, August 24 & 25, 2022, an invitation flyer will be sent out to council members who may want to attend. For neighbor island council members by statute OLA will be able to cover your travel expenses.</p>
10. Adjournment	Cari Uesugi, pro tem chair, officially adjourned the meeting at 11:00 AM.

Respectfully submitted by Gail McGarvey