

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, February 08, 2023

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, Lydia A. Pavon, Barbara Tom, Cari Uesugi, Terrina Wong, Chair, Valentina Yarovaya

EXCUSED:

GUESTS/STAFF: 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 9:32 AM with quorum.
2. Welcome and Introductions	The Chair welcomed the council members to the zoom meeting and asked each member to introduce themselves. There were no guests attending today.
3. Input from Public and written testimonies submitted	AP Bamrungruan reported OLA had not received any public comments, questions, or testimony. There was no one participating at the public viewing site today at 1010 Richards Street, Honolulu.
4. Approval of Minutes of October 12, 2022 MOTION CARRIED	<ul style="list-style-type: none">• Motion was made to approve the meeting minutes by Robin Wurtzel. Seconded by Valentina Yarovaya. There was no discussion.• Minutes for October 12, 2022 approved.• MOTION CARRIED.
5. a) Report of the Chair	The Chair had participated in the Office for Victims of Crime, VOCA workshop held January 24-26, 2023. Terrina Wong shared her view on the importance of the work we do in language access. In general, people equate language access with securing an interpreter or a translator, but language access is more than just a transactional

	<p>activity. Having access to language is the highest form of respect for an individual. By respecting languages, it means you are respecting their heritages, identity, their values and how they view the world.</p> <p>9:39 AM Charlotte Huang reconnected to the meeting by phone. 9:42 AM Linda Nuland-Ames reconnected to the meeting. 9:42 AM Cristina Arsuaga joins the meeting.</p>
5. b) OLA Executive Director (ED) Report	<p>ED reported on the following:</p> <p>i. The State of Hawaii was selected by the Office for Victim of Crime, VOCA (Victims of Crime Act) Center, a program under the U.S. Department of Justice for the first language access In-Person Learning Group. The three-day event was co-hosted by the Office of Language Access (OLA), in collaboration with the Department of Attorney General from January 24-26, 2023 in Honolulu, Hawaii and was by invitation only, about eight states participated.</p> <ul style="list-style-type: none"> - Purpose of meeting was for administrators to learn about their legal language access obligations and issues as well as to build up networking. There will be quarterly meetings to follow up with how everyone is doing. AP Bamrungruan to share documents from the workgroup with LAAC. <p>ii. Bills related to Language Access during the 2023 Legislative Session</p> <ul style="list-style-type: none"> - SB814 - Requires the Office of Enterprise Technology Services, in consultation with the Office of Language Access and a working group composed of stakeholders, to develop and publish, and periodically review and update, electronic information technology multilingual accessibility standards to be implemented by all state entities. OLA submitted testimony in support of this bill. - SB813/HB219 - Requires the Judiciary to increase the hourly fees, mileage reimbursement rate, and commuter-time compensation rate for court interpreters. Appropriates funds. OLA supports this bill. Increase from \$25 per hour up to \$40 per hour, include increase in mileage reimbursement to use federal guidelines. Per Cristina Arsuaga court interpreters have not received a pay increase since 2007. - SB812/HB439 - Establishes and appropriates moneys for an immigrant services and access unit within the Office of Community Services. It will include translation and interpretation services, too. OLA supports this bill. It is expected it will go to crossover. - SB768 – The bill is reintroduced from last year. It requires each county's Director of Finance, in consultation with the County Examiner of Drivers, to establish an Interpreter Services Program to assist Compact of Free Association citizens with utilizing the services provided by the Department of Motor Vehicles of each county. Appropriates funds. The DOT has already translated the driver's manual into 13 different languages. These translations are available on the DOT website. Randall Landry provided a link for the translated driver's manual at https://hidot.hawaii.gov/highways/library/motor-vehicle-safety-office/ This bill also requires DMV (Department of Motor Vehicles)s to hire service providers from the county. In response to the question for what is done for non-translated languages, Randall Landry said there is an on demand telephonic interpreter service available. Cristina Arsuaga asks if there will be a vetting system for interpreters/translators on the list? Per AP there is a provision in the bill that the county

	will have to consult OLA and the LAAC when creating the program. It does not spell out qualifications, minimum requirements or a screening process. OLA testimony has been submitted for this bill.
5. c) Permitted Interaction Group (PIG)	<p>- Language Access Advisory Council (LAAC) Orientation.</p> <p>- Language Access Conference</p> <p>Both PIGs were created late last year, but due to uncertainties about the new administration they were not convened. Therefore, no reports. These PIGs will be tabled to the next meeting.</p>
<p>6. Items for Discussion</p> <p>Motion carried to select a Vice Chair</p>	<p>a) LAAC Matters</p> <p>i. Membership status: Terrina Wong and Linda Nuland-Ames, are holdovers, they have served two terms and their term will expire in May 2023 by statute. After May, they can participate as the general public. They will not be able to vote but their input will continue to be very important.</p> <ul style="list-style-type: none"> -Need to start recruiting for LAAC open positions, please invite persons who you think may be interested to join the council. -The Hawaiian language advocate seat and the Higher Education seat are very specific and hard to fill. <p>-As a side note Barbara Tom asked about the interpreter classes which have been offered at Kapiolani Community College. This project is part of the Community Outreach program in corroboration with many different agencies. It is a community certification, yearlong, interpreter program. Although the classes are free, the second cohort is not full. The first cohort was filled – 25 count.</p> <p>ii. Selection of an LAAC Vice Chair:</p> <ul style="list-style-type: none"> o Motion was made to select a member of LAAC to serve as the Vice Chair by AP, Cari Uesugi seconded. No discussion. o Motion carried. o Cari Uesugi accepted the nomination for Vice Chair, and she was voted in by the council. <p>b) Language Access Plan (LAP) -Discussion and action on Agency LAP compliance profiles and review scores. OLA has quarterly meetings with agency language access coordinators. Danelle Cheng, OLA Monitor and Compliance specialist gave an update on the LAP reviews. Department reviews are ongoing, OLA provides technical assistance, support and feedback. In brief, 20 agencies are being monitored. Fourteen out of twenty agencies have submitted their LAP- that's 70%. There are 32 possible points. OLA will be providing progress monitoring to the agencies based on their scores, on a semi-annual basis. She noted that an agency can make adjustments or changes at any time. They do not have to wait every two years to do this.</p> <ul style="list-style-type: none"> - Terrina Wong had a question about the four-factor analysis. She asked if it had been eliminated. Per AP only on the federal level, Hawaii law mandates using the four-factor analysis. - Cari Uesugi pointed out not all departments are familiar with language access and making a plan needs help, the subject matter is new, and more departments are not able to meet a LAP due to not being educated about what to expect, or how to implement a LAP.

	<p>- Barbara Tom asks if there is a common problem among the agencies that stand out? AP said most agencies have trouble responding to the data collection part.</p> <p>10:40 AM Linda Nuland-Ames and Cristina Arsuaga both left the meeting. The meeting still has a quorum.</p> <p>c) OLA Online Roster of Interpreters and Translators. Update and discussion on the new proposed procedures on application process for the Online Roster of Spoken Language Interpreters and Translators.</p> <ul style="list-style-type: none"> ○ Edward Wada, LARC (Language Access Resource Center) Roster specialist, reviewed the new formatting and layout for Roster, it is not live yet. There are new buttons for interpreters and translators applying online, it is more user friendly, if you do not finish you can save and come back later, the application is reviewed by OLA staff once it is finished and submitted. The applicant is informed by email confirmation once the application is completed and must meet certain criteria, documents must be reviewed by LARC, with final review by the Executive Director. ○ AP Bamrungruan: LAAC should have input and do a formal review as part of the screening process. We are doing some research on what should be the minimum standard that should be on the list of criteria. What is the language proficiency level that needs to be met to be competent? What is the skill of the interpreter? Being an interpreter has two components: 1) language proficiency in English and non-English 2) the skill of the interpreter, what is minimal qualifications that would be acceptable. We must support building capacity but must have competency of service. ○ Cari Uesugi: Will interpreters applying know what criteria OLA is looking for? Will there be tiers? AP Bamrungruan: We want to help them meet our minimum requirements. We will provide some support, i.e. Hawaii Language Roadmap will provide testing for language proficiency. Also, to try and provide a trainer that would be able to provide 40 hours of training. We want to help them to achieve their interpreter goals. OLA's goal by statute is to promote recruitment and the process to qualify interpreters. <p>At 11:08 AM Lydia Pavon had to leave the meeting.</p>
7. Next Meeting.	Next council meeting date Wednesday, April 12, 2023 at 9:30 AM.
8. Announcements	<ul style="list-style-type: none"> ● On Saturday, February 11, 2023, Waipahu High School has invited Barbara Tom to attend their Micronesian community event for Micronesian students. ● On Tuesday, February 28, 2023 AP Bamrungruan and Barbara Tom have a meeting with DOE Superintendent on bilingual school home aide. ● Wednesday, March 22, 2023 the Hawaii Language Roadmap will hold a 6th Annual Multilingual Career Development Day at UH Manoa campus to promote the development of a multilingual workforce for Hawaii. OLA is a co-sponsor of that event.

9. Adjournment	Terrina Wong, Chair, officially adjourned the meeting at 11:09 AM.
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Respectfully submitted by Gail McGarvey