

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, April 12, 2023

9:30 AM – 11:00 AM

PRESENT: Aphirak “AP” 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 with quorum at 9:35 AM.
2. Welcome and Introductions	The Chair welcomed the council members to the zoom meeting. 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 1177 Alakea, Honolulu, fourth floor, room 420.
4. Approval of Minutes of February 08, 2023 MOTION CARRIED	<ul style="list-style-type: none">• Motion was made to approve the meeting minutes by Robin Wurtzel, seconded by Cari Uesugi. There was no discussion.• MOTION CARRIED.• Minutes for February 08, 2023 was approved.
5. a) Report of the Chair	The Chair reported that the Office of Community Services (OCS) has awarded grants to create immigrant resource centers. For Oahu it will be Pacific Gateway Center and PACT (Parents and Children Together) for Kauai and Maui islands it is Pacific Gateway Center and for Big Island it is Goodwill.

	<p>The focus of the OCS grants will be on naturalization, providing case management, and acculturation. Also, immigration legal services, and wrap around social services. And to ensure that there is language access interpretation and translation for the LEP community. Pacific Gateway will be partnering with the Legal Clinic, Legal Aid Society of Hawaii, (LASH) Safe Haven, and the Hauula Community Center. Terrina Wong and the Pacific Gateway Executive Director are going to the neighbor islands to set up contacts with those dealing with individuals or organizations that play a key role in immigration services.</p> <p>On a personal note, this is Terrina Wong’s last official day on the LAAC council. She believes the council is doing very important work in keeping language access as a hot topic to ensure that the Limited English Proficient do have equitable access to the programs, services and opportunities that they deserve. She thanked the LAAC for all their hard work, and to OLA staff, she expressed her gratitude and looks forward to continuing as a volunteer.</p> <p>She has served for eight years on the council. In accordance with the law her position will end at the close of the of the Legislative Session. ED expressed a sincere thank you to Terrina for her years of service on the council and to the state.</p> <p>In addition, Linda Nuland-Ames’ term is also expiring, we send a sincere thank you to Linda for her service and dedication as a member of the LAAC. Her participation, expertise and valuable support for language access in Hawaii will always be greatly appreciated.</p>
<p>5. b) OLA Executive Director (ED) Report</p>	<p>ED reported on the following:</p> <ul style="list-style-type: none"> i. State-wide BOW (Basic Orientation Workshops) for bilingual individuals who want to become court interpreters. During the months of April and May 2023, OLA and the Hawaii Judiciary will be working together to provide annual BOW to train and recruit new court interpreters for the state. Workshops will be held throughout April and early May on Maui, Kauai, Oahu, and in Hilo and Kona. By collaborating with the Judiciary OLA can meet the statutory requirement of promoting the recruitment of interpreters. <ul style="list-style-type: none"> - Cari Uesugi acknowledged the importance of ED's participation in BOW as he can answer questions that are not addressed by the Judiciary. - This partnership helps OLA meet its statutory requirement for recruitment of interpreters for the state. ii. 6th Multilingual Career Development Day, March 22, 2023 at UH Manoa Campus. OLA, in partnership with the Hawaii Roadmap Initiative, the University of Hawaii (UH) and the Department of Education (DOE) held this event to raise student awareness of the value of their bilingual and English speaking skills so that they continue to develop them and use in their daily life, in their communities, and in the Hawaii workforce. <ul style="list-style-type: none"> - The Seal of Biliteracy students will have a chance to make a resume that will highlight their recognition for speaking two languages. - Justice McKenna was the keynote speaker, her first language is Japanese, she was an inspiration for students to hear from someone who experienced similar situations as they have.

	<ul style="list-style-type: none"> - This showed the students that speaking more than one language is an asset. There were about 100 high school students who attended. - Cari Uesugi added that DHS (Department of Human Services) was also present. She said she noted there were more students from the Big Island and Molokai this year, <p>iii. Legislative Updates:</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. <ul style="list-style-type: none"> • Pending a hearing before The House Committee on Finance and then to Conference. - SB813 - Requires the Judiciary to adjust the hourly fees, mileage reimbursement rate, and commuter-time compensation rate for court interpreters. The cost of living and inflation rates are being considered for this adjustment. <ul style="list-style-type: none"> • Pending a hearing before the House Committee. This bill is getting a lot of support and recognition. - SCR32/SR26 – HCR186/HR191 – Requesting OLA to establish an American Sign Language (ASL) working group to increase the number of ASL interpreter in the State. <ul style="list-style-type: none"> • The Senate Committee on Health and Human Services and the House Committee on Health & Homelessness passed these resolutions with amendments and require DCAB (Disability & Communication Access Board) rather than OLA to convene the working group. OLA will continue to be a participant. • Hearing for this resolution is Friday, April 14, 2023, OLA will be offering testimony to be added on as a member. - SCR206/SR105 – HCR155/HR156 – Requesting the Hawaii Tobacco Quitline to make permanently visible on each page of its website information pertaining to the availability of translation services upon request. <ul style="list-style-type: none"> • The Senate Committee on Health and Human Services deferred the senate version, but the House Committee on Labor and Government Operations passed the house version with proposed amendments from OLA to change from translation services to interpretation services. - SB812/HB439 - Establishes and appropriates moneys for an immigrant services and access unit within the Office of Community Services. <ul style="list-style-type: none"> • The bill is dead this session. There were issues on direct services and how to structure the immigration unit.
<p>5. c) Permitted Interaction Group (PIG)</p>	<p>- Language Access Advisory Council (LAAC) Orientation. The council has two members who will term out shortly, Terrina Wong and Linda Nuland-Ames, respectively. There have been several inquiries from potential members, one from Maui and one from Kauai, pending further direction from Boards and Commission on acquiring new members. OLA will defer basic orientation till July 1, 2023.</p>

	<p>(9:59 am Linda Nuland-Ames joined the meeting.)</p> <p>- Language Access Conference. Last week the PIG met, and it was agreed to have a language access conference this year. More discussion to follow in item #6.</p>
6. Items for Discussion	<p>a) Language Access Plan -Discussion and action on Agency LAP compliance profiles and review scores. Danelle Chen, program specialist V, updated her report on the agencies. OLA is currently monitoring 20 agencies of the Executive branch, Judiciary, Public Library System and the UH System. Each department is operating very differently, due to many different variables, and data.</p> <ul style="list-style-type: none"> - 14 of the 20 agencies have complied so far. - Comments on UH System’s LAP. Their position is that language proficiency is essential to participate in their programs at the university. Therefore, for language access they choose to use the term “may” instead of “shall” in their LAP which affects LEP students. Services must be provided to LEP individuals. - Implementation is next phase, to see whether they will comply with language access law. OLA has plans to apply monitoring compliance strategies at the agencies. <p>(10:15 am Barbara Tom joined the meeting.)</p> <p>b) OLA Online Roster of Interpreters and Translators – Update and discussion on the new proposed standards of individual language service providers/interpreters. Edward Wada, program specialist V gave update on new proposed standards or requirements for interpreters and translators registering at the OLA online Roster:</p> <ul style="list-style-type: none"> - Age, 18 years old - High school diploma - Eligible to work in the US - OLA Educational and training background, completion of 16 hours - To be tested for oral language proficiency in both English and the targeted language - OLA will make training available <p>Barbara Tom asks, “How many interpreters on the OLA Roster meet the criteria today?” OLA has never done an assessment before. OLA wants the new system to set new standards, to work with the interpreter to help them succeed. OLA will start with 16 hours standard language access training. Try to create an online training, not to certify but as a tool to screen the applicant.</p> <p>c) Language Access Conference – Report from the Permitted Interaction Group. The PIG agreed to hold a language access conference this year 2023. It will be in August as it will be Language Access month for the state.</p> <ul style="list-style-type: none"> - It will be a one-day conference, no theme yet but basic language access targeting government agencies, nonprofits, and interpreter/translator groups.

MOTION CARRIED	<ul style="list-style-type: none"> - Will have breakouts into smaller groups. - Accepting any comments or suggestions from the council members. • Motion made that OLA will have a language access conference this year in August. Terrina Wong moved and Barbara Tom seconded, no discussion. • Motion carried and approved. <p>d) Language Poster – ED gave a briefing on the current “I Speak” poster originally created in 2007.</p> <ul style="list-style-type: none"> - No longer practical, wording is confusing, need new messages, languages need to be upgraded. - Poster needs new formatting. New visual graphics. Poster needs to be more practical. - By statute OLA must create multilingual signage about an individual’s right to free oral interpretation. - Due to time constraint will defer discussion to another meeting as unfinished business.
7. Next Meeting.	Next council meeting date Wednesday, June 14, 2023 at 9:30 AM.
8. Announcements	None.
9. Adjournment	Terrina Wong, Chair, officially adjourned the meeting at 11:10 AM.

Respectfully submitted by Gail McGarvey