

LANGUAGE ACCESS ADVISORY COUNCIL

STATE OF HAWAII
DEPARTMENT OF LABOR & INDUSTRIAL RELATIONS
830 Punchbowl Street
Honolulu, Hawaii 96813

Wednesday, November 12, 2008
DLIR Conference Room 320

MINUTES

The meeting was called to order at 9:17 A.M. by Chairperson Dominic Inocelda.

1. Attendance

Present:

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| - Dominic Inocelda | Language Access Advisory Council, Chairperson |
| - Gerald Ohta | Language Access Advisory Council, Vice-Chair |
| - Canisius Filibert | Language Access Advisory Council Member |
| - Dr. Suzanne Zeng | Language Access Advisory Council Member |
| - Sr. Earnest Chung | Language Access Advisory Council Member |
| - Serafin "Jun" Colmenares | Executive Director, Office of Language Access, Ex-officio |
| - Livia Wang for Bill Hoshijo | Executive Director, Civil Rights Commission, Ex-officio |
| - Kristine Pagano for Francine Wai | Executive Director, DCAB, Ex-officio |
| - Jennifer Li | Language Access Advisory Council Member (new) |
| - Mary Santa Maria | Language Access Advisory Council Member (new) |
| - Azi Turturici | Language Access Advisory Council Member (new) |

Excused:

- | | |
|------------------------|---|
| - Nāmaka Rawlins | Language Access Advisory Council Member |
| - Lito Asuncion | Language Access Advisory Council Member |
| - Alohalani Boido | Language Access Advisory Council Member |
| - Dr. Tin Myaing Thein | Language Access Advisory Council Member |
| - Betty Brow | Language Access Advisory Council Member |

Others Present:

- | | |
|-----------------------|---|
| - Frances Lum | Department of the Attorney General |
| - Kendall Zukeran | Research Analyst, Office of Language Access |
| - Jeremy Low | Research Analyst, Office of Language Access |
| - Uilani Pauole de Sa | Senior Legal Analyst, Office of Language Access |

2. Welcome and Introductions

Introduced for the first time were the following new council members:

- Jennifer Li, Health Care Service Coordinator, Muscular Dystrophy Association, Inc.
- Mary Santa Maria, Public Health Coordinator, Maui District Health Office
- Azi Turturici, Accountant, Kauai Agency on Elderly Affairs

- 3. Approval of minutes of October 8, 2008 meeting**
- Typing error on #7, per Gerald Ohta. “DHHS” should be replaced with “DHS.”
 - Motion to approve minutes with correction by Gerald Ohta. Seconded by Canisius Filibert. Motion carried and minutes approved unanimously.
- 4. Executive Director’s Report – see attached**
- 5. Revisit Language Access Advisory Council Functions and Structure**
- Currently there are four committees within the council:
 1. Legislative
 2. Special Projects (eg. conferences, events)
 3. By Laws
 4. Compliance & Plan Review
 - Chairpersons have previously been appointed for each committee but the roles have not necessarily been carried out.
 - Questions to address:
 - Are there enough committees?
 - Is there an optimum number of committees?
 - Should there be any changes?
 - Is the current structure adequate to address these functions?
 - Is a quorum necessary for “Standing Committees?”
 - Members need to consider the Sunshine Law perspective if new committees are formed as it will be important to adhere to the rules regarding meetings, reporting, purpose, etc.
 - Other agencies have committees meet earlier in the day and hold a regular meeting right afterwards to provide reports to the other members.
 - A recommendation was made to discuss the issues the council needs to address at the next meeting and decide what types of committees are necessary. OLA staff should discuss how the council members can help and in what areas the office needs assistance. This should also be shared during the next meeting.
- 6. Report on State Agencies Pre-Monitoring Visits**
- Executive Director Jun Colmenares, explained that the pre-monitoring visits were unannounced visits to various state agency offices. The purpose was to see if there were any multi-lingual posters displayed and translated documents available to the public. For larger state agencies, more than one office may have been visited by the OLA staff. The visits were designed not to be confrontational but to just see what is actually taking place at the various state agencies.
 - Findings were that most of the state agencies did not have multi-lingual signs posted. OLA staff handed out copies when possible. Also, most agencies do not have translated documents on public display.
 - Council members commented that the “revised” posters/signs have still not been printed. Thus, some agencies have been waiting for months to receive the revised versions and post these up rather than utilize the originals, which have errors.
 - Jun advised that poster delay is due to the problem of finding good translators and correct translations of the Micronesian languages. However, the original signs can still be used in the meantime.

- Dr. Suzanne Zeng reported that there has been feedback from various coordinators that the pre-monitoring visits have seemed adversarial. In addition, some do not like the tone of the "Monitoring Questionnaire" sent to the coordinators as it asks if the department/agency is in "full compliance, partial compliance, or non-compliant." A few questions are also not applicable depending on the agency. Agencies need more assistance with language access plan implementation.
- OLA staff members Uilani, Jeremy, and Kendall commented that their experiences with the pre-monitoring visits have been very friendly and the frontline employees have been very receptive. Many were happy to receive at least some type of material to better communicate with LEP clients and also know that their respective department had some type of procedure and coordinator available for assistance. Some offices requested for more posters be sent once the necessary revisions are made.
- Dr. Zeng and Gerald Ohta advised that the poster revisions should be a priority for OLA.
- More feedback should be given to the OLA Advisory Council from the language access coordinators meetings.

7. Community Outreach Programs

- Executive Director Colmenares informed council members that radio public service announcements are still being done by OLA. However, there has not been much feedback or complaints from the community so this method does not seem very effective. Therefore, the OLA is thinking of going out and holding face-to-face meetings, with the help of interpreters if needed, with the various community groups. He asked the advisory council for assistance in setting up these meetings and also for other suggestions.
- Sister Earnest Chung recommended utilizing Olelo for taping of 30 minute informational segments with translations. She also suggested that the OLA coordinate luncheons in order to attract members of the Chinese community to any informational gatherings.
- Canisius Filibert proposed that the OLA staff speak at smaller meetings such as women's groups, in order to provide more information to the Micronesian population.
- Kristine Pagano shared that she will be going to Kauai in two weeks to conduct ADA training. If the OLA can give her pamphlets, brochures, or other materials, she can share this with the community groups in attendance.

8. Announcements

- Canisius Filibert followed up in regards to whether a valid passport is needed for people to take English classes at the DOE Community School for Adults. He shared that classes are free for those that have green cards, valid state IDs, and Micronesians under the compact treaty. Non-U.S. citizens and those with "Visitors Visa" need to pay. Passports are used for payment purposes.
- Gerald Ohta spoke as a panelist at the American Public Health Association in San Diego recently. The panel discussed how Titles VI and VII affect staffing, language access, and refugee patterns.
- ADA training will be held at the DLIR Conference Room at 1:30 PM today. (11/12/08)
- The next Language Access Advisory Council meeting will be on Wednesday, December 10, 2008 @ 9 A.M. in DLIR Conference Room 320.

9. Adjournment

- Meeting was adjourned at 10:48 A.M.