

LANGUAGE ACCESS ADVISORY COUNCIL

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

Wednesday, December 10, 2008
DLIR Conference Room 320

MINUTES

The meeting was called to order at 9:45 A.M. by Chairperson Dominic Inocelda.

1. Attendance

Present:

- Dominic Inocelda Language Access Advisory Council, Chairperson
- Gerald Ohta Language Access Advisory Council, Vice-Chair
- 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
- 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
- Azi Turturici Language Access Advisory Council Member
- Dr. Tin Myaing Thein Language Access Advisory Council Member
- Nāmaka Rawlins Language Access Advisory Council Member
- Lito Asuncion Language Access Advisory Council Member
- Betty Brow Language Access Advisory Council Member

Excused:

- Alohalani Boido Language Access Advisory Council Member
- Mary Santa Maria Language Access Advisory Council Member
- Canisius Filibert 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

2. Welcome and Introductions

Introduced for the first time was the following new council member:

- Betty Brow, Bank of Hawaii Executive Vice President and Head of the International Banking Division

- 3. Approval of minutes of October 8, 2008 meeting**
 - Motion to approve the minutes made by Lito Asuncion. Seconded by Azi Turturici.
 - Minutes approved unanimously.
- 4. Executive Director’s Report – see attached**
- 5. Revisit Language Access Advisory Council Functions and Structure**
 - Executive Director Colmenares handed out a form listing eight areas or issues that OLA staff needs assistance/advice from the Advisory Council.
 - LAAC to determine permanent and ad hoc committees.
 - Question was raised regarding the role of the LAAC?
 - Bill Hoshijo referred everyone to HRS 371 regarding the role of the Advisory Council. He shared that the Hawaii Language Access Law was enacted as a result of community support and demand. LAAC members represent the broader community.
 - LAAC serves in an advisory role and provides input to assist the Executive Director and the OLA.
 - Regarding committees, a recommendation was made to keep the current standing committees and create ad hoc committees as projects arise.
 - Non-council members are allowed to participate as committee members.
 - Motion was made to appoint ad hoc committee for the Language Access Conference (tentatively scheduled to take place in September 2009), to be chaired by Jennifer Li. Amendment also to add “Language Access Month” as an ad hoc committee with a chair to be named later. The motion to approve was made by Gerald Ohta and seconded by Dr. Myaing. All members voted unanimously to approve.
 - Jennifer Li shared that the eight areas/issues could be assigned to the current four standing committees.
 - Gerald Ohta advised that #1, 2, 3, 7, and 8, can be placed under the “Compliance & Plan Review” committee. “Special Projects” can cover #5 and #6. “By Laws” committee can remain dormant until called upon or as needed.
- 6. Report on State Agencies Monitoring and Vital Documents Survey**
 - Executive Director Jun Colmenares reported that the OLA staff has been able to visit all but one state agency so far. The Department of Business and Economic Development (DBEDT) has surprisingly been unresponsive to contacts made by the OLA. Other council members have offered to help in talking with the Director or with their DBEDT connections.
 - Purpose of the visits is to see where the State Departments are in the implementation of their language access plans, discuss any obstacles, and offer possible solutions.
 - For the “Vital Documents Survey”, 9 out of 25 state agencies have submitted their surveys. Four are pending and the rest have not responded.
- 7. Multilingual Poster**
 - Executive Director Colmenares informed LAAC members that the OLA wishes to streamline the multilingual poster and make it easier for LEP individuals to understand.
 - Previous poster had errors in translation. It also had the OLA’s contact information on the bottom so the office was receiving all types of calls. The revised version will have the department’s own address and phone number.

- Advisory Council members added that they did not like the implicit guarantee of getting an interpreter and that it was free for all parties involved. The department or agency bears the costs.
- There was a concern if agencies have a system, resources, or are ready if the posters are put up.
- The resources are identified in the language access plans of each agency. It is up to the agency to phone or make the appropriate appointments for interpreters/translators. The OLA and LAAC are not responsible for this.
- Some departments are hesitant to put up the posters since their plans do not work.
- The posters are just a tool and can't include everything.
- Two thousand posters were printed the last time but much more will need to be distributed this time.
- Revised posters can be used by POS providers as well.
- Suggestion was made to remove the line, "This office will provide interpretation services." Agencies should not guarantee that they will actually be able to provide interpreters.
- The Hawaiian translation should also be placed at the top with the English since it is an official language of the state.
- "At no cost to you" should be in parenthesis to make it clear to LEP individuals and some may hesitate to ask for assistance if they assume they need to find and pay for language services themselves. This also serves as a reminder to agencies and staff regarding their responsibilities and that costs should not be passed on to the customer. There have been cases where state department employees have advised clients that they can get an interpreter but the client has to pay.
- Dr. Zeng made a motion that the OLA proceed with the translation as modified with general approval. The motion was seconded by Gerald Ohta. Fifteen council members voted in favor and there was one abstention.

8. Announcements

- Jun, Gerald, and Sue were panelists on the "Island Insights" TV program on PBS (12/4/08). The topic was "Civil Rights and Language Access." The discussion can be viewed online at <http://www.kmeb.org/insights02.htm>
- Dr. Sue Zeng advised that she and Dew Kaneshiro will speak tonight at Kuhio Park Terrace for a Micronesian get together. They will share steps in how to become an interpreter or translator.
- ADA training will be held at the DLIR Conference Room on Thursday, 12/11/08 @ 9 A.M. This is free to Language Access Advisory Council members, City & County, and State of Hawaii employees.
- The Migration Policy Institute (MPI) will have another nationwide webinar on language access on December, 17, 2008. The webinar can be viewed either at the basement training room at the Department of Health or the DLIR Conference Room #320 at 9 A.M. Please email Gerald if you plan to attend at the DOH site since the basement's capacity is only 15 people.
- Dr. Myaing shared that the Pacific Gateway Center will celebrate its 35th anniversary next year on September 9, 2009. This is the same month as the planned OLA conference and "Language Access Month."
- Sister Earnest Chung shared that the Office of Community Service has recently come out with a new informational handbook, "Voyaging Together to a New Life: A Handbook for Newcomers to Hawaii." This is an acculturation tool for newcomers to the islands and is available in English, Chuukese, and Marshallese languages, at the OCS office. This is also

available on the OCS website but is a large file. OCS would eventually like to translate the handbook into other languages as well but needs to find funding in order to accomplish this task.

- Kristine Pagano advised that the OLA can contact Dick Pratt or Chris Grady at the University of Hawaii Public Administration office, if volunteers are needed to assist in various projects. She also informed everyone that from about February of 2009, she will not be able to attend the LAAC meetings as she is expected to give birth. Francine Wai or another representative from DCAB will attend the meetings in her place. Congratulations Kristine!
- The next Language Access Advisory Council meeting will be on Wednesday, January 14th, 2009 @ 9 A.M. in DLIR Conference Room 320.

9. Adjournment

- Meeting was adjourned at 11:17 A.M.