

First Hawai'i Conference on Language Access

*Laulima - Working Together to Ensure
Language Access in Hawai'i*



Hawai'i Imin International Conference Center
East-West Center
Honolulu, Hawai'i
March 28-29, 2008

Presented by:
Office of Language Access, State of Hawai'i

Mahalo to our co-sponsors!

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**Center for Interpretation and Translation Studies
University of Hawaii at Manoa**



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March 28, 2008

Aloha!

As Executive Director of the Office of Language Access of the State of Hawaii, I am pleased to welcome all of you to our first Hawaii Conference on Language Access.

When Governor Linda Lingle signed the language access bill into law in 2006, she highlighted her commitment to ensuring that no individual living in the State of Hawaii is denied his or her right to access, or participate in, important government services because of their inability to speak, read, write or understand English. Our gathering these two days will help increase awareness of language access issues in our State, as well as around the country.

We hope that you not only will enjoy our speakers, but will engage in active conversation to share, discuss and work together to ensure language access in Hawaii.

I would also like to thank the many of you who are working hard on this issue, as well as those who helped make this conference come together. Much mahalo go to our co-sponsors – the HMSA Foundation, the Center for Interpretation and Translation Studies of the University of Hawaii, Student Equity, Excellence and Diversity (SEED), and the Department of Labor and Industrial Relations. Thank you also to Dr. Suzanne Zeng, for chairing this conference, Gerald Ohta, the members of the Language Access Advisory Council, and the very hardworking staff of the Office of Language Access – Uilani, Jeremy, Kendall, Carol and Merry.

Lastly, I hope this conference is successful at reaching our objective of promoting awareness, and that your contribution will help shape the direction of our State, as well as the focus of our next conference in 2009.

Mahalo nui loa.

A handwritten signature in cursive script, appearing to read "S. Colmenares".

Serafin "Jun" Colmenares
Executive Director



Conference Program

DAY 1 FRIDAY March 28 2008

| Day 1 FRIDAY | Plenary Sessions (Keoni Auditorium) | Breakout Sessions Track 1 (Users) | Breakout Sessions Track 2 (Bilinguals) | Breakout Sessions Track 3 (Administrators) |
|---------------------------|--|---|--|---|
| 8:00 | Breakfast and Registration | | | |
| 9:00-9:05 | Oli (<i>Namaka Rawlins, Director, Aha Punana Leo, and Adjunct Assistant Professor, UH Hilo Hawaiian Language Center</i>) | | | |
| 9:05-9:15 | Introduction to Conference (<i>Dominic Inocelda, Chairman, Language Access Advisory Council</i>) | | | |
| 9:15-9:40 | Welcome Address (<i>Darwin Ching, Director, Department of Labor and Industrial Relations, State of Hawaii</i>) | | | |
| 9:40-10:10 | KEYNOTE: Language Access: A National Perspective <i>Grace Chung Becker, Assistant Attorney General, Civil Rights Division, US Department of Justice</i> | | | |
| 10:10-10:30 | Language Access at the Local Level <i>Aryan Rodriguez, Language Access Program Director, Office of Human Rights, Washington, D.C.</i> | | | |
| 10:30-10:50 | Language Access in Hawaii <i>Serafin "Jun" Colmenares, Executive Director, Office of Language Access, Department of Labor and Industrial Relations, State of Hawaii</i> | | | |
| 10:50-11:00 | Break | | | |
| 11:00-12:00 | <i>1st BREAKOUT SESSION</i> | Report from the Field: <i>Perspectives</i> Panel: Dew Kaneshiro; Cindy Shimomi-Saito, Suzanne Zeng (Keoni) | The Road to Professionalization <i>Se Rah Lee Uchida (Pacific)</i> | Report from the Field: <i>Perspectives</i> Panel: Dew Kaneshiro; Cindy Shimomi-Saito, Suzanne Zeng (Keoni) |
| 12:00-1:00 12:30-12:45 | Lunch (Cafeteria) <i>Speaker: Jeff Coelho, Director of Customer Services and Executive Advisor to the Mayor, City & County of Honolulu</i> | | | |
| 1:00-1:55 | <i>2nd BREAKOUT</i> | The Role of an Interpreter <i>Jan Fried, KCC (Keoni)</i> | The Role of an Interpreter <i>Jan Fried, KCC (Keoni)</i> | Hawaii's Language Access Law & Plans <i>Office of Language Access (Pacific)</i> |
| 2:00-3:00 | <i>3rd BREAKOUT</i> | The Use and Role of Bilingual Staff <i>Emmy Davison, KKV (Keoni)</i> | Becoming a Court Interpreter <i>Debbie Tulang-De Silva/Philip Liu, OEAC (Pacific)</i> | The Use and Role of Bilingual Staff <i>Emmy Davison, KKV (Keoni)</i> |
| 3:00-3:15 | Break | | | |
| 3:15-4:05 | The Need for Cultural Competency (Keoni Auditorium) <i>Dr. Kimo Alameda, Director, Office of Multicultural Services, Hawaii Department of Health</i> | | | |
| 4:10-5:10 | <i>4th BREAKOUT</i> | Language Access and Law Enforcement Models <i>Susan Shah, Vera Institute of Justice (Keoni)</i> | Becoming a Medical/Social Service Interpreter <i>Emmy Davison, KKV; Dr. Tin Myaing Thien, PGC (Pacific Gateway)</i> | Language Access and Law Enforcement Models <i>Susan Shah, Vera Institute of Justice (Keoni)</i> |
| 5:15 | Reception: Networking – <i>Meet each other and the Vendors (Cafeteria and Koi Room)</i> | | | |

DAY 2 SATURDAY March 29, 2008

| Day 2 Saturday | <i>Plenary Sessions (Keoni Auditorium)</i> | <i>Breakout Sessions Track 1 (Users)</i> | <i>Breakout Sessions Track 2 (Bilinguals)</i> | <i>Breakout Sessions Track 3 (Administrators)</i> |
|---------------------------|--|---|---|---|
| 8:00 | Breakfast | | | |
| 8:30-9:25 | <i>5th BREAKOUT</i> | <i>Remote vs. On-Site Interpretation Dr. Paul Eakin; Atty. John Egan; Dr. David Ashworth, UHCITS (Keoni)</i> | <i>Basic Interpreting Skills Yumiko Tateyama, UHCITS (Pacific)</i> | <i>Remote vs. On-site Interpretation Dr. Paul Eakin; Atty. John Egan; Dr. David Ashworth, UHCITS (Keoni)</i> |
| 9:30-10:30 | <i>6th BREAKOUT</i> | <i>Language Access and the Use of Technology Verizon Wireless: Troye Newcomb; Tanberg: Melanie King, Scott Yamaguchi (Keoni)</i> | <i>Becoming a Translator Steven Silver, Silver Bridges Translations (Pacific)</i> | <i>Language Access and the Use of Technology Verizon Wireless: Troye Newcomb; Tanberg: Melanie King, Scott Yamaguchi (Keoni)</i> |
| 10:30-10:45 | Break | | | |
| 10:45-11:45 | <i>7th BREAKOUT</i> | <i>Language Access Models Aryan Rodriguez, Washington D.C. Office of Human Rights; Robin Bronen, Alaska Immigration Justice Project; Jean Bruggeman, Ayuda, Washington D.C. (Keoni)</i> | <i>Becoming Business-Minded Dr. Suzanne Zeng, UHCITS (Pacific)</i> | <i>Language Access Models Aryan Rodriguez, Washington D.C. Office of Human Rights; Robin Bronen, Alaska Immigration Justice Project; Jean Bruggeman, Ayuda, Washington D.C. (Keoni)</i> |
| 11:45-1:00 | Lunch (Cafeteria) | | | |
| 1:00-2:00 | Centralized Language Banks: The Alaskan Model (Keoni Auditorium) <i>Robin Bronen, Director, Alaska Immigration Justice Project and Alaska Interpreter Center</i> | | | |
| 2:00-3:00 | LEP and Emergency Preparedness (Keoni Auditorium) <i>Susan Shah (Vera Institute of Justice), Barbara Yamashita (Department of Health) & Marsha Tamura (State Civil Defense)</i> | | | |
| 3:00 | Conference Wrap-Up and Next Steps (Keoni Auditorium) <i>Dr. Suzanne Zeng, UH Center for Interpretation and Translation Studies</i> | | | |
| 3:30 | Pau | | | |

Keynote Speaker

“Language Access: A National Perspective”



The Honorable Grace Chung Becker

Grace Chung Becker currently serves as the Acting Assistant Attorney General in the Civil Rights Division of the Department of Justice. She supervises approximately 650-700 employees in ten litigating sections. Ms. Becker previously served as the Deputy Assistant Attorney General in the Division from March 2006-December 2007. Ms. Becker previously served as an Associate Deputy General Counsel at the Department of Defense. In 2000-2001, Ms. Becker was the Special Advisor to the Assistant Secretary of the Army (Manpower and Reserve Affairs) on the No Gun Ri incident. She advised Army leaders on issues arising during its review of allegations that American soldiers killed hundreds of South Korean civilians underneath a railroad bridge in No Gun Ri, Korea during the Korean War. Ms. Becker coordinated various aspects of the investigation among officials within the United States Army, the Department of Defense, other federal agencies, and Congress. She also has worked as a federal prosecutor in the Criminal Division of the Justice Department, Counsel to the Senate Judiciary Committee, Assistant General Counsel at the United States Sentencing Commission, and an associate at the law firm of Williams & Connolly. Earlier in her career, Ms. Becker clerked for Judge James L. Buckley on the United States Court of Appeals for the District of Columbia Circuit, and Judge Thomas Penfield Jackson on the United States District Court for the District of Columbia. She graduated magna cum laude from the Wharton School of Finance at the University of Pennsylvania, and obtained her law degree, magna cum laude, from the Georgetown University Law Center, where she was a member of the Order of the Coif and was an Associate Editor on The Georgetown Law Journal. She was the first person in her family to be born in the United States. Born and raised in New York City, Ms. Becker graduated from Stuyvesant High School, where she was a semifinalist in the Westinghouse Science Talent Search.

Speakers for the
“Hawaii Conference on Language Access:
Laulima – Working Together to Ensure Language Access in Hawaii”
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Plenary Speakers

Dr. Kimo Alameda

Dr. Alameda completed his undergraduate degree in psychology from Hawaii Pacific University and received a master's degree in Counselor Education from the University of Hawaii-Manoa. After working as a school counselor and special education teacher for the Department of Education, Dr. Alameda returned to academia and received a doctorate in Educational, Psychological and Cultural studies from the University of Nebraska. His recent work was that of a master consultant providing technical assistance to the Hawaii Child & Adolescent Mental Health Division and Department of Education regarding treatment services for youth with special needs. Dr. Alameda currently works for the Adult Mental Health Division of the Hawaii State Department of Health as the Director for the Office of Multicultural Services and is a cultural consultant for the Office of Health Equity. On the weekends, Dr. Alameda teaches courses in ethics, child and adolescent development, and multicultural counseling for Argosy University and is a guest lecturer at Hawaii Community College in Hilo. Dr. Alameda also serves as the chairperson for the Hawaii County Planning Commission and a coach for youth baseball, basketball, and track. He is the proud father of six children, all under the age of eleven.



Ms. Robin Bronen

Robin Bronen is the Executive Director of the Alaska Immigration Justice Project, the only non-profit statewide agency in Alaska that provides comprehensive immigration legal services. The Alaska Immigration Justice Project also houses the first statewide Language Interpreter Center that will provide an interpreter training and certification program in Alaska and also a statewide interpreter registry and referral system. The LIC is a public/private partnership that is providing these services in foreign languages as well as Alaskan indigenous languages. Prior to working at the Alaska Immigration Justice Project, she worked as the Program Director of the Immigration & Refugee Services Program at Catholic Social Services where she implemented the first refugee resettlement program in Alaska. She became Alaska's first State Refugee Coordinator in 2003 and worked in that capacity with the federal government to resettle refugees in Alaska. She has initiated and coordinated local and statewide public policy discussions impacting immigrants and refugees with state agencies, the judiciary, law enforcement, the legal community and social services and health care agencies since 1996. The Alaska Bar Association awarded her the 2007 Robert Hickerson Public Service Award. The Municipality of Anchorage awarded the Alaska Immigration Justice Project the 2007 non-profit/community Diversity Award. Ms. Bronen has a J.D. from U.C. Davis and a B.A. from Tufts University.



Mr. Darwin L.D. Ching

Darwin Ching is the Director of the Department of Labor and Industrial Relations (DLIR), State of Hawaii. Director Ching believes that his role at the DLIR is to foster collaborative working relationships with labor unions, the state legislature, businesses and the community. Director Ching has a professional diploma and a law degree from the University of Hawaii where he was among the students of the first graduating class of the William S. Richardson School of Law. He has since practiced law in both the public sector and as a private attorney. His previous public service has included being a deputy prosecuting attorney for the City and County of Honolulu supervising the White Collar Crime Unit and the District and Family Court Unit. He was a deputy attorney general where he was assigned to the administrative division and litigation civil rights and education cases for the Department of Education. Director Ching has also served as a member of the Hawaii State Board of Education. In his private practice, Director Ching represented workers before the Disability Compensation Division of the DLIR and the Labor Board of Appeals, as well as labor arbitrations. He was also a labor arbitrator for the state on cases involving the Hawai'i Government Employees Association (HGEA) and United Public Workers (UPW).



Mr. Jeff J. Coelho

Jeff Coelho is the Director of Customer Service, City and County of Honolulu, and Executive Advisor to Mayor Mufi Hannemann. Mr. Coelho previously served as Managing Director, City and County of Honolulu. Mr. Coelho has 39 years of experience in radio broadcasting. He was the former Manager and Owner Operator of KUMU and KAHA radio stations. Mr. Coelho has an A.A. from the University of Hawaii.



Dr. Serafin “Jun” Colmenares

The Executive Director of the Office of Language Access, Serafin P. Colmenares Jr., was appointed by Governor Linda Lingle on April 25, 2007. Mr. Colmenares holds a master's degree in public health from the University of Hawaii and a Ph.D. degree in political science from the University of Delhi (India). Prior to his appointment, he worked in the Executive Office on Aging at the State Department of Health. His work history includes positions at the Hawaii Community Foundation, Catholic Charities Immigrant Services, Lanakila Easy Access Project (DOH), Bilingual Access Line, and Hawaii Medical Services Association. Mr. Colmenares also conducted research at the East-West Center Population Institute and the University of Hawaii; and taught at Chaminade University, Leeward Community College, and Mindanao State University. An immigrant from the Philippines, Mr. Colmenares speaks several languages, is actively involved in the Filipino community, and has worked in various capacities to help other immigrants assimilate and gain access to vital services.



Mr. Dominic Inocelda

Mr. Inocelda is Chairman of the Language Access Advisory Council, State of Hawaii. He is the president of the Inter-Agency Council for Immigrant Services which was instrumental in the passage of the language access bill. He has a master's degree in social work from the University of Hawaii. He is employed by the Susannah Wesley Community Center where he has served in various program management and administrative functions since 1982. He has worked with limited and non-English speakers, the elderly, public housing residents, and persons with serious mental illnesses.



Mr. Gerald Ohta

Gerald Ohta is the Affirmative Action Officer of the Hawaii State Department of Health. Currently, he is the State Agency Representative and Vice-Chair of the State Language Access Advisory Council and the Department of Health Language Access Coordinator. He brings the perspective of a government agency administrator and provider to the council as well as the view of someone who was in on the development and passage of the Hawaii language access law. He has worked with schools, universities, enforcement agencies and public health agencies. Mr. Ohta also brings to the council a wide range of contacts with language access advocates, organizations, and agencies here and nationally.



Ms. Aryan Rodriguez

Aryan Rodriguez presently serves as the Director for the D.C. Language Access Program housed within the District's Office of Human Rights. As the Director for the Program, Ms. Rodriguez is responsible for providing central coordination and technical assistance to covered agencies identified by the D.C. Language Access Act of 2004 in their implementation of the Act's provisions, as well as ensuring that the provision of services by said agencies meets acceptable standards of translation and interpretation. Examples of such coordination and assistance by Ms. Rodriguez include, assistance in developing agencies' language access plans; determining methods for monitoring and compliance of progress and activities outlined by the plans; reviewing covered agencies' performance; tracking, monitoring, and investigating public complaints regarding language access violations at covered agencies; and issuing written findings of noncompliance where necessary. Previously, Ms. Rodriguez served for three years as an Equal Opportunity Investigator for the Office of Human Rights. She is a graduate of the University of Maryland at College Park where she received Bachelor of Arts degrees in Government and Politics and in Communications.



Ms. Susan Shah

Susan Shah is a Senior Planner with the Vera Institute of Justice's Center on Immigration and Justice in New York City. She directs the Translating Justice project, which assists law enforcement and other criminal and juvenile justice agencies in developing policies and programs for serving a multilingual population. While at Vera, she has trained legal services and criminal justice practitioners on how to work with interpreters, how to ensure quality document translation, and how to carry out a language access planning process. She has also facilitated a variety of multi stakeholder meetings and strategic planning workshops. Previously, she was a project director at New York University School of Medicine's Center for Immigrant Health where she directed projects to facilitate immigrant health care access and cultural competence in health care. Before joining NYU, she served as an associate attorney in the Immigration Practice of Bryan Cave LLP. Ms. Shah earned her J.D. from Northeastern University School of Law, her M.P.H. from Tufts University, and her B.A. in journalism from Drake University. Ms. Shah is conversant in Gujarati, Italian, and Spanish.



Ms. Marsha Tamura

Marsha Tamura is the Citizen Corps Volunteer Coordinator and part of the Homeland Security branch of the State of Hawaii Civil Defense Agency. She recently received her Graduate Certificate from the University of Hawaii at Manoa Disaster Management and Humanitarian Assistance program. Ms. Tamura earned her B.A. from the University of Hawaii.



Ms. Barbara Yamashita

Barbara Yamashita is Chief of the Community Health Division at the Hawaii Department of Health. The Community Health Division includes the Public Health Nursing Branch and the Chronic Disease Branch. Ms. Yamashita has had years of administrative experience including hospital administration and program manager for several private not for profit agencies and has served as a health planner, criminal justice planner and Branch Chief for the State of Hawaii. Ms. Yamashita has a M.S.W. and a B.A. from the University of Hawaii.



Dr. Suzanne Zeng, Conference Chair

Dr. Zeng has been teaching at the University of Hawaii at Manoa's Center for Interpretation and Translation Studies (CITS) for 15 years. Her courses and research include the principles and theory of interpreting, medical and court interpreting, interpreting skills and techniques, and translation techniques. She has conducted numerous workshops on interpreter training and on learning to work with interpreters, and has spoken at conferences on various topics dealing with translation and interpretation (T&I) training. As a member of the *Supreme Court Committee for Court Interpreting* for the past eight years, she was actively involved in helping establish higher standards and certification for Hawaii State court interpreters. She is also a Governor-appointed and State Senate-confirmed Language Access Advisory Council member for the Office of Language Access for the State of Hawaii. Besides teaching, she coordinates and interprets at various international conferences, in court, and in business and community service settings. She is also a certified trainer for the national *Bridging the Gap* medical interpreter training program. She received her M.A. and Ph.D. in Chinese Linguistics from the University of Hawaii at Manoa and holds Certificates in Chinese-English Simultaneous and Consecutive Interpreting.



Break-out Session Speakers

Dr. David Ashworth

Dr. Ashworth is the Director of the Center for Interpretation and Translation Studies, University of Hawaii, and is an Associate Professor of Japanese in the Department of East Asian Languages and Literature. Previously, he has been a translator and analyst for the Office of Naval Intelligence. His major emphasis in teaching has been courses in translation and graduate courses in pedagogy, concentrating on network (Internet) based learning and instruction in languages and translation. Dr. Ashworth has a B.A. in Russian from George Washington University, M.A. in Linguistics from American University, and a Ph.D. in Linguistics from Cornell University.



Ms. Jean Bruggeman

Jean Bruggeman is the Director of the Community Legal Interpreter Bank, a project of Ayuda in Washington DC., intended to provide trained, legal interpreters for all civil legal service providers in the District. Ayuda is the District's leading source of multi-lingual legal and social assistance for low-income Latinos and foreign-born persons in immigration, human trafficking, domestic violence, and family law. Jean led the development and implementation of the Community Against Domestic Violence (CADV) and Victims of Exploitation and Trafficking Assistance (VETA) programs. She supervised the legal and social service staff, conducted outreach and education within the Vietnamese community, and provided training and technical assistance to service providers around the country. Ms. Bruggeman is a graduate of Bryn Mawr College with an A.B. in Sociology and Anthropology, and she graduated from the Georgetown University Law Center in 2000 and was awarded a Women's Law and Public Policy Fellowship to serve as the Violence Against Women Act (VAWA) Attorney at Ayuda in Washington DC.



Emmy Davison

Emmy Nakasu Davison coordinates the Cross Cultural Bridges program at Kokua Kalihi Valley Comprehensive Services in Honolulu. She was certified by the Cross Cultural Health Care Program as a trainer of cultural competency and "Bridging the Gap" medical interpreting workshops. Emmy advocated for the 2006 Hawaii Language Access law by collecting testimonies from over 80 limited English proficient (LEP) clients and has presented on language access to health care providers, bilingual advocates, interpreters and LEP clients throughout the State of Hawaii. This Spring, Emmy is collaborating with Dr. Sue Zeng from UH's Center for Interpretation and Translation Studies to develop and implement UH's first medical interpreting course.



Dr. Paul J. Eakin

Dr. Paul Eakin is a Pediatric Emergency Attending at Kapi'olani Medical Center for Women and Children and an Assistant Professor of Pediatrics at the University of Hawaii John A. Burns School of Medicine. He is Board Certified in Pediatrics and Pediatric Emergency Medicine, and he is a Fellow of the American Academy of Pediatrics (AAP). Dr. Eakin has a B.S. in Biochemistry and Biophysics from Oregon State University, and he earned his M.D. at the University of Iowa College of Medicine.



Mr. John Robert Egan

John Robert Egan is an attorney who practices in the area of refugee and immigration law. He is currently supervising the Refugee and Immigration Law Clinic at the William S. Richardson School of Law, University of Hawai'i at Mānoa. He also serves as Program Coordinator for the Disaster Management and Humanitarian Assistance program, also at UH Mānoa. He formerly worked for the United Nations High Commissioner for Refugees in Malawi and Mozambique.



Ms. Jan L. Fried

Jan L. Fried is an Associate Professor and the Coordinator of the American Sign Language/Interpreter Education Program at University of Hawai'i- Kapi'olani Community College in Honolulu. She is also the Co-director of the Educational Interpreters and Assistants (EIA) Project, a 5-year, federally funded grant project that prepares paraprofessionals and interpreters to work with deaf and hard of hearing children in K-12 settings. Aside from her academic responsibilities, she is a member of several state and regional committees pertaining to the Deaf, hard of hearing and interpreting communities. She presents extensively in Hawai'i, Micronesia and the Pacific Rim on issues related to Interpreter Education, Interpreting, and American Sign Language. These topics range from Interpreting, American Sign Language, Team-building, Interpreters and Intercultural Interactions to mentoring and Interpreter Education program development. Currently, she is involved in a 3-year project training educational interpreters and providing ASL instruction in the Commonwealth of Northern Mariana Islands and Guam. Jan holds a B.A. in Psychology and Aesthetic Studies – Ceramics and a M.S. from Western Maryland College in Teaching Interpretation and is a nationally certified ASL/English interpreter in private practice.



Mr. Philip M. Liu

Philip Liu has been the Court Interpreter Services Coordinator of the Office on Equality and Access to the Courts at the Hawai'i State Judiciary since June 2005. Prior to that, he has worked on language access issues, project coordination, community organizing, and legislative work with The Center for Immigrant's Rights, The Asian American Legal Defense and Education Fund, The Manhattan Borough President's Office, and the Hawai'i State Senate Offices of Senators Carol Fukunaga and Melodie Aduja. Mr. Liu graduated with a Master's Degree in Public Administration with a Specialization in Public Policy from the New York University Wagner School of Public Service and holds a Bachelor's Degree in Philosophy and Asian Studies from Colgate University.



Ms. L. Dew Kaneshiro

L. Dew Kaneshiro is a private consultant whose services include educational programs, strategic planning, and project development and implementation. Her areas of expertise include services to linguistic minorities, employment discrimination prevention, and sexual violence and human trafficking issues. Ms. Kaneshiro is a graduate of New York University School of Law and holds a B.A. in Economics from San Francisco State University. From 1992 to 2004, she was the Project Director for the State of Hawai'i Judiciary's Office on Equality and Access to the Courts. Ms. Kaneshiro has developed and conducted training programs for judges, attorneys, court staff, service providers and interpreters. She taught legal writing and appellate advocacy as an adjunct professor at the University of Hawaii's Richardson School of Law and has been a speaker and panelist at numerous state and national conferences. She currently sits on the Board of Directors of the National Consortium on Racial and Ethnic Fairness in the Courts, the Board of Directors of Volunteer Legal Services Hawaii, the Steering Committee of the Conference of Chief Justices' Racial and Ethnic Fairness Project, and the Advisory Committee of the Interpretation Technical Assistance & Resource Center-Asian & Pacific Islander Institute on Domestic Violence.



Mr. Jeremy Low

Jeremy D. Low is a Research Analyst with the Office of Language Access, State of Hawaii. He has worked on Capitol Hill for a Hawaii Member of Congress, at the Hawaii State Capitol for several Hawaii state legislators, and in the Hawaii State Judiciary for a Circuit Court judge. Mr. Low has also worked as a researcher for the School of Travel Industry Management, University of Hawaii, and the Kamehameha Schools. In addition to receiving his B.A. in Political Science from Claremont McKenna College and his M.A. in Political Science from the University of Hawaii at Manoa, Mr. Low has studied in China with the Foundation for Study in Hawaii and Abroad, in Taiwan at Tamkang University and the National Taiwan Normal University, in Vietnam on a University of Hawaii study abroad program, and in Singapore at the National University of Singapore as a Rotary International Foundation Scholar.



Ms. Troye Newcomb

Troye Newcomb is the Hawaii Major Accounts Manager with Verizon Wireless who takes care of all State of Hawaii, City & County of Honolulu accounts, as well as Non-profit organizations. Prior to her work with Verizon Wireless, she had the opportunity to serve the community as an outreach worker for the Life Foundation. Her continued Non-profit efforts are channeled as a member of the Board of Directors for the River of Life Mission in Chinatown.



Mr. Bruce Occena

Mr. Occena has worked, over the past five years, as one of the pioneering planners and evaluators in the application of videoconferencing technologies in the arena of hospital based medical interpretation services. Currently, he coordinates the VMI (videoconference medical interpretation) project for San Francisco General Hospital and the Department of Public Health, San Francisco. In addition, he advises Harborview Medical Center (Seattle, WA) in piloting a VMI system for Harborview / University of Washington Medical Centers. Mr. Occena has a B.A. from U.C. Berkeley and M.P.H. and M.B.A. from the University of Hawaii.



Ms. Uilani Pauole de Sa

Ms. Pauole de Sa is the Senior Legal Analyst with Hawai'i's Office of Language Access. She obtained her B.S. from Georgetown and her law degree from Northeastern University and has worked in both the public and private law sectors in Hawai'i, including in the areas of Native Hawaiian rights and land use. Previously, Ms. Pauole de Sa taught English in Indonesia.



Ms. Namaka Rawlins

Ms. Rawlins obtained her bachelor's degree in Hawaiian studies from the University of Hawaii. She is an adjunct assistant professor at the UH-Hilo Hawaiian Language College, and serves as director of `Aha Punana Leo, a non-profit organization devoted to the preservation and propagation of Hawaiian language and culture. She is a member of the Language Access Advisory Council.

Ms. Cindy Shimomi-Saito

Cindy Shimomi-Saito is presently the Crisis Program Manager at the Sex Abuse Treatment Center of the Kapi'olani Medical Center for Women & Children, where she began as a crisis counselor in 1988. She received her Master's Degree in Social Work from the University of Hawai'i and her Bachelor's Degree from the University of Redlands. She has been working with victims of sexual assault for the past 20 years, providing both crisis intervention and longer term psychotherapy. In addition to clinical services, Ms. Shimomi-Saito is involved with statewide collaboration, bringing together representatives from the medical, legal, law enforcement and social service communities across the State of Hawai'i to address critical issues for sexual assault responders.

Mr. Steven C. Silver

Steven C. Silver, the founder and principal of Silver Bridges Translations Int'l, LLC, takes translation work seriously. For over 17 years, Silver has translated and interpreted for many of the world's leading companies and law firms as well as a wide range of governmental agencies and trade organization. A graduate of Princeton University, Silver is a certified court interpreter with extensive courtroom experience. He is nationally certified to translate documents in Japanese, French and Spanish. Silver is a member of the American Translators Association, the National Association of Judiciary Interpreters and Translators, and the Hawaii Interpreters and Translators Association



Ms. Yumiko Tateyama

Yumiko Tateyama is a Ph.D. candidate in the Department of East Asian Languages and Literatures at the University of Hawai'i at Manoa, where she received an M.A. and has been teaching for the past 14 years. She received her first M.A. from the Monterey Institute of International Studies and holds Certificates in Simultaneous and Consecutive Interpretation. She has also trained numerous Japanese speakers in conference interpreting and interpretation techniques at the Center for Interpretation and Translation Studies (CITS) at the University of Hawai'i. Besides translation and interpretation, her research and writings focus on interlanguage pragmatics, second language learning and teaching, and conversation analysis.



Dr. Tin Myaing Thein

Dr. Tin Myaing Thein has over 25 years of experience in community and economic development servicing both national and international organizations. Born in Myanmar (Burma), Dr. Thein passionately pursued global issues concerning the economic predicament of third world countries. She has worked in countries like Bangladesh, Myanmar, Indonesia, Thailand, Costa Rica Trinidad/Tobago and the U.S., where she has designed and implemented community programs and conducted numerous research projects dealing with social services, employment and training for persons of limited English speaking populations, poverty alleviation and economic development. She earned her Ph.D. degree from Columbia University and has been the Executive Director of the Pacific Gateway Center since 1997, overseeing 14 community-based programs assisting immigrants, refugees and low-income individuals. An important part of the agency's mission is to provide bilingual services.



Ms. Debi Tulang-De Silva

Debi Tulang-De Silva has been the Project Director of the Office on Equality and Access to the Courts at the Hawai'i State Judiciary since February 2005. Prior to that, she served as a Deputy Corporation Counsel for the City and County of Honolulu for three years, a Staff Attorney for the Regulated Industries Complaints Office with the State of Hawai'i Department of Commerce and Consumer Affairs for four years, and a Deputy Public Defender for the State of Hawai'i for almost four years. Ms. Tulang-De Silva received her law degree from California Western School of Law in San Diego and her Bachelor's degree in Education (Secondary) in Psychology from the University of Hawai'i at Manoa.



Ms. Se Rah Lee Uchida

Mrs. Se Rah Lee Uchida is dedicated exclusively to professional Korean/English Translation and Interpretation for litigation, medicine and business communication since 1997. Currently she is a member of the Hawaii Supreme Court Committee for Court Interpreters. Mrs. Uchida achievements include Certification in Neuro-Linguistic Programming in 2000, Certification in Simultaneous & Consecutive Interpretation in English/Korean in 1998 from the Center for Interpretation & Translation Studies, University of Hawaii at Manoa, an MBA from Hawaii Pacific University; BS in Mathematics from Sookmyng Women's University, in Seoul, Korea in 1990; Mrs. Uchida is passionate about human communication and the psychology of human behavior and change.



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“O ka ‘olelo ke ola” – Language is life.

The Office of Language Access’ (OLA) vision is “language access for all.” Its mission is to promote equal access to, and full participation in, government services, programs and activities for persons with limited English proficiency through oversight, coordination, and assistance to state and state-funded agencies.

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