

SB 58

Measure Title: RELATING TO LANGUAGE ACCESS.

Report Title: Language Access Resource Center; Multilingual Website Pilot Project; Appropriations (\$)

Description: Establishes and provides appropriations for a statewide language access resource center and multilingual website pilot project to be administered by the office of language access.

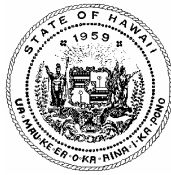
Companion:

Package: None

Current Referral: HMS, WAM

Introducer(s): CHUN OAKLAND, Espero, Galuteria, Ihara

NEIL ABERCROMBIE
GOVERNOR



BARBARA A. KRIEG
DIRECTOR

LEILA A. KAGAWA
DEPUTY DIRECTOR

STATE OF HAWAII
DEPARTMENT OF HUMAN RESOURCES DEVELOPMENT
235 S. BERETANIA STREET
HONOLULU, HAWAII 96813-2437

January 30, 2013

**TESTIMONY TO THE
SENATE COMMITTEE ON HUMAN SERVICES**

For Hearing on Thursday, January 31, 2013
1:15 p.m., Conference Room 016

BY

BARBARA A. KRIEG
DIRECTOR

Senate Bill No. 58
Relating to Language Access

WRITTEN TESTIMONY ONLY

TO CHAIRPERSON SUZANNE CHUN-OAKLAND AND MEMBERS OF THE
COMMITTEE:

Thank you for the opportunity to provide testimony on S.B. 58.

The purpose of S.B. 58 is to increase the accessibility to State of Hawaii Government services and information for those that have limited English proficiency by establishing a statewide Language Access Resource Center and multilingual website pilot project to be administered by the Office of Language Access.

The Department of Human Resources Development (DHRD) supports this bill.

NEIL ABERCROMIE
GOVERNOR



DWIGHT TAKAMINE
DIRECTOR

AUDREY HIDANO
DEPUTY DIRECTOR

SERAFIN P. COLMENARES JR.
EXECUTIVE DIRECTOR

STATE OF HAWAII
DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS
OFFICE OF LANGUAGE ACCESS

830 PUNCHBOWL STREET, ROOM 322
HONOLULU, HAWAII 96813
www.hawaii.gov/labor/ola
Phone: (808) 586-8730 / Fax: (808) 586-8733
Email: dlir.ola@hawaii.gov

To: Sen. Suzanne Chun-Oakland, Chair
Sen. Josh Green, Vice Chair
Senate Committee on Human Services

From: Serafin Colmenares Jr.
Executive Director, Office of Language Access

Date: January 31, 2013, 1:15 p.m.
State Capitol, Room 016

Re: Testimony on S.B. No. 58
Relating to Language Access

The Office of Language Access (“OLA”) appreciates the opportunity to testify in support of S.B. 58 Relating to Language Access. My name is Serafin Colmenares, Jr. and I am the Executive Director of OLA. **OLA strongly supports S.B. 58 with a few amendments** to reflect more current census data obtained by our office after the original drafting of this bill; and with adequate funding to execute these new duties.

S.B. 58 would create and provide appropriations for a Language Access Resource Center and a pilot multi-lingual website project within OLA to better serve the LEP population and assist state and state-funded agencies in complying with applicable federal and state language access laws.

BACKGROUND

According to the United Census Bureau, American Community Survey Public Use Microdata Sample (PUMS) in 2009-2011 almost 24% of Hawaii’s population speaks a language other than English at home; and approximately 151,187 residents of Hawaii are limited English proficient (LEP). According to the Immigration Policy Center of the American Immigration Council, approximately 18% of Hawaii’s residents are foreign born, while 14% of Hawaii’s children with immigrant parents are LEP.

Language barriers have prevented our LEP population from fully benefiting from essential government and government-funded services. These barriers have also prevented them from fully participating in and contributing to our community and living up to their potential.

To address this, the federal government, through Title VI of the 1964 Civil Rights Act, and President Clinton's Executive Order 13166, has directed all federal agencies to ensure that all programs receiving federal funds provide meaningful access to LEP persons. In 2006, the Hawaii State Legislature passed Act 290, (later re-codified by Act 201 Session Laws Hawaii 2012 into Hawaii Revised Statutes (H.R.S.) § 321C) which mirrored federal law, requiring that all state agencies and state-funded programs also provide meaningful access to services for LEP persons.

NEEDS

Over the years, since the inception of Hawaii's Language Access law and our office, OLA has identified three major challenges to agency compliance: (1) there is no comprehensive and centralized system or structure in Hawaii to identify qualified language interpreters and translators; (2) Hawaii has a dearth of competent language interpreters and translators available to assist LEP individuals – especially in certain languages; and (3) state agencies do not have multilingual websites that can help LEP persons access needed information in their own language.

As a point of fact, our office regularly receives calls from agencies and the public for information and referrals for available and qualified interpreters and translators – a function which we consistently serve but is not in our current legislative charge.

S.B. 58 WOULD MEET THESE NEEDS

S.B. 58, with technical amendments and adequate funding, would create a Language Access Resource Center that would (1) maintain a publicly available roster of interpreters and translators with their credentials; (2) train agencies on how to obtain and utilize their services; (3) support interpreter and translator recruitment and retention; (4) assist in their training; and (5) work toward identifying, creating, and promoting a testing and certifying process for them. This bill would also enable OLA to administer a pilot project to test the utility and feasibility of establishing a multilingual website.

This bill would benefit agencies, interpreters, translators, and the LEP population alike since it addresses the problem of supply and demand of interpreters and translators; increases and improves the number and quality of language service providers; and provides Hawaii's LEP population a better means to access state and state-funded services.

A language access resource center and multilingual website will also enable the state to provide better customer service and promote equity and citizen participation in government services and programs.

Moreover, since many of our state and state-funded agencies also receive federal funding, this bill would assist them in complying with *both* federal and state language access law.

FUNDING

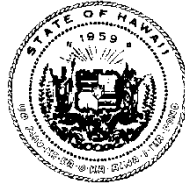
When our office was established in 2007, we had a staff of six, including myself as Executive Director. In 2009, budget cuts eliminated all of OLA's support staff and the office was left to function with my position alone. In 2012, two staff positions were restored; however, our ability to fully execute the current statutory duties of the office is still severely compromised. While OLA wholly supports S.B. 58, with amendments, we ask the legislature to ensure that adequate funding be provided so that this office can not only fulfill its current statutory obligations, but also those presented by this bill.

SUGGESTED TECHNICAL AMENDMENTS – p. 1, lines 1- 10:

“SECTION 1. The legislature finds that according to the United States Census Bureau, American ~~[community survey in 2005-2009]~~ Community Survey of 2009-2011, ~~[and estimates by the department of business, economic development, and tourism,]~~ almost ~~[311,000]~~ 329,827 of Hawaii's ~~[1,270,000]~~ 1,361,628 people, or twenty-four per cent of Hawaii's population, speak a language other than English at home. This includes nearly ~~[260,000]~~ 281,607 persons who speak an Asian or Pacific Island language. According to the same studies, out of those who speak a language other than English at home, ~~[140,791]~~ 151,187 or forty-six per cent are limited English proficient.”

Thank you for the opportunity to provide this testimony.

NEIL ABERCROMBIE
GOVERNOR



HAKIM OUANSAFI
EXECUTIVE DIRECTOR

STATE OF HAWAII
DEPARTMENT OF HUMAN SERVICES
HAWAII PUBLIC HOUSING AUTHORITY
1002 NORTH SCHOOL STREET
Honolulu, Hawaii 96817

BARBARA E. ARASHIRO
EXECUTIVE ASSISTANT

Statement of
Hakim Ouansafi
Hawaii Public Housing Authority
Before the

SENATE COMMITTEE ON HUMAN SERVICES

January 31, 2013 1:15 P.M.
Room 016, Hawaii State Capitol

In consideration of
Senate Bill 58
Relating to Language Access

Honorable Chair and Members of the Senate Committee on Human Services, thank you for the opportunity to provide you with comments regarding Senate Bill (S.B.) 58, relating to human services.

The Hawaii Public Housing Authority (HPHA) supports the enactment of this measure, which establishes and provides appropriations for a statewide language access resource center and multilingual website pilot project to be administered by the Office of Language Access, provided that its passage does not adversely impact the priorities indicated in the Executive Biennium Budget.

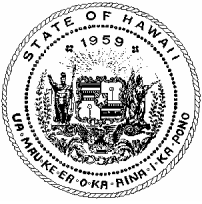
The HPHA, along with numerous other state agencies, is required by both federal and state law to take reasonable steps to ensure meaningful access to services, programs, and activities by limited English proficient (LEP) persons. The HPHA services many LEP clients, and takes various measures to provide these services, including hiring and using bilingual staff, contracting with professional interpreters either directly or through an agency, and providing written translations of documents when necessary.

Unfortunately, due to the large number of different languages spoken by HPHA LEP clients, the agency sometimes finds it difficult to find qualified interpreters that are available at the place and time they are needed. This is especially difficult on the neighbor islands, where resources are scarce. When an interpreter in a foreign language is requested, the agency must sometimes call on embassies, churches, and other community groups to find one. In addition, because there are no certification requirements for interpreters, quality of services may vary by interpreter. Furthermore,

given the language barrier, it is very difficult for the agency to know whether the service that was provided is adequate.

A language access resource center, such as the one proposed in this bill, would provide the agency with more resources to provide meaningful language access services, such as listings of qualified interpreters and translators, training opportunities to increase the number of qualified interpreters, and testing of interpreters to ensure quality control.

The HPHA appreciates the opportunity to provide the Senate Committee on Human Services with the agency's position regarding S.B. 58. We respectfully request the Committee to pass this measure favorably, and we thank you very much for your dedicated support.



HAWAI‘I CIVIL RIGHTS COMMISSION

830 PUNCHBOWL STREET, ROOM 411 HONOLULU, HI 96813 · PHONE: 586-8636 FAX: 586-8655 TDD: 568-8692

January 31, 2013
Rm. 016, 1:15 p.m.

To: The Honorable Suzanne Chun Oakland, Chair
Members of the Senate Committee on Human Services

From: Linda Hamilton Krieger, Chair
and Commissioners of the Hawai‘i Civil Rights Commission

Re: S.B. No. 58

The Hawai‘i Civil Rights Commission (HCRC) has enforcement jurisdiction over Hawai‘i’s laws prohibiting discrimination in employment, housing, public accommodations, and access to state and state funded services. The HCRC carries out the Hawai‘i constitutional mandate that no person shall be discriminated against in the exercise of their civil rights. Art. I, Sec. 5. The HCRC is also an ex-officio member of the Language Access Advisory Council for the Office of Language Access (OLA).

The HCRC supports S.B. No. 58, which establishes a statewide language access resource center for state agencies and state-funded entities in OLA, and explores the feasibility of creating a multilingual website to provide online information about government services to limited English proficient (LEP) individuals. Language is a characteristic of national origin and ancestry. Denial of access to federal and state funded services for LEP individuals is unlawful national origin / ancestry discrimination, under Title VI of the Civil Rights Act of 1964 and H.R.S. Chapter 321C.

OLA is responsible for oversight, central coordination, and technical assistance to state agencies in implementation of language access requirements. To date, OLA’s primary work has been in lending technical assistance to covered entities in developing language access plans required by law, and planning and organizing annual conferences on language access. OLA has not been able to offer state agencies the resources needed to effectively provide interpreters and written translations required to implement their language access plans.

S.B. No. 58 provides an appropriation to provide OLA the resources needed to effectively establish a statewide language access resource center, so state agencies will not be left with just their own limited resources to address the challenges of providing required language access.



CATHOLIC CHARITIES HAWAII

TO: Senator Suzanne Chun Oakland, Chair
Senator Josh Green, M.D., Vice Chair
Committee on Human Services

FROM: Melba Bantay, Program Director
General Immigration Services

DATE: Thursday, January 31, 2013 (1:15 p.m., Room 016)

RE: **IN SUPPORT of SB 58, RELATING TO LANGUAGE ACCESS**

My name is Melba Bantay, Program Director of Catholic Charities Hawai'i's General Immigration Services. Catholic Charities Hawai'i strongly supports Senate Bill 58.

Catholic Charities Hawai'i has been providing services to immigrants and refugees for more than 30 years and has witnessed the struggles that our newly arrived neighbors go through to understand and navigate our system of government so that they can access the resources that they need. Language – the ability to speak, read and comprehend English is a major hurdle that many immigrants and refugees must overcome in order to successfully transition to life in Hawai'i.

Having a pool of qualified interpreters and translators would enable both public and private organizations to provide the necessary language access for available resources and services. In addition, having information available via website in multiple languages will support newly arrived immigrants and refugees to adjust successfully in our community.

Immigrants and refugees have been important contributing members of Hawai'i communities for more than 100 years. We cannot forget their sacrifices as workers in our plantations, when agriculture was our state's main industry. Today, immigrants and refugees continue to be a reliable workforce in Hawai'i hotels, restaurants, and other businesses that support our tourism industry. It is only right and just that these hard-working brothers and sisters of ours be provided the support they need to realize their dreams - to find new beginnings and provide better futures for themselves and their families. Senate Bill 58 will provide them that opportunity.

I ask for your support of Senate Bill 58. If you have any questions, please feel free to contact me at 527-4711 or via email at me mbantay@catholiccharitieshawaii.org. Thank you for this opportunity to testify.





CONGRESS OF VISAYAN ORGANIZATIONS

99-1325 Aiea Heights Drive, Aiea, Hawaii 96701

To: Sen. Suzanne Chun-Oakland, Chair
Sen. Josh Green, Vice Chair
Senate Committee on Human Services

From: Jane Clement, President

Date: January 31, 2013, 1:15 p.m.
State Capitol, Room 016

Re: Testimony on S.B. No. 58
Relating to Language Access

Thank you for the opportunity to submit testimony in support of S.B. No. 58, Relating to Language Access.

My name is Jane Clement and I am the president of the Congress of Visayan Organizations (COVO), the umbrella of Visayan organizations in the state of Hawaii. COVO strongly supports this bill, which would establish a language access resource center and a multilingual website in the Office of Language Access.

COVO has been very supportive of any opportunity that would promote and enhance language access in the State of Hawaii. We believe that establishing a language access resource center will not only lead to the growth and development of a badly-needed pool of qualified interpreters in the State but will also address the interpreter needs of State and state-funded agencies and the limited English proficient (LEP) population in general.

The establishment of a multilingual website will also enable LEP individuals to access information about government services and programs electronically and in their own language.

These twin proposals will lead to better customer service, promote equal access, and bring about greater participation by the LEP population in government services and programs.

We strongly urge the members of the committee to pass this bill.

Hawaii Interpreter Action Network
P. O. Box 236024
Honolulu, Hawaii 96823-3519

TO: Sen. Suzanne Chun-Oakland, Chair; Sen. Josh Green, M.D., Vice-Chair
Members, Senate Committee on Human Services

FROM: M. Alohalani Boido, M. A., President, Hawaii Interpreter Action Network
Hawaii Judiciary Certified Court Interpreter (Tier 4)
Tel.: 946-2558, E-mail: boido@hawaii.edu

HEARING: January 31, 2013, 1:15 p.m., Conf. Rm. 016

RE: **SUPPORT with amendments, SB 58, Relating to Language Access**

I am Marcella Alohalani Boido, M. A., a Hawaii Judiciary Certified court interpreter (Spanish & English), a founding member of Hawaii Interpreter Action Network (HIAN), and currently the HIAN President. HIAN is dedicated to representing Hawaii's court interpreters. We work to elevate professional standards of competence and ethics, and to improve working conditions.

HIAN supports the general intent of SB 58. Passing it would be a major step forward for Hawaii. We propose some amendments.

Clear and consistent definitions of crucial terms are needed. As illustrated by the recent Supreme Court decision in *Taniguchi v. Kan Pacific Saipan*, 132 S.Ct. 1997 (2012),¹ it is important to have clear and distinct definitions of the terms "interpreter," "interpretation," "translator," and "translation." Both the proposed bill and the law creating the Office of Language Access (HRS 321C-2, Definitions) are inadequate in this respect. The terms used in the bill and those in HRS 321C-2 are not consistent with each other. We suggest that legal researchers work on this and amend the bill appropriately.

HIAN suggests that Section 1 (1) be amended as follows:

"Maintain a publicly available roster of language interpreters and translators, listing any their qualifications, certificates, certification(s) and/or license(s) they may have., ~~agency or affiliations, and other credentials;~~"

We do want a roster which is available to all members of the public. However, current wording creates several problems.

1. This is overly broad: "...qualifications, certificates, certifications....and other credentials." It opens the door for OLA to put the weight of government approval behind misleading "credentials" that will not be legally defensible.
2. The burden of verifying credentials will create a paperwork nightmare for OLA.
3. Working for an agency or having an "affiliation" does not qualify a person.

¹ http://scholar.google.com/scholar_case?case=6598041592972478691&hl=en&as_sdt=2&as_vis=1&oi=scholar

The “twin professions” of interpretation and translation recognize only certain types of credentials. For translators, and court and healthcare interpreters, most of the credentials are called “certifications,” although Texas licenses the court interpreters who pass their exams.

These certifications are the result of passing a performance-based test of skill. They are:

1. Tests administered by a state, national, or international entity, such as US federal or state courts, the U. S. Dept. of State, the United Nations, European Parliament, etc.
2. Tests administered by a nationally recognized professional organization, such as the American Translators Association (ATA)² or the National Association of Judiciary Interpreters and Translators (NAJIT)³ for spoken languages, or RID or state certifications for ASL, and now, for spoken language healthcare interpreters, the Certification Commission for Healthcare Interpreters (CCHI)⁴ or the National Board of Certification for Medical Interpreters (NBCMI).⁵

Additionally, there are credentials issued by international professional organizations, such as AIIC⁶. These are based on peer observation and sponsor recommendations.

We are concerned that people will be offering as credentials a bunch of certificates that are not based on passing a performance-based test, or where the standard for passing a test is extremely low, and therefore insufficient to merit confidence.

Certificates can be very misleading.

- A person can rack up a collection of certificates and still never pass a professional exam. Yet, on a public roster that lists certificates as a “credential,” a person with 20 certificates and no professional certification will look more qualified to most laypeople than a professional who lists a single credential: their professional certification.
- Most certificates are issued simply to verify that a person attended a workshop.
- Most certificates are for attending a generic (not language specific) workshop or class.
- Most workshops and classes have few or no entry requirements.
- Over time, certificates become increasingly difficult to verify.⁷
- They are extremely easy to falsify.
 - People can print off certificates.
 - People can take a scan of someone else’s certificate and modify it.
- Some entities, including schools, issue test-based certificates where the testing standard is low and insufficient to validate the level of knowledge and skill necessary to perform the work to acceptable standards. For example, a certificate issued after passing a test for an undergraduate three-credit course must be at a level appropriate for the course. That is not a professional standard.

² http://www.atanet.org/certification/aboutcert_overview.php

³ <http://www.najit.org/>

⁴ <http://www.healthcareinterpretercertification.org/>

⁵ <http://www.certifiedmedicalinterpreters.org/>

⁶ <http://aiic.net/>

⁷ I have a collection of these myself, and I know that after a while, the issuers would be hard-pressed to verify them.

A paperwork nightmare awaits OLA with regard to certificates. How is OLA going to verify them? Many bilinguals have a collection.⁸ Even to verify degrees will require that a person submit an authenticated transcript, because transcripts are now readily falsified.

We support the general intent of Section 321C-6 (E), HRS, (on p. 10 of the current draft) and propose a more precise wording:

(E) Work toward official statewide recognition of nationally and internationally recognized professional credentials for interpreters and translators, and to develop and cooperate in the development of objective, criterion-referenced, performance-based, scientifically valid and legally defensible certification examinations for interpreters and translators to ensure the quality and accuracy of their services.”

Performance-based certification examinations already exist in a number of language pairs, and should be recognized by the State of Hawaii. If and when Hawaii creates its own tests, these tests must really ensure the quality and accuracy of interpretation and translation services. That is why we feel it is necessary to specify the types of examinations to be developed, that is, “objective, criterion-referenced, performance-based, scientifically valid, and legally defensible.”

We added the wording “cooperate in the development of” because, for languages of lesser diffusion nationwide, but with large populations in Hawaii, i.e. Micronesian and Filipino languages, Hawaii could pool its resources with other states in the development of examinations for those languages. This has already been done by the Hawaii Judiciary for the oral exams of simultaneous mode in Chuukese and Marshallese.

We ask you to support SB 58, with our proposed amendments. Thank you.

⁸ To give some extreme examples, Mindy Emmons has four professional certifications: AOUSC, California courts, Hawaii Judiciary, and ATA. But as a California certified court interpreter, she must take a minimum of eight (8) continuing education workshops every year. She currently holds over 240 certificates. Danitza Galvan Earle, who let her California court certification lapse, probably holds at least 120 certificates.

From: mailinglist@capitol.hawaii.gov
To: [HMS Testimony](#)
Cc: naia96708@maui-maven.com
Subject: *Submitted testimony for SB58 on Jan 31, 2013 13:15PM*
Date: Sunday, January 27, 2013 8:13:16 PM

SB58

Submitted on: 1/27/2013

Testimony for HMS on Jan 31, 2013 13:15PM in Conference Room 016

Submitted By	Organization	Testifier Position	Present at Hearing
Nadine [Nai`a] NEWLIGHT	Maui Learning LLC	Support	No

Comments:

Please note that testimony submitted less than 24 hours prior to the hearing, improperly identified, or directed to the incorrect office, may not be posted online or distributed to the committee prior to the convening of the public hearing.

Do not reply to this email. This inbox is not monitored. For assistance please email webmaster@capitol.hawaii.gov

From: mailinglist@capitol.hawaii.gov
To: [HMS Testimony](#)
Cc: angel_davila17@yahoo.com
Subject: Submitted testimony for SB58 on Jan 31, 2013 13:15PM
Date: Sunday, January 27, 2013 1:44:02 PM

SB58

Submitted on: 1/27/2013

Testimony for HMS on Jan 31, 2013 13:15PM in Conference Room 016

Submitted By	Organization	Testifier Position	Present at Hearing
Angel R. Davila Lopez	Individual	Support	No

Comments: I support SB58

Please note that testimony submitted less than 24 hours prior to the hearing, improperly identified, or directed to the incorrect office, may not be posted online or distributed to the committee prior to the convening of the public hearing.

Do not reply to this email. This inbox is not monitored. For assistance please email webmaster@capitol.hawaii.gov

From: mailinglist@capitol.hawaii.gov
To: [HMS Testimony](#)
Cc: tome@hawaii.edu
Subject: *Submitted testimony for SB58 on Jan 31, 2013 13:15PM*
Date: Monday, January 28, 2013 4:13:32 PM

SB58

Submitted on: 1/28/2013

Testimony for HMS on Jan 31, 2013 13:15PM in Conference Room 016

Submitted By	Organization	Testifier Position	Present at Hearing
CARLOS TOME	Individual	Support	No

Comments:

Please note that testimony submitted less than 24 hours prior to the hearing, improperly identified, or directed to the incorrect office, may not be posted online or distributed to the committee prior to the convening of the public hearing.

Do not reply to this email. This inbox is not monitored. For assistance please email webmaster@capitol.hawaii.gov

Submitted By	Organization	Testifier Position	Present at Hearing
Carol Anne Gordon	Individual	Support	No

As an interpreter and translator myself (I am fluent in English and Spanish), I find often find myself, not just in the course of my work with grieving families at hospitals upon the deaths of their loved ones, or in my internship at a homeless shelter as I pursue an MSW degree, called upon to help Limited English Proficiency (LEP) citizens of Hawai'i. Communication is the key to helping anyone. If a person is seeking emotional support at a hospital or safety at a shelter, and they cannot be fully understood, nor can fully understand the options open to them, then failure in securing this help is unavoidable.

Please pass SB58 so that LEP citizens can be adequately, efficiently, and compassionately served with the aloha spirit.

From: mailinglist@capitol.hawaii.gov
To: [HMS Testimony](#)
Cc: aieamom@hotmail.com
Subject: Submitted testimony for SB58 on Jan 31, 2013 13:15PM
Date: Monday, January 28, 2013 7:28:23 PM

SB58

Submitted on: 1/28/2013

Testimony for HMS on Jan 31, 2013 13:15PM in Conference Room 016

Submitted By	Organization	Testifier Position	Present at Hearing
Chou L. Tanhchaleun	Individual	Support	No

Comments: I support SB58

Please note that testimony submitted less than 24 hours prior to the hearing, improperly identified, or directed to the incorrect office, may not be posted online or distributed to the committee prior to the convening of the public hearing.

Do not reply to this email. This inbox is not monitored. For assistance please email webmaster@capitol.hawaii.gov

From: mailinglist@capitol.hawaii.gov
To: [HMS Testimony](#)
Cc: cguro@hawaii.edu
Subject: Submitted testimony for SB58 on Jan 31, 2013 13:15PM
Date: Tuesday, January 29, 2013 12:14:55 PM

SB58

Submitted on: 1/29/2013

Testimony for HMS on Jan 31, 2013 13:15PM in Conference Room 016

Submitted By	Organization	Testifier Position	Present at Hearing
Christine Guro	Individual	Support	No

Comments: I support SB58.

Please note that testimony submitted less than 24 hours prior to the hearing, improperly identified, or directed to the incorrect office, may not be posted online or distributed to the committee prior to the convening of the public hearing.

Do not reply to this email. This inbox is not monitored. For assistance please email webmaster@capitol.hawaii.gov

From: mailinglist@capitol.hawaii.gov
To: [HMS Testimony](#)
Cc: rhnylen@gmail.com
Subject: *Submitted testimony for SB58 on Jan 31, 2013 13:15PM*
Date: Monday, January 28, 2013 11:03:50 AM

SB58

Submitted on: 1/28/2013

Testimony for HMS on Jan 31, 2013 13:15PM in Conference Room 016

Submitted By	Organization	Testifier Position	Present at Hearing
Heather Nylen	Individual		No

Comments:

Please note that testimony submitted less than 24 hours prior to the hearing, improperly identified, or directed to the incorrect office, may not be posted online or distributed to the committee prior to the convening of the public hearing.

Do not reply to this email. This inbox is not monitored. For assistance please email webmaster@capitol.hawaii.gov

From: mailinglist@capitol.hawaii.gov
To: [HMS Testimony](#)
Cc: hermanhstern@msn.com
Subject: Submitted testimony for SB58 on Jan 31, 2013 13:15PM
Date: Sunday, January 27, 2013 9:46:59 AM

SB58

Submitted on: 1/27/2013

Testimony for HMS on Jan 31, 2013 13:15PM in Conference Room 016

Submitted By	Organization	Testifier Position	Present at Hearing
Herman Stern	Individual	Support	No

Comments: I support SB58. Thank you. Herman Stern

Please note that testimony submitted less than 24 hours prior to the hearing, improperly identified, or directed to the incorrect office, may not be posted online or distributed to the committee prior to the convening of the public hearing.

Do not reply to this email. This inbox is not monitored. For assistance please email webmaster@capitol.hawaii.gov

From: mailinglist@capitol.hawaii.gov
To: [HMS Testimony](#)
Cc: hschap@yahoo.com
Subject: Submitted testimony for SB58 on Jan 31, 2013 13:15PM
Date: Wednesday, January 30, 2013 11:08:48 AM

SB58

Submitted on: 1/30/2013

Testimony for HMS on Jan 31, 2013 13:15PM in Conference Room 016

Submitted By	Organization	Testifier Position	Present at Hearing
Hildie Schap-Gil	Individual	Support	No

Comments: I have worked with the Hispanic Community on Maui for 8 years. Hawaii very much needs this language service for its diverse community. Please consider supporting this bill. Thank you

Please note that testimony submitted less than 24 hours prior to the hearing, improperly identified, or directed to the incorrect office, may not be posted online or distributed to the committee prior to the convening of the public hearing.

Do not reply to this email. This inbox is not monitored. For assistance please email webmaster@capitol.hawaii.gov

From: mailinglist@capitol.hawaii.gov
To: [HMS Testimony](#)
Cc: kenton@hawaii.edu
Subject: Submitted testimony for SB58 on Jan 31, 2013 13:15PM
Date: Tuesday, January 29, 2013 11:04:33 AM

SB58

Submitted on: 1/29/2013

Testimony for HMS on Jan 31, 2013 13:15PM in Conference Room 016

Submitted By	Organization	Testifier Position	Present at Hearing
Kenton Harsch	Individual	Support	No

Comments: This bill is a fabulous idea and absolutely important. It helps Hawaii to gain equal status with other 21st-century global communities. Thank you!

Please note that testimony submitted less than 24 hours prior to the hearing, improperly identified, or directed to the incorrect office, may not be posted online or distributed to the committee prior to the convening of the public hearing.

Do not reply to this email. This inbox is not monitored. For assistance please email webmaster@capitol.hawaii.gov

From: mailinglist@capitol.hawaii.gov
To: [HMS Testimony](#)
Cc: kimlienhuynh@yahoo.com
Subject: *Submitted testimony for SB58 on Jan 31, 2013 13:15PM*
Date: Monday, January 28, 2013 11:05:18 AM

SB58

Submitted on: 1/28/2013

Testimony for HMS on Jan 31, 2013 13:15PM in Conference Room 016

Submitted By	Organization	Testifier Position	Present at Hearing
Lien Mo	Individual	Support	No

Comments:

Please note that testimony submitted less than 24 hours prior to the hearing, improperly identified, or directed to the incorrect office, may not be posted online or distributed to the committee prior to the convening of the public hearing.

Do not reply to this email. This inbox is not monitored. For assistance please email webmaster@capitol.hawaii.gov

From: mailinglist@capitol.hawaii.gov
To: [HMS Testimony](#)
Cc: lisaseok@gmail.com
Subject: Submitted testimony for SB58 on Jan 31, 2013 13:15PM
Date: Monday, January 28, 2013 10:24:34 AM

SB58

Submitted on: 1/28/2013

Testimony for HMS on Jan 31, 2013 13:15PM in Conference Room 016

Submitted By	Organization	Testifier Position	Present at Hearing
Lisa Suk	Individual	Support	No

Comments: I support SB58.

Please note that testimony submitted less than 24 hours prior to the hearing, improperly identified, or directed to the incorrect office, may not be posted online or distributed to the committee prior to the convening of the public hearing.

Do not reply to this email. This inbox is not monitored. For assistance please email webmaster@capitol.hawaii.gov

From: mailinglist@capitol.hawaii.gov
To: [HMS Testimony](#)
Cc: laranda@hawaii.edu
Subject: Submitted testimony for SB58 on Jan 31, 2013 13:15PM
Date: Sunday, January 27, 2013 6:27:28 AM
Attachments: [Support for SB58](#)

SB58

Submitted on: 1/27/2013

Testimony for HMS on Jan 31, 2013 13:15PM in Conference Room 016

Submitted By	Organization	Testifier Position	Present at Hearing
Lucia Aranda	Individual	Support	No

Comments:

Please note that testimony submitted less than 24 hours prior to the hearing, improperly identified, or directed to the incorrect office, may not be posted online or distributed to the committee prior to the convening of the public hearing.

Do not reply to this email. This inbox is not monitored. For assistance please email webmaster@capitol.hawaii.gov

From: mailinglist@capitol.hawaii.gov
To: [HMS Testimony](#)
Cc: mestralynne@aol.com
Subject: Submitted testimony for SB58 on Jan 31, 2013 13:15PM
Date: Tuesday, January 29, 2013 3:52:37 PM

SB58

Submitted on: 1/29/2013

Testimony for HMS on Jan 31, 2013 13:15PM in Conference Room 016

Submitted By	Organization	Testifier Position	Present at Hearing
Lynne Gutierrez	Individual	Support	No

Comments: My name is Lynne Gutierrez, retired teacher after 35 years of teaching. I started as an English Language Learner teacher (Bilingual Program) in 1975. I have seen how hard it is to survive with out knowing how to speak English or worst yet being intimidated by others who does speak the language. Non-English speakers lack the social skills and not able to access essential government funded services. As an individual, I strongly support SB 58 to be fair to those who does not or has limited ability to speak, write or understand English. Thank you for giving your full support for this bill. Respectfully yours, Lynne Gutierrez

Please note that testimony submitted less than 24 hours prior to the hearing, improperly identified, or directed to the incorrect office, may not be posted online or distributed to the committee prior to the convening of the public hearing.

Do not reply to this email. This inbox is not monitored. For assistance please email webmaster@capitol.hawaii.gov

Testimony for SB58

My name is Marta Gonzalez-Lloret and I am an Associate Professor at the University of Hawai'i, Manoa. I think this Bill to create a Language Access Center is a great idea. So many people need help because of their lack of language proficiency when they get to Hawai'i and there is no institutional support for them. Form the Department of Spanish at the University of Hawai'i we try to help by providing translations and I have personally volunteered for several law firms to translate in arbitration cases, but a more centralized institution would definitely serve the Hawai'i population better. I therefore lend support for this bill.

Marta Gonzalez-Lloret
Associate Professor, LLEA (Spanish)
University of Hawai'i, Manoa

From: mailinglist@capitol.hawaii.gov
To: [HMS Testimony](#)
Cc: mfsm819@hotmail.com
Subject: Submitted testimony for SB58 on Jan 31, 2013 13:15PM
Date: Monday, January 28, 2013 1:29:52 PM

SB58

Submitted on: 1/28/2013

Testimony for HMS on Jan 31, 2013 13:15PM in Conference Room 016

Submitted By	Organization	Testifier Position	Present at Hearing
mary santa maria	Individual	Support	No

Comments: I support this bill. Please pass it.

Please note that testimony submitted less than 24 hours prior to the hearing, improperly identified, or directed to the incorrect office, may not be posted online or distributed to the committee prior to the convening of the public hearing.

Do not reply to this email. This inbox is not monitored. For assistance please email webmaster@capitol.hawaii.gov

From: mailinglist@capitol.hawaii.gov
To: [HMS Testimony](#)
Cc: cpaul@hawaii.edu
Subject: Submitted testimony for SB58 on Jan 31, 2013 13:15PM
Date: Monday, January 28, 2013 10:45:35 AM

SB58

Submitted on: 1/28/2013

Testimony for HMS on Jan 31, 2013 13:15PM in Conference Room 016

Submitted By	Organization	Testifier Position	Present at Hearing
Dr. Paul M. Chandler	Individual	Support	No

Comments: Please support SP58. As Chair of a large program of multiple languages at UHM, I am very aware of the great needs in our diverse state with regard to languages. Currently we are searching for another professor who can offer additional courses in translation and interpretation to supplement those offered already. You have my strongest support for this important initiative. Please contact me if I can assist in anyway. 956-8828: Professor and Chair, Language and Literatures of Europe and the Americas.

Please note that testimony submitted less than 24 hours prior to the hearing, improperly identified, or directed to the incorrect office, may not be posted online or distributed to the committee prior to the convening of the public hearing.

Do not reply to this email. This inbox is not monitored. For assistance please email webmaster@capitol.hawaii.gov

From: mailinglist@capitol.hawaii.gov
To: [HMS Testimony](#)
Cc: rachelmiller1983@gmail.com
Subject: Submitted testimony for SB58 on Jan 31, 2013 13:15PM
Date: Tuesday, January 29, 2013 9:24:07 AM

SB58

Submitted on: 1/29/2013

Testimony for HMS on Jan 31, 2013 13:15PM in Conference Room 016

Submitted By	Organization	Testifier Position	Present at Hearing
Rachel Miller	Individual	Support	No

Comments: I support SB58

Please note that testimony submitted less than 24 hours prior to the hearing, improperly identified, or directed to the incorrect office, may not be posted online or distributed to the committee prior to the convening of the public hearing.

Do not reply to this email. This inbox is not monitored. For assistance please email webmaster@capitol.hawaii.gov

From: mailinglist@capitol.hawaii.gov
To: [HMS Testimony](#)
Cc: azulporto@aol.com
Subject: Submitted testimony for SB58 on Jan 31, 2013 13:15PM
Date: Sunday, January 27, 2013 6:48:07 PM

SB58

Submitted on: 1/27/2013

Testimony for HMS on Jan 31, 2013 13:15PM in Conference Room 016

Submitted By	Organization	Testifier Position	Present at Hearing
Roselyn Lokelani Locke	Individual	Support	No

Comments: I think this is way overdue & would be such a positive measure on Oahu. I am an MBA/Tax Accountant & speak English & Spanish with one part time Hispanic in our office;we hear about peoples problems trying to get around in the system every week, because they do not speak enough and/or understand enough English to get through the red tape...given this support, will make it so much more accessable and I think the State will bring in more revenue for a variety of things.

Please note that testimony submitted less than 24 hours prior to the hearing, improperly identified, or directed to the incorrect office, may not be posted online or distributed to the committee prior to the convening of the public hearing.

Do not reply to this email. This inbox is not monitored. For assistance please email webmaster@capitol.hawaii.gov

From: mailinglist@capitol.hawaii.gov
To: [HMS Testimony](#)
Cc: salvador.c.tinajero@uscg.mil
Subject: Submitted testimony for SB58 on Jan 31, 2013 13:15PM
Date: Monday, January 28, 2013 9:37:26 AM

SB58

Submitted on: 1/28/2013

Testimony for HMS on Jan 31, 2013 13:15PM in Conference Room 016

Submitted By	Organization	Testifier Position	Present at Hearing
Salvador Tinajero	Individual	Support	No

Comments: Dear Senators, I am writing as a private citizen and a State Notary Public (Government,) to request that you vote in favor of supporting this bill, SB 58 Relating to Language Access. As a citizen, I have a myriad of friends and acquaintances that are Latino/Hispanic and which English is a second language (ESL) to them. At times it is very difficult for those friends and acquaintances to comprehend in detail some of the issues they face with the State of Hawaii services provided to them and whether they qualify to receive said services. Eligible citizens having ESL often forgo receipt of services or do not applied for because of the lack of fully understanding the requirements or process to obtain said services. As a Notary Public (Government,) I often see requests from the Attorney General looking for Notaries that can translate or read and comprehend a written document in another language that can then notarize it for an individual seeking to have a foreign prepared document notarized. I too have been asked to assist with documents written in Spanish and have on a few occasions notarized a document that was written in Spanish. Although I am not an official translator, I do have the ability to speak, write and read in Spanish. However, my employment prohibits me from doing so for the average citizen in Hawaii since I am after all a (Government) Notary Public, for the State of Hawaii, working for the U.S. Coast Guard here in Honolulu. In closing, I would like to say that I fully support this endeavor and would appreciate the passing of SB 58 by the Legislature. Aloha and Mahalo for your consideration. Salvador C. Tinajero

Please note that testimony submitted less than 24 hours prior to the hearing, improperly identified, or directed to the incorrect office, may not be posted online or distributed to the committee prior to the convening of the public hearing.

Do not reply to this email. This inbox is not monitored. For assistance please email webmaster@capitol.hawaii.gov

From: mailinglist@capitol.hawaii.gov
To: [HMS Testimony](#)
Cc: bjove@hotmail.com
Subject: Submitted testimony for SB58 on Jan 31, 2013 13:15PM
Date: Tuesday, January 29, 2013 11:59:52 AM

SB58

Submitted on: 1/29/2013

Testimony for HMS on Jan 31, 2013 13:15PM in Conference Room 016

Submitted By	Organization	Testifier Position	Present at Hearing
Stephen L Tschudi	Individual	Support	No

Comments: Our great Aloha State is multiethnic and multicultural. As a matter of justice and equity, to the extent possible we should offer multilingual services to support everyone's use of public resources, especially in matters in which a person's lack of linguistic competence might damage his or her equal treatment under law. Thank you for supporting SB58.

Please note that testimony submitted less than 24 hours prior to the hearing, improperly identified, or directed to the incorrect office, may not be posted online or distributed to the committee prior to the convening of the public hearing.

Do not reply to this email. This inbox is not monitored. For assistance please email webmaster@capitol.hawaii.gov

From: mailinglist@capitol.hawaii.gov
To: [HMS Testimony](#)
Cc: wctanaka@gmail.com
Subject: Submitted testimony for SB58 on Jan 31, 2013 13:15PM
Date: Tuesday, January 29, 2013 5:11:54 PM

SB58

Submitted on: 1/29/2013

Testimony for HMS on Jan 31, 2013 13:15PM in Conference Room 016

Submitted By	Organization	Testifier Position	Present at Hearing
Wayne Tanaka	Individual	Support	No

Comments: Aloha e Chair Chun-Oakland, Vice Chair Green, and members of the Senate Committee on Human Services, Thank you very much for hearing this measure, and for providing me with the opportunity to testify in **STRONG SUPPORT** of this measure. Language access laws are nothing new; however, their substantive implementation has been long delayed. It should be noted that under both federal and state law, recipients of state and federal funds are required to take steps ensuring language access for members of the population they serve. Unfortunately, as a former employee under the Department of Land and Natural Resources for 3 years, I witnessed first-hand how the failure to follow through on developing and implementing a language access plan, as required by state law, has: 1. Harmed our environment, by the failure to disseminate environmental protection laws in any language other than English; 2. Led to injustice, by the imposition of criminal records on individuals who had no notice of natural resource laws that they were caught violating; and 3. Resulted in the ongoing exclusion of many members of our community, residents like you and I, who simply were not able to participate in important planning processes for our natural and cultural resources. I believe that this ongoing failure to address language access issues continues to further jeopardize the receipt of federal funds by not just the DLNR, but many other state agencies. Based on the nonresponsiveness of the DLNR civil rights compliance officer to my repeated concerns throughout the past 3 years, I believe that these problems are prevalent throughout the executive branch of our state government. I speak in support of this measure which will provide one step forward in meaningfully providing the substantive access to justice and civic participation that our laws purportedly assured many years ago that they would provide. Promoting language access in general will: 1. Enrich our community, by allowing our multicultural communities to more fully contribute to our values, cultural awareness, and shared experiences; 2. Strengthen our economy, by providing jobs for interpreters as well as enabling their clients to contribute to our community with their full potential; and 3. Making Hawai'i a safer and more wholesome place to live, by ensuring that linguistically isolated and otherwise easily exploitable community members can know about and access the legal protections and services that our laws and policies seek to provide. Accordingly I would like to voice my **STRONG SUPPORT** for this measure. Mahalo nui for the opportunity to

testify.

Please note that testimony submitted less than 24 hours prior to the hearing, improperly identified, or directed to the incorrect office, may not be posted online or distributed to the committee prior to the convening of the public hearing.

Do not reply to this email. This inbox is not monitored. For assistance please email webmaster@capitol.hawaii.gov