



STATE OF HAWAII
DEPARTMENT OF HEALTH
OFFICE OF LANGUAGE ACCESS
830 PUNCHBOWL STREET, SUITE 322
HONOLULU, HI 96813

SERAFIN P. COLMENARES, JR.
EXECUTIVE DIRECTOR

To: Rep. Sylvia Luke, Chair
Rep. Scott Nishimoto, Vice Chair
Rep. Aaron Ling Johanson, Vice Chair
House Committee on Finance

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

Date: February 20, 2014, 12:00 p.m.
State Capitol, Room 308

Re: Testimony on H.B. 1748, HD1
Relating to Language Access

The Office of Language Access (“OLA”) appreciates the opportunity to testify in support of H.B. 1748, HD1 Relating to Language Access. My name is Serafin Colmenares, Jr. and I am the Executive Director of OLA. **OLA strongly supports H.B. 1748, HD1, with amendments,** which would accomplish two things:

- (1) Provide financial assistance to talented interpreters seeking certification as a medical interpreter; and
- (2) Fund the development of medical glossaries in languages that are prominent in Hawaii, but for which no glossaries exist.

As to the first item, there are two national certifying agencies in medical interpreting; however, not one person in the State of Hawaii has either of these certifications. The expense to obtain certification is a major deterrent – costing between \$700 - \$800 per interpreter (not including the cost for prerequisite training needed to qualify for certification, and the lost wages for the time that would be spent doing the required coursework.) This measure would remove this financial barrier by providing funds directly to the training and certifying agency on the recipient’s behalf. Not only will talented bilingual individuals interested in pursuing a career in medical interpreting have great incentive to overcome this hurdle. The state would also benefit because interpreter-recipients would be required to “give back” by providing uncompensated services to the state for a number of hours within two years of receiving certification. Most of all, we would expect to see much improved patient outcomes and fewer medical mishaps attributable to language barriers.

The previous committee has inquired as to the appropriate number of hours of uncompensated services that interpreters receiving financial assistance would have to give back

to the state as reflected on page 2, lines 19 to 20 of the bill. Although we are still discussing this matter with stakeholders, we are suggesting a preliminary figure of fifty (50) hours of uncompensated services per interpreter.

As to the second item, medical glossaries are immensely useful in the languages in which they've been developed because they are an authoritative source to settle any ambiguity of a communicated condition, body-part, or other medical term. However, no such glossaries exist in several languages that are prominent in Hawaii.

We respectfully request that your committee pass this measure with appropriations of \$100,000 in Section 2 to provide financial assistance to candidates for medical interpreter certifications; and \$50,000 in Section 3 for the development of medical glossaries in needed languages.

OLA appreciates this committee for its commitment to language access and for the opportunity to provide this testimony.

NEIL ABERCROMBIE
GOVERNOR



DWIGHT TAKAMINE
DIRECTOR

JADE T. BUTAY
DEPUTY DIRECTOR

MILA KA'AHANUI
EXECUTIVE DIRECTOR

STATE OF HAWAII
DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS
OFFICE OF COMMUNITY SERVICES
830 PUNCHBOWL STREET, ROOM 420
HONOLULU, HAWAII 96813
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February 19, 2014

To: The Honorable Sylvia Luke, Chair,
The Honorable Scott Y. Nishimoto, Vice Chair,
The Honorable Aaron Ling Johanson, Vice Chair, and
Members of the House Committee on Finance

Date: Thursday, February 20, 2014

Time: 12:00 noon

Place: Conference Room 308, State Capitol

From: Mila Kaahanui, Executive Director

Re: HB 1748, HD 1: Office of Language Access Multilingual Pilot Project.

POSITION: Strong Support

I. OVERVIEW OF THE PROPOSED LEGISLATION

The State Office of Language Access (OLA) has been working toward eventual creation of a corps of translators and interpreters for use by the State and the general public. This is a long-term goal that the present bill would help move forward.

The bill would provide financial assistance for (1) training and certification in medical interpretation from a nationally-recognized and accredited certification program; and it would (2) fund the development of medical glossaries for the primary foreign languages spoken in the State.

The House Committee on Health has requested that the House Committee on Finance deliberate on this measure, consider appropriating (1) \$100,000 for Fiscal Year 2014-2015 for the training and certification program and (2) \$50,000 for Fiscal Year 2014-2015 for the development of medical glossaries.

II. COMMENTS ON HOUSE BILL 1748, HD1

The Office of Community Services (OCS) was created in 1985 by legislation codified at Chapter 371K, HRS, and tasked with the responsibility to plan, develop, provide, and coordinate programs serving Hawaii's immigrants, refugees, and economically disadvantaged individuals.

OCS has long recognized that a large segment of its client population is comprised of Limited English Proficient (LEP) individuals in households where English is not the primary language spoken. In 2012, OCS conducted a comprehensive needs assessment survey of various communities across the State, and one of its findings related to the need for more translation and interpretation services for this population to support their social and economic self-sufficiency goals.

OCS believes that this measure represents an important step in furthering the language access goals for Hawaii's LEP individuals and families.

Thank you for the opportunity to testify in support of this measure.



HAWAI‘I CIVIL RIGHTS COMMISSION

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

February 20, 2014
Rm. 308, 12:00 p.m.

To: The Honorable Sylvia Luke, Chair
Members of the House Committee on Finance

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

H.B. No. 1748, H.D.1

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 H.B. No. 1748, H.D.1 provided that its passage does not replace or adversely impact priorities in the Executive Budget. H.B. No. 1748, H.D.1 would provide financial assistance to train interpreters in medical interpretation in order for them to obtain certification, and to fund the development of medical glossaries for the primary foreign languages spoken in Hawaii. The need for certified medical interpreters in Hawaii is great, especially since there is a large limited English proficient (LEP) population and no individual from Hawai‘i has been certified to date.

H.B. No. 1748, H.D.1 provides appropriation amounts for FY 2014-2015 to fund these two efforts. The HCRC supports this measure, provided that its passage does not replace or adversely impact priorities in the Executive Budget.

Marcella Alohalani Boido, M. A.
Certified Spanish Court Interpreter

Chair, Legislative Action Committee, Hawaii Interpreter Action Network

Telephone: 946-2558

E-mail: boido@hawaii.edu

TO: Rep. Sylvia Luke, Chair;
Rep. Scott Y. Nishimoto & Rep. Aaron Ling Johanson, Vice Chairs;
All members, House Committee on Finance

FROM: M. Alohalani Boido, M. A., Certified Court Interpreter; Chair
Legislative Action Committee, Hawaii Interpreter Action Network

HEARING: February 20, 2014; 12:00 p.m., Rm. 308

RE: **Support with Amendments, HB 1748**, Relating to language access

Chair, Co-chairs, and members of this Committee, thank you for hearing this important bill. I am Marcella Alohalani Boido, a Spanish/English court interpreter and a founding member of Hawaii Interpreter Action Network (HIAN). HIAN is Hawaii's only active professional association for interpreters and translators. We are a part of Pacific Media Workers Guild, CWA Local 39521.

HB 1748 addresses significant issues for our Aloha State. **We have residents and tourists who cannot communicate with their medical care providers and participate adequately in their own care, because they are Limited-English Proficient (LEP).** They need trained, competent, ethical healthcare/medical interpreters. Current barriers to people obtaining the training, credentialing, and certification needed are financially significant for many people.

The ways in which interpreters are currently contracted is also problematic. They result in high costs to medical providers and low pay to interpreters, with the language service provider agencies making substantial amounts of money. We need change. Hawaii needs to help.

HIAN would like to see funds allocated to OLA to finish a project that was started in 2012: the creation of a group of healthcare/medical interpreter trainers. OLA needs funds to bring in a Training of Trainers (TOT). A large group of people graduated from a training in 2012 given by Cross Cultural Communications (CCC, <http://www.cultureandlanguage.net/>). Seventeen (17) of the graduates were selected from the larger group to become trainers or co-trainers. Those selected live on Kauai, Oahu, and Maui, and speak a diversity of languages, including most of the languages in demand in Hawaii.

We would like to see OLA have the funds to do an RFP for a TOT for this type of turn-key

training which issues the licenses to its trainers gratis. (“Turn-key” means these programs provide the training materials and a detailed, planned curriculum.) (Disclosure: the HIAN president, myself, and other HIAN members are among the seventeen selected.)

Historically, the first turn-key program that was created is housed at The Cross Cultural Health Care Program (CCHCP), <http://xculture.org/>. Their training is called “Bridging the Gap” (BTG). (BTG charges a substantial licensing fee which must be renewed regularly.) CCHCP offers 26 reasonably priced bilingual medical interpreter glossaries, including many of the languages Hawaii needs (<http://xculture.org/xstore/category/product-list/==AUVZ0VWxGZHNIRaNVTWJVU>).

Hawaii has BTG graduates. These BTG graduates may also qualify for a TOT, depending on what OLA includes in its RFP.

HIAN wants to see a decentralization of training and a variety of training programs. We recommend the **National Standards for Healthcare Interpreter Training Programs** (<http://www.ncihc.org/standards-for-training>). Trainers and training programs should meet national standards. In-person training on all major islands should be our goal. Nationally, many training programs are housed in community colleges, which have the advantage of lower tuition and possible funding for workplace training. Language-specific programs—the most effective way to create competent interpreters—may be offered at anywhere from the community college to the post-BA level. There are also private training programs, such as BTG, and the CCC training which OLA sponsored in 2012. The CCC training is now being offered through at least one community college on the mainland.

HIAN’s comments:

- **Funds for the creation of bilingual healthcare interpreter glossaries in Chuukese, Ilokano, Marshallese and possibly Tagalog are an emergency need.**
- The bill conflates training and certification. The national level organizations which certify do not do training.
- Different testing entities use different terms. (See Notes section for details.)
- The bill should specify a method for determining a) what are Hawaii’s “primary languages” in demand in the healthcare field and b) which of these languages do not have an adequate supply of bilingual healthcare dictionaries and glossaries.

- Fundamentally, Hawaii needs to set a standard for granting official State of Hawaii status to interpreter certifications and credentials. Court interpreters with a certification from a state and/or the federal courts should be recognized as certified for medical purposes as well. Apart from these governmental standards, the Hawaii standard for healthcare/medical interpreters should not name any credential or credentialing organization. Instead, specify what standards a credentialing process, organization, and test(s) must meet.
- Hawaii needs a way to recognize certifications obtained elsewhere, such as the Washington State medical interpreter certification, the certifications from Oregon and Utah, and the possibly forthcoming California medical interpreter certification.
- Hawaii needs a public list of those individuals who have obtained one of these credentials.
- Funds for the university system should go to the university system for appropriate disbursal. Scholarships might best be handled by the university's offices for awarding scholarships.
- We need to provide for the emergence of future credentialing and certification entities which are accredited by the National Commission for Certifying Agencies (NCCA, <http://www.credentialingexcellence.org/ncca>) or which meet another applicable standard.

We support the general ideas in HB 1748. The text does need rewriting. As a rock-bottom minimum for this year, please fund the glossaries we need. Thank you.

Resources and Technical Notes

Training is generally divided into “generic” and “language specific.” Generic trainings are taught in English. Language-specific trainings are taught in two languages.

Commission on Interpreter Education Standards (<http://ccie-accreditation.org/>). Latest standards: http://ccie-accreditation.org/PDF/CCIE_Accreditation_Standards_2014.pdf.

The Joint Commission (the agency which accredits hospitals), <http://www.jointcommission.org/>. *Resources Related to Effective Communication*, <http://www.jointcommission.org/assets/1/6/EffectiveCommunicationResourcesforHCOsrevised.pdf>.

Oregon Healthcare Interpreters Certification Program

<http://www.oregon.gov/oha/oei/Pages/health-interpreter-program.aspx>

Utah Medical Interpreter Program. The training is free to those selected to attend.

<http://utahmulticulturalhealth.blogspot.com/2012/02/bridging-gap-medical-interpreting.html>

Washington State Medical Interpreter Certification Program. Costs to participants are low.

<http://www.dshs.wa.gov/ltc/index.shtml>.

International Language Services (<http://www.ilschicago.com/>) has training materials and a list of resources (<http://www.ilschicago.com/resources/links/>).

There are currently two national credentialing/certification entities. Both require an applicant to have completed a minimum of 40 hours of training. The terminology, written and oral tests, credentials, and tax status of these two entities differ.

- Certification Commission for Healthcare Interpreters (CCHI, <http://www.cchicertification.org/>). CCHI is vendor-neutral, is a 501(c)(6), uses the term “healthcare interpreter,” and offers two levels of credentials:
 1. AHI™ (a “credential”) is based on a written test for those languages for which CCHI does not currently have an oral certification examination.
 2. CHI™ (a “certification”) is based on first passing the written test, and then passing an oral examination of the test candidate’s skills in simultaneous and consecutive interpreting, and sight translation.
- The National Board of Certification for Medical Interpreters (“National Board,” <http://www.certifiedmedicalinterpreters.org/>) is not vendor neutral, is a 501(c)(3), uses the term “medical interpreter,” and currently offers only one level of credential, a “certification” based on first passing a written test, and then passing an oral examination of the test candidate’s skills in consecutive interpretation. The tests it administers belong to Language Line Solutions, a for-profit corporation (<http://www.languageline.com/>). That is why it is not vendor neutral. (The National Board is currently embroiled in—perhaps “a heated discussion” is a good description?— with allegations about various irregularities.)

From: mailinglist@capitol.hawaii.gov
Sent: Thursday, February 20, 2014 2:50 AM
To: FINTestimony
Cc: DInocelda@msn.com
Subject: Submitted testimony for HB1748 on Feb 20, 2014 12:00PM



HB1748

Submitted on: 2/20/2014

Testimony for FIN on Feb 20, 2014 12:00PM in Conference Room 308

Submitted By	Organization	Testifier Position	Present at Hearing
Dominic K. Inocelda	Individual	Support	No

Comments: I am submitting testimony in favor of HB 1748 HD1. The on-going development and training of language interpreters and translators is a crucial link in Hawaii's ability to ensure that limited and non-English speaking persons are able to communicate with gov ernment and government funded programs. If fully support the intend and hopefully implementation of this bill. Thank you for the opportunity to testify in favor of HB 1748 HD1. Dominic

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.

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TESTIMONY IN STRONG SUPPORT OF HB 1748 HD 1
RELATING TO LANGUAGE ACCESS

House Committee on Finance

Feb. 20, 2014, 12:00 p.m., Hawai'i State Legislature, House Conference Room 308

To: Rep. Syliva Luke, Chair
Vice-Chairs: Rep. Aaron Ling Johanson, Rep. Scott Y. Nishimoto
House Finance Committee Members: Rep. Ty J.K. Cullen, Rep. Mark J. Hashem, Rep. Kaniela Ing, Rep. Jo Jordan, Rep. Bertrand Kobayashi, Rep. Nicole E. Lowen, Rep. Dee Morikawa, Rep. Richard H.K. Onishi, Rep. Gregg Takayama, Rep. James Kunane Tokioka, Rep. Justin H. Woodson, Rep. Kyle T. Yamashita, Rep. Beth Fukumoto, Rep. Gene Ward

From: Rouel Velasco, Chair, National Federation of Filipino American Associations Region 12

My name is Rouel Velasco, Chair of the National Federation of Filipino American Associations Region 12. We strongly support this bill. Thanks to our Hawai'i State Legislature, Hawai'i has a progressive language access law that sets precedence for the rest of the nation in protecting the civil rights of individuals to access government services.

This bill is needed to provide full funding for Hawai'i interpreters for training and certification in medical or healthcare interpretation and for the development of medical glossaries in the primary foreign languages spoken in Hawai'i.

While NaFFAA Region 12 represents the interests of Filipinos in Hawai'i, Guam, and the Commonwealth of Northern Marianas Islands, we are also advocating for all of Hawai'i. The security of our state is only as good as the security we provide for the most vulnerable among us, including linguistically isolated families and individuals.

NaFFAA Region XII is an affiliate of the National NaFFAA. Washington policy-makers, private industry and national advocacy groups recognize NaFFAA as the Voice of Filipinos and Filipino Americans throughout the United States. We are a non-partisan, non-profit national affiliation of more than five hundred Filipino-American institutions and umbrella organizations that span twelve regions throughout the continental United States and U.S. Pacific territories.

Thank you for hearing this bill and for your consideration of its passage.

Sincerely,

Rouel Velasco, Chair, NaFFAA Region 12



TESTIMONY IN STRONG SUPPORT OF HB 1748 HD 1
RELATING TO LANGUAGE ACCESS

House Committee on Finance
Feb. 20, 2014, 12:00 p.m.
Hawai'i State Legislature, House Conference Room 308

LATE

To: Rep. Syliva Luke, Chair
Vice-Chairs: Rep. Aaron Ling Johanson, Rep. Scott Y. Nishimoto
House Finance Committee Members: Rep. Ty J.K. Cullen, Rep. Mark J. Hashem, Rep. Kaniela Ing, Rep. Jo Jordan, Rep. Bertrand Kobayashi, Rep. Nicole E. Lowen, Rep. Dee Morikawa, Rep. Richard H.K. Onishi, Rep. Gregg Takayama, Rep. James Kunane Tokioka, Rep. Justin H. Woodson, Rep. Kyle T. Yamashita, Rep. Beth Fukumoto, Rep. Gene Ward

From: Charlene Cuaresma, MPH, President, Filipino Coalition For Solidarity

My name is Charlene Cuaresma. As past president of the Filipino Coalition for Solidarity, I want to express appreciation to you for hearing this important bill. The Coalition offers its strong support. Since its inception in 1990, the Coalition has represented more than 50 Filipino community leaders, whose aim is to work for social justice issues to empower Filipinos to make socially responsible contributions to Hawai'i and our global neighbors through education, advocacy, and social action.

I am submitting testimony in strong support of this bill to recognize the multi-lingual assets and multi-cultural climate of diversity that makes Hawai'i unique. Hawai'i leads the United States of America with the highest percentage of non-white people. The U.S. Census lists at least 25 categories of languages spoken in Hawai'i with a respective array of additional language sub-groups. Hawai'i ranks fourth in the nation for the greatest percentage of foreign-born residents by state. Filipinos comprised 61% of the State's immigrant groups, which is larger than all immigrant groups combined. According to the 2000 U.S. Census Bureau, 10 % of Filipinos were reported to be in linguistically isolated households in the Counties of Hawai'i, Honolulu and Kaua'i. Maui County reported 16% of linguistically isolated Filipino households. Filipinos reporting to be limited English proficient or speaks English less than very well were 16% in Hawai'i County, 23% in Honolulu County, 20% in Kaua'i County, and 30% in Maui County.

The Coalition joins other advocates to ask for your vote to fully fund Hawai'i interpreters for training and certification in medical or healthcare interpretation and for the development of medical glossaries in the primary foreign languages spoken in Hawai'i.

We ask that you pass this bill to protect everyone's civil rights to communicate and to be understood in the transactions of our daily lives in our Aloha State. Thank you for hearing this bill and for the opportunity to provide this testimony.

Respectfully,

Charlene Cuaresma, MPH
Past President, Filipino Coalition for Solidarity



Nursing Advocates & Mentors, Inc.

... a non-profit organization with a mission to address the global nursing shortage by providing guidance and assistance for nursing colleagues to obtain their professional license in nursing.

NAMI, P.O. Box 2034 Aiea, HI 96701

E-mail: bramosrazon@aol.com

LATE

TESTIMONY IN STRONG SUPPORT OF HB 1740 HD 1 RELATING TO LANGUAGE ACCESS

House Committee on Finance

Feb. 20, 2014, 12:00 p.m., Hawai'i State Legislature, House Conference Room 308

To: Rep. Syliva Luke, Chair

Vice-Chairs: Rep. Aaron Ling Johanson, Rep. Scott Y. Nishimoto

House Finance Committee Members: Rep. Ty J.K. Cullen, Rep. Mark J. Hashem, Rep. Kaniela Ing, Rep. Jo Jordan, Rep. Bertrand Kobayashi, Rep. Nicole E. Lowen, Rep. Dee Morikawa, Rep. Richard H.K. Onishi, Rep. Gregg Takayama, Rep. James Kunane Tokioka, Rep. Justin H. Woodson, Rep. Kyle T. Yamashita, Rep. Beth Fukumoto, Rep. Gene Ward

From: Beatrice Ramos-Razon, RN, FACDONA, President, Nursing Advocates and Menotrs, Inc.

Thank you for hearing this important bill. My name is Beatrice Ramos Razon. As the founder and president of NAMI (Nursing Advocates & Mentors, Inc.), we are in strong support of this bill. NAMI's membership is comprised of over 75 volunteer nurses, instructors, allied health care professionals, and Filipino leaders, who are dedicated to improve the health of Hawai'i's people.

For the majority of our NAMI volunteer board of directors, volunteer nurse instructors, and mentors, English is not our first language. As nurses, we are in the business of saving lives and protecting the public health of all people in our state. We have daily examples, where our multi-lingual, multi-cultural skills provide critical access to health care and human services, saving the state much money in health care costs and more, due to preventing complications and empowering people, whose first language is not English, to be healthy, independent, and able bodied to work and be good stewards of our state's limited resources.

Given that, we respectfully advocate for full funding that will provide Hawai'i interpreters important training and certification in medical or healthcare interpretation and for the development of medical glossaries in the primary foreign languages spoken in Hawai'i.

Thank you for your consideration in the passage of this bill.

Sincerely,

Beatrice Ramos-Razon, RN, FACDONA, President, Nursing Advocates and Mentors, Inc.



Hawai`i Friends for Civil Rights

Amy Agbayani, Co-Founder & President

c/o 3432 B2 Kalihi Street, Honolulu, HI 96819

LATE

TESTIMONY IN STRONG SUPPORT OF HB 1748 HD 1
RELATING TO LANGUAGE ACCESS

House Committee on Finance

Feb. 20, 2014, 12:00 p.m.

Hawai`i State Legislature, House Conference Room 308

To: Rep. Syliva Luke, Chair

Vice-Chairs: Rep. Aaron Ling Johanson, Rep. Scott Y. Nishimoto

House Finance Committee Members: Rep. Ty J.K. Cullen, Rep. Mark J.

Hashem, Rep. Kaniela Ing, Rep. Jo Jordan, Rep. Bertrand Kobayashi, Rep.

Nicole E. Lowen, Rep. Dee Morikawa, Rep. Richard H.K. Onishi, Rep. Gregg

Takayama, Rep. James Kunane Tokioka, Rep. Justin H. Woodson, Rep. Kyle

T. Yamashita, Rep. Beth Fukumoto, Rep. Gene Ward

From: Amy Agbayani, Co-Founder and President of Hawai`i Friends of Civil Rights

As the co-founder and president of Hawai`i Friends of Civil Rights, I submit strong support for this bill. HFQR is a group dedicated to fulfilling the work of the late Dr. Martin Luther King, Jr. by addressing disparities and discrimination through the promotion of change agents for social justice through education, service and advocacy.

We urge you to kindly consider full funding for financial assistance for Hawai`i interpreters for training and certification in medical or healthcare interpretation and for the development of medical glossaries in the primary foreign languages spoken in Hawaii.

Thank you for hearing this bill, and for the opportunity to offer our strong support in its passage.

Respectfully,

Amy Agbayani, Ph.D., Co-Founder and President, Hawai`i Friends of Civil Rights

Filipino American Citizens League

Jake Manegdeg, President
P. O. Box 270126 * Honolulu, Hawai'i 96827

TESTIMONY IN STRONG SUPPORT OF HB 1748 HD 1 RELATING TO LANGUAGE ACCESS

LATE

House Committee on Finance

Feb. 20, 2014, 12:00 p.m., Hawai'i State Legislature, House Conference Room 308

To: Rep. Syliva Luke, Chair
Vice-Chairs: Rep. Aaron Ling Johanson, Rep. Scott Y. Nishimoto
House Finance Committee Members: Rep. Ty J.K. Cullen, Rep. Mark J. Hashem,
Rep. Kaniela Ing, Rep. Jo Jordan, Rep. Bertrand Kobayashi, Rep. Nicole E. Lowen,
Rep. Dee Morikawa, Rep. Richard H.K. Onishi, Rep. Gregg Takayama, Rep. James
Kunane Tokioka, Rep. Justin H. Woodson, Rep. Kyle T. Yamashita, Rep. Beth
Fukumoto, Rep. Gene Ward

From: Jake Manegdeg, President, Filipino American Citizens League

My name is Jake Manegdeg. I am the president of the Filipino American Citizens League. The Filipino American Citizens League was formed over ten years ago to contribute to the advancement of civil rights and social justice for minority groups, underserved populations, and vulnerable communities through education, advocacy, and social action.

I submit this testimony to strongly support this bill. Even though Hawaii was successful in enacting a Language Access Law, much work is yet to be done to support our government to not only comply on paper with "plans", but to ensure that government officials and their staff have the commitment to implement the intent of the law, in spite of dwindling resources. No excuse is acceptable when it comes to providing access to government services, especially with regard to emergency preparedness. (Think Hurricane Katrina, when Congressman Mike Honda enacted a resolution to ensure language access for limited English proficient populations, who were bypassed by FEMA due to language barriers.)

FACL strongly supports full funding to ensure that Hawai'i interpreters are supported to serve and protect our state with training and certification in medical or healthcare interpretation and for the development of medical glossaries in the primary foreign languages spoken in Hawaii.

Thank you for hearing this bill and for the opportunity to provide our strong support.

Very Sincerely,

Jake Manegdeg, President, Filipino American Citizens League