

GM833

Measure Title: Submitting for consideration and confirmation to the Language Access Advisory Council, Gubernatorial Nominee, CARI UESUGI, for a term to expire 06-30-2020.

Report Title: Language Access Advisory Council

Description:

Companion:

Package:

Current Referral: CPH

Introducer(s):



**STATE OF HAWAII
DEPARTMENT OF HEALTH
OFFICE OF LANGUAGE ACCESS**

830 PUNCHBOWL STREET, ROOM 322
HONOLULU, HAWAII 96813
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Phone: (808) 586-8730 / Fax: (808) 586-8733

To: Senator Rosalyn H. Baker, Chair
Senator Michelle N. Kidani, Vice Chair
Senate Committee on Commerce, Consumer Protection & Health

From: Helena Manzano
Executive Director, Office of Language Access

Date: April 15, 2016

Re: Letter of Support for GM833 regarding the confirmation of **Cari Uesugi** to the **Language Access Advisory Council** to represent the county of Maui and has shown interest in language access

(9:30 am Agenda – Conf. room 229)

My name is Helena Manzano, Executive Director of the Office of Language Access since February 2015. The Office of Language Access (“OLA”) appreciates the opportunity to provide this letter of support for the confirmation of Cari Uesugi to the Language Access Advisory Council (LAAC) to fill the seat of “one representative residing in the county of Maui who has shown interest in language access” pursuant to Hawaii Revised Statutes Chapter 321C-7(12).

Ms. Uesugi became acquainted with OLA and LAAC in her capacity as the Patient Relations Advocate at Queen’s Medical Center in Honolulu. She has since taken a similar position at Maui Memorial Medical Center. Through these positions, she has not only developed a keen appreciation for the need of language access in the health care setting, but has been instrumental in meeting the needs of the LEP patients served by these hospitals by authoring and implementing both their language access plans.

Her nuts-and-bolts experience in language access is not limited to the challenging task of developing, drafting, revising, and training staff on the these hospitals’ language access plans and policies. She is also currently working with Hawaii Health System (HHSC) to develop their language

access program and was a key driver in creating a medical interpreters' training program at UH-Maui Community College; as well as medical interpreting training for bilingual staff.

As a Maui resident, she would also bring to the council necessary neighbor-island representation and advocacy, as the needs of LEP individuals in these locations present distinct challenges in language access.

Ms. Uesugi also has experience in local government, having served as a legislative aide in the City Council of the City and County of Honolulu. Such experience lends to her ability and efficacy at fostering collaborations between the private and public sectors.

Given Ms. Uesugi's experience and demonstrated commitment to language access, we believe that her insights and contributions will be immensely valuable, as our counties are also obligated to comply with both federal and state language access laws if they receive federal or state funds. Her unique perspective will inform our office on how we can best assist our county agencies in their compliance efforts.

The purpose of OLA is to address the language access needs of limited English proficient persons (LEP) and ensure their meaningful access to services, programs, and activities offered by the executive, legislative, and judicial branches of state government, including departments, offices, commissions, boards, or other state-funded agencies. OLA provides oversight, central coordination, and technical assistance to state agencies in their implementation of language access obligations – a civil right under both state and federal law.

OLA appreciates this committee for its commitment to language access and for the opportunity to provide this letter of support.

Dr. Suzanne Zeng
3747A Waiialae Ave.
Honolulu, HI 96816

April 12, 2016

RE: Endorsing Cari Uesugi (GM# 833) for OLA Advisory Council Member

To Senator Baker and the Confirmation Committee,

I am writing this Letter of Endorsement for Cari Uesugi, who has been nominated to serve on the Advisory Board of the Office of Language Access.

I met Cari during a training on *Working with Interpreters* sponsored by the Office of Language Access around 2008. As a hospital staff, she was passionate about helping her Limited English Proficient (LEP) patients at the hospital where she worked get quality care through quality interpreters. After careful scrutiny of their interpreter services, she began the task of raising the quality of interpreting and thus, raise overall quality care.

I was impressed how Cari understood the LEP population and what that meant for health literacy and health care. Over the years I have seen her very wisely and firmly raise awareness of the issues involved in language access. Since moving to Maui, Cari has worked together with the Department of Health in training various language speakers in Medical Interpreting. She helped secure funding for participants of various languages to join the classes, and she continues to be an important support and resource for the Maui community. She recently put together a training of bilingual staff at the hospital she works at in Maui on interpreting issues and successfully finished writing their Language Access plan.

Cari Uesugi is not only very knowledgeable on the issues surrounding Language Access, but she works hard at promoting language access awareness through education. I can think of no one better to be on the Advisory Board of the Office of Language Access than Cari Uesugi. Whether she will be a representative of Maui, or a Director at large, she will greatly contribute knowledge of what is happening on the ground.

I strongly urge you to support this nominee to the advisory counsel of the Office of Language Access.

Sincerely,



Dr. Suzanne Zeng
University of Hawaii at Manoa
Center for Interpretation & Translation Studies

From: mailinglist@capitol.hawaii.gov
To: [CPH Testimony](#)
Cc: loritakako@gmail.com
Subject: Submitted testimony for GM833 on Apr 15, 2016 09:30AM
Date: Wednesday, April 13, 2016 6:50:45 PM

GM833

Submitted on: 4/13/2016

Testimony for CPH on Apr 15, 2016 09:30AM in Conference Room 229

Submitted By	Organization	Testifier Position	Present at Hearing
Lori Teragawachi	Individual	Support	No

Comments: My testimony is in support of the appointment and confirmation of Cari Uesugi to the Language Access Advisory Council. When employed at the University of Hawaii Maui College and member of the Workforce Investment Board, Cari had made a presentation to the WIB members with regards to the need and importance of having properly trained language interpreters. I was so moved by her presentation that after the meeting I approached Cari to see how we could collaborate. Cari coordinated the College, the Department of Health, Maui Memorial Medical Center, and professionals in the field to develop and facilitate a Language Interpreters Course to get more people on the island of Maui certified to properly support the needs of the community. Her passion for Language Access is evident and inspiring. Cari was also involved with arranging for a tour of the hospital for up and coming Maui leaders, of which I participated, and Cari discussed and demonstrated the language interpreters service that they provided their patients - Cari played a huge part in the program implementation. The state of Hawaii would truly benefit with someone like Cari on the Advisory Council of Language Access. She has already done so much with creating awareness and enhancing education regarding this area. I strongly support her appointment and confirmation. Sincerely, Lori Teragawachi Ed.D.

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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**QUEEN'S
CANCER CENTER**

April 13, 2016

Committee on Commerce, Consumer Protection, and Health
Senator Rosalyn H. Baker, Chair
Conference Room 229
State Capitol
415 South Beretania Street
Honolulu, Hawai'i 96813

Aloha Senator Baker:

I am writing in support of Cari Uesugi's selection to the Language Access Advisory Council. Although I'm currently an Oncology Patient Navigator Associate here at The Queen's Medical Center, I worked closely with Cari in Patient Relations from 2006 through 2012.

As a Patient Relations Advocate, Cari was responsible for revisions of Queens's policy for Interpretation and Translation Services. Cari co-authored our language access plan that is still in use today. She also provided ongoing education for all levels of staff regarding language resource options and how to utilize them. In her role as a Patient Relations Advocate, Cari consistently advocated for patients and family members who were in need of interpretation services. She also attended and participated in The Office of Language Access ("OLA") annual conference held on the campus of The University of Hawaii in Manoa.

Cari was a pleasure to work with during her time here at Queens; she is compassionate, professional and hard working. I have no doubt that she will a tremendous asset to the Language Access Advisory Council. Please feel free to contact me at any time if you have any questions, Aloha.

Sincerely,

Maryanne Bowden

Maryanne Bowden
Oncology Patient Navigator Associate
The Queen's Medical Center
1301 Punchbowl Street
Honolulu, HI 96813
Tel: (808) 691-5261
Email: mbowden@queens.org

Dr. Suzanne Zeng
3747A Waiialae Ave.
Honolulu, HI 96816

April 12, 2016

RE: Endorsing Cari Uesugi (GM# 833) for OLA Advisory Council Member

To Senator Baker and the Confirmation Committee,

I am writing this Letter of Endorsement for Cari Uesugi, who has been nominated to serve on the Advisory Board of the Office of Language Access.

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I was impressed how Cari understood the LEP population and what that meant for health literacy and health care. Over the years I have seen her very wisely and firmly raise awareness of the issues involved in language access. Since moving to Maui, Cari has worked together with the Department of Health in training various language speakers in Medical Interpreting. She helped secure funding for participants of various languages to join the classes, and she continues to be an important support and resource for the Maui community. She recently put together a training of bilingual staff at the hospital she works at in Maui on interpreting issues and successfully finished writing their Language Access plan.

Cari Uesugi is not only very knowledgeable on the issues surrounding Language Access, but she works hard at promoting language access awareness through education. I can think of no one better to be on the Advisory Board of the Office of Language Access than Cari Uesugi. Whether she will be a representative of Maui, or a Director at large, she will greatly contribute knowledge of what is happening on the ground.

I strongly urge you to support this nominee to the advisory counsel of the Office of Language Access.

Sincerely,



Dr. Suzanne Zeng
University of Hawaii at Manoa
Center for Interpretation & Translation Studies

Committee on Commerce, Consumer Protection, and Health
Hearing: Friday, April 15, 2016; 9:30a.m.
State Capitol, Conference Room 016

GM 833 Submitting for consideration and confirmation to the Language Access Advisory Council,
Gubernatorial Nominee, CARI UESUGI, for a term to expire 06-30-2020

Senator Rosalyn H. Baker, Chair
Senator Michelle N. Kidani, Vice Chair

I wish to take this opportunity to offer my support for Cari Uesugi as a nominee for the Language Access Advisory Council.

I have worked closely with Cari in my capacity as Regional Compliance and Privacy Officer for Maui Region of the Hawaii Health Systems Corporation. I consider Cari an outstanding professional in her field. She has distinguished herself and is recognized as a leader in the area of language access. She has been instrumental in revising our interpreting and translation policy; she developed our language access plan; she has collaborated with State, County and Maui College to increase the number of medical interpreters in Maui; and provides ongoing education for the community and medical interpreters. Cari is passionate about ensuring that no person is denied access to State or State-funded services due to their limited ability to speak, read, write or understand the English language.

If Cari's performance with our facility is a good indicator of how she would meet your expectations, I am confident that she would be a valuable asset for the Language Access Advisory Council. I enthusiastically recommend Cari Uesugi to you.

Sincerely,



Tamara R. Koller

326 Makia Place, Makawao, HI 96768
(808) 268-8575

To: Senator Baker
From: Cari Uesugi
QM 833
Language Access Advisory Council

- (1) Why do you want to be a member of the Board?
As a resident of Maui, I see the need for interpreter services increasing in the future throughout our county. I hope as a member of the Language Access Advisory Council, I'll have the opportunity to share and meet the growing language needs of the County of Maui.
- (2) What do you perceive are the roles and responsibilities of a member of the Board?
I perceive the roles and responsibilities of a member are to support the Executive Director of the Office of Language Access by providing input on the implementation and compliance with Hawaii's language access laws and on establishing statewide goals and objectives to improve access to programs, services and activities of state and state-funded agencies by LEP consumers.
- (3) In what ways do you feel that you can help protect the consumer?
I hope that with my experience of working over 30 years as a Social Worker in diverse communities and as a Patient Relations Advocate in the medical field can lend to advocating for LEP consumers to receive meaningful access to services, programs, and activities within their communities.
- (4) Given your understanding of the roles and responsibilities of a Board member, why do you believe that you are qualified for the position? Please include a brief statement of your skills, expertise and knowledge that would aid you as a member of the Board.
Throughout my career as a social worker and as an advocate for people with disabilities, the elderly, children and adults with special needs, and patients and their families, I've learned to collaborate with private and public agencies to create innovative programs to meet the needs of the consumer. Being involved with language services in the medical field, I've had to think outside of the box to introduce resources that assist the facility in meeting their language goals. I've also initiated and implemented Maui Memorial Medical Center's Title IV and Language Access Plan. And have collaborated with government agencies and community organizations to create and support a professional medical interpreters' training program with the University of Hawaii/Maui College.
- (5) What do you hope to accomplish during your term of service?
I hope to support the Executive Director of Office Language Access with coordinating language access plans by state and state-funded agencies and to oversee and monitor compliance of Hawaii's language access law.
- (6) Name three qualities that best describe you and how these qualities will benefit the Board.

The three qualities that best describe me are takes initiative, thinks outside of the box, and an advocate. All these qualities lend to my commitment in helping LEP consumers in receiving meaningful access in their community which would serve well as a member of the Advisory Council.

- (7) Name a previous experience you've had that will be beneficial as a Board member.
My experience in working as a Patient Relations Advocate at the Queen's Medical Center and Maui Memorial Medical Center has increased my commitment in working with LEP patients and their families in understanding the services and information that is given to them at all points of contact. And to also be able to provide them with language resources to meet all their communication needs.
- (8) Can you foresee any possible conflicts of interest that could arise during your service on the Board? How would you overcome conflicts of interest?
I don't foresee any conflicts of interest that would arise during my service on the Board. If there was a conflict, I would discuss it with the Executive Director and if it could not be resolved I would resign my position as a member of the Advisory Council.