

# HR 108

URGING THE STATE TO  
ADDRESS THE LACK OF  
LANGUAGE SUPPORT IN  
SERVICES, PROGRAMS, AND  
ACTIVITIES OFFERED BY  
STATE GOVERNMENT FOR  
PERSONS WITH LIMITED  
ENGLISH PROFICIENCY.

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# HOUSE CONCURRENT RESOLUTION

URGING THE STATE TO ADDRESS THE LACK OF LANGUAGE SUPPORT IN  
SERVICES, PROGRAMS, AND ACTIVITIES OFFERED BY STATE  
GOVERNMENT FOR PERSONS WITH LIMITED ENGLISH PROFICIENCY.

1           WHEREAS, the State comprises people who speak many  
2 languages; and

3  
4           WHEREAS, Hawaii is home to a large number of persons with  
5 limited English proficiency who do not speak English as their  
6 primary language and self-identify as having a limited ability  
7 to read, write, speak, or understand English; and

8  
9           WHEREAS, for persons with limited English proficiency,  
10 language can be a barrier to accessing important benefits or  
11 services, understanding and exercising important rights,  
12 complying with applicable responsibilities, or understanding  
13 information; and

14  
15           WHEREAS, a significant number of elderly residents and  
16 newcomers are less proficient in English and are challenged in  
17 their daily tasks such as visiting the pharmacy, communicating  
18 with a physician, and managing access to essential services,  
19 including access to municipal water and electricity services;  
20 and

21  
22           WHEREAS, the State's workforce includes persons with  
23 limited English proficiency who also face challenges because of  
24 their inability to fully understand instructions for safe  
25 workplace practices or requirements and information related to  
26 the safe handling of toxic materials and legal disposal of  
27 harmful waste, which puts them at significant physical risk; and



1 WHEREAS, children with limited English proficiency face  
2 significant challenges in gaining meaningful access to and  
3 participating in social, educational, and recreational  
4 opportunities when they are restricted by the lack of available  
5 bilingual caregivers, school counselors, teachers, coaches, and  
6 other adults who contribute to the development of their health  
7 and educational success; and

8  
9 WHEREAS, a significant percentage of visitors to the State  
10 lack proficiency in English and, therefore, are at risk in  
11 situations where they are unable to understand written or verbal  
12 warnings about dangerous surf conditions, impending severe  
13 weather, appropriate responses to emergency sirens or warnings,  
14 and restrictions on interacting with wildlife, including  
15 protected species; and

16  
17 WHEREAS, one of the underpinnings of our State is the Aloha  
18 Spirit, which is codified in law, and it is with the Aloha  
19 Spirit and good feelings that the people of Hawaii have toward  
20 one another and others that the Legislature finds that ensuring  
21 meaningful access to services, programs, and activities for all  
22 persons is a State priority; now, therefore,

23  
24 BE IT RESOLVED by the House of Representatives of the  
25 Twenty-ninth Legislature of the State of Hawaii, Regular Session  
26 of 2018, the Senate concurring, that the State is urged to  
27 address the lack of language support in services, programs, and  
28 activities offered by State government for persons with limited  
29 English proficiency; and

30  
31 BE IT FURTHER RESOLVED that the State shall make it a  
32 priority to:

- 33  
34 (1) Remove obstacles to promoting the hiring of bilingual  
35 and multilingual persons in the State's workforce;  
36  
37 (2) Promote and support the use and study of languages  
38 other than English;  
39  
40 (3) Expand the functional and active use of languages  
41 commonly spoken in the State by persons in the  
42 workforce;



# H.C.R. NO. 108

- 1 (4) Recognize language skills as critical workforce skills
- 2 that are essential to the State, the state economy,
- 3 and the health and well-being of the people of the
- 4 State;
- 5
- 6 (5) Promote an environment of aloha where the use of
- 7 languages other than English in any public setting is
- 8 welcomed, valued, and recognized as essential to
- 9 building relationships, social ties, and community
- 10 bonds; and
- 11
- 12 (6) Promote workplace training, public service campaigns,
- 13 and educational programs that address bias and
- 14 discrimination with respect to using languages other
- 15 than English in public; and
- 16

17 BE IT FURTHER RESOLVED that certified copies of this  
 18 Concurrent Resolution be transmitted to the Governor; Mayor of  
 19 the City and County of Honolulu; Mayors of the Counties of  
 20 Hawaii, Kauai, and Maui; Executive Director of the Hawaii Civil  
 21 Rights Commission; Executive Director of the Disability and  
 22 Communication Access Board; and Executive Director of the Office  
 23 of Language Access.  
 24  
 25  
 26

OFFERED BY:

[Signature]

Della A. Keleti

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**HR 108**

**TESTIMONY**



*The Judiciary, State of Hawai‘i*

**Testimony to the House Committee on Labor**

Representative Aaron Ling Johanson, Chair

Representative Daniel Holt, Vice Chair

Tuesday, March 27, 2018 10:00 AM

State Capitol, Conference Room 309

**WRITTEN TESTIMONY ONLY**

by

Debi Tulang DeSilva

Office of Equality and Access to the Courts

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**Resolution No. and Title:** House Concurrent Resolution No. 108 & House Resolution No. 96, State Priority; Limited English Proficiency; Services

**Purpose:** Urging the State to Address the Lack of Language Support in Services, Programs, and Activities Offered by State Government for Persons with Limited English Proficiency

**Judiciary's Position:**

The Judiciary supports the intent of House Concurrent Resolution No. 108 and House Resolution No. 96, to promote language support in services, programs and activities offered by state government.

The Judiciary is committed to providing language support for limited English proficient (LEP) court users to access services, programs and activities. In the past five years, the Judiciary, in collaboration with the U. S. Department of Justice, adopted a comprehensive language access policy which provides enhanced language assistance for LEP court users, both in court and outside of the courtroom. The Judiciary has also translated vital documents that provide important information such as how to request an interpreter and Language ID Cards in 14 non-English languages, and we now post translated documents on language-specific, multilingual webpages that are easily accessible by LEP persons. We have trained all Judiciary staff on our language access plan and procedures and have provided training for judges. Based on accomplishments such as these, the Judiciary was ranked number one in the nation among all state courts in the provision of language access by the Justice Index (2016). Our multilingual website was also awarded the number one Top 10 Technology Solutions Award by the National Association for Court Management (2016).



House Concurrent Resolution No. 108 & House Resolution No. 96 Urging the State to Address the Lack of Language Support in Services, Programs, and Activities Offered by State Government for Persons with Limited English Proficiency

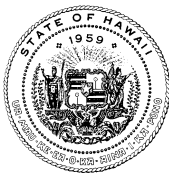
House Committee on Labor & Public Employment

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While great progress has been made, there is always more that can be done. The Judiciary currently collaborates with State and private entities on the Hawai'i Language Roadmap Project at the University of Hawai'i at Mānoa and with the Hawai'i State Office of Language Access, and others, to strengthen language access for persons with limited English proficiency (LEP). The Judiciary remains committed to providing language access services for LEP court users to promote access to justice for all.

Thank you for the opportunity to testify on this measure.



STATE OF HAWAII  
DEPARTMENT OF HEALTH  
**OFFICE OF LANGUAGE ACCESS**  
830 PUNCHBOWL STREET, ROOM 322  
HONOLULU, HAWAII 96813

March 23, 2018

To: The Honorable Aaron Ling Johanson, Chair  
The Honorable Daniel Holt, Vice Chair  
Members of the House Committee on Labor and Public Employment

From: Aphirak Bamrungruan, Executive Director

Subject: **House Concurrent Resolution 108/ House Resolution 96** – Urging the State to address the lack of language support in services, programs, and activities offered by state government for persons with Limited English Proficiency.

Hearing: Tuesday, March 7, 2018, 10:00 AM  
Conference Room 229, State Capitol

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The Office of Language Access (OLA) supports the intent of the House Concurrent Resolution 108/ House Resolution 96 which urges the State to address the lack of language support in services, programs, and activities offered by state government for persons with Limited English Proficiency.

The mission of OLA is to address the language access needs of Limited English Proficient (LEP) persons 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, and 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.

Hawaii is one of the most culturally diverse states and has one of the highest proportions of non-English speakers in the nation. According to the U.S. Census Bureau, 2012-2016 American Community Survey (ACS) 5-year estimates, the total population in the State of Hawaii was 1,413,673. An estimate of 25.7% or 339,539 of Hawaii residents, 5 years and older, speak a language other than English at home. Of those, 166,949 or 12.6% indicated that they speak English “less than very well.”



English proficiency (or lack of) has strong impacts on people's economic and social activities, health literacy and wellness, access to education, employment, and important public assistance, benefits, programs and services. Biliteracy and multilingualism are becoming increasingly important aspects of our work force. A multilingual workforce that is knowledgeable about other cultures and can communicate in other languages is vital for our economic growth as well as the wellbeing of our diverse population.

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

Ryan H. Engle  
Board President

Angela Kuo Min  
Executive Director



**VOLUNTEER LEGAL  
SERVICES HAWAII**

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[www.vlsh.org](http://www.vlsh.org)

**TESTIMONY IN SUPPORT OF HCR 108/HR96  
RELATING TO LANGUAGE SUPPORT**

**Committee on Labor & Public Employment  
Tuesday, March 27 10:00 a.m.  
Conference Room 309**

CHAIR AARON LING JOHNSON, VICE CHAIR DANIEL HOLT, AND MEMBERS  
OF THE COMMITTEE:

Volunteer Legal Services Hawaii supports HCR 108/HR96 in urging the state to address the lack of language support in services, programs, and activities offered by state government for persons with limited English proficiency.

In the last thirty-six years, Volunteer Legal Services Hawaii has provided legal assistance to the low- and moderate- income community of Hawaii; many who identify themselves as English not being their first language and/or being limited in English proficiency. Our office recognizes the needs for multilingual employees to continue serving the multi-ethnic and multi-cultural community of Hawaii, and to provide all residents of Hawaii meaningful access to justice.

I support HCR 108/96. Thank you for the opportunity to provide this testimony.

Sincerely,

Angela Kuo Min  
Executive Director



House Committee on Labor and Public Employment  
Hawai'i State Capitol, Conference Room 309  
March 27, 2018, 10am

Testimony in Strong Support of  
HCR 108/HR 96 RELATING TO LANGUAGE SUPPORT

Submitted by Amy Agbayani, Chair  
Filipina Advocacy Network (FAN)  
3432 B-1 Kalihi St.  
Honolulu, Hawai'i 96822

Chair Johanson Vice Chair Daniel Holt and members of the committee.

Filipina Advocacy Network (FAN) strongly supports HCR 108/ HR 96 "URGING THE STATE TO ADDRESS THE LACK OF LANGUAGE SUPPORT IN SERVICES, PROGRAMS AND ACTIVITIES OFFERED BY STATE GOVERNMENT FOR PERSONS WITH LIMITED ENGLISH PROFICIENCY." These resolutions are consistent with FAN goals to improve the status of Filipinos in Hawai'i. FAN is committed to equal rights and non-discrimination, diversity and inclusion of all persons in our state. This resolution is an important recognition of the rich historical and current linguistic diversity of the state's population. This resolution provides excellent information about our state's support of all its residents, including the needs of our immigrant community and contributions of our multilingual workforce.

FAN sees this resolution as a recommitment to implementing civil rights laws on equal access and non-discrimination as well as improving relationships and services in our community and strengthening our economy. I respectfully request you approve this resolution with or without the following suggested and amendments:

ADD/INSERT BEFORE LAST PARAGRAPH "BE IT FURTHER RESOLVED....

BE IT FURTHER RESOLVED that the state commends and supports the University of Hawaii's Hawai'i Language Road Map and language courses; the Department of Education's programs for English Language Learners, Seal of Biliteracy and Multilingualism for Equitable Education policies; the Office of Language Access, Disability and Communication Access Board, Hawai'i Civil Rights Commission, other government and private organizations that promote linguistic diversity as a cultural, civic and economic asset; and

ADD TO FINAL LAST PARAGRAHPH "BE IT FURTHER RESOLVED....

Certified copies be transmitted to the President of the University of Hawai'i and the Superintendent of Education.

**HCR-108**

Submitted on: 3/25/2018 6:33:55 PM

Testimony for LAB on 3/27/2018 10:00:00 AM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Present at Hearing</b>
Melodie Aduja	Oahu County Committee on Legislative Priorities of the Democratic Party of Hawai'i	Support	No

Comments:

To the Honorable Aaron Ling Johanson, Chair; the Honorable Daniel Holt, Vice-Chair, and Members of the Committee on Labor & Public Employment:

Good morning. My name is Melodie Aduja. I serve as Chair of the Oahu County Committee ("OCC") on Legislative Priorities of the Democratic Party of Hawaii. Thank you for the opportunity to provide written testimony on **HCR108** which urges THE STATE TO ADDRESS THE LACK OF LANGUAGE SUPPORT IN SERVICES, PROGRAMS, AND ACTIVITIES OFFERED BY STATE GOVERNMENT FOR PERSONS WITH LIMITED ENGLISH PROFICIENCY.

The OCC Legislative Priorities Committee is in favor of **HCR108** and supports its passage.

**HCR108** is in accord with the Platform of the Democratic Party of Hawai'i ("DPH"), 2016, as the State is urged to address the lack of language support in services, programs, and activities offered by State government for persons with limited English proficiency.

The DPH Platform states that "We believe that our nation should have a fair immigration policy that recognizes the diversity of our country and the contribution that immigrants make and have made in the sciences, arts, and culture.

We oppose racial profiling, and encourage policies that avoid the militarization of our borders, and deplore policies that would deny education and health and human services to immigrant children. We need to ensure that immigrant children, whether their parents are documented or undocumented, are treated with fairness and respect in our schools and in our healthcare system. " (Platform of the DPH, P.5, Lines 225-226, 233-236 (2016)).

We believe that all families should have an equal opportunity to build their assets and become self-sufficient; and we support a strong safety net of programs that will afford them the opportunity to do so. We must protect our children, our future, from violence and neglect and provide them with a safe and healthy environment in which to grow and thrive. (Platform of the DPH, P.4, Lines 184-185 (2016))

We believe that workers need to be safe and free from any form of discrimination, harassment or abuse in the workplace. We seek legislation that will achieve these goals. (Platform of the DPH, P.3, Lines 131-132 (2016)).

We need to ensure that our students are safe in our schools, free from bullying and discrimination, to include but not limited to, disability, gender bias, weight, ethnicity, sexual orientation, gender identity, gender expression, and/or religion. (Platform of the DPH, P.6, Lines 321-323 (2016)).

Given that **HCR108** the State is urged to address the lack of language support in services, programs, and activities offered by State government for persons with limited English proficiency, it is the position of the OCC Legislative Priorities Committee to support this measure.

Thank you very much for your kind consideration.

Sincerely yours,

/s/ Melodie Aduja

Melodie Aduja, Chair, OCC Legislative Priorities Committee

Email: legislativepriorities@gmail.com, Text/Tel.: (808) 258-8889



Testimony in support of HCR108/ HR96 URGING THE STATE TO ADDRESS THE LACK OF LANGUAGE SUPPORT FOR PERSONS WITH LIMITED ENGLISH PROFICIENCY

Submitted by Faye Kennedy, chair

Chair Johanson, Vice Chair Holt and members of the committee

I am honored to express strong and positive support for HCR 108 and HR 96 which that urges the state to support needed language assistance to persons with limited English proficiency.

Our multicultural state has a long tradition of appreciating the contributions of immigrants. We support inclusion and equal access of all people, including persons who have limited English proficiency. In addition, our state and our nation needs an educated workforce that will benefit from the appreciation and training in English and other languages.

Many thanks for your continuing support of equity and diversity. I respectfully urge you to support this resolution.

**HR 108**

**LATE  
TESTIMONY**

**LATE**

**LATE**

**HAWAII INTERPRETER ACTION NETWORK**  
P.O. Box 236024  
Honolulu, Hawaii 96823-3519

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[hawaii.interpreters@gmail.com](mailto:hawaii.interpreters@gmail.com)

To: Rep. Aaron Ling Johanson, Chair; Rep. Daniel Holt, Vice-Chair;  
Members, House Committee on Labor & Public Employment

From: Marcella Alohalani Boido, M.A.  
Hawaii State Judiciary Certified Spanish Court Interpreter, Tier 4  
President, Hawaii Interpreter Action Network (HIAN)  
Pacific Media Workers Guild, CWA Local 39521

Date: March 27, 10:00 a.m., Room 309

Re: **HCR 108, HR 96, SUPPORT**

Chair Johanson, Vice-Chair Holt, and Members of this Committee, thank you for hearing these resolutions. Respectfully, I ask all of you to support these resolutions. The testimony I am submitting on them is identical.

Hawaii Interpreter Action Network (HIAN), founded in 2002, is a non-profit professional association and union affiliated with the Pacific Media Workers Guild, CWA Local 39521.

It is the good fortune of HIAN's membership to speak more than one language. We wish the same good fortune for others, and hope that our government will take pride in our multilingual population, and support it. We also ask you to help and support those who are Limited-English Proficient, and provide them with the services that they need.

HIAN's members are among the people who make language access possible in Hawaii. We are very aware of the pukas in our governmental services in this regard. Please support language access in Hawaii.

Respectfully, we ask you to please pass HCR 108 and HR 96. Thank you.