



STATE OF HAWAII
DEPARTMENT OF HEALTH
OFFICE OF LANGUAGE ACCESS
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May 7, 2020

To: The Honorable Senator Rosalyn H. Baker, Chair
The Honorable Senator Stanley Chang, Vice Chair
Senate Committee on Commerce, Consumer Protection, and Health

From: Aphirak Bamrungruan, Executive Director

Subject: **GM 737** - Submitting for consideration and confirmation to the Language Access Advisory Council, Gubernatorial Nominee, TULPE DAY, for a term to expire 06-30-2020.

GM 738 - Submitting for consideration and confirmation to the Language Access Advisory Council, Gubernatorial Nominee, TULPE DAY, for a term to expire 06-30-2024.

Hearing: Wednesday, May 13, 2020 at 9:30 AM.
Conference Room 229, State Capitol

Agency's Position: The Office of Language Access (OLA) strongly supports the nomination of Ms. Tulpe Day to the Language Access Advisory Council (LAAC) to fill the seat of "one representative residing in the county of Hawaii who has shown interest in language access," pursuant to Hawaii Revised Statutes Chapter 321C-7(a)(10) for a term to expire June 30, 2020 and for a term to expire June 30, 2024.

Purpose and Justification: The purpose is for the consideration and confirmation of the LAAC Gubernatorial Nominee, Ms. Tulpe Day.

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.

The LAAC assists the Executive Director of OLA by providing input on implementation and compliance with Hawaii's language access laws and on the quality of oral and written language services provided under the law. The LAAC also offers feedback on a state agency's or covered entity's training of its employees who are likely to have contact with LEP persons; its policies and procedures for language services; its competency in working effectively with interpreters and translators; and its understanding of the dynamics of language services between clients, providers, and interpreters.

Ms. Day became acquainted with OLA in her current capacity as an Immigration Information Specialist at the Immigration Information Office, County of Hawaii. Ms. Day is a bilingual fluent in Kosraean and English. As a bilingual staff, Ms. Day provides much-needed services to limited and non-English speaking clients in the Hawaii county. Ms. Day coordinates immigrant families and their children to the community where they live, assists them with immigration issues, and link them to community resources, so they become self-sufficient.

Ms. Day is uniquely fit for the position given her multi-lingual and multi-cultural background, which are further enriched by her exposure through years of work experience and advocacy for Limited English Proficient (LEP) individuals.

Furthermore, as a Hawaii resident, Ms. Day would also bring to the council much needed neighbor-island representation and advocacy. The needs of LEP individuals on the neighbor-islands present distinct challenges in language access.

Given Ms. Day's experience and demonstrated commitment to language access, her insights and contributions will be immensely valuable to the LAAC. Her unique perspective will inform our office on how we can best assist our county agencies in their compliance efforts.

Therefore, OLA respectfully requests your favorable consideration in confirming the appointment of Ms. Tulpe Day to the LAAC.

Thank you for the opportunity to provide this letter of support.

GM 737 and GM738

Submitting for consideration and confirmation to the Language Access Advisory Council, Gubernatorial Nominee, TULPE DAY.

(1) Why do you want to be a member of the Board?

Answer: As a Hawaii resident, as well as a bilingual who are passionate about Language Access issues in my community, I want to be an effective voice for the people of Hawaii. I would like to contribute my knowledge and my experience to support improved language access in all government agencies, county, state, and federal as well as in public settings and services.

(2) What do you perceive are the roles and responsibilities of a member of the Board?

Answer: As a member of the Language Access Advisory Council, my roles and responsibilities are to provide support and advice to 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?

Answer: By offering my insights and experience as a member of this council, I hope to ensure that Hawaii's LEP population - a very significant proportion of state services consumers - are provided meaningful access to every programs and services, 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.

Answer: Throughout my career as an advocate for immigrants and LEP individuals, I have learned to collaborate with both private and public entities to create programs to meet the needs of the LEP communities. I work daily with immigrants who often have difficulties with language access. I see the necessity of language needs, especially the oral interpreter services, for these consumers. Furthermore, as a bilingual and bicultural individual, I believe this would make me a valuable addition to the LAAC.

(5) What do you hope to accomplish during your term of service?

Answer: I hope to improve language access for all immigrants and non-native speakers including those born here who have other than English language spoken at home and most importantly, I hope that language will not be a barrier for anyone who wants to access state programs or services.

(6) Name three qualities that best describe you and how these qualities will benefit the Board.

Answer: The three qualities that best describe me are Integrity, confidence, and a caring attitude. I believe I can share my experience using these skills to help OLA and the LAAC fulfill their vision and mission.

(7) Name a previous experience you've had that will be beneficial as a Board member.

Answer: As an Immigration Information Specialist with the Hawaii County since December 2014, I have over 5 years working experience with many LEP in the Hawaii county. I understand and know how difficult it is for them to access programs, services, or even basic information due to their inability to fully understand English language. I strongly believe that this experience is invaluable to me as a member of the LAAC.

(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?

Answer: I don't foresee any conflicts of interest. However, if any questions should arise, I will seek advice the State Ethics Commission or any appropriate authorities.