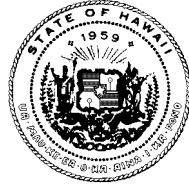


DAVID Y. IGE
GOVERNOR



CATHY BETTS
DIRECTOR

JOSEPH CAMPOS II
DEPUTY DIRECTOR

STATE OF HAWAII
DEPARTMENT OF HUMAN SERVICES

P. O. Box 339
Honolulu, Hawaii 96809-0339

March 31, 2021

TO: The Honorable Senator Jarett Keohokalole, Chair
Senate Committee on Health

FROM: Cathy Betts, Director

SUBJECT: **GM 658** – Submitting for consideration and confirmation to the Language Access
Advisory Council, Gubernatorial Nominee, CARI UESUGI, for a term to expire 06-
30-2024.

Hearing: April 5, 2021 at 1:00 p.m.
Via Videoconference, State Capitol

DEPARTMENT'S POSITION: The Department of Human Services (DHS) supports the nomination of Cari Uesugi to the Language Access Advisory Council.

I am writing in strong support of the confirmation of Ms. Cari Uesugi for the Language Access Advisory Council. Ms. Uesugi received her Bachelor of Science degree in Human Development from the University of Hawaii at Manoa and earned a Master's degree in Counseling & Marriage and Family Therapy from the University of Phoenix.

Ms. Uesugi has a breadth of professional experiences across the human services, health care, mental health, educational, and judicial sectors. Her work as a child welfare services social worker, in patient relations and as a patient advocate, as a supervisor and therapist for adolescents with learning and behavioral challenges, and duties with the Judiciary's Court Interpreter Certification Program underscores her knowledge and understanding of customer service and how individuals access health care and government services. Ms. Uesugi has also been a volunteer member of the Office of Language Access Advisory Council and is already very familiar with the Council's work.

In her current position, Ms. Uesugi serves as the department's Limited English Proficient (LEP) project manager and is responsible for the procurement and monitoring of language access services. Her insight and attention to maintaining the accessibility of our services in multiple languages has been particularly impactful in ensuring that language access processes are a primary consideration as we continue to address the demands of the COVID-19 pandemic.

Pre-pandemic, DHS provided benefits and services to one in four residents in Hawaii, and during the pandemic our caseloads in every major public benefit programs have significantly increased. DHS recognizes Hawaii's multigenerational and multicultural community needs access to services as we support all of Hawaii's residents through the pandemic and into the long recovery period.

DHS is committed to removing language barriers that may prohibit qualified residents from fully participating in DHS programs that support essential needs, leads to self-sufficiency, and improved individual and family well-being.

Ms. Uesugi will bring her comprehensive and the technical expertise to the council in its work to advise the Executive Director of the Office of Language Access.

Thank you for the opportunity to provide testimony.



STATE OF HAWAII
DEPARTMENT OF HEALTH
OFFICE OF LANGUAGE ACCESS

1177 Alakea Street, Room B-100
Honolulu, HI 96813
doh.ola@doh.hawaii.gov

To: Senator Jarrett Keohokalole, Chair
Senator Rosalyn H. Baker, Vice Chair
Senate Committee on Health

From: Aphirak Bamrungruan
Executive Director, Office of Language Access

Date: 04/01/2021

Subject: **GM 648** - Submitting for consideration and confirmation to the Language Access Advisory Council, Gubernatorial Nominee, CARI UESUGI, for a term to expire 06-30-2024.

Hearing: Monday, April 5, 2021 at 1:00 p.m.
Via Videoconference

Agency's Position: The Office of Language Access (OLA) **supports** the nomination of Ms. Cari Uesugi to the Language Access Advisory Council (LAAC) to fill the seat of "one representative from the state government" pursuant to Hawaii Revised Statutes Chapter 321C-7(a)(1) 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. Cari Uesugi.

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.

Ms. Uesugi is a Limited English Proficient (LEP) Project Manager at the Hawaii Department of Human Services (DHS). In this position, Ms. Uesugi is responsible for the coordination, planning and development of statewide programs relating to meaningful access to DHS's services and programs for LEP individuals. Furthermore, Ms. Uesugi has more than 30 years of

experience working as a social worker in diverse communities and as a Patient Relations Advocate in the medical field. Ms. Uesugi also served on the LAAC as a representative from the state government since August 2017.

Ms. Uesugi's desire to continue serving on the LAAC reflects her passion and commitment to the issue of language access. Over the years, Ms. Uesugi has demonstrated keen vision, skillful networking, and strong abilities to listen, understand, and collaborate in measurable ways that are advancing OLA goals. Her passion, work experience, and advocacy for LEP individuals are assets she will bring to the council.

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

Thank you for the opportunity to provide testimony to this committee.

TESTIMONY OF CARI UESUGI
TO THE SENATE COMMITTEE ON HEALTH
MARCH 29, 2021, 1:00 P.M. VIA VIDEOCONFERENCE
GOVERNOR'S MESSAGE NO. 648

Submitting for consideration and confirmation to the Language Access Advisory Council,
Gubernatorial Nominee, CARI UESUGI, for a term to expire 06-30-2024.

Chair Keohokalole, Vice Chair Baker, and members of the Committee:

My name is Cari Uesugi. I am currently employed by the State of Hawaii, Department of Human Services (DHS). As DHS' Limited English Proficiency (LEP) Project Manager/Coordinator, I have the opportunity to support and coordinate the Department's efforts to promote meaningful access to DHS' program and services for LEP persons.

I am currently serving as a member on the Language Access Advisory Council (LAAC) representing the state government and my term expires on 06/30/2024.

I would like to continue serving on the LAAC because I feel that I could contribute to The Office of Language Access' (OLA) continuing efforts to provide oversight and central coordination to state agencies, as well as technical assistance to state and covered entities. Especially during these challenging times, collaborating with public and private organizations is essential in providing the State of Hawaii greater opportunities and increased resources in meeting the needs of our LEP community.

Thank you for the opportunity to provide testimony.

GM-648

Submitted on: 4/1/2021 12:54:13 PM

Testimony for HTH on 4/5/2021 1:00:00 PM

Submitted By	Organization	Testifier Position	Present at Hearing
Lori Tsuruda, Program Specialist	Individual	Support	No

Comments:

Support Cari Uesugi as a Language Access Advisory Council member.

GM-648

Submitted on: 4/1/2021 2:21:41 PM

Testimony for HTH on 4/5/2021 1:00:00 PM

Submitted By	Organization	Testifier Position	Present at Hearing
Maryanne Bowden	Individual	Support	No

Comments:

Hearing Date: Monday, April 5, 2021

Via Video Conference

Senate Committee on Health

To: Senator Jarrett Keohokalole, Chair

Senator Rosalyn Baker, Vice Chair

From: Maryanne Bowden

Re: Testimony in **Strong Support** of GM 648 - Submitting for consideration and confirmation to the Language Access Advisory Council, Gubernatorial Nominee, CARI UESUGI, for a term to expire 06-30-2024.