



**STATE OF HAWAII
OFFICE OF LANGUAGE ACCESS**

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Testimony in SUPPORT of SCR206 /SR105
REQUESTING THE HAWAII TOBACCO QUITLINE TO MAKE PERMANENTLY
VISIBLE ON EACH PAGE OF ITS WEBSITE INFORMATION PERTAINING TO THE
AVAILABILITY OF TRANSLATION SERVICES UPON REQUEST.

SENATOR JOY A. SAN BUENAVENTURA, CHAIR
SENATOR HENRY J.C. AQUINO, VICE CHAIR
SENATE COMMITTEE ON HEALTH AND HUMAN SERVICES

Hearing Date: 3/24/2023

Room Number: 225 & Videoconference

- 1 **Agency's Position:** The Office of Language Access (OLA) supports the Senate Concurrent
2 Resolution 206/ Senate Resolution 105 and offers the following comments.
- 3 **Purpose and Justification:** These resolutions request the Hawai'i Tobacco Quitline to make
4 information pertaining to the availability of interpretation services upon request permanently
5 visible on each page of its website.
- 6 OLA notes that the aspirational and exploratory goal of this measure is in line with the mission
7 of OLA, which is to address the language access needs of individuals with Limited English
8 Proficiency (LEP). These resolutions promote an important component of language access
9 implementation by providing notices about the availability of interpretation services. This is an
10 important step to ensure meaningful access for individuals with LEP.
- 11 For the purpose of clarification, if the intent of these resolutions is to notify LEP callers of their
12 right to request a language interpreter to facilitate their conversation when calling the Quitline,
13 the appropriate language assistance should be "interpretation services" rather than "translation
14 services". Although translation services and interpretation services might have similarities, they
15 refer to different types of language assistance services. Interpretation services involve the real-

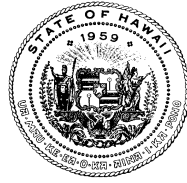
1 time conversion of spoken language from one language to another while translation services
2 involve converting written text from one language into the written text of another language.

3 Furthermore, requiring translated notices to be placed at the bottom of the webpage might be too
4 restrictive due to the complexity of the website's structure and technical specifications. Allowing
5 the Hawai'i Tobacco Quitline to determine a feasible location on the webpage, as long as it is in
6 a conspicuous location, will give them flexibility in implementing while achieving the objective
7 of these resolutions.

8 **Offered Amendments:** For the aforementioned reasons, OLA respectfully proposes the
9 following amendments:

- 10 • Replace [~~TRANSLATION SERVICES~~] with INTERPRETATION SERVICES on the
11 title of the resolutions.
- 12 • Replace [~~translation services~~] with interpretation services on Page 1, Line 9.
- 13 • Replace [~~translated services~~] with interpretation services on Page 1, Line 14.
- 14 • Replace [~~translated services~~] with interpretation services on Page 2, Line 11.
- 15 • Amend Page 2, Lines 17-21 to read:
16 "BE IT FURTHER RESOLVED that the Hawai'i Tobacco Quitline is requested to
17 consider providing hyperlinks to [~~translation services at the bottom~~] translated notices of
18 availability of free interpretation services in a conspicuous location of each page of its
19 website, as exemplified by the Hawaii Medical Service Association's website; and"

20 Thank you for the opportunity to comment on this measure.



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Testimony in SUPPORT of S.C.R. 206
REQUESTING THE HAWAII TOBACCO QUITLINE TO MAKE PERMANENTLY
VISIBLE ON EACH PAGE OF ITS WEBSITE INFORMATION PERTAINING TO THE
AVAILABILITY OF TRANSLATION SERVICES UPON REQUEST

SENATOR JOY A. SAN BUENAVENTURA, CHAIR
SENATE COMMITTEE ON HEALTH AND HUMAN SERVICES

Hearing Date: March 24, 2023

Room Number: Conference Room 225

1 **Fiscal Implications:** Cost for modifications to the two Hawai'i Tobacco Quitline websites each
2 managed by separate service contractors has not yet been calculated.

3 **Department Testimony:** The Department of Health (DOH) supports with amendments the
4 Senate Concurrent Resolution 206 (S.C.R. 206) that requests that the Hawai'i Tobacco Quitline
5 (HTQL) make permanently visible on each page of its website information pertaining to the
6 availability of interpretation services upon request.

7 While the DOH appreciates the value of the concurrent resolution, the Department would
8 be inclined to respond favorably to the concerned citizen who brought up this issue without
9 initiating the legislative procedure. The ensuing conversation might clarify their request such as,
10 "permanently visible," for a website, and would be an opportunity to explain that translation
11 services would not be appropriate for the HTQL. The HTQL offers interpretation (oral) services
12 for non-English speakers. The DOH is willing to begin addressing the identified gap for
13 notification of available interpretation services without the S.C.R. 206.

14 The HTQL has two websites, the first <https://www.hawaiiquitline.org/> introduces people
15 to the HTQL which leads the viewer to the enrollment page for services through
16 <https://hawaii.quitlogix.org/en-US/Enroll-Now>. Within the enrollment process the HTQL coach
17 can connect the caller to an interpreter with a three-way telephone interpretation service that

1 offers more than 200 languages including the languages listed in S.C.R. 206. American Sign
2 Language through video interpretation and services through teletypewriters (TTY) are also
3 available. Callers speaking Korean, Cantonese, Mandarin or Vietnamese can also be transferred
4 to the Asian Smoker's Quitline.

5 Thank you for the opportunity to testify.

6 **Offered Amendments:**

7 Replace the term, "Translation Services," in its entirety in the title and body, and on page 12 line
8 18, amend to,

9 ~~"providing hyperlinks to translation services at the bottom"~~

10 "translated notice of availability of free interpretation services in
11 a conspicuous location of each page of its website.