



**STATE OF HAWAII  
OFFICE OF LANGUAGE ACCESS**

1177 Alakea Street, Room B-100  
Honolulu, HI 96801-3378  
Phone: (808) 586-8730 / Fax: (808) 586-8733  
doh.ola@doh.hawaii.gov

**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-

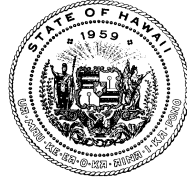
1 time conversion of spoken language from one language to another while translation services  
2 involve converting written text from one language into the written text of another language.

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.



STATE OF HAWAII  
DEPARTMENT OF HEALTH  
KA 'OIHANA OLAKINO  
P.O. Box 3378  
Honolulu, HI 96801-3378  
doh.testimony@doh.hawaii.gov

**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 Senate Concurrent  
4 Resolution 206 (S.C.R. 206) that requests that the Hawai'i Tobacco Quitline (HTQL) make  
5 permanently visible on each page of its website information pertaining to the availability of  
6 translated services upon request.

7 The DOH is willing to begin addressing the identified gap for notification of available  
8 translation services. While the DOH appreciates the value of the concurrent resolution, the  
9 Department would be inclined to respond favorably to the concerned citizen who brought up this  
10 issue without initiating the legislative procedure, and the ensuing conversation might clarify the  
11 description, "permanently visible," for a website.

12 The HTQL has two websites, the first <https://www.hawaiiquitline.org/> introduces people  
13 to the HTQL which leads the viewer to the enrollment page for services through  
14 <https://hawaii.quitlogix.org/en-US/Enroll-Now>. Within the enrollment process, the HTQL coach  
15 can connect the caller to an interpreter with a three-way telephone interpretation service that  
16 offers more than 200 languages including the languages listed in S.C.R. 206. American Sign  
17 Language through video interpretation and services through teletypewriters (TTY) are also

1 available. Callers speaking Korean, Cantonese, Mandarin or Vietnamese can also be transferred  
2 to the Asian Smoker's Quitline.

3 Thank you for the opportunity to testify.