

JOSH GREEN, M.D.
GOVERNOR
KE KIA'ĀINA



CATHY BETTS
DIRECTOR
KA LUNA HO'OKELE

JOSEPH CAMPOS II
DEPUTY DIRECTOR
KA HOPE LUNA HO'OKELE

STATE OF HAWAII
KA MOKU'ĀINA O HAWAI'I
DEPARTMENT OF HUMAN SERVICES
KA 'OIHANA MĀLAMA LAWELAWE KANAKA
Office of the Director
P. O. Box 339
Honolulu, Hawaii 96809-0339

TRISTA SPEER
DEPUTY DIRECTOR
KA HOPE LUNA HO'OKELE

February 6, 2024

To: The Honorable Senator Henry J.C. Aquino, Chair
Senate Committee on Labor & Technology

FROM: Cathy Betts, Director

SUBJECT: **SB 2782 – RELATING TO ELECTRONIC INFORMATION TECHNOLOGY.**

Hearing: February 7, 2024, 3:00 p.m.
Conference Room 224, State Capitol & Video Conference

DEPARTMENT'S POSITION: The Department of Human Services (DHS) appreciates the intent of this measure, provides comments, and defers to the Office of Enterprise Technology and the Office of Language Access. DHS respectfully requests that any appropriation not reduce or replace budget priorities identified in the executive budget.

PURPOSE: This bill requires the Office of Enterprise Technology to develop multilingual accessibility standards. Appropriates funds to establish one full-time position to develop multilingual accessibility standards within the Office of Enterprise Technology Services. Declares that the general fund expenditure ceiling is exceeded.

DHS appreciates the Legislature's investment in supporting the development of multilingual accessibility standards for the State to improve language access needs for Hawaii's multigenerational and ethnically diverse residents. Developing the statewide capability to provide real-time and accurate translation of government websites and programs will help residents navigate government programs and improve residents engagement with public

February 6, 2024

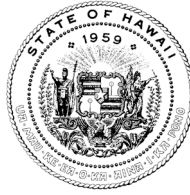
Page 2

services. In addition, establishing accessibility standards will improve procurement options for government agencies and perhaps lead to more shared services.

DHS notes that the Department provides access to language interpreters by request and provides numbers for various language interpreters on the DHS program websites.

The Department's Limited English Proficiency Program Manager and the Office of Language Access also provide essential services during emergency management incidents that would benefit from a more robust Statewide language access infrastructure.

Thank you for the opportunity to testify on this bill.



OFFICE OF ENTERPRISE TECHNOLOGY SERVICES

P.O. BOX 119, HONOLULU, HI 96810-0119
Ph: (808) 586-6000 | Fax: (808) 586-1922
ETS.HAWAII.GOV

Written Testimony of
DOUGLAS MURDOCK
Chief Information Officer
Enterprise Technology Services

Before the
SENATE COMMITTEE ON LABOR AND TECHNOLOGY
WEDNESDAY, FEBRUARY 7, 2024

SENATE BILL 2782
RELATING TO ELECTRONIC INFORMATION TECHNOLOGY

Dear Chair Aquino, Vice Chair Moriwaki and members of the committees:

The Office of Enterprise Technology Services (ETS) **supports** this bill to develop multilingual accessibility standards. We offer the following comments.

Artificial intelligence is rapidly being developed to provide extensive translation capabilities on personal devices such as computers, mobile phones and tables. Similar technology will also be available for websites and online forms. However, it is critical to check the results of any AI technology for accuracy.

Office of Language Access (OLA) needs to be involved as the business executive sponsor in contributing their expertise of language access laws, policies, and guidelines that may exist at the federal, state and local levels. OLA should also be considered the subject matter experts for developing language access programs across the state, and to determine what languages need to be supported. Finally, OLA has state-wide jurisdiction whereas ETS' jurisdiction is normally limited to the Executive Branch and has no authority over the other branches of state government.

ETS would be involved in providing subject matter expertise on the technical perspective of implementing various translation technologies that can be applied to various IT systems and determining the best technical means to accomplish the objectives.

The cost for those programs can be very expensive, especially when legal issues may be involved, and live translators will still be needed.

The bill appropriates funds to establish one full-time (1.00 FTE) permanent program manager position to develop multilingual accessibility standards within the Office of Enterprise Technology Service. Our recommended budget is \$100,000 as it will be challenging to find someone with technical, project management, policy and subject matter expertise.

Thank you for the opportunity to provide testimony on this measure.



**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

In reply, please refer to:
File: 24-004

**Testimony COMMENTING on SB 2782
RELATING TO ELECTRONIC INFORMATION TECHNOLOGY**

SENATOR HENRY J.C. AQUINO, CHAIR
SENATOR SHARON Y. MORIWAKI, VICE CHAIR
SENATE COMMITTEE ON LABOR AND TECHNOLOGY

Hearing Date: 2/7/2024

Room Number: Conf. Room 224 &
Videoconference

1 **Fiscal Implications:** This measure may impact the priorities identified in the Governor's
2 Executive Supplemental Budget Request.

3 **Agency's Position:** The Office of Language Access (OLA) appreciates the intent of this
4 measure, provided the measure's passage does not replace or adversely impact priorities in the
5 Governor's Executive Supplemental Budget Request. OLA defers to the Office of Enterprise
6 Technology Services (ETS) on implementation and resource needs and offers the following
7 comments.

8 **Purpose and Justification:** This measure requires ETS to develop multilingual accessibility
9 standards; appropriates funds to establish one full-time position to develop multilingual
10 accessibility standards within the Office of Enterprise Technology Services and declares that the
11 general fund expenditure ceiling is exceeded.

12 OLA notes that the aspirational and exploratory goal of this measure is in line with the mission
13 of OLA, which is to address the language access needs of persons with Limited English
14 Proficiency (LEP). OLA is tasked with providing technical assistance and coordinating resources
15 to reduce the burden of meeting language access obligations.

16 Hawaii is one of the most culturally diverse states and has one of the highest proportions of non-
17 English speakers in the nation. Many of these non-English speakers are immigrants and migrants

1 with limited English proficiency (LEP). According to the 2018-2022 American Community
2 Survey (ACS) 5-year estimates by the U.S. Census Bureau, it is estimated that 25.73%, or
3 351,542, of Hawaii's residents aged 5 years and older speak a language other than English at
4 home. Of these, 150,743, or 11.06%, indicated that they speak English 'less than very well.'

5 English proficiency, or the lack thereof, has a significant impact on people's economic and social
6 activities, as well as on health literacy and wellness. It affects their ability to successfully access
7 education, employment, and important public assistance, benefits, programs, and services.

8 Currently, many state agencies are using their websites, portals, and digital platforms to provide
9 information and services to the state's residents, accept applications for services and benefits, and
10 manage online accounts. The design and use of electronic information technology can create
11 barriers to meaningful access for persons with LEP, but it can also help eliminate existing
12 barriers and promote language access if designed well and reviewed for continuous
13 improvement.

14 The strategic use of digital tools and resources is crucial for enhancing language access for
15 persons with LEP. Providing persons with LEP with easy-to-find government digital information
16 could encourage their participation in government services, programs, and activities.

17 Establishing multilingual accessibility standards will provide a critical link to communication
18 and make government services accessible to persons with LEP.

19 Although OLA does not have the technical expertise in Information Technology (IT), this
20 measure will allow OLA to work closely with other partners to further improve language access
21 in our state government. If the measure is passed, OLA will collaborate with ETS in providing
22 our expertise in the area of language access to support the creation of the standard.

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



TESTIMONY IN STRONG SUPPORT OF S.B. 2782 RELATED TO ELECTRONIC INFORMATION TECHNOLOGY

Committee on Labor and Technology
February 7, 2024 @ 3pm. Room 224

Testimony in strong support of SB 2782 Related to Electronic Information Technology
Submitted by The Hawai'i Friends of Civil Rights
Co-Chairs Amy Agbayani and Pat McManaman

Chair Aquino, Vice Chair Moriwaki and members

The Hawai'i Friends of Civil Rights works to achieve equity, justice, inclusion, uphold civil rights, and eliminate discrimination. We stand in **Strong Support of S.B. 2782.**

This measure proposes that the Office of Language Access and the Office of Enterprise Technology Services develop multilingual accessibility standards to provide technical guidance to state entities required to provide vital information to limited English proficient (LEP) persons under state and federal law.

By way of example, technical guidance could advise state entities to display language access links in the upper right corner of the agency's English website or a prominent location on the landing page. These links may, for example, steer LEP visitors seeking information to telephonic interpreters, provide notice that language assistance is available at no cost, and/or link the visitor to relevant translated information. Currently, language access information may be buried at the bottom of a state entity's landing page and remain inaccessible to the LEP visitor.

The 2019 State of Hawai'i Data Book reports Hawai'i's total population of persons five years of age or older at 1,331,641. Within this population 348,130 or one in four persons reports speaking a language other than English at home. Of this cohort, one in nine Hawai'i residents or 161,055 persons is limited English proficient (LEP). The top languages spoken by LEP Hawai'i residents are Ilocano, Tagalog, Japanese, Chinese, Hawaiian, Korean, Samoan, Vietnamese, Chuukese, and Marshallese. Hawai'i ranks sixth in the nation with the highest percentage of LEP persons.

An array of federal and Hawai'i laws, regulations, and legal decisions require recipients of federal or state funding to translate vital documents and provide digital access to LEP persons seeking access to federal or state-funded services. Federal authorities include Title VI of the Civil Rights Act of 1966, Executive Order No. 13166 signed by President Clinton in 2000, Chapter 321C Hawaii Revised Statutes, and *Lau v. Nichols*, 414 U.S. 563 (1974).

Despite the clear mandate to provide accessible services for LEP persons, Hawai'i has been repeatedly cited by the federal court, federal offices for civil rights, and the Hawai'i Civil Rights Commission for its failure to provide language accessible services.¹

This bill offers state entities a path forward by providing clear technical guidance related to public access to vital information and documents and would standardize performance criteria and technical requirements across the State's enterprise technology systems.

Thank you for your consideration.

¹ [Hawai'i Department of Human Services](#), Consent Decree, Department of Health and Human Services (2008); [Hawai'i Office of Elections](#), United States District Court for the District of Hawai'i, Settlement Agreement (2010); [Hawai'i Department of Labor and Industrial Relations, Settlement Agreement](#) (2014); [Hawai'i Department of Transportation](#), FACE v. DOT, United States District Court for the District of Hawai'i Settlement Agreement (2015); [Hawai'i Judiciary](#), Technical Assistance Agreement, Department of Justice (2015); [Hawai'i Public Housing Authority](#), Settlement Agreement, Hawai'i Civil Rights Commission (2016), [Hawai'i Department of Labor and Industrial Relations](#), Settlement Agreement (2022), and a pending action filed by the National Health Law Program against the [Hawai'i Department of Health](#).

To: Senate Committee on Labor and Technology
Re: **SB 2782 – Relating to Electronic Information Technology**
Hawai'i State Capitol & Via Videoconference
February 7, 2024, 3:00 PM

Dear Chair Aquino, Vice Chair Moriwaki, and Committee Members,

On behalf of Hawai'i Children's Action Network Speaks!, I am writing in **SUPPORT of SB 2782**. This bill requires the Office of Enterprise Technology to develop multilingual accessibility standards and appropriates funds to establish one full-time position to develop multilingual accessibility standards within the Office of Enterprise Technology Services.

During the pandemic, non-profit organizations like ours worked hard to help limited English proficiency (LEP) families access the federal pandemic relief benefits that they were qualified for. We focused mostly on outreach to parents who qualify for Pandemic EBT (food purchasing funds when low-income keiki and their families) and the enhanced Child Tax Credit.

While working on this outreach, we learned that our state departments lack resources to provide meaningful language access for LEP families, and that the federal government and national advocacy organizations do not provide translations of key documents¹ in many of the languages that are the most spoken by LEP families in Hawai'i² – such as Ilocano, Marshallese, and Chuukese.

As one of the states with the highest portion of foreign-born residents,³ combined with the lack of existing resources for translations of government documents and outreach materials into many of the languages that are spoken most here, Hawai'i arguably needs to devote more resources to ensure language access to our government services than most other states. That's why this bill so important.

Mahalo for the opportunity to provide this testimony. Please pass this bill.

Thank you,
Nicole Woo
Director of Research and Economic Policy

¹ United States Department of Agriculture Food and Nutrition Service, <https://www.fns.usda.gov/cn/translated-applications>

² Hawai'i Data Exchange Partnership, https://hawaiiidxp.org/quick_data/datastory/el

³ Statista, <https://www.statista.com/statistics/312701/percentage-of-population-foreign-born-in-the-us-by-state/>



PACIFIC GATEWAY CENTER

February 4, 2024

**Testimony in SUPPORT of SB2782
RELATED TO ELECTRONIC INFORMATION TECHNOLOGY
COMMITTEE ON LABOR AND TECHNOLOGY**

Senator Henry J.C. Aquino, Chair
Senator Sharon Y. Moriwaki, Vice Chair

Hearing Date: February 7, 2024 at 3:00 PM

Dear Chair Aquino, Vice Chair Moriwaki, and Members of the Committee,

I am writing on behalf of Pacific Gateway Center in support of SB2782, which requires the Office of Enterprise Technology to develop multilingual accessibility standards and appropriate funds to establish one full-time position to develop multilingual accessibility standards within the Office of Enterprise Technology Services.

With its unique demographic composition, the Lahaina community faced specific challenges during the crisis due to language barriers. The statistics presented in the bill highlight the need for targeted measures, especially considering that 32% of Lahaina's residents are foreign-born, a statistically significant difference compared to the statewide average. Moreover, electronic information technology is rapidly replacing print media, emphasizing the importance of ensuring access to technology for all residents to participate fully in state programs, services, and activities.

Pacific Gateway Center is the designated Immigrant Resource Center for Maui (including Moloka'i and Lana'i), Kauai, and O'ahu. Inherent in this role is our commitment to alleviate barriers to language access that ensures our limited-English proficient community has equitable access to programs, services and opportunities. Our first-hand experiences with the immigrant community, with valuable lessons learned following Covid-19 and the Maui fires, inform us that the immigrant population relies on their cell phones to access information on the Internet. Having a full-time Coordinator demonstrates the State's commitment to multilingual accessibility with standards and guidelines to programs and accurate information critically needed for the well-being of all Hawaii's residents.

I strongly urge you to pass SB2782 and accessibility to information for all made possible by the passage of SB2782. Thank you for your support and consideration.

With best regards,

Matthew Johnson
Executive Director



Senate Committee on Labor and Technology

Hawai'i Alliance for Progressive Action (HAPA) Support: SB2782

Wednesday, February 7, 2024 3:00 p.m. Conference Room 224

Aloha Chair Sen. Aquino, Vice Chair Sen. Moriwaki, and Members of the Committee on Labor and Technology,

HAPA is testifying in support of SB2782, which requires the Office of Enterprise Technology to develop multilingual accessibility standards and appropriates funds to establish one full-time position to develop multilingual accessibility standards within the Office of Enterprise Technology Services.

With its unique demographic composition, the Lahaina community faced specific challenges during the crisis due to language barriers. The statistics presented in the bill highlight the need for targeted measures, especially considering that thirty-two percent of Lahaina's residents are foreign-born, a statistically significant difference compared to the statewide average. Moreover, electronic information technology is rapidly replacing print media, emphasizing the importance of ensuring access to technology for all residents to participate fully in state programs, services, and activities.

Mahalo for your time and consideration.

A handwritten signature in black ink, appearing to read 'Anne Frederick', is positioned above the typed name.

Anne Frederick
Executive Director



Testimony in SUPPORT of SB2782
RELATED TO ELECTRONIC INFORMATION TECHNOLOGY
COMMITTEE ON LABOR AND TECHNOLOGY

Senator Henry J.C. Aquino, Chair

Senator Sharon Y. Moriwaki, Vice Chair

Hearing Date: February 7, 2024

Dear Chair Aquino, Vice Chair Moriwaki, and Members of the Committee,

The Hawai'i Coalition for Immigrant Rights (HCIR) fully supports SB2782, which requires the Office of Enterprise Technology to develop multilingual accessibility standards and appropriates funds to establish one full-time position to develop multilingual accessibility standards within the Office of Enterprise Technology Services.

With its unique demographic composition, the Lahaina community faced specific challenges during the crisis due to language barriers. The statistics presented in the bill highlight the need for targeted measures, especially considering that thirty-two percent of Lahaina's residents are foreign-born, a statistically significant difference compared to the statewide average. Moreover, electronic information technology is rapidly replacing print media, emphasizing the importance of ensuring access to technology for all residents to participate fully in state programs, services, and activities.

Additionally, SB2782 aligns with Title VI of the Civil Rights Act of 1964, which prohibits discrimination on the basis of race, color, or **national origin** in programs and activities receiving federal financial assistance. Multilingual accessibility standards ensure compliance with Title VI and equal access to state services and information for individuals with limited English proficiency.



HCIR defers to the Office of Enterprise Technology Services on multilingual accessibility standards, but here is an example of one that could be implemented:



Here is a screenshot of the Department of Labor and Industrial Relations homepage that shows an example of a multilingual accessibility standard that incorporates a language selection option and information on how to access

information showed on the website in a different language. Having something like a language selection page, which is easy to find, is crucial for individuals with limited English proficiency. It provides them with a clear and accessible way to navigate to content in their preferred language, ensuring that they can access important information and services without barriers.

Thank you for your support and consideration,

Maria Rallojaj

Policy and Communications Coordinator

SB-2782

Submitted on: 2/6/2024 12:05:37 PM

Testimony for LBT on 2/7/2024 3:00:00 PM

Submitted By	Organization	Testifier Position	Testify
AnnDionne Selestin	Testifying for Roots Reborn	Support	Written Testimony Only

Comments:

Testimony in SUPPORT of SB2782

RELATED TO ELECTRONIC INFORMATION TECHNOLOGY

COMMITTEE ON LABOR AND TECHNOLOGY

Senator Henry J.C. Aquino, Chair

Senator Sharon Y. Moriwaki, Vice Chair

Hearing Date: February 7, 2024

Dear Chair Aquino, Vice Chair Moriwaki, and Members of the Committee,

I am writing in support of SB2782, which requires the Office of Enterprise Technology to develop multilingual accessibility standards and appropriates funds to establish one full-time position to develop multilingual accessibility standards within the Office of Enterprise Technology Services.

With its unique demographic composition, the Lahaina community faced specific challenges during the crisis due to language barriers. The statistics presented in the bill highlight the need for targeted measures, especially considering that thirty-two percent of Lahaina's residents are foreign-born, a statistically significant difference compared to the statewide average. Moreover, electronic information technology is rapidly replacing print media, emphasizing the importance of ensuring access to technology for all residents to participate fully in state programs, services, and activities.

Growing up being an immigrant was really tough at a young age, moving to Hawaii when I was six years old, translating for myself and my parents and trying to get by. Learning a new language without being able to say what and how I felt. Language barriers caused confusion at times and I can only imagine how the families that were impacted by the fires felt. We need more, we need to be understood and heard.

Thank you for your attention to this matter, and I look forward to the successful passage of SB2782!

Thank you for your support and consideration,

AnnDionne Selestin

**Testimony in SUPPORT of SB2781
RELATED TO DISASTER SERVICES**

COMMITTEE ON PUBLIC SAFETY AND INTERGOVERNMENTAL AND MILITARY
AFFAIRS

Senator Glenn Wakai, Chair

Senator Brandon J.C. Elefante, Vice Chair

Hearing Date: February 9, 2024

Dear Chair Wakai, Vice Chair Elefante, and Members of the Committee,

I am writing in support of SB2781, which appropriates funds to establish the position of Limited English Proficiency Language Coordinator within the Hawai'i Emergency Management Agency.

One out of nine people living in Hawaii has limited English proficiency. During disasters, they face disproportionate risks due to challenges in understanding evacuation orders, emergency relief information, and accessing essential services like emergency medical care and shelter assistance. The aftermath of a disaster often brings barriers for individuals with limited English proficiency when applying for state or county programs, including financial, medical, housing, and food assistance programs. The absence of language interpreters at shelters during the August 8, 2023, Maui wildfire underscores the critical need for a coordinated response. Hawaii's professional and community interpreters filled the void, demonstrating the community's resilience. However, establishing a dedicated Limited English Language Access Coordinator within the Hawaii Emergency Management Agency will ensure a systematic and planned approach to language access during emergencies.

I am in support of this bill because first hand seeing the impact during and after the wildfire in Lahaina. It is a basic need that has not been addressed. There's a lack of representation of people whose first language is not english. From not being able to understand simple evacuation procedures and trying to get housing and everything in between it has been so difficult to get their needs meant. I have step up in order to help my people but that is not the answer. We need professionals and we needed them 6 months ago.

Thank you for your attention to this matter, and I look forward to the successful passage of SB2781.

Thank you for your support and consideration,
Stephanie Villalobos.

SB-2782

Submitted on: 2/4/2024 9:00:37 PM

Testimony for LBT on 2/7/2024 3:00:00 PM

Submitted By	Organization	Testifier Position	Testify
Thaddeus Pham	Individual	Support	Written Testimony Only

Comments:

Aloha Chair Aquino, Vice Chair Moriwaki, and Members of the Committee,

As a public health professional and concerned citizen, I write in **STRONG SUPPORT** of SB2782, which requires the Office of Enterprise Technology to develop multilingual accessibility standards and appropriates funds to establish one full-time position to develop multilingual accessibility standards within the Office of Enterprise Technology Services.

With its unique demographic composition, the Lahaina community faced specific challenges during the crisis due to language barriers. The statistics presented in the bill highlight the need for targeted measures, especially considering that thirty-two percent of Lahaina's residents are foreign-born, a statistically significant difference compared to the statewide average. Moreover, electronic information technology is rapidly replacing print media, emphasizing the importance of ensuring access to technology for all residents to participate fully in state programs, services, and activities.

Mahalo for considering this important bill.

Thaddeus Pham (he/him)

SB-2782

Submitted on: 2/5/2024 10:54:03 AM

Testimony for LBT on 2/7/2024 3:00:00 PM

Submitted By	Organization	Testifier Position	Testify
Genesis Gil	Individual	Support	Written Testimony Only

Comments:

Testimony in SUPPORT of SB2782

RELATED TO ELECTRONIC INFORMATION TECHNOLOGY

COMMITTEE ON LABOR AND TECHNOLOGY

Senator Henry J.C. Aquino, Chair

Senator Sharon Y. Moriwaki, Vice Chair

Hearing Date: February 7, 2024

Dear Chair Aquino, Vice Chair Moriwaki, and Members of the Committee,

I am writing in support of SB2782, which requires the Office of Enterprise Technology to develop multilingual accessibility standards and appropriates funds to establish one full-time position to develop multilingual accessibility standards within the Office of Enterprise Technology Services.

With its unique demographic composition, the Lahaina community faced specific challenges during the crisis due to language barriers. The statistics presented in the bill highlight the need for targeted measures, especially considering that thirty-two percent of Lahaina's residents are foreign-born, a statistically significant difference compared to the statewide average. Moreover, electronic information technology is rapidly replacing print media, emphasizing the importance of ensuring access to technology for all residents to participate fully in state programs, services, and activities.

I support this bill because it allows immigrants who uphold our economy to have accessibility to critical information. Technology allows folks to receive information anywhere they are. It is time we begin supporting a marginalized group. They are taxpaying residents.

Thank you for your attention to this matter, and I look forward to the successful passage of SB2782!

Thank you for your support and consideration,

Genesis Gil

Senate Bill 2782

Wednesday, February 7, 2024 3:00pm
Conference Room 224 & Videoconference
State Capitol, 415 South Beretania Street

February 6, 2024

To: The Honorable Henry J.C. Aquino, Chair
The Honorable Sharon Y. Moriwaki, Vice Chair
Members of the Senate Committee on Labor and Technology

From: Joey Badua

Re: S.B. No. 2782 - RELATING TO ELECTRONIC INFORMATION TECHNOLOGY

I support SB 2782 because knowledge is empowering and lifesaving, especially during a disaster's early hours. Misinformation can be dangerous. Closing the language gap could reduce confusion and allow families to make urgent decisions to evacuate, remain at home, and decide where to go and receive what services are available.

As an immigrant with family members and friends who speak languages other than English at home, I am aware of the barriers to meaningful access to information generally. Specifically providing life-saving information and alerts to help the public prepare to handle possible emergencies and disasters and utilizing technology to bridge these gaps is a significant but important undertaking. Once the Office of Enterprise Technology develops its standards, please understand that groups who speak a language are not monoliths, as subgroups within have needs.

For example, when understanding the community's needs, please do not forget individuals who may struggle with technology or have a working knowledge but need additional support. Residents of Hawai'i who speak a language other than English at home and are 65 years old and over include:

- 3,360 speakers of Spanish;
- 3,275 speakers of other Indo-European languages;
- 63,832 speakers of Asian and Pacific Island languages; and

Senate Bill 2782

Wednesday, February 7, 2024 3:00pm
Conference Room 224 & Videoconference
State Capitol, 415 South Beretania Street

- 2,776 speakers of other languages.

Please see the U.S. Census Bureau. "Language Spoken at Home." American Community Survey, ACS 1-Year Estimates Subject Tables, Table S1601, 2022, <https://data.census.gov/table/ACSST1Y2022.S1601?g=040XX00US15>. Accessed on February 6, 2024.

We must learn from the responses in Lahaina to close the gap in providing everyone access to emergency alerts and electronic information that are adequate and accurate, so we do not leave anybody out. If the Office of Enterprise Technology Services, the Chief Information Officer, and the Information Technology Steering Committee hold core values of equity and accuracy when implementing this endeavor, designing the flow of information that is shareable and credible that includes a verifiable publication date, citation of the source of information, a timeline of updates to allow the public to ensure the information is reliable, and anticipating and finding ways to respond to the public's questions to reduce misinformation, then this program would be chef's kiss.

I appreciate the opportunity to share my comment on this measure.

SB-2782

Submitted on: 2/2/2024 4:07:01 PM

Testimony for LBT on 2/7/2024 3:00:00 PM

Submitted By	Organization	Testifier Position	Testify
Elizabeth Gilliland	Individual	Support	Written Testimony Only

Comments:

I am writing in support of SB2782, which requires the Office of Enterprise Technology to develop multilingual accessibility standards and appropriates funds to establish one full-time position to develop multilingual accessibility standards within the Office of Enterprise Technology Services. As a professor at the University of Hawaii, I have seen many examples of how speakers of languages other than English have struggled to access information, much of which is available only in online formats. The position created through this bill will facilitate our multilingual residents' access to resources and services to which they have a legal right.

Mahalo for your support of SB2782.

Elizabeth Gilliland

Honolulu

SB-2782

Submitted on: 2/3/2024 11:15:26 AM

Testimony for LBT on 2/7/2024 3:00:00 PM

Submitted By	Organization	Testifier Position	Testify
Nanea Lo	Individual	Support	Written Testimony Only

Comments:

Testimony in SUPPORT of SB2782
RELATED TO ELECTRONIC INFORMATION TECHNOLOGY
COMMITTEE ON LABOR AND TECHNOLOGY

Senator Henry J.C. Aquino, Chair
Senator Sharon Y. Moriwaki, Vice Chair

Hearing Date: February 7, 2024

Dear Chair Aquino, Vice Chair Moriwaki, and Members of the Committee,

I am writing in support of SB2782, which requires the Office of Enterprise Technology to develop multilingual accessibility standards and appropriates funds to establish one full-time position to develop multilingual accessibility standards within the Office of Enterprise Technology Services.

With its unique demographic composition, the Lahaina community faced specific challenges during the crisis due to language barriers. The statistics presented in the bill highlight the need for targeted measures, especially considering that thirty-two percent of Lahaina's residents are foreign-born, a statistically significant difference compared to the statewide average. Moreover, electronic information technology is rapidly replacing print media, emphasizing the importance of ensuring access to technology for all residents to participate fully in state programs, services, and activities.

Thank you for your attention to this matter, and I look forward to the successful passage of SB2782!

Thank you for your support and consideration,
Nanea Lo



HAWAII WORKERS CENTER

Defending and Respecting the workers of
Hawai'i

LATE

(503) WORKERS 📞

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hawaiiworkerscenter.org 🌐

February 6, 2024

Hawai'i State Senate
Committee on Labor and Technology
Senator Henry J.C. Aquino, Chair
Senator Sharon Y. Moriwaki, Vice Chair

**Executive Board
Committee**

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Ray Catania

Justin Jansen

Leyton Torda

**RE: SUPPORT for S.B. 2782 RELATED TO ELECTRONIC INFORMATION
TECHNOLOGY**

Dear Chair Sen. Aquino, Vice-Chair Sen. Moriwaki, and Members of the Committee on Labor and
Technology:

The Hawai'i Workers Center (HWC) envisions a Hawai'i in which all workers are empowered to
exercise their right to organize for their social, economic and political well-being.
It is a resource of information, education, training and organizing for Hawaii's workers.

The HWC stands in support of S.B. 2782 which requires the Office of Enterprise Technology to
develop multilingual accessibility standards.

This is especially important for our immigrant communities and for residents that are limited
English proficient. For a place as culturally diverse as Hawai'i, language access should be a priority,
not an afterthought.

We ask that you please pass and support S.B. 2782.

Sincerely,

Sergio Alcupilla
Executive Director

Executive Director
Sergio Alcupilla III, Esq.