

CARI UESUGI

**WORK EXPERIENCE**

11/17 – Present      STATE OF HAWAII  
                              DEPARTMENT OF HUMAN SERVICES  
                              DIRECTOR’S OFFICE  
                              Honolulu, Hawaii  
                              LEP Project Manager/Coordinator

Oversee and provide developmental, coordinative, advisory, and administrative services relating to meaningful access to departmental services and programs for individuals with LEP. Review and evaluate the status and effectiveness of DHS efforts to provide language access. Identify deficiencies and corresponding solutions. Develop, implement or initiate improvements to DHS systems, programs, policies and procedures designed to address language needs of LEP applicants/clients. Researches and recommends adoption of language translation proficiency standards that meet federal and state requirements for different interactions or transactions. Develops and implements systems, tools and processes to implement, evaluate and maintain adopted proficiency standards. Develops Request for Proposals (REP) for contracted translation services, evaluates proposals, and negotiates and executes contracts for services. Coordinate with division staff to carry out and oversee translation project. Identify and simplify vital documents; establish translation services. Participate in community-based committees and planning groups. Solicit community input, coordinate discussions and conduct field research related to language access. Worked with each division to compile data internally from Department’s database to determine the frequency and most encounter of LEP clients who come to contact with the Department. Data used to determine level of compliance under both State and Federal laws. Review and assess department wide rules, programs, policies and procedure and assist Civil Right Compliance Officer in updating/revising DHS training materials and tools to help identify best practices and methods to improve the accessibility to services for applicants and clients with LEP. Provide administrative and technical support/assistance to all DHS Divisions, Offices and attached agencies to: Establish and implement policies and procedures that ensure language access for LEP persons; Assess the language needs of individuals and families seeking DHS services and programs.

06/17 – 11/17      STATE OF HAWAII  
                              INTERGOVERNMENTAL AND COMMUNITY RELATIONS DEPARTMENT  
                              OFFICE ON EQUALITY AND ACCESS TO THE COURTS (OEAC)  
                              Honolulu, Hawaii  
                              Program Specialist

Plans, develops, implements, organizes, manages and administers statewide programs to increase equal access to the courts, primarily the Judiciary’s Court Interpreter Certification Program. Recruits, screens, trains and tests court interpreter applicants. Reviews and processes court interpreter applications; maintains interpreter records and files; tracks interpreter progress in the program; and serves as support staff and proctor for court interpreter training and testing events. Provides administrative support to the Supreme Court Committee on Court Interpreters and Language Access. Assists with other access projects, including coordinating the provision of reasonable accommodations for court customers with a disability, under the Americans with Disability Act.

10/12 – 06/17 MAUI MEMORIAL MEDICAL CENTER (MMMC)  
QUALITY MANAGEMENT/PATIENT RELATIONS  
Wailuku, Hawaii  
Patient Relations Advocate

Established Patient Relations Program which contributes to quality patient care at MMMC by providing a communication link between patients, families, and the hospital. Developed a data base to track patient complaint and grievance information, increasing the number of complaints collected monthly. Facilitates facility wide in-services and new employee orientation on customer service, Patient Relations, conflict resolution, and language services. Revised Language Access Policy and Procedures. Initiated and implemented Title VI and Language Access Plan. Assisted updating computer system to include LEP information upon admission. Collaborates with government agencies and community organizations to create a professional medical interpreters training program with University of Hawaii/Maui College. Worked with Hawaii Health System Corp. (HHSC) to develop a comprehensive interpreter and translation services program. Improving the patient experience by initiating a Patient and Family Centered Care Advisory Council.

07/06 – 10/12 QUEEN'S MEDICAL CENTER  
PATIENT RELATIONS DEPARTMENT  
Honolulu, Hawaii  
Patient Relations Advocate

Identified and assessed patients' concerns from which interventions resulted in reduced patient complaints and risks. Maintained records and prepared statistical information regarding patient satisfaction for presentation to administration, physicians, department managers, and research centers. Coordinated interpreter program, assisting patients in understanding the medical services offered by the Medical Center. Revised and implemented the Language Access Plan. Updated the Language policy and procedures. Provided in-services for Administrators and staff relating to Patient Relations and Language Access Services. Participated in Daily Safety Brief with hospital wide unit/department managers.

01/06 – 07/06 CHILD AND FAMILY SERVICES  
INTENSIVE LEARNING CENTER  
Honolulu, Hawaii  
Staff Supervisor/Therapist

Provided oversight and coordination of the Center, servicing culturally diverse adolescents with variety of challenges, such as ADD, Learning Disabilities, ODD, Substance Use, and Explosive Anger Disorders. Provided weekly individual and group therapy for the students and their families. Supervised and trained program aides, teacher, and clerical staff in program and organizational policies and procedure. Collaborated and facilitated meetings with the Department of Education, non-profit agencies, and community resources to assist students in reaching their program goals.

07/04 - 12/05 CITY AND COUNTY OF HONOLULU  
CITY COUNCIL  
Honolulu, Hawaii  
Legislative Aide for Councilmember Barbara Marshall

Directly addressed concerns and inquiries from constituents who reside in Windward area. Attended and actively participated in Community, Neighborhood Board, and Interagency Meetings. Daily statistical

reporting of constituents' concerns. Communicated daily with governmental agencies, community organizations, and businesses to assist in meeting the needs of the constituents.

09/03 - 07-04            HAWAII PACIFIC HEALTH  
                                 STRAUB MEDICAL CENTER & HOSPITAL  
                                 Honolulu, Hawaii  
                                 Patient Relations Coordinator

Under the general direction of the Risk Management Department. Administered and coordinated the resolution of patient relations' issues. Provided education on risk prevention and patient relations' issues. Served as a member of the Hawaii Pacific Health Risk Management Team, under the Patient Safety and Quality Division.

11/02 - 09/03            STATE OF WASHINGTON  
                                 DEPARTMENT OF SOCIAL AND HUMAN SERVICE  
                                 DIVISION OF CHILD AND FAMILY SERVICES  
                                 CHILD PROTECTIVE SERVICES/CHILD WELFARE  
                                 Vancouver, Washington  
                                 Social Worker

To ensure the safety of children and their families: Complete safety and risk assessments, developed individualized safety plans, made recommendations and testified in the courts as to appropriate placement for the child, facilitated multidisciplinary and family team meetings, worked with the Attorney General's office, parent's attorneys, and CASA (children's advocacy agency). Worked with a variety of issues including alcohol and substance abuse, domestic violence, depression, mental illness, ADHS, learning disabilities, and child/family abuse and neglect

### **EDUCATIONAL BACKGROUND**

Argosy University, Honolulu, Hawaii  
18 semester credit hours within the Doctorate of Clinical Psychology Program

University of Phoenix, Honolulu, Hawaii  
Master's in Counseling/Marriage and Family Therapy

University of Hawaii at Manoa  
Bachelor of Science in Human Development

### **PROFESSIONAL DEVELOPMENT**

Hawaii Language Roadmap  
4<sup>th</sup> Hawaii Language Roadmap Symposium, Honolulu, Hawaii, November, 2019

Washington State Coalition for Language Access  
WASCLA Summit, Seattle, Washington, October, 2019  
Co-Presenter

Maui Memorial Medical Center and Office of Language Access  
Maui LEP training, Wailuku, Maui, September 2018

Office of Language Access  
OLA Conference, Honolulu, Hawaii, August 2018  
Language Access for Emergency Management: Communication in Disasters

Office of Language Access  
OLA Conference, Honolulu, Hawaii, September, 2016  
10 Years of Language Access in Hawaii: Reaching Back, Foraging Ahead

Office of Language Access  
OLA Conference, Honolulu, Hawaii, August, 2014  
Ike Aina: Language Access and Cultural Literacy

Office of Language Access  
Cultural Competency Workshop, Honolulu, Hawaii, August, 2014

### **VOLUNTEER EXPERIENCE**

Office of Language Access Advisory Council (2013 to Present)

Interagency Advisory Committee (2017 to Present)

UH Language Roadmap Advisory Committee (2017 to Present)

Immigration Task Force (2020)

Engineers (Ohana Nui) Committee (2017 to Present)

State of Hawaii Emergency Management Team (2019 to Present)

### **REFERENCES UPON REQUEST**