



## OFFICE OF ENTERPRISE TECHNOLOGY SERVICES

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Written Testimony of  
DOUGLAS MURDOCK  
Chief Information Officer  
Enterprise Technology Services

Before the  
HOUSE COMMITTEE ON FINANCE  
WEDNESDAY, MARCH 27, 2024

SENATE BILL 2782 SD2 HD1  
RELATING TO ELECTRONIC INFORMATION TECHNOLOGY

Dear Chair Yamashita, Vice Chair Kitagawa and Garrett and members of the committee:

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.

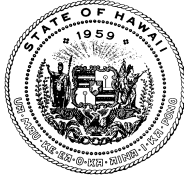
The Office of Language Access (OLA) needs to be involved as the business executive sponsor in contributing their expertise of language access laws, policies, and guidelines that may exist at the federal, state and local levels. OLA should also be considered the subject matter experts for developing language 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  
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Phone: (808) 586-8730 / Fax: (808) 586-8733  
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In reply, please refer to:  
File: 24-015

**Testimony in Support of SB 2782 SD2 HD1  
RELATING TO ELECTRONIC INFORMATION TECHNOLOGY**

Representative Kyle T. Yamashita, Chair  
Representative Lisa Kitagawa, Vice Chair  
House Committee on Finance

Hearing Date: 3/27/2024

Room Number: Conf. Room 308 &  
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) supports this measure, provided the  
4 measure's passage does not replace or adversely impact priorities in the Governor's Executive  
5 Supplemental Budget Request. OLA defers to the Office of Enterprise Technology Services  
6 (ETS) on implementation and resource needs.

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

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

15 Hawaii is one of the most culturally diverse states and has one of the highest proportions of non-  
16 English speakers in the nation. Many of these non-English speakers are immigrants and migrants  
17 with limited English proficiency (LEP). According to the 2018-2022 American Community

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

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

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

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

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

18 OLA agrees with the testimony from ETS which highlighted the necessity of OLA's  
19 involvement in providing expertise on language access laws, policies, and guidelines that may  
20 exist at the federal, state, and local levels. OLA stands ready to collaborate with ETS, offering  
21 our expertise in language access to facilitate the development of standards. This measure  
22 demonstrates a reasonable step that our state is taking to ensure that persons with LEP have  
23 meaningful access to our government services, programs, and activities.

24 Thank you for the opportunity to testify on this measure.



**Testimony in SUPPORT of SB2782  
RELATED TO ELECTRONIC INFORMATION TECHNOLOGY**

COMMITTEE ON FINANCE

Representative Kyle T. Yamashita, Chair  
Representative Lisa Kitagawa, Vice Chair

Hearing Date: March 27, 2024

Dear Chair Yamashita, Vice Chair Kitagawa, 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.

Providing equal access to state services and information for individuals with limited English proficiency upholds fundamental fairness principles and fosters economic growth. When diverse communities can fully engage with state resources, it promotes entrepreneurship, workforce participation, and consumer spending, thereby benefiting the economy as a whole.

Appropriating funds to establish multilingual accessibility standards within the Office of Enterprise Technology Services also avoids costly miscommunications, legal disputes, and inefficiencies down the line. This proactive approach to inclusivity is morally right and fiscally prudent, ultimately contributing to a more resilient and thriving Hawai'i.

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 shown 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



## TESTIMONY IN STRONG SUPPORT OF S.B. 2782, SD2, HD2 RELATED TO ELECTRONIC INFORMATION TECHNOLOGY

To: Committee on Finance, Chair Kyle T. Yamashita, Vice Chair Lisa Kitagawa, and  
Members of the Committee

From: The Hawai'i Friends of Civil Rights  
Co-Chairs Amy Agbayani and Pat McManaman

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, SD2, HD1** with a suggestion to make this a permanent position.

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

By way of example, technical guidance could advise state entities to **provide vital information to limited English proficient (LEP) persons under state and federal law. Technical guidance could, for example, encourage state** entities to display language access links in the upper right corner of the agency's English website or in another prominent location on landing pages. 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 report 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.<sup>1</sup>

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.

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<sup>1</sup> 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.





**TESTIMONY IN SUPPORT OF S.B. 2782-S.D. 2  
RELATED TO ELECTRONIC INFORMATION TECHNOLOGY**

House Committee on Finance: Rep. Kyle T. Yamashita, Chair and Rep. Lisa Kitagawa, Vice Chair  
Hearing Date: March 27, 2024 | Conference Room 308 | Letter Date: March 26, 2024

Dear Chair Yamashita, Vice Chair Kitagawa, and Members of the Committee:

I am writing to Members of this Committee to urge support and passage of SB2782 SD2, which will appropriate funds to establish a new full-time position to develop multilingual accessibility standards within the Office of Enterprise Technology Services (ETS). We are gratified to see that the bill has been forwarded from the Senate to the House, and we encourage you to continue its progress through to final enactment.

At The Legal Clinic, a nonprofit organization that provides no-cost legal services on immigration matters to low-income Hawai'i residents, we come into regular contact with immigrants who speak little or no English. We contract qualified translators and interpreters to ensure that clients understand all the details of their immigration status, court cases, and government requirements.

State agencies must also update online services to be accessible to Hawai'i residents whose first language (and sometimes, only language) is not English. Limited proficiency in English can be a prohibitive barrier to gaining access to government services for which they are eligible, including through computerized applications. The Covid crisis, for instance, brought particular attention to the problems of unemployed non-English-speaking residents in registering for and collecting unemployment benefits, SNAP food coupons, and other needed government assistance. The ongoing crisis in the aftermath of the Maui fires has also brought attention to the dire need for multilingual service availability.

People who are not proficient in English should not be penalized by missing out on government information and aids to which they are entitled as residents of Hawai'i. All members of the community should be able to learn about benefits, programs, educational opportunities, events, legislative agendas, housing opportunities, and important government advisories and updates.

Nearly one in five residents in Hawai'i is foreign-born, with an even higher proportion in certain communities, such as Lahaina. They do not necessarily start out speaking English, and while many become proficient in time, there may be years in which they struggle to understand the dominant language around them. According to statistics from the State's own Bureau of Business, Economic Development and Tourism (2016 report), 84% of foreign-born Hawai'i residents speak another language in their homes.

Improved language access is a broad goal and federal mandate that has already been acknowledged in State government, but little implemented. SB2782 offers an opportunity

for this Committee to be in the forefront of efforts in Hawai'i to address language barriers, and to ensure that limited English speakers can still access functions and information related to state government. The security and well-being of all our state's residents will benefit.

Thank you for your attention to this important matter. We look forward to the successful final passage and implementation of SB2782!

Respectfully,

A handwritten signature in blue ink that reads "Bettina Mok". The signature is written in a cursive, flowing style.

Bettina Mok  
Executive Director  
director@tlchawaii.org

To: House Committee on Finance  
Re: **SB 2782 SD2 HD1 – Relating to Electronic Information Technology**  
Hawai'i State Capitol & Via Videoconference  
March 27, 2024, 2:00 PM

Dear Chair Yamashita, Vice Chair Kitagawa, and Committee Members,

On behalf of Hawai'i Children's Action Network Speaks!, I am writing in **SUPPORT of SB 2782 SD2 HD1**. 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 in Hawai'i access the federal pandemic relief benefits that they were qualified for. 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 information<sup>1</sup> in many of the languages that are the most spoken by LEP families in Hawai'i<sup>2</sup> – such as Ilocano, Marshallese, Tongan, and Chuukese.

Unfortunately, our state more recently learned about the lack of federal resources to address the language needs of Hawai'i's residents last year in the aftermath of the Lahaina wildfires, causing them to miss out on essential assistance. According to the language services coordinator for FEMA, who coordinated language access response after both the Lahaina and Paradise, California, fires, "the diverse cultures of Maui and the fact that many people did not feel comfortable dealing with government agencies, made the response in Lahaina unique."<sup>3</sup>

As one of the states with the highest portion of foreign-born residents,<sup>4</sup> 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 needs to devote more resources to ensure language access to our government services than most other states do.

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

Thank you,

Nicole Woo  
Director of Research and Economic Policy

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

<sup>2</sup> Hawai'i Data Exchange Partnership, [https://hawaiiidxp.org/quick\\_data/datastory/el](https://hawaiiidxp.org/quick_data/datastory/el)

<sup>3</sup> <https://www.civilbeat.org/2024/03/people-who-dont-speak-english-lost-money-and-help-in-lahaina-response/>

<sup>4</sup> Statista, <https://www.statista.com/statistics/312701/percentage-of-population-foreign-born-in-the-us-by-state/>

**SB-2782-HD-1**

Submitted on: 3/26/2024 2:03:05 PM

Testimony for FIN on 3/27/2024 2:00:00 PM

Submitted By	Organization	Testifier Position	Testify
Terrina Wong	Pacific Gateway Center	Support	Written Testimony Only

Comments:

**March 26, 2024**

**Testimony in SUPPORT of SB2782  
RELATED TO ELECTRONIC INFORMATION TECHNOLOGY**

COMMITTEE ON FINANCE

Representative Kyle T. Yamashita, Chair

Representative Lisa Kitagawa, Vice Chair

Hearing Date: March 27, 2024

Dear Chair Yamashita, Vice Chair Kitagawa, 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,

Terrina Wong  
Deputy Director Social Services



## COMMITTEE ON FINANCE

### Hawai'i Alliance for Progressive Action (HAPA) Support: SB 2782

Wednesday, March 27, 2024 2:00 p.m. Conference Room 308

Dear Chair Yamashita, Vice Chair Kitagawa, and Members of the Committee,

HAPA is testifying in support of SB 2782, 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 Lāhainā 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 SB 2782 SD1!

Thank you for your support and consideration,

A handwritten signature in black ink, appearing to read 'Anne Frederick', written in a cursive style.

Anne Frederick  
Executive Director

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

Representative Kyle T. Yamashita, Chair  
Representative Lisa Kitagawa, Vice Chair

Hearing Date: March 27, 2024

Dear Chair Yamashita, Vice Chair Kitagawa, and Members of the Committee,

I strongly **support SB2782**, which requires the Office of Enterprise Technology to develop multilingual accessibility standards. The bill also includes funds to establish one full-time position within the Office of Enterprise Technology Services to develop multilingual accessibility standards. As a first-generation immigrant, with many of my family members also being first-generation and having limited English proficiency, I believe this bill is crucial for ensuring equal access to technology for people like my family members and all individuals, regardless of their language abilities.

During the pandemic, I worked at a restaurant where many of my coworkers, predominantly immigrants who had arrived in the United States within the last five years, suddenly found themselves unemployed. Simultaneously, many of my family members were in the same predicament. Unfortunately, most were unaware of their eligibility for unemployment benefits and other assistance. Compounding this issue, crucial information on unemployment, food assistance, and updates on the situation were only accessible in English on the State websites. I took it upon myself to educate them about the available resources and guide them through the application process. I assisted them with navigating the online system, understanding their claims, and providing ongoing support. This proactive intervention proved crucial in preventing financial insecurity and helping them stay afloat during uncertain times.

After the Lahaina fire, I found myself again interpreting for my affected family members so that they could access the resources and assistance they needed. The dissemination of crucial information and updates was only available in English, creating significant barriers for our LEP communities. I supported my family members in navigating public shelters, accessing resources, and completing the FEMA Individual Assistance Program (IHP) application, all while keeping them informed about important developments regarding the fire.

This experience underscores the pressing need for our state websites to be equitably accessible for every community. In conclusion, I have seen firsthand how language barriers can hinder access to crucial resources and services. I firmly believe this bill is a step in the right direction toward creating a more welcoming and inclusive environment for immigrants. I urge you to support this vital piece of legislation and help pave the way for a more equitable future.

Thank you for your support and consideration,  
Maria Rallojaj

**SB-2782-HD-1**

Submitted on: 3/25/2024 4:37:14 PM

Testimony for FIN on 3/27/2024 2:00:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Testify</b>
Gerald Ohta	Individual	Support	Written Testimony Only

Comments:

Language Access is a necessity. Please support its passage.



**SB-2782-HD-1**

Submitted on: 3/25/2024 10:04:56 PM

Testimony for FIN on 3/27/2024 2:00:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Testify</b>
Dianne Deauna	Individual	Support	Written Testimony Only

Comments:

**Testimony in SUPPORT of SB2782**

**RELATED TO ELECTRONIC INFORMATION TECHNOLOGY**

COMMITTEE ON FINANCE

Representative Kyle T. Yamashita, Chair

Representative Lisa Kitagawa, Vice Chair

Dear Chair Yamashita, Vice Chair Kitagawa, 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.

As a Filipino immigrant, and with up to 40% of Maui's resident population of Filipino heritage, I have heard stories of how important it was to have electronic services translated to our native tongues, in order to improve the delivery of timely services to those most in need.

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,

Dianne Deauna



**SB-2782-HD-1**

Submitted on: 3/25/2024 11:40:46 PM

Testimony for FIN on 3/27/2024 2:00:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Testify</b>
Christy MacPherson	Individual	Support	Written Testimony Only

Comments:

Aloha Chair Yamashita, Vice Chair Kitagawa, and members of the House Committee on Finance,

I am in **STRONG SUPPORT** of SB2782 SD2 HD1. Language access has always been critical for our people but often under-resourced and not prioritized.

Mahalo for your consideration.

**SB-2782-HD-1**

Submitted on: 3/26/2024 1:30:23 PM

Testimony for FIN on 3/27/2024 2:00:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Testify</b>
Jackie Keefe	Individual	Support	Written Testimony Only

Comments:

Aloha Chair Yamashita, Vice Chair Kitagawa, and Members of the Committee on Finance,

My name is Jackie Keefe and I am a resident of Lahaina.

I am writing to express my **support of SB2782 SD2 HD1.**

In the wake of the August 2023 Maui wildfires, our non-English speakers struggled to connect with the resources that were available to them. Local individuals and nonprofits stepped up to help these communities, which was incredible to behold. Unfortunately, though, this was not enough. Most of these individuals did not themselves understand the resources that were available, making it hard for them to explain them to others.

This measure takes in important step towards equity in resource availability.

I hope to see you **pass this measure.**

Thank you for your consideration.

Jackie Keefe

Lahaina, Maui

**SB-2782-HD-1**

Submitted on: 3/26/2024 2:38:42 PM

Testimony for FIN on 3/27/2024 2:00:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Testify</b>
Nanea Lo	Individual	Support	Written Testimony Only

Comments:

Hello

Chair Yamashita, Vice Chair Kitagawa, 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.

me ke aloha ‘āina,

Nanea Lo, Mō‘ili‘ili, O‘ahu

**SB-2782-HD-1**

Submitted on: 3/27/2024 7:12:33 AM

Testimony for FIN on 3/27/2024 2:00:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Testify</b>
Thaddeus Pham	Individual	Support	Written Testimony Only

Comments:

Aloha Chair Yamashita, Vice Chair Kitagawa, and FIN Committee Members,

As a public health professional and concerned citizen, I write in **STRONG SUPPORT** of SB2782 SD2 HD1, 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)