

---

---

# A BILL FOR AN ACT

RELATED TO ELECTRONIC INFORMATION TECHNOLOGY.

**BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF HAWAII:**

1           SECTION 1. The legislature finds that the Lahaina  
2 community faces many challenges in the aftermath of the  
3 August 8, 2023, Maui wildfires. With its unique demographic  
4 composition, Lahaina witnessed specific difficulties during the  
5 crisis due to language barriers, including challenges in  
6 receiving timely and accurate information and assistance.  
7 Notably, thirty-two per cent of Lahaina's 9,118 residents are  
8 foreign-born, a statistically significant difference compared to  
9 the 18.8 per cent statewide average. Furthermore, thirty-six  
10 per cent of individuals aged five years and older in Lahaina  
11 speak a language other than English at home, a significant  
12 difference compared to the 25.9 per cent statewide average.

13           The legislature further finds that electronic information  
14 technology developed, purchased, used, modified, or provided by  
15 a state entity must be made accessible to persons with limited  
16 English proficiency as provided by title VI of the Civil Rights  
17 Act of 1964 (42 U.S.C. 2000d); Executive Order No. 13166;  
18 Executive Order No. 14031; and chapter 321C, Hawaii Revised



1 Statutes. Electronic information is rapidly replacing print  
2 media, and all residents need access to technology to work and  
3 participate fully in state programs, services, and activities.

4 The purpose of this Act is to address language barriers and  
5 ensure equitable access to information and assistance for all  
6 residents, especially those with limited English proficiency.

7 SECTION 2. Chapter 27, Hawaii Revised Statutes, is amended  
8 by adding a new section to part VII to be appropriately  
9 designated and to read as follows:

10 "§27- Multilingual accessibility standards. (a) The  
11 office of enterprise technology services, in consultation with  
12 the office of language access, shall develop multilingual  
13 accessibility standards to provide technical guidance to state  
14 entities regarding public access to vital information and  
15 documents. These multilingual accessibility standards shall:

16 (1) Encourage state entities to implement language  
17 accessibility cost-effectively, taking into  
18 consideration the unique challenges and circumstances  
19 of each state entity;

20 (2) Include functional performance criteria and technical  
21 requirements for multilingual accessibility standards;



1       (3) Provide recommendations for procurement provisions  
2       that can be incorporated into existing state  
3       procurement processes to conform to multilingual  
4       accessibility standards;

5       (4) Offer other guidance for planning, reporting, and  
6       monitoring to ensure that state entities implement the  
7       multilingual accessibility standards without impeding  
8       modernization efforts; and

9       (5) Apply to electronic information technology developed,  
10       purchased, used, modified, or provided by a state  
11       entity to assure access to language services as  
12       required by federal and state law, rules, and  
13       regulations.

14       The office of enterprise technology services, in consultation  
15       with the office of language access, shall review the  
16       multilingual accessibility standards every three years, or more  
17       frequently if the chief information officer deems it necessary,  
18       and amend the standards to reflect advances or changes in  
19       electronic information technology rules or superseding federal  
20       rules, regulations, and guidance.

21       (b) For purposes of this section:



1       "Access" or "accessibility" means to be informed of,  
2 participate in, and benefit from the services, programs, and  
3 activities offered by a state entity.

4       "State entity" means the executive, legislative, or  
5 judicial branch of state government or any department, office,  
6 commission, board, or other agency of the executive,  
7 legislative, or judicial branches of state government."

8       SECTION 3. There is appropriated out of the general  
9 revenues of the State of Hawaii the sum of \$100,000 or so much  
10 thereof as may be necessary for fiscal year 2024-2025 to  
11 establish one full-time equivalent (1.0 FTE) permanent program  
12 manager position for the office of enterprise technology  
13 services.

14       The sum appropriated shall be expended by the department of  
15 accounting and general services for the purposes of this Act.

16       SECTION 4. New statutory material is underscored.

17       SECTION 5. This Act shall take effect on July 1, 2024.



**Report Title:**

Filipino Caucus; Office of Enterprise Technology Services;  
English Interpretations; Appropriation

**Description:**

Requires the Office of Enterprise Technology Services to develop multilingual accessibility standards. Appropriates funds to establish one full-time equivalent (1.0 FTE) position to develop multilingual accessibility standards within the Office of Enterprise Technology Services. (CD1)

*The summary description of legislation appearing on this page is for informational purposes only and is not legislation or evidence of legislative intent.*

