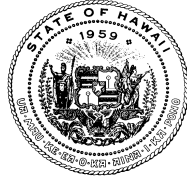


DAVID Y. IGE
GOVERNOR OF HAWAII



ELIZABETH A. CHAR, M.D.
DIRECTOR OF HEALTH

STATE OF HAWAII
DEPARTMENT OF HEALTH
OFFICE OF LANGUAGE ACCESS

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APHIRAK BAMRUNGRUAN
EXECUTIVE DIRECTOR

OFFICE OF LANGUAGE ACCESS

MEMORANDUM No. 2021-001

November 4, 2021

TO: All Language Access Coordinators

FROM: Aphirak Bamrungruan, Executive Director
Office of Language Access

A handwritten signature in blue ink that reads "Aphirak Bamrungruan".

SUBJECT: Office of Language Access (OLA)'s Functions

Pursuant to Chapter 321C, Hawai'i Revised Statutes, the Office of Language Access (OLA)'s overall purpose is to affirmatively address the language access needs of Limited English Proficient (LEP) individuals by providing oversight, central coordination, and technical assistance to the State and state-funded agencies in the implementation of language access requirements.

The functions of OLA are to:

- Provide central coordination to state and state-funded agencies in the development and implementation of their language access plans;
- Provide oversight and monitor compliance by state and state-funded agencies with Hawaii's language access plans;
- Provide technical assistance and training to state and state-funded agencies in the establishment and implementation of their language access plans;
- Resolve complaints through informal methods;
- Maintain a publicly available roster of language interpreters and translators, listing their qualifications and credentials based upon guidelines established by the office of language access in consultation with the language access advisory council;
- Train state and state-funded agencies on how to effectively obtain and utilize the services of language interpreters and translators;
- Support the recruitment and retention of language interpreters and translators providing services to state and state-funded agencies;
- Provide, coordinate, and publicize training opportunities to increase the number and availability of qualified language interpreters and translators and further develop their language interpretation and translation skills; and

- Work towards identifying or creating a process to test and certify language interpreters and translators and promote the use of the process to ensure the quality and accuracy of the language interpretation and translation services.

Technical assistance and training provided by OLA includes, but is not limited to:

- creating and implementing an effective language access plan;
- working with Limited English Proficient (LEP) community;
- conducting effective outreach in LEP communities;
- ensuring the provision of accurate and reliable language assistance services;
- providing notice about the availability of language assistance services; and
- staff training.

Should you have any questions regarding this matter, please do not hesitate to contact our office via email at DOH.OLA@doh.hawaii.gov or at (808) 586-8730.