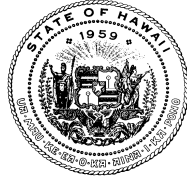


DAVID Y. IGE  
GOVERNOR OF HAWAII



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APHIRAK BAMRUNGRUAN  
EXECUTIVE DIRECTOR

**OFFICE OF LANGUAGE ACCESS**  
**MEMORANDUM No. 2021-002**  
November 4, 2021

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**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:** The Role of the Language Access Coordinator

This memo provides clarification as to the role and responsibilities of the language access coordinator (LAC).

Sections 321C-4(c), HRS, provides that “[e]ach agency shall designate a language access coordinator who shall establish and implement the plan for language access in consultation with the executive director and the language access advisory council.”

To ensure proper coordination and implementation of the language access plan, the language access coordinator’s duties and responsibilities may include:

- establishing the agency’s language access plan (LAP) – make sure all the elements of an effective language access program are included in the plan;
- responding to any inquires or comments/complaints regarding the LAP and its implementation;
- training employees by providing the proper background necessary to implement the objectives of the LAP;
- serving as the primary contact for Limited English Proficient (LEP) individuals who need language assistance services;
- collecting information necessary to enable the department to render meaningful access to its LEP clients and compiling the data on a bi-annual basis and submitting a bi-annual report to OLA;
- compiling a list of multi-lingual employees who would be willing to provide language assistance services to LEP clients;
- coordinating efforts to implement the LAP;
- monitoring and evaluating the LAP;

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- making any revisions and modifications to the LAP, as necessary; and
- attending all state language access coordinators' meetings.

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