

DEPARTMENT OF HEALTH

Adoption of Chapter 11-220
Hawaii Administrative Rules

ADOPTION DATE

1. Chapter 11-220, Hawaii Administrative Rules, entitled "Office of Language Access Rules of Practice", is adopted to read as follows:

"HAWAII ADMINISTRATIVE RULES

TITLE 11

DEPARTMENT OF HEALTH

CHAPTER 220

OFFICE OF LANGUAGE ACCESS RULES OF PRACTICE

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SUBCHAPTER 1

GENERAL PROVISIONS

§11-220-1 Purpose and scope. (a) The purpose and scope of these rules is to establish the practices and procedures for the administration of chapter 321C,

"Covered entity" means a person or organization receiving state financial assistance, including grants, purchase-of-service contracts, or any other arrangement by which the State provides or otherwise makes available assistance in the form of funds to the person or organization for the purpose of rendering services to the public. It shall not include procurement contracts, state insurance or guaranty contracts, licenses, tax credits, or loan guarantees to private businesses of general concern that do not render services on behalf of the State.

"Executive director" means the executive director of the office of language access.

"Interpretation" means the act of listening to a communication or reading a document written in a source language, as in a sight translation, and orally converting it to the target language while retaining the same meaning; this can happen consecutively or simultaneously.

"Interpreter" means a person who converts a spoken message or written text from one language to another in oral form.

"Language access coordinator" means an individual designated by each state agency to establish and implement the state agency's language access plan in consultation with the executive director and the language access advisory council as provided by section 321C-4(c), HRS.

"Language access plan" means a written plan for ensuring meaningful access by limited English proficient persons to services, programs, and activities administered by a state agency or covered entity in accordance with chapter 321C, HRS.

"Language assistance" means oral or written language services that assist limited English proficient persons in communicating effectively with state agencies and covered entities in order for limited English proficient persons to obtain meaningful access to and an opportunity to participate fully in services, activities, or other programs.

"Language service provider" means an individual or business entity that offers language assistance to state agencies, individuals, and other entities.

"Limited English proficient person" or "LEP person" means a person who, on account of national origin, does not speak English as the person's primary language and self identifies as having a limited ability to read, write, speak, or understand the English language.

"Meaningful access" means language assistance that results in accurate, timely, and effective communication at no additional cost to a limited English proficient person. Meaningful access denotes access that is not significantly restricted, delayed, or inferior as compared to programs or activities provided to English proficient persons.

"Mediation" means a dispute resolution process where the executive director or designee facilitates a structured dialogue and assists the parties in identifying and articulating their interests, priorities, and needs to each other with a goal of reaching a mutually satisfactory agreement.

"Multilingual staff" means a staff person who is competent in English and in reading, writing, speaking, or understanding one or more other languages.

"OLA" means the office of language access, State of Hawaii.

"Primary language" means the language in which a person most effectively communicates.

"Principal departments" means executive departments as established by section 26-4, HRS.

"Public contact positions" means those positions within state agencies directly involved in the furnishing of information to the public or the execution of programs, services, and activities whereby contact is made with a substantial number of limited English proficient persons.

"Qualified interpreter or translator" means an in-house or contracted oral interpreter or translator of written documents who has demonstrated competency to interpret or translate, as specified in sections

11-220-43 and 11-220-44 or is authorized to do so by contract or by approval of an agency director, section chief, or other relevant administrator and who abides by a code of professional practice and ethical principles.

"Respondent" means the state agency or covered entity against whom a complaint is filed.

"Roster" means an online roster of language interpreters and translators.

"Services, programs, or activities" means all of the operations of the state agency or covered entity.

"Source language" means the language from which an interpreter interprets, or a translator translates.

"Staff" includes employees, interns, externs, and volunteers who provide services to or on behalf of a state agency.

"State" or "state agency" means the executive, legislative, or judicial branches of state government, including departments, offices, commissions, boards, or other agencies within the executive, legislative, or judicial branches.

"Subrecipient" means a non-state agency that receives an award from a state agency to carry out part of a state program, service, or activity but does not include an individual who is a beneficiary of such program, service, or activity.

"Target language" means the language into which an interpreter interprets, or a translator translates.

"Technical assistance" includes but is not limited to: working with state agencies, covered entities, and the limited English proficient community to address resource needs; developing effective methods to address language needs by ensuring the provision of accurate and timely language assistance; and communicating information through outreach and training to:

- (1) Limited English proficient persons about their right to receive language assistance from the State and state-funded agencies; and

- (2) State agencies and state-funded agencies about their obligation to provide language assistance.

"Translation" means the written conversion of texts from a source language into the equivalent written text of the target language, retaining the meaning and intent of the original source text and producing a culturally competent product.

"Translator" means a person who converts a written text from one language to another in written form. [Eff] (Auth: HRS §321C-6) (Imp: HRS §§321C-2, 321C-3, 321C-4, 321C-6)

§11-220-3 The Office of Language Access; hours; filings; communications. (a) The principal office location of the Office of Language Access (OLA) is in Honolulu, Hawaii. For purposes of this chapter, the regular office hours of OLA shall be from 7:45 a.m. to 4:30 p.m., Monday through Friday, except on state holidays, unless otherwise provided by statute or executive order.

(b) All communications applicable to this chapter shall be addressed to the executive director unless otherwise specifically directed.

(c) All documents required to be submitted or filed herein shall be filed with OLA at Honolulu, Hawaii, unless specifically directed otherwise and within such time limits as prescribed by these rules or by direction of the executive director.

(d) The purpose of OLA is to address the language access needs of limited English proficient persons and to ensure meaningful access to services. The office of language access shall:

- (1) Establish statewide goals and objectives relating to improving access by LEP persons to programs, services, and activities of state agencies, attached agencies, and covered entities;

- (2) Provide oversight, central coordination, and technical assistance to state agencies and covered entities in the development and implementation of their language access plans; and
 - (3) Operate a continuing education program for interpreters and translators.
- (e) The functions of OLA shall be carried out by the executive director or designee and the office's staff. [Eff] (Auth: HRS §321C-6)
(Imp: HRS §§321C-1 to 321C-7)

§11-220-4 Computation of time. The time in which any act required by this chapter is to be done is computed by excluding the first day and including the last day, unless the last day would be a Saturday, Sunday, or state holiday. When the last day would be a Saturday, Sunday, or state holiday, the last day is the next business day. [Eff] (Auth: HRS §321C-6) (Imp: HRS §§321C-1 to 321C-6)

§§11-220-5 to 11-220-20 (Reserved).

SUBCHAPTER 2

STATE AGENCY REQUIREMENTS

§11-220-21 Establishment of language access plan. (a) Each state agency shall:

- (1) Establish a language access plan in consultation with OLA and the language access advisory council established under

section 321C-7, HRS, no later than July 1, 2027, if none exists.

- (2) File a valid language access plan with the executive director no later than July 1, 2027. To be considered valid, the language access plan must be signed by the agency head and include an effective date. Unless specified otherwise, the effective date is considered to be the date on which the state agency head signs the language access plan.
 - (3) Review, update, and file the revised language access plan at least every two years from the effective date of the current language access plan. If the agency determines that the agency's language access plan is still current and applicable, the agency shall file the current plan and provide a verification attesting to the validity of the language access plan and include a new effective date and be signed by the agency head. The effective date is considered to be the date on which the agency head signs the revised language access plan or attestation. Once filed the language access plan shall be posted on OLA's website and reviewed according to OLA's established review procedures.
- (b) An attached agency, in consultation with the language access coordinator from their respective branch, office, or principal department, shall:
- (1) Establish its own language access plan, subject to the same requirements outlined in subsection (a). A copy of the language access plan shall be filed with OLA and the language access coordinator from their respective branch, office, or principal department, no later than July 1, 2027, and at least every two years thereafter; or
 - (2) Adopt the language access plan established by its respective branch, office, or principal department. The adoption statement

shall be signed by the head of the attached agency and filed with OLA and the language access coordinator from their respective branch or principal department, no later than July 1, 2027, and every two years thereafter. [Eff _____] (Auth: HRS §§321C-3, 321C-4, 321C-6) (Imp: HRS §§321C-4, 321C-7)

- §11-220-22 Requirements for language access plans.** (a) Each language access plan shall include:
- (1) Name, position title, and contact information of the agency's designated language access coordinator;
 - (2) Effective date of the language access plan;
 - (3) Identification of the number or proportion of LEP persons served or encountered, and a justification of the data sources used to determine this;
 - (4) Descriptions of services, programs, or activities that serve LEP populations, which includes their nature and importance;
 - (5) Frequency with which LEP persons encounter the agency's services, programs, or activities, and an explanation of how the agency uses this data to identify language access service needs;
 - (6) Analysis of the resources available and the potential costs of making services accessible weighed against the costs of not providing services;
 - (7) Well-substantiated explanation of limitations if language access services are limited due to resource concerns or, if no limitations are anticipated, a statement attesting to this fact;
 - (8) Planned method of provision of language services (oral or written);

- (9) Plan for notifying LEP persons that free language assistance is provided;
- (10) Sample of materials used for notification;
- (11) Link to website notices in languages spoken by at least five per cent of the state population or one thousand people, including the right to free interpreter services and a telephone number or email within the agency to request interpreter services;
- (12) Descriptions of how the state agency will:
 - (A) Select and provide interpretation services;
 - (B) Ensure competency of interpretation services; and
 - (C) Provide timely interpretation services;
- (13) Outline of the type of oral language services to be provided, e.g. in-person, remote interpretation, etc.;
- (14) The name of the vendor the state agency uses for remote interpretation;
- (15) Statement that the use of family members, friends, or minors as interpreters is highly discouraged and that this is communicated throughout the state agency;
- (16) List of dual and multilingual staff who may be called upon to provide oral language assistance service;
- (17) Description of how the state agency will:
 - (A) Select and provide translation services;
 - (B) Ensure competency of translation services; and
 - (C) Provide timely translation services;
- (18) List of vital documents and list of vital documents translated, along with translated languages;
- (19) If the state agency uses the safe harbor provision under section 321C-3(c), HRS, to ensure compliance, justification for the languages and documents selected for translation and the languages selected for written notice;

- (20) List of dual and multilingual staff who may be called upon to provide written language assistance service;
 - (21) Plan detailing how current and future staff are or will be trained to provide appropriate services;
 - (22) Training topics, who is responsible for implementing training, audience for training, and frequency of training;
 - (23) Description of how the agency will monitor the language access plan to ensure compliance;
 - (24) Written documentation of language access policies and procedures;
 - (25) Process for managing and recording complaints;
 - (26) Description of the state agency's data collection process and the data sources used to compile language access services usage, refusal, and demographics; and
 - (27) Process for informing and monitoring subrecipients of their legal obligation to provide language assistance to LEP persons.
- (b) Each language access plan shall include supporting documentation demonstrating implementation of the requirements in subsection (a). [Eff
] (Auth: HRS §321C-6) (Imp: HRS §§321C-3, 321C-4, 321C-6)

§11-220-23 Designation of language access coordinators. (a) Each state agency shall designate a language access coordinator who shall:

- (1) Establish the state agency's language access plan;
- (2) Monitor the state agency's compliance with the language access plan;
- (3) Make any revisions and modifications to the language access plan;

- (4) Respond to any inquiries, comments, or complaints regarding the language access plan and its implementation;
- (5) Train staff by providing the necessary background to effectively implement the language access plan's requirements;
- (6) Collect information necessary to enable the state agency to provide meaningful access to LEP persons;
- (7) Compile a list of multilingual staff willing to provide language assistance services to LEP persons;
- (8) Coordinate efforts to implement the language access plan;
- (9) Coordinate with attached agencies to monitor attached agencies' compliance to department's language access plan when adopted;
- (10) Report directly to the agency head or designee on issues related to compliance with chapter 321C, HRS; and
- (11) Attend or designate a proxy to attend regularly scheduled language access coordinator meetings facilitated by OLA.

(b) If an attached agency chooses to establish its own language access plan, it shall designate a language access point-of-contact or language access coordinator to coordinate and communicate directly with the language access coordinator from its respective branch, office, or principal department to ensure compliance with language access requirements.

[Eff] (Auth: HRS §321C-6) (Imp: HRS §321C-4)

§11-220-24 Language access encounter report. (a)

Each state agency shall submit a language access encounter report to the executive director on a semi-annual basis. The report covering January 1 to June 30 shall be due on July 31 of the same year and the

report covering July 1 to December 31 shall be due on January 31 of the following calendar year.

(b) The language access encounter report shall contain the following information for the reporting period:

- (1) The total number of LEP persons encountered by the state agency and their primary languages;
 - (2) The total number of LEP persons served by the state agency and their primary languages;
 - (3) The total number of LEP persons who declined or refused language assistance from the state agency and their primary languages;
 - (4) The total number of unfulfilled language assistance requests and the languages;
 - (5) Types of language assistance provided;
 - (6) Language service providers utilized;
 - (7) A list of translated documents produced within the 6-month reporting period with their titles and languages;
 - (8) Expenditures for each type of language assistance; and
 - (9) The total number and brief description of language access complaints and resolutions.
- [Eff _____] (Auth: HRS §321C-6)
(Imp: §§321C-3, 321C-4, 321C-6)

§§11-220-25 to 11-220-30 (Reserved) .

SUBCHAPTER 3

COMPLIANCE REVIEW AND MONITORING

§11-220-31 Language access plan review. The office of language access shall review state agency

language access plans every two years to determine effectiveness of agency implementation of language access requirements. [Eff] (Auth: HRS §321C-6) (Imp: HRS §§321C-3, 321C-4, 321C-6)

§11-220-32 Onsite compliance monitoring. (a)

The office of language access shall conduct onsite visitation at selected sites for state agencies on a regular basis, to determine effectiveness of state agency's implementation of its language access plan.

(b) The sites shall be selected based on one or more of the following criteria:

- (1) Public-facing sites that serve the greatest number of LEP persons based on language access encounter reports submitted within the past two years;
- (2) Importance of programs as defined as those that directly support the physiological, safety, and mental health needs of the people of Hawaii;
- (3) State agencies that did not submit a language access plan or a language access encounter report within the past two years; and
- (4) State agency sites that have received formal complaints in the past two years regarding language assistance. [Eff] (Auth: HRS §321C-6) (Imp: HRS §321C-3, 321C-4, 321C-6)

§11-220-33 Telephonic monitoring. (a)

The office of language access shall telephonically contact selected telephone numbers for state agencies on a regular basis, to determine effectiveness of state agency's implementation of its language access plan.

(b) Telephone number selections shall be based on the following criteria:

- (1) Telephone numbers included with the required notice of language service availability, translated into languages most frequently spoken by LEP persons in Hawaii, or by the state agency's public facing programs, as they appear on the state agency's website;
- (2) Telephone numbers found on the websites of programs that have received formal complaints in the past two years regarding language assistance;
- (3) Public-facing telephone numbers of programs and offices corresponding to selected site visit locations;
- (4) Telephone numbers for programs described in state agency language access plans as serving the LEP population; and
- (5) Any other telephone number listed on the directory for an agency on the Legislative Reference Bureau's state government directory site. [Eff _____] (Auth: HRS §321C-6) (Imp: HRS §§321C-3, 321C-4, 321C-6)

§11-220-34 Scoring threshold and progress monitoring. The executive director, in consultation with the language access advisory council, shall establish and use a scoring threshold for language access plan reviews and compliance monitoring. [Eff _____] (Auth: HRS §321C-6) (Imp: HRS §§321C-3, 321C-4, 321C-6)

§11-220-35 Compliance score, findings, and recommendations. At the completion of the compliance review and monitoring period, the executive director or designee shall prepare a compliance score, findings, and recommendations regarding language assistance services and the remediation of deficiencies, if any, and address it to the head of

the agency through the language access coordinator. If a state agency receives a score below the scoring threshold, the executive director or designee shall conduct progress monitoring twice a year and provide technical assistance to address the deficiencies.
[Eff _____] (Auth: HRS §321C-6) (Imp: HRS §§321C-3, 321C-4, 321C-6)

§§11-220-36 to 11-220-40 (Reserved) .

SUBCHAPTER 4

ROSTER OF INTERPRETERS AND TRANSLATORS

§11-220-41 Establishment of a roster. (a) The office of language access shall establish a public roster of interpreters and translators in consultation with the language access advisory council.

(b) The roster shall have the following functions:

- (1) Accepting new applications from interested language service providers;
- (2) Notifying applicants about their application status and required actions;
- (3) Allowing users to search for interpreters or translators using different criteria such as language, location, subject matter, or availability;
- (4) Displaying search results showing qualifications, credentials, or other relevant information related to the experiences and skills of language service providers; and
- (5) Allowing listed language service providers to submit requests to update their listing.

(c) The office of language access shall maintain the functionality of the roster and shall post a notice informing the public in the event that the roster is not functioning. [Eff]
(Auth: HRS §321C-6) (Imp: HRS §321C-6)

§11-220-42 Terms and conditions of posting. (a) Applicants for inclusion on the roster shall be screened by OLA. This process includes a review of each applicant's eligibility under sections 11-220-43 and 11-220-44, academic background, language proficiency, and prior interpreting and translation experience. Any applicant whose application is rejected shall be promptly notified by OLA.

(b) All terms and conditions of employment shall be negotiated directly between the language service provider and the roster user.

(c) The office of language access shall not be liable for any errors or omissions in the interpretation or translation provided.

(d) These and other necessary terms shall be posted on the roster and are agreed to by users of the roster as a condition of the roster usage. [Eff] (Auth: HRS §321C-6) (Imp: HRS §321C-6)

§11-220-43 Eligibility requirements for interpreters. (a) An applicant shall be eligible for consideration for inclusion as an interpreter on the roster upon establishing to the satisfaction of the executive director that the applicant:

- (1) Is at least 18 years of age;
- (2) Is eligible to work in the United States;
- (3) Has a high school or higher education diploma or general education development certificate;
- (4) Has completed at least sixteen hours of basic interpreter training provided by OLA

or attended and successfully completed interpreter training programs approved by OLA;

- (5) Demonstrates English proficiency through:
 - (A) Completing at least 48 semester college credit hours or equivalent with classes conducted in English;
 - (B) Holding a bachelor's degree, master's degree, PhD, or any other post-graduate degree from an institution of higher education with classes conducted in English;
 - (C) Possessing a credential from an established interpreter certification program that includes a language-specific performance test as determined by OLA; or
 - (D) Possessing an English proficiency score on a valid language proficiency scale as determined by the executive director; and
- (6) Demonstrates non-English language proficiency through:
 - (A) Completing at least 48 semester college credit hours or equivalent with classes conducted in the non-English language;
 - (B) Holding bachelor's degree, master's degree, PhD, or any other post-graduate degree from an institution of higher education with classes conducted in the non-English language;
 - (C) Possessing a score of advanced high or higher on American Council of the Teaching of Foreign Languages (ACTFL) assessment;
 - (D) Possessing a score of 2+ or higher on Interagency Language Roundtable (ILR) equivalent;
 - (E) Possessing a credential from an established interpreter certification program that includes a language-

specific performance test as determined by OLA; or

- (F) Possessing a proficiency score on a valid language proficiency scale as determined by the executive director.

(b) In order to remain eligible to be listed on the roster, interpreters shall complete 3.0 continuing education units per two-calendar year cycle. A continuing education unit is one hour of participation in an OLA-organized workshop, seminar, lecture, conference, class, or other educational activity to increase knowledge, skills, and competency relevant to the practice of interpreting and translating. The two-year cycle begins on January 1 of the year after the applicant is initially added to the roster. [Eff
] (Auth: HRS §321C-6) (Imp: HRS §321C-6)

§11-220-44 Eligibility requirements for translators. (a) An applicant shall be eligible for consideration to be listed as a translator on the roster upon establishing to the satisfaction of the executive director that the applicant:

- (1) Is at least 18 years of age;
- (2) Is eligible to work in the United States;
- (3) Has a high school or higher education diploma or general education development certificate; and
- (4) Possesses a current translation certification from the American Translators Association (ATA), Washington State Department of Social and Health Services (DHS), or other programs approved by OLA.

(b) In order to remain eligible to be listed on the roster, translators shall complete 3.0 continuing education units per two-calendar year cycle. A continuing education unit is one hour of participation in an OLA-organized workshop, seminar, lecture, conference, class, or other educational activity to

increase knowledge, skills, and competency relevant to the practice of interpreting and translating. The two-year cycle begins on January 1 of the year after the applicant is initially added to the roster. [Eff
] (Auth: HRS §321C-6) (Imp: HRS
§321C-6)

§§11-220-45 to 11-220-50 (Reserved) .

SUBCHAPTER 5

COMPLAINT PROCEDURE

§11-220-51 Filing of complaint. (a) Any person claiming to have been denied or to not have received adequate language assistance services may file a complaint with OLA.

(b) The complaint may also be filed by a person or entity with an interest in the welfare of a limited English proficient person who meets the requirements of subsection (a).

(c) The complaint shall be in writing and, where feasible, on forms furnished by OLA. The complaint shall contain a statement sufficiently precise to identify the parties and describe with reasonable accuracy the violation of chapter 321C, HRS. The complaint shall be signed.

(d) Assistance in filing complaints is available to complainants at OLA.

(e) When the complainant is unable to personally deliver or mail a complaint, OLA may receive a facsimile copy or an electronic copy, if legible. Complaints are deemed filed on the date of receipt of a legible copy by OLA.

(f) A complaint may be withdrawn upon written request, signed by the complainant. The executive

director shall notify all parties of the withdrawal.
[Eff] (Auth: HRS §321C-6) (Imp: HRS
§§321C-3, 321C-4, 321C-6)

§11-220-52 Notice of conference, conciliation, mediation, or persuasion. (a) Within thirty days from the date the complaint was filed, if the executive director finds reasonable cause to believe that a violation of section 321C-3 or 321C-4, HRS, has occurred or is occurring, the executive director shall endeavor to eliminate the violation through conference, conciliation, mediation, and persuasion.

(b) The executive director may require any or all parties to attend a conciliation conference for the purpose of attempting to informally resolve the matter. The parties shall be notified of the time and place of the conciliation conference.

(c) Where conference, conciliation, mediation, or persuasion efforts are successful, the terms of the conference, conciliation, mediation, or persuasion shall be reduced to a written agreement, which shall be signed by the parties and the executive director. A copy of the signed agreement shall be sent to the parties.

(d) If conference, conciliation, mediation, or persuasion efforts are unsuccessful, the executive director shall submit a written report with the executive director's opinion and recommendation to the state agency or covered entity. The executive director may request the state agency or the covered entity to notify the executive director, within a specified time, of any action taken on the executive director's recommendation. The executive director shall also provide the complainant with a list of state and federal authorities that enforce discrimination complaints or investigate other similar wrongs. [Eff] (Auth: HRS §321C-6) (Imp: HRS §§321C-3, 321C-4, 321C-6)

§11-220-53 Dismissal of complaint. (a) Within thirty days from the date the complaint was filed, the executive director shall dismiss the complaint if:

- (1) The complaint does not allege a violation of sections 321C-3 or 321C-4, HRS;
- (2) It is determined that meaningful access to language services was provided, which may be determined at any time following receipt of the complaint;
- (3) The complainant fails or refuses to cooperate or participate in the efforts made by OLA to eliminate the language access barrier;
- (4) The complainant fails to provide OLA with information requested by the executive director or designee, within thirty days of the executive director's written request to the complainant's last known address; or
- (5) The complaint has been investigated by an appropriate federal enforcement agency, such as the Office of Federal Contract Compliance Programs, Office for Civil Rights, or the U.S. Department of Justice, and a final determination regarding the complaint has been made by the federal agency.

(b) The executive director shall notify all parties in writing of the dismissal of the complaint and the reasons for the dismissal. The executive director shall also provide the complainant with a list of state and federal authorities that enforce discrimination complaints or investigate other similar wrongs." [Eff _____] (Auth: HRS §321C-6)
(Imp: HRS §§321C-3, 321C-4, 321C-6)

2. The adoption of chapter 11-220, Hawaii Administrative Rules, shall take effect ten days after filing with the Office of the Lieutenant Governor.

I certify that the foregoing are copies of the

rules drafted in the Ramseyer format, pursuant to the requirements of section 91-4.1, Hawaii Revised Statutes, which were adopted on ADOPTION DATE and filed with the Office of the Lieutenant Governor.

Kenneth S. Fink, MD, MGA, MPH
Director of Health

APPROVED AS TO FORM:

Melissa Chee
Deputy Attorney General