

STATE OF HAWAII
DEPARTMENT OF HEALTH
OFFICE OF LANGUAGE ACCESS
FUNCTIONAL STATEMENT

The Office of Language Access (OLA) 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 overall functions of OLA are to:

- Establishes statewide goals and objectives relating to improving access by LEP individuals to the programs, services, and activities of state and state-funded agencies.
- Conducts research concerning the language access needs of LEP populations and evaluates the availability, adequacy, and accessibility of language access services in the State of Hawaii.
- Works with public and private agencies, including community organizations, to address resource needs, come up with innovative methods, and improve the effectiveness of language access services.
- Reports and makes recommendations to the Governor and the Legislature regarding steps taken and to be taken to improve and increase meaningful access to language access services by the LEP population.
- Encourages and fosters local action on behalf of the LEP population.

MONITORING AND COMPLIANCE

- Provides central coordination to state and state-funded agencies in the development and implementation of their language access plans.
- Provides oversight and monitors compliance by state and state-funded agencies with Hawaii's language access plans.
- Provides technical assistance and training to state and state-funded agencies in establishment and implementation of their language access plans.
- Resolves complaints through informal methods.
- Monitors, analyzes, and reports on legislation pertaining to language access and the LEP population of Hawaii.
- Adopts rules and guidelines pursuant to Chapter 91, HRS.

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LANGUAGE ACCESS RESOURCE CENTER

- Maintains 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.
- Trains state and state-funded agencies on how to effectively obtain and utilize the services of language interpreters and translators.
- Supports the recruitment and retention of language interpreters and translators providing services to state and state-funded agencies.
- Provides, coordinates, and publicizes training opportunities to increase the number and availability of qualified language interpreters and translators and further develop their language interpretation and translation skills.
- Works toward identifying or creating a process to test and certify language interpreters and translators and promotes use of the process to ensure the quality and accuracy of the language interpretation and translation services.