



EXECUTIVE CHAMBERS  
KE KE'ENA O KE KIA'ĀINA

JOSH GREEN, M.D.  
GOVERNOR  
KE KIA'ĀINA

October 4, 2023

EXECUTIVE MEMORANDUM

MEMO NO. 23-07

TO: All Department Heads

SUBJECT: Language Access for Maui Wildfires

The community of Maui continues to recover from the devastating wildfires. Residents continue to face the ongoing battle against the aftermath. Our ability to kōkua depends on all residents having access to credible, timely, and multilingual information.

It is important to stress that a significant portion of those impacted by the Maui Wildfires are those who have Limited English Proficiency (LEP). It is estimated that 36% of those who called Lāhainā home speak a language other than English at home.<sup>1</sup>

People who were directly affected and displaced by the fires have been through a community trauma. In addition, those who are already marginalized in our community due to LEP may also be re-traumatized if information about health, safety and stability are not easily accessible in their primary language.

I am incredibly proud of all the various community groups that have supported Maui's recovery. We continue to display our aloha for each other to the world. It is imperative that our response and recovery come from a place of pono and that everyone impacted—even those with LEP challenges—have access to support.

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<sup>1</sup> American Community Survey, ACS 5-Year Estimates Subject Tables, Table S1601. "Language Spoken at Home." U.S. Census Bureau, 2021. <https://data.census.gov/table/ACSST5Y2021.S1601?q=Language+Spoken+at+Home&g=160XX00US1542950>.

Please remember that all State agencies should be following Title VI of the Civil Rights Act of 1964 while implementing Chapter 321C of the Hawai'i Revised Statutes as we provide recovery services to those impacted. Access to language services and programs is monitored when departments receive federal funding.

To ensure that we are meeting our statutory obligations, please share the following language access resources with your staff:

- Your Department's Language Access Plan
- SPO Vendor List Contract No. 20-17 – NASPO ValuePoint On-Demand Remote Interpreting (OPI and VRI) and Document Translation – Statewide<sup>2</sup>
- A list of your Department's multilingual employees
- The Office of Language Access website<sup>3</sup> provides links to various resources. These include easy-to-follow guides on language services, lists of interpreter and translator groups, and documents that have been translated and can be printed and used.

As we continue to move forward following this devastation, I urge you to continue to prioritize language access as a key part of providing support to survivors. We continue to work hard to support all those impacted, and our state departments working together to support everyone regardless of background and place of origin.

Mahalo,

/s/

Josh Green, M.D.  
Governor, State of Hawai'i

Attachment: U.S. Census Bureau – Table ACSST5Y2021.S1601

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<sup>2</sup> <https://spo.hawaii.gov/wp-content/uploads/2023/04/SPO-PL-20-17-Change-No.-7-NASPO-ValuePoint-On-Demand-Remote-Interpreting-OPI-and-VRI-and-Document-Translation-part-2-signed.pdf>

<sup>3</sup> <https://health.hawaii.gov/ola/resources/>

|   |   |   |
|---|---|---|
| LANGUAGE SPOKEN AT HOME   |   | <div>United States<sup>®</sup><br/><b>Census</b><br/>Bureau</div> |
| Note: The table shown may have been modified by user selections. Some information may be missing. |   |   |
|   |   |   |
| DATA NOTES  |   |   |
| TABLE ID:   | S1601   |   |
| SURVEY/PROGRAM:   | American Community Survey   |   |
| VINTAGE:  | 2021  |   |
| DATASET:  | ACSST5Y2021   |   |
| PRODUCT:  | ACS 5-Year Estimates Subject Tables   |   |
| UNIVERSE:   | None  |   |
| MLA:  | U.S. Census Bureau. "LANGUAGE SPOKEN AT HOME." American Community Survey, ACS 5-Year Estimates Subject Tables, Table S1601, 2021, . Accessed on September 29, 2023.   |   |
| FTP URL:  | None  |   |
| API URL:  | https://api.census.gov/data/2021/acs/acs5/subject   |   |
|   |   |   |
| USER SELECTIONS   |   |   |
| TOPICS  | Language Spoken at Home   |   |
| GEOS  | Lahaina CDP, Hawaii   |   |
|   |   |   |
| EXCLUDED COLUMNS  | None  |   |
|   |   |   |
| APPLIED FILTERS   | None  |   |
|   |   |   |
| APPLIED SORTS   | None  |   |
|   |   |   |
| PIVOT & GROUPING  |   |   |
| PIVOT COLUMNS   | None  |   |
| PIVOT MODE  | Off   |   |
| ROW GROUPS  | None  |   |
| VALUE COLUMNS   | None  |   |
|   |   |   |
| WEB ADDRESS   | https://data.census.gov/table/ACSST5Y2021.S1601?q=Language+Spoken+at+Home&g=160XX00US1542950  |   |
|   |   |   |
| TABLE NOTES   | Although the American Community Survey (ACS) produces population, demographic and housing unit estimates, it is the Census Bureau's Population Estimates Program that produces and disseminates the official estimates of the population for the nation, states, counties, cities, and towns and estimates of housing units for states and counties.  |   |
|   | <div>Supporting documentation on code lists, subject definitions, data accuracy, and statistical testing can be found on the American Community Survey website in the Technical Documentation section.</div> <div>Sample size and data quality measures (including coverage rates, allocation rates, and response rates) can be found on the American Community Survey website in the Methodology section.</div>  |   |
|   | Source: U.S. Census Bureau, 2017-2021 American Community Survey 5-Year Estimates  |   |
|   | Data are based on a sample and are subject to sampling variability. The degree of uncertainty for an estimate arising from sampling variability is represented through the use of a margin of error. The value shown here is the 90 percent margin of error. The margin of error can be interpreted roughly as providing a 90 percent probability that the interval defined by the estimate minus the margin of error and the estimate plus the margin of error (the lower and upper confidence bounds) contains the true value. In addition to sampling variability, the ACS estimates are subject to nonsampling error (for a discussion of nonsampling variability, see ACS Technical Documentation). The effect of nonsampling error is not represented in these tables.  |   |
|   | The 2017-2021 American Community Survey (ACS) data generally reflect the March 2020 Office of Management and Budget (OMB) delineations of metropolitan and micropolitan statistical areas. In certain instances, the names, codes, and boundaries of the principal cities shown in ACS tables may differ from the OMB delineation lists due to differences in the effective dates of the geographic entities.   |   |
|   | Estimates of urban and rural populations, housing units, and characteristics reflect boundaries of urban areas defined based on Census 2010 data. As a result, data for urban and rural areas from the ACS do not necessarily reflect the results of ongoing urbanization.  |   |
|   | Explanation of Symbols:- The estimate could not be computed because there were an insufficient number of sample observations. For a ratio of medians estimate, one or both of the median estimates falls in the lowest interval or highest interval of an open-ended distribution. For a 5-year median estimate, the margin of error associated with a median was larger than the median itself.N The estimate or margin of error cannot be displayed because there were an insufficient number of sample cases in the selected geographic area. (X) The estimate or margin of error is not applicable or not available.median- The median falls in the lowest interval of an open-ended distribution (for example "2,500-")median+ The median falls in the highest interval of an open-ended distribution (for example "250,000+").** The margin of error could not be computed because there were an insufficient number of sample observations.*** The margin of error could not be computed because the median falls in the lowest interval or highest interval of an open-ended distribution.***** A margin of error is not appropriate because the corresponding estimate is controlled to an independent population or housing estimate. Effectively, the corresponding estimate has no sampling error and the margin of error may be treated as zero. |   |
|   |   |   |
| COLUMN NOTES  | None  |   |

Table: ACSST5Y2021.S1601

|                                     |                     |                 |          |                 |   |                 |   |                 |                                     |                 |   |                 |
|-------------------------------------|---------------------|-----------------|----------|-----------------|---|-----------------|---|-----------------|-------------------------------------|-----------------|---|-----------------|
|                                     | Lahaina CDP, Hawaii |                 |          |                 |   |                 |   |                 |                                     |                 |   |                 |
|                                     | Total               |                 | Percent  |                 | Percent of specified language speakers          |                 |   |                 |                                     |                 |   |                 |
|                                     |                     |                 |          |                 | Speak English only or speak English "very well" |                 | Percent speak English only or speak English "very well" |                 | Speak English less than "very well" |                 | Percent speak English less than "very well" |                 |
| Label                               | Estimate            | Margin of Error | Estimate | Margin of Error | Estimate  | Margin of Error | Estimate  | Margin of Error | Estimate                            | Margin of Error | Estimate                                    | Margin of Error |
| Population 5 years and over         | 12,186              | ±1,121          | (X)      | (X)             | 10,082  | ±851            | 82.7%   | ±3.3            | 2,104                               | ±517            | 17.3%                                       | ±3.3            |
| Speak only English                  | 7,800               | ±841            | 64.0%    | ±5.0            | (X)   | (X)             | (X)   | (X)             | (X)                                 | (X)             | (X)   | (X)             |
| Speak a language other than English | 4,386               | ±795            | 36.0%    | ±5.0            | 2,282   | ±445            | 52.0%   | ±6.4            | 2,104                               | ±517            | 48.0%                                       | ±6.4            |
| SPEAK A LANGUAGE OTHER THAN ENGLISH |                     |                 |          |                 |   |                 |   |                 |                                     |                 |   |                 |
| Spanish                             | 674                 | ±322            | 5.5%     | ±2.6            | 334   | ±163            | 49.6%   | ±13.2           | 340                                 | ±202            | 50.4%                                       | ±13.2           |
| 5 to 17 years old                   | 99                  | ±91             | 0.8%     | ±0.8            | 99  | ±91             | 100.0%  | ±27.4           | 0                                   | ±19             | 0.0%  | ±27.4           |
| 18 to 64 years old                  | 525                 | ±231            | 4.3%     | ±1.9            | 216   | ±102            | 41.1%   | ±15.1           | 309                                 | ±175            | 58.9%                                       | ±15.1           |
| 65 years old and over               | 50                  | ±55             | 0.4%     | ±0.4            | 19  | ±28             | 38.0%   | ±52.8           | 31                                  | ±48             | 62.0%                                       | ±52.8           |
| Other Indo-European                 | 226                 | ±217            | 1.9%     | ±1.8            | 151   | ±125            | 66.8%   | ±29.4           | 75                                  | ±114            | 33.2%                                       | ±29.4           |
| 5 to 17 years old                   | 0                   | ±19             | 0.0%     | ±0.3            | 0   | ±19             | -   | **              | 0                                   | ±19             | -   | **              |
| 18 to 64 years old                  | 161                 | ±197            | 1.3%     | ±1.6            | 86  | ±91             | 53.4%   | ±25.1           | 75                                  | ±114            | 46.6%                                       | ±25.1           |
| 65 years old and over               | 65                  | ±82             | 0.5%     | ±0.7            | 65  | ±82             | 100.0%  | ±36.7           | 0                                   | ±19             | 0.0%  | ±36.7           |
| Asian and Pacific Island languages  | 3,462               | ±771            | 28.4%    | ±5.3            | 1,773   | ±423            | 51.2%   | ±8.1            | 1,689                               | ±517            | 48.8%                                       | ±8.1            |
| 5 to 17 years old                   | 419                 | ±216            | 3.4%     | ±1.7            | 328   | ±196            | 78.3%   | ±20.1           | 91                                  | ±86             | 21.7%                                       | ±20.1           |
| 18 to 64 years old                  | 2,293               | ±500            | 18.8%    | ±3.6            | 1,312   | ±331            | 57.2%   | ±10.0           | 981                                 | ±339            | 42.8%                                       | ±10.0           |
| 65 years old and over               | 750                 | ±278            | 6.2%     | ±2.1            | 133   | ±94             | 17.7%   | ±10.9           | 617                                 | ±246            | 82.3%                                       | ±10.9           |
| Other languages                     | 24                  | ±25             | 0.2%     | ±0.2            | 24  | ±25             | 100.0%  | ±60.5           | 0                                   | ±19             | 0.0%  | ±60.5           |
| 5 to 17 years old                   | 0                   | ±19             | 0.0%     | ±0.3            | 0   | ±19             | -   | **              | 0                                   | ±19             | -   | **              |
| 18 to 64 years old                  | 24                  | ±25             | 0.2%     | ±0.2            | 24  | ±25             | 100.0%  | ±60.5           | 0                                   | ±19             | 0.0%  | ±60.5           |
| 65 years old and over               | 0                   | ±19             | 0.0%     | ±0.3            | 0   | ±19             | -   | **              | 0                                   | ±19             | -   | **              |
| CITIZENS 18 YEARS AND OVER          |                     |                 |          |                 |   |                 |   |                 |                                     |                 |   |                 |
| All citizens 18 years old and over  | 8,189               | ±798            | (X)      | (X)             | 7,113   | ±675            | 86.9%   | ±3.5            | 1,076                               | ±328            | 13.1%                                       | ±3.5            |
| Speak only English                  | 5,760               | ±652            | 70.3%    | ±4.8            | (X)   | (X)             | (X)   | (X)             | (X)                                 | (X)             | (X)   | (X)             |
| Speak a language other than English | 2,429               | ±482            | 29.7%    | ±4.8            | 1,353   | ±335            | 55.7%   | ±9.5            | 1,076                               | ±328            | 44.3%                                       | ±9.5            |
| Spanish                             | 235                 | ±169            | 2.9%     | ±2.0            | 124   | ±81             | 52.8%   | ±27.6           | 111                                 | ±123            | 47.2%                                       | ±27.6           |
| Other languages                     | 2,194               | ±451            | 26.8%    | ±4.8            | 1,229   | ±322            | 56.0%   | ±10.4           | 965                                 | ±315            | 44.0%                                       | ±10.4           |