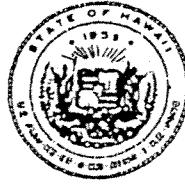


BENJAMIN J. CAYETANO  
GOVERNOR



H  
SHARYN L. MIYASHIRO  
EXECUTIVE DIRECTOR

ROBERT J. HALL  
EXECUTIVE ASSISTANT

STATE OF HAWAII  
DEPARTMENT OF BUSINESS, ECONOMIC DEVELOPMENT AND TOURISM  
HOUSING AND COMMUNITY DEVELOPMENT CORPORATION OF HAWAII  
677 QUEEN STREET, SUITE 300  
Honolulu, Hawaii 96813  
FAX: (808) 587-0600

ADMINISTRATIVE MEMORANDUM

ADMIN. NO. 07

October 12, 2001

To: All Branches, Sections, Units and Support Offices  
From: Sharyn L. Miyashiro *Sharyn Miyashiro*  
Executive Director  
Subject: REASONABLE ACCOMMODATION AND MODIFICATION  
PROCEDURES FOR HCDCH

I. GENERAL

The purpose of this administrative memorandum is to establish that the Housing and Community Development Corporation of Hawaii (HCDCH) recognizes its obligations to reasonably accommodate individuals with disabilities in all phases of its operations. This includes applicants for housing operated by the HCDCH, residents in housing managed by the HCDCH, and employment applicants and employees of the HCDCH.

II. POLICY

In accordance with regulations, and in recognition of HCDCH's obligations, HCDCH's statement of non-discriminatory policy is set forth in Resolution No. 003 (copy attached).

III. PROCEDURES

HCDCH will make reasonable accommodations/modifications to rules, policies, practices and procedures to enable an individual with a disability to benefit from the program(s) offered by HCDCH where the individual is an applicant, resident, or employee. HCDCH will make accommodations that are both *reasonable* and *necessary* to afford equal opportunity to an individual with a disability.

Explain to all job and housing applicants, residents and employees that they may initiate a request for a reasonable accommodation/modification to afford them equal opportunity.

A. Eligibility

In order to be eligible for a reasonable accommodation/modification, an individual must be considered handicapped/disabled by federal and/or state law. A handicapped/disabled person or a person with a disability is defined as someone who:

1. has a physical or emotional impairment which substantially limits one or more major life activities (functions such as caring for ones self, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning and working);
2. is regarded as having such an impairment; and
3. has a record of such an impairment.

The manager/supervisor or designated person receiving the request will explain to the individual the responsibility of the individual to provide the appropriate medical information related to the reasonable accommodation request when the disability and/or need for accommodation is not obvious.

The manager/supervisor or designated person receiving the request will explain to the individual the agency's right to request relevant supplemental medical information if the information submitted does not clearly explain the nature of the disability, need for accommodation, or does not otherwise clarify how the requested accommodation will assist the individual.

The manager/supervisor or designated person receiving the request will explain to the individual the agency's right to have medical information reviewed by a medical expert of HCDCH's choosing at HCDCH's expense.

B. Process

1. Reasonable accommodation requests should be in writing. Exceptions will be made if the individual has a physical or emotional impairment that prevents him/her from submitting a request in this manner. Employees may assist in filling out the form.

2. Verification through third party is the responsibility of the management unit, branch, section, or office receiving the request. If additional information is needed send a letter to the individual requesting additional information or arrange to meet with the individual. Documentation is important to show the interactive process between HCDCH and the individual.
3. Once the disability has been verified the request must be faxed to the Compliance Office to determine whether a request is reasonable and necessary. The Compliance Office may propose an alternative that is equally as effective in affording equal opportunity.
4. Upon a determination from the Compliance Office a response will be faxed back within 5 working days. The management unit, branch, section or office will respond in writing or in a manner understandable to the individual within 20 working days from the date of the request.
5. HCDCH will make accommodations that are both *reasonable* and *necessary* to afford an individual with a disability equal opportunity.
6. HCDCH does not by law have to honor a reasonable accommodations request which would result in:
  - a. A fundamental alteration in the nature of the program, which means that management does not have to provide services, which are not presently being provided. In such a case, the individual may obtain service(s) on his or her own.
  - b. An undue financial burden, which, means an accommodation, which, cannot be accomplished without a substantial financial investment which is prohibited by the nature and size of the program or could be accomplished only with a rent increase (prohibited by HUD) or a reduction in benefits and/or services to other tenants.
  - c. An undue administrative burden, which means the accommodation would not easily be accomplished with existing staff and would require the hiring of additional staff. If the request requires staff to invest more than ten (10) hours per month, it is an administrative burden.

7. If an accommodation request falls into one of the three categories in 6 above, management will endeavor to identify an equally effective means of meeting the individual's need, not on preference.

Management may also, where a request is denied for reasons permitted by law, allow the individual to make modifications at their own expense. In some cases, HCDCH may require the individual to escrow money so that any modification made can be restored at the conclusion of an individual's tenancy.

8. Management will allow assistive and companion animals after verification from a 3<sup>rd</sup> party qualified to assess the need of the individual. The tenant is responsible for the conduct of the animal at all times in a manner consistent with the lease.
9. If an individual believes that his/her reasonable accommodation request has been improperly handled or denied, the individual should contact the HCDCH's Section 504/ADA Coordinator/Fair Housing Officer at:

P.O. Box 17907  
Honolulu, Hawaii 96817  
Phone No. 832-6003

10. This reasonable accommodation/modification policy and procedures also applies to employees with disabilities that meet the definition of a person with a disability contained in this policy. Employees with disabilities shall, subject to the limitations described in 6 above, be eligible for reasonable accommodation/modification that will permit them to perform the essential functions of the job.
11. Consideration of all accommodation/modification requests shall be made on a case by case basis.
12. Individuals who believe they have been discriminated against on the basis of disability may bring their complaint to the HCDCH Section 504/ADA Coordinator/Fair Housing Officer (complaint procedure attached as exhibit H) named in 9 above, and may also file a complaint alleging discrimination with:

Assistant Secretary for Fair Housing and Equal Opportunity  
U.S. Department of Housing and Urban Development  
Washington, D.C. 20410

## **EQUAL OPPORTUNITY TO SERVICES**

**THE HAWAII DEPARTMENT OF HUMAN SERVICES** is committed to providing services and opportunities for persons to participate in its programs and activities without regard to race, color, national origin, age, sex, disability, religion or political beliefs. This applies to the application for services, determination of eligibility, and decisions relating to on-going services and benefits.

**ACCOMMODATIONS** to assist you in accessing our services (e.g. sign or foreign language interpreters, large print, taped materials or accessible parking, etc.) can be provided at no charge, if requested ahead of time.

**A COMPLAINT** may be filed if you believe that you have been discriminated against. To do so, contact the Department's CIVIL RIGHTS COMPLIANCE OFFICE at P. O. Box 339, Honolulu, Hawaii 96809-0339, or Phone: 586-4955 (voice) or 586-4959 (TT).

Information about your complaint will not be released to anyone except if necessary to investigate and resolve your complaint.

Equal Opp. to Svcs. - English  
DHS-9003 (06/95)

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Equal Opp. to Svcs. - English  
DHS-9003 (06/95)

## **Wewen jeraman ko im jemaron in bok kunaad ie**

**Department eo an Human Services ilo Hawaii ej tomak ilo lelok jiban im lukun jeraman ko jet nan armej nan aer bok kunaer ilo program im emakitkit ko woj ilo ejelok kalijoklok ikijien jikin lotak, kil, kabun, dettan, man ak kora, naninmej ak utame ko an enbwin.**

**Wewen ko renaj bar jelet wot application eo am im bareinwot, aer naaj lale elane kokkar nan am maron buki services kein im bareinwot benefits kein.**

**Men eo im kom naaj monono in jiban eok kaki (wanjonak: katakin eok kilen ukok sign ak foreign language, large print, taped materials or accessible parking, etc.) kom maron lewaj ilo ejzelok onaer ne konaj kajjitolok moktalok im jab rumuj.**

**Komaron komman am abnono ne kwoj kwoj kile ke ejjab jokkun wot juon am jerbal ibbam ilo am naaj kir lok Department's Civil Rights Compliance Office ilo P. O. Box 339, Honolulu, Hawaii 96809-0339. Ne ejjab eokwe call lok 586-4955 (Voice) ak 586-4959 (TT).**

**Melele ko im renaj jelet complain eo am reban walok nan jabdewot kain jokjokwotomjej ijelokkin wot ne renaj aikuj bwe ren etali im komeleleiki complain eo am.**

**Equal Opp. to Svcs. – Marshallese  
DHS 9003 (05/01)**

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**EQUAL OPPORTUNITY SERVICES** (servicios para la igualdad de derechos) La Seccion de Hawaii de Servicios Humanos se compromete a mantener servicios y oportunidades para las personas participaren en sus programas y actividades sin tener en cuenta a raza, color, el origen nacional, edad, sexo, incapacidad, religion o creencias politicas. Esto se aplica a las peticiones para los servicios, determinacion de elegibilidad, y decisiones que se relacionan a los servicios continuos y beneficios.

**COMODIDAD**, para ayudarle acceder nuestros servicios (ex: interpretes de idioma e de conversasion por senas, materiales de impresion grande grabo e en cinta magnetofonica, o el aparcamiento accesible, etc.) puede proporcionarse sin ningun cargo, si hicieren pedido en adelantado.

Una QUEJA puede ser presentada si usted cree que hay discriminacion en contra. Para hacerlo, avise la OFICINA de COMPLACENCIA de DERECHOS CIVIL ( CIVIL RIGHTS COMPLIANCE OFFICE) a P.O.Box 339, Honolulu, Hawaii.

No se soltara informacion sobre su queja a cualquiera, excepto si necesario investigar y resolver su queja.

Equal Opp. to Svcs. - Spanish  
DHS 9003 (05/01)

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Equal Opp. to Svcs. - Spanish  
DHS 9003 (05/01)

## **NONOFENGEN NON PEKIN ANINIS**

**NON EI HAWAII DEPARTMENT OF HUMAN SERVICES** kick mei fokun awora ekoch pekin aninis ren kich aramas io mi mochen nom won ekei pekin aninis me pwan ekoch me nukun ekei sia afata. Ina mo are kich sia feito seni neni ese nisinfis, anuach, nefonguch, kich mwam are sefin, namanam, io mi wor terin, me pwan om pusin nuknunuk non mun.

**METOCH MEI TONGENI KAWOR** ren ach sipwe tongeni anisi ach angang fan item ( ekei pekin pom, chon awewe non kapasan ekis, awatenon mesan mak, pisekin ausening, me pwan aninisin parking me pwan ekoch ). Ese tongeni kamo are mei asinesin ngeni kich me mwan.

**REN MET KOSAP TIPEW NGENI** are pwe en mei nuku pwe en mei tongeni angei ekei pekin aninis, nge rese mut ngonuk are rese mochen aninisoch ngonuk, iei ei neni kopwe churir pwe repwe anisuk nampan, Department's CIVIL RIGHT COMPLIANCE OFFICE P. O. BOX 339, HONOLULU, HAWAII 96809-0339, or Phone: 586-4955 ( voice ) or 586-4959 ( TT ).

**Ren noum ei torpwe ese fokun tongeni epwe mumuta ngeni emon chienon chok are epwe wor chosa won me pungunon om ei osukosuk kose tipweu ngeni.**

Equal Opp. to Svcs. - Trukese  
DHS 9003 (05/01)

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DHS 9003 (05/01)

### PANTAY-PANTAY NA PAGKAKATAON SA MGA SERBISYO

ANG KAGAWARAN NG PANTAONG-SERBISYO NG HAWAII ay nangangako sa pagbibigay ng mga serbisyo at pagkakataon para sa mga tao na makisali sa kanilang mga programa at mga gawain ng hindi nagbibigay pansin sa lahi, kulay, bayan na pinanggalingan, edad, seksu, kapinsalaan, relihiyon, o pampolitikong paniniwala. Ito ay nauukol sa paghihiling ng serbisyo, pagpapasiya sa karapatang mahirang, at mga pagpapasiya tungkol sa mga pangkasalukuyang serbisyo at kapakinabangan.

ANG MGA KALUWAGAN na nakakatulong sa inyo sa paglapit sa aming mga serbisyo (halimbawa, tagapagsalin ng di-katutubong wika at paggamit ng senyas, malaking tatak, nakadiket na materyales o malapit na paradahan, at iba pa) ay maibibigay ng libre kung hiniling ng maaga.

Maari kayong magharap ng RFKLAMO kung naniniwala kayo na kayo ay naapi. Sa paggawa nito, makipag-alam sa OPISINA NG PAGSUNOD NG KARAPATANG PAMBAYAN ng Kagawaran sa P.O. Box 339, Honolulu, Hawaii 96809-0339, o Telefono: 586-4955 (Tinig 586-4959)

Ang impormasyon tungkol sa inyong reklamo ay hindi ibibigay sa kaninuman maliban kung kinakailangan sa pag-imbestiga o paglutas ng inyong reklamo.

Pantay-Pantay na Pagkakataon sa mga Serbisyo (Tagalog)  
DHS-9003 (06/95)

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Pantay-Pantay na Pagkakataon sa mga Serbisyo (Tagalog)  
DHS-9003 (06/95)

(Samoan) EQUAL OPPORTUNITIES TO SERVICES

**AVANOA TUTUSA MO FESOASOANI**

Ua folafolaina e le OFISA O GALUEGA MA FESOASOANI ESEESE MO TAGATA se latou fa'amautuina o la latou galuega ina ia maua e tagata uma ni avanoa e auai i porokalama eseese e aunoa ma se fa'ailoga atumu'u, laamu, mu'u na e fanau ai, tausaga o le soifuaga, tane po'o le tama'ita'i, afaina o le tino po'o le mafaufau, tapuaiga, po'o talitonuga fa'apolokiki. E a'afia ai le talosaga mo ni fesoasoani, fuafuaina o lou agava'a, ma filifiliga fa'atatau i galuega fa'aauau ma ituaiga mea e maua ai.

O AUALA ESEESE e fesoasoani ia te oe e te maua ai a matou fesoasoani (fa'ata'ita'i: fa'amatala upu i lau lava gagana po'o le gagana a le gugu, mata'itisi lapopo'a, fa'amaumauga ua uma ona pu'e i le laau pu'e leo, po'o se paka o le ta'avale e faigofie ona o'o iai) e maua uma e aunoa ma se totogi pe afai e te talosagaina vave.

O SE TAGI LE MALIE e mafai ona fai pe afai ua iai se talitonuga ua faia se fa'ailoga tagata ia te oe. Ia e fa'afeso'ota'i le OFISA O LE FA'AMALOSIINA O AIA TATAU i le tuatusi o le P.O. Box 339, Honolulu, Hawaii 96809-0339, telefoni 586-4955 (leo) 586-4959 (TT).

E le mafai ona ave fua i seisi ni fa'amatalaga e uiga i lau tagi vagana ni su'esu'ega e fa'atatau i se fa'ai'uga e to'afilemu ai.

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## ໄອກາດຫົ່ວໜົນກັນໃນດ້ານການບໍລິຫານ

ກະຊວງປະຊາສີງຄະເຂອງຮາວຍມີພາຣະບໍລິການແລະເປີດໄອກາດແກ່ທຸກຄົນໃຫ້ມາເຂົາຮ່ວມໃນໂຄງການ ແລະກິຈກັນຂອງກະຊວງໄດ້ບໍ່ຖືກຕ້ອງກຳນົດ, ສີ, ສັນຊາດ,, ອາຍຸ, ແຜນ, ຄວາມພິການ,ສາສນາຫຼືຄວາມເຊື້ອກີ່ໃນດ້ານ ການເນື່ອງ. ມີແມ່ນໄຊ້ໄດ້ນໍາຄໍາຂ່າຍການບໍລິການ, ການກຳນົດໃນດ້ານຄວາມເຫັນສິນ,ແລະການຕັດສິນກ່ຽວກັບການ ບໍລິການທີ່ບໍ່ດໍາເນີນຢູ່ແລະປີໄບດຕ່າງໆ.

ການຈັດຫາສີງອໍານວຍຄວາມສດວກ ເພື່ອຊ່ວຍໃຫ້ທ່ານໄດ້ຮັບການບໍລິຫານ (ເຊັ່ນ ນາຍພາສາກິກ ຫຼື ຜູ້ແປພາສາຕ່າງໆດ້າວ, ການພິມໄຕໝັ້ງສືໃຫຍ່, ເນື້ອເຮັດວຽກທີ່ອັດໃສ່ເຫັນ ຫຼື ບ່ອນຈອດຮົດທີ່ເຂົາສດວກ, ຖອງ) ສາມາດມີໄສ້ໄດ້ແບບບໍ່ເສັງຄ່າ, ຖ້າຮ້ອງຂໍມາລ່ວງໜ້າ.

ການຮ້ອງຖຸກອາດຈະມີເຂົ້າທຸກທ່ານເຊື້ອວ່າໄດ້ມີການເລືອກຊັ້ນວັນນະ. ເນື້ອຮ້ອງຖຸກ, ໃຫ້ເຕີດຕໍ່ຫາຫ້ອງການຂອງ ກະຊວງປະຕິບັດຕາມສິດທິມະນຸດ ທີ່ຕັ້ງໄປສະນີ 339 ໂດຍໃນລູ້ ຮາວຍ 96809-0339, ຫຼືໄທຮະຊັບ 586- 4955 (ພາສາວິ້າ/ 586-4959 (TT)

ຂໍ້ມູນກ່ຽວກັບການຮ້ອງຖຸກຂອງທ່ານ ຈະບໍ່ຖືກເປີດເພີຍໃຫ້ໃໝ່ຝັ້ງໄດ້ ນອກຈາກວ່າກ້າຈໍາເປັນຕ້ອງມີການສອບສວນ ຫຼື ແກ້ໄຂຄໍາຮ້ອງຖຸກຂອງທ່ານ.

Equal Opp. To SVCS-Laoian  
DHS-9003 (06/95)

## ໄອກາດຫົ່ວໜົນກັນໃນດ້ານການບໍລິຫານ

ກະຊວງປະຊາສີງຄະເຂອງຮາວຍມີພາຣະບໍລິການແລະເປີດໄອກາດແກ່ທຸກຄົນໃຫ້ມາເຂົາຮ່ວມໃນໂຄງການ ແລະກິຈກັນຂອງກະຊວງໄດ້ບໍ່ຖືກຕ້ອງກຳນົດ, ສີ, ສັນຊາດ,, ອາຍຸ, ແຜນ, ຄວາມພິການ,ສາສນາຫຼືຄວາມເຊື້ອກີ່ໃນດ້ານ ການເນື່ອງ. ມີແມ່ນໄຊ້ໄດ້ນໍາຄໍາຂ່າຍການບໍລິການ, ການກຳນົດໃນດ້ານຄວາມເຫັນສິນ,ແລະການຕັດສິນກ່ຽວກັບການ ບໍລິການທີ່ບໍ່ດໍາເນີນຢູ່ແລະປີໄບດຕ່າງໆ.

ການຈັດຫາສີງອໍານວຍຄວາມສດວກ ເພື່ອຊ່ວຍໃຫ້ທ່ານໄດ້ຮັບການບໍລິຫານ (ເຊັ່ນ ນາຍພາສາກິກ ຫຼື ຜູ້ແປພາສາຕ່າງໆດ້າວ, ການພິມໄຕໝັ້ງສືໃຫຍ່, ເນື້ອເຮັດວຽກທີ່ອັດໃສ່ເຫັນ ຫຼື ບ່ອນຈອດຮົດທີ່ເຂົາສດວກ, ຖອງ) ສາມາດມີໄສ້ໄດ້ແບບບໍ່ເສັງຄ່າ, ຖ້າຮ້ອງຂໍມາລ່ວງໜ້າ.

ການຮ້ອງຖຸກອາດຈະມີເຂົ້າທຸກທ່ານເຊື້ອວ່າໄດ້ມີການເລືອກຊັ້ນວັນນະ. ເນື້ອຮ້ອງຖຸກ, ໃຫ້ເຕີດຕໍ່ຫາຫ້ອງການຂອງ ກະຊວງປະຕິບັດຕາມສິດທິມະນຸດ ທີ່ຕັ້ງໄປສະນີ 339 ໂດຍໃນລູ້ ຮາວຍ 96809-0339, ຫຼືໄທຮະຊັບ 586- 4955 (ພາສາວິ້າ/ 586-4959 (TT)

ຂໍ້ມູນກ່ຽວກັບການຮ້ອງຖຸກຂອງທ່ານ ຈະບໍ່ຖືກເປີດເພີຍໃຫ້ໃໝ່ຝັ້ງໄດ້ ນອກຈາກວ່າກ້າຈໍາເປັນຕ້ອງມີການສອບສວນ ຫຼື ແກ້ໄຂຄໍາຮ້ອງຖຸກຂອງທ່ານ.

Equal Opp. To SVCS-Laoian  
DHS-9003 (06/95)

## サービスにおける機会の均等

ハワイ人事サービス部(HAWAII DEPARTMENT OF HUMAN SERVICES)はみなさまの人種、肌色、出身国、年齢、性別、心身障害、宗教あるいは政治的見解にかかわりなく、全ての方々に当部のサービス、ならびに当部のプログラムや活動に参加していただく機会を提供することをお約束いたします。これはサービスの申し込み、サービスを受ける資格の有無の決定、ならびに現在受けているサービスや得点に関する決断等にも適用されます。

当部のサービスを利用しやすくするための諸便宜（例：手話あるいは外国語の通訳、大型プリント文字、テープによる資料、駐車場手配等）は、前もってお知らせ下されば無料で手配いたします。

差別をお受けになったと思われる場合は苦情の申し立てをすることができます。その際は当部の公民権協力事務所(CIVIL RIGHTS COMPLIANCE OFFICE)までご連絡下さい。住所はP.O. Box 339, Honolulu, Hawaii 96809-0339、電話番号は 586-4955、または 586-4959 (TT = 聴力障害者のための特別電話) です。

みなさまからいただいた苦情は、苦情の調査ならびに処理に必要な場合以外には決して公開されません。

Equal Opp. to Svcs. - Japanese  
DHS-9003 (06/95)

## サービスにおける機会の均等

ハワイ人事サービス部(HAWAII DEPARTMENT OF HUMAN SERVICES)はみなさまの人種、肌色、出身国、年齢、性別、心身障害、宗教あるいは政治的見解にかかわりなく、全ての方々に当部のサービス、ならびに当部のプログラムや活動に参加していただく機会を提供することをお約束いたします。これはサービスの申し込み、サービスを受ける資格の有無の決定、ならびに現在受けているサービスや得点に関する決断等にも適用されます。

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みなさまからいただいた苦情は、苦情の調査ならびに処理に必要な場合以外には決して公開されません。

Equal Opp. to Svcs. - Japanese  
DHS-9003 (06/95)

## **'OKU MAFAI TATAU 'AE TOKOTAH A KOTOA PE KIHE NGAahi POLOKALAMA 'O FELAVA'I MOE TOKONI KIHE KAKAI'.**

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**KOE NGAahi POTUNGAUE KE TOKONI'I 'OE KAKAI** kuo nau 'osi fai e fokotu'utu'u kihe kakai tenau fie kau ki he ngaahi polokalama kehekehe 'ae pule'anga 'o tatau ai pe pe ko ho'o ha'u meihe fonua fe, pe lanu ha ho kili', matakali fe, lahi ho ta'u, tangata pe fefine, mahamahaki pe 'ikai,,fa'ahinga lotu pe fa'ahinga tui fakapolitikale ,oku ke tui kiai.

**'O hange koe ngaahi tokoni koeni** (talanoa 'o ngae'aki ho nima, fakatonulea, faka'atalahi 'oha saini, hiki tepi'i 'oha ngaahi fakamatala pe fakahinohino pe ki hano ma'u ha'o pakingi kapau 'oku ke mahamahaki) 'e lava pe keke ma'u 'o 'ikai totongi 'o kapau 'e fai kiai ha'o tohi kole.

**'Okapau 'oku ke fakakaukau 'oku nau filifilimanako** 'oku tonu keke fai mai ha'o tohi launga kihe Department's Civil Rights Compliance Office at P. O. BOX 339,HON. HI.96809-0339, OR Phone: 586-4955(voice) or 586 -4959 (TT).

Koe ngaahi fakamatala kotoa pe 'o felave'I mo ho'o launga' 'e 'ikai ngofua ke 'ilo kiai ha taha tukukehe 'okapau 'e fiema'u ke fai'aki hano fakatotolo'I ho'o launga'.

Equal Opp. to Svcs. – Tongan  
DHS 9003 (05/01)

## **'OKU MAFAI TATAU 'AE TOKOTAH A KOTOA PE KIHE NGAahi POLOKALAMA 'O FELAVA'I MOE TOKONI KIHE KAKAI'.**

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**KOE NGAahi POTUNGAUE KE TOKONI'I 'OE KAKAI** kuo nau 'osi fai e fokotu'utu'u kihe kakai tenau fie kau ki he ngaahi polokalama kehekehe 'ae pule'anga 'o tatau ai pe pe ko ho'o ha'u meihe fonua fe, pe lanu ha ho kili', matakali fe, lahi ho ta'u, tangata pe fefine, mahamahaki pe 'ikai,,fa'ahinga lotu pe fa'ahinga tui fakapolitikale ,oku ke tui kiai.

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Koe ngaahi fakamatala kotoa pe 'o felave'I mo ho'o launga' 'e 'ikai ngofua ke 'ilo kiai ha taha tukukehe 'okapau 'e fiema'u ke fai'aki hano fakatotolo'I ho'o launga'.

Equal Opp. to Svcs. – Tongan  
DHS 9003 (05/01)

## CÓ HỘI BÌNH ĐẲNG ĐỐI VỚI CÁC DỊCH VỤ

BỘ CỨU TẾ XÃ HỘI HAWAII cam kết cung cấp các dịch vụ và cơ hội cho những người tham gia vào các chương trình và các hoạt động của Bộ không phân biệt về chủng tộc, màu da, nguồn gốc dân tộc, tuổi tác, phái nam hay nữ, khiếm tật, lín nguồng hoặc quan điểm chính trị. Điều này ứng dụng cho việc đệ đơn xin các dịch vụ, sự xác định có đủ tiêu chuẩn hay không, và những sự quyết định liên quan tới các dịch vụ và những quyền lợi hiện hành.

CÁC TIỆN NGHI giúp đỡ Quý vị trong việc sử dụng các dịch vụ (ví dụ như những người thông ngôn bằng cách ra dấu hiệu hoặc các thông dịch viên ngoại ngữ, chữ in lớn, các tài liệu thu bảng hoặc những chỗ đậu xe, v.v...) có thể được cung cấp miễn phí nếu yêu cầu trước.

Quý vị có thể đệ đơn khiếu nại nếu tin rằng mình bị kỳ thị. Để làm như vậy, xin liên lạc Văn Phòng Phục Tùng Dân Quyền của Bộ CIVIL RIGHT COMPLIANCE OFFICE ở P.O. Box 339 Honolulu, Hawaii 96809-0339, hoặc điện thoại: 586-4955 (tiếng nói) / 586-4959 (TT)

Tin tức về sự khiếu nại của Quý vị sẽ không được tiết lộ cho bất cứ ai ngoại trừ nếu cần thiết để điều tra và giải quyết việc khiếu nại.

Equal Opp. to SVCS-Vietnamesc  
DHS-9003 (06/95)

## CÓ HỘI BÌNH ĐẲNG ĐỐI VỚI CÁC DỊCH VỤ

BỘ CỨU TẾ XÃ HỘI HAWAII cam kết cung cấp các dịch vụ và cơ hội cho những người tham gia vào các chương trình và các hoạt động của Bộ không phân biệt về chủng tộc, màu da, nguồn gốc dân tộc, tuổi tác, phái nam hay nữ, khiếm tật, lín nguồng hoặc quan điểm chính trị. Điều này ứng dụng cho việc đệ đơn xin các dịch vụ, sự xác định có đủ tiêu chuẩn hay không, và những sự quyết định liên quan tới các dịch vụ và những quyền lợi hiện hành.

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Equal Opp. to SVCS-Vietnamesc  
DHS-9003 (06/95)