



Guide

for providing

Meaningful, Reasonable
Language & Disability

ACCESS

to

Department of Human Services' (DHS)

**Services,
Programs,
Activities,
Facilities, &
Employment**

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Overview

- **MISSION**

Bringing Hawaii's Department of Human Services (DHS) into compliance with Federal ADA and Civil Rights laws and regulations as well as State language access laws with minimal impact to operations and services while exceeding service standards expected by Hawaii's citizens.

- **QUESTIONS**

- What is ADA?
- What is meant by Civil Rights?
- What regulations apply?
- What is the State language access law?
- How is DHS impacted by the laws and regulations?
- Who is covered?
- What are some "best practices"?
- What are some DHS compliance efforts?
- Who you gonna call?
- Where can you get more information?

Short Answers

➤ **What is ADA?**

Americans with Disabilities Act

[Compliance Process](#)

➤ **What is meant by Civil Rights?**

Civil Rights Act of 1964 and Restoration Act

[Commentary](#)

➤ **What regulations apply?**

See presentation on

[Laws and Issues](#)

➤ **What is the State language access law?**

Hawaii Revised Statutes 368 and 371 (2006, 2007, 2008)

<http://hawaii.gov/labor/ola>

➤ **How is DHS impacted by the laws and regulations?**

Please see Overview presentation

[Overview – Module 1](#)

➤ **Who is covered?**

<http://hawaii.gov/labor/ola/ola-links/what-the-law-says>

All DHS divisions and administratively attached agencies and commissions

➤ **What are some “best practices”?**

Some ADA Best Practices

<http://www.ada.gov/pcatoolkit/toolkitmain.htm>

Some Language Translation Best Practices

[Best Practices](#)

➤ **What are some DHS compliance efforts?**

Please visit DHS Civil Rights Corner at <http://hawaii.gov/dhs/main/civil-rights-corner>

➤ **Who you gonna call?**

586-4955

➤ **Where can you get more information?**

Civil Rights Corner <http://hawaii.gov/dhs/main/civil-rights-corner>

Forms and Notices

Discrimination Complaint Forms

<http://hawaii.gov/dhs/main/civil-rights-corner/Discrimination-Forms>

- Complaint -Consent/Release -Withdrawal -Timelines (English and Japanese)

Reasonable Accommodation Form and Fact Sheet

<http://hawaii.gov/dhs/main/civil-rights-corner/Reasonable%20Accommodation%20Form--RA-1.pdf>

<http://hawaii.gov/dhs/main/civil-rights-corner/FACT%20SHEET%20Reasonable%20Accommodation.pdf>

Data Reporting Forms

<http://hawaii.gov/dhs/main/civil-rights-corner/CRTrainingModules/OLA%20Reporting%20July%201%202008%20to%20September%2030%202008.xls>

Notices

<http://hawaii.gov/dhs/main/civil-rights-corner/CRTrainingModules>

Laws and Issues

Capsule

- [Hawaii's Language Access Law](#)
 - [Laws and Issues](#)
 - [Housing Discrimination](#)
-
- Civil Rights Act of 1964, Title VI**
 - Age Discrimination Act of 1975**
 - Rehabilitation Act of 1973, Section 502-4**
 - Americans with Disabilities Act of 1990**
 - Civil Rights Restoration Act, 1987**
 - Hawaii Revised Statutes, 368 and 371**
 - And more.....**

Partnerships and Funding Agencies

- OLA
- DCAB
- USDA/FNS
- USHHS
- SSA
- DOE
- DOJ
- DOE
- HUD

Policies

- [ACCESS Hawaii Brochure](#)
- [Policy and Procedures \(4.10.1, 4.10.2, 4.10.3\)](#)

4.10.1 Discrimination Complaint

4.10.2 Harassment

4.10.3 Opportunity to Participate in Services,
Programs, and Activities

Procedures

- [Sign Language Interpreter Procedures and Fact Sheet](#)
- Discrimination Complaint Procedures
- Reasonable Accommodation Procedures
- If you need an interpreter Procedures
- Med-Quest Interpreter Procedures

Processes

- [Interpreter Process](#)
(Sign Language Interpreters and Captioners)
- Med-Quest Interpreter Process
- BESSD Interpreter Process
- VR Interpreter Process
- SSD Interpreter Process
- HPHA Interpreter Process
- OYS Interpreter Process
- CSW Interpreter Process

Q & A

Most Frequently Encountered

- ❑ [Limited English Proficiency \(LEP\)](#)
(Click on link for FAQ re LEP)
- ❑ Where can I find an American Sign Language Interpreter?
- ❑ What is the hourly rate for interpreters?
- ❑ Can we cover travel expenses?
- ❑ Do interpreters need to be certified? If so, By whom?
- ❑ Can we contact the courts for interpreters?
- ❑ Why can't an applicant bring a family member?

Resources

- Court Interpreter List [Handout Link](#)
- DHS Volunteer Interpreter List gwatts@dhs.hawaii.gov
- [Migration Policy Institute Data Hub](#)

Technology

- Audio, video, tel-video phones
- Live on-line; web casts

- Personnel

- Face-to-face interaction required
- Verbal-written

- Aids

- Recorder, transcriber, voice recognition
- American Sign Language
- Multiple language forms/brochures
- Large print (nothing smaller than 12 pt)

- External

- Bi-lingual Access Line
- Language Department (Colleges and Universities)
- Charities

Training

On-line

- [Civil Rights Training Modules — Department of Human Services](#)
- [Administrative Procedures for Supervisors](#)
- [Administrative Procedures for Clericals](#)
- [Civil Rights Compliance for Sub-Recipients](#)
- [Program Workers](#)
- [Handouts](#)

ACCESS

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Links & Volumes

- DCAB
 - [DCAB Home Page](#)
 - [Persons with Disabilities Programs and Services Manual](#)
- OLA
 - [Office of Language Access](#)
- MPI
 - [Migration Policy Institute Data Hub](#)
- EEOC
 - [Equal Opportunity Commission](#)
- HCRC
 - [Hawaii Civil Rights Commission](#)
- USHHS
 - [US Health and Human Services](#)
- USDA/FNS
 - [U. S. Department of Agriculture Food and Nutrition Services](#)
- DOE
 - [U. S. Department of Education](#)
- HUD
 - [U. S. Department of Housing and Urban Development](#)
- SSA
 - [Social Security Administration](#)