

Questions,  
Perspectives  
& Commentary



Civil  
Rights

# Department of Human Services



## What is CRCCS?

Civil Rights Compliance Staff

Where is it located? (Room 214)

1390 Miller Street (Honolulu)

## What is the role of CRCCS?

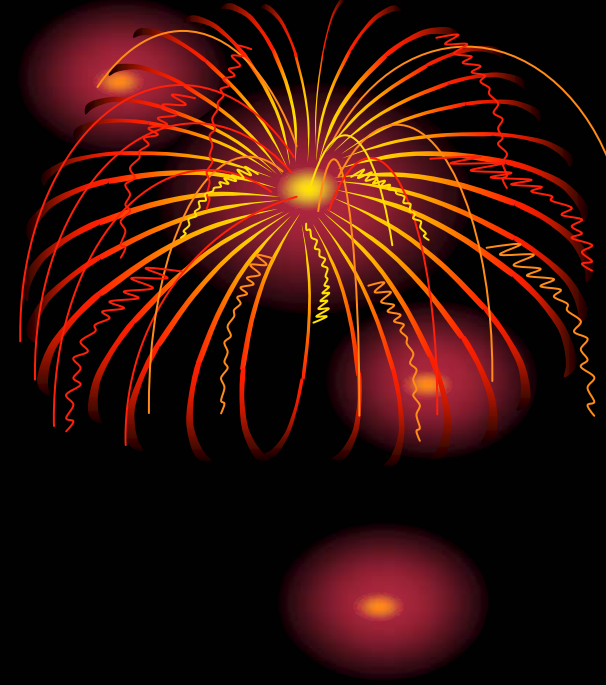
- Serves as departmental liaison for all civil rights related matters
- Investigates civil rights complaints
- Provides technical and advisory services to the department regarding standards and requirements of civil rights laws, rules and regulations
- Develops departmental policies, procedures and plans

# Federal Legal Authority



- Civil Rights Act/s (VI +)
- Rehabilitation Act (Section 504)
- Age Discrimination Act
- Equal Pay Act
- Education Amendments (IX)
- Americans with Disabilities Act

# Who is Covered?

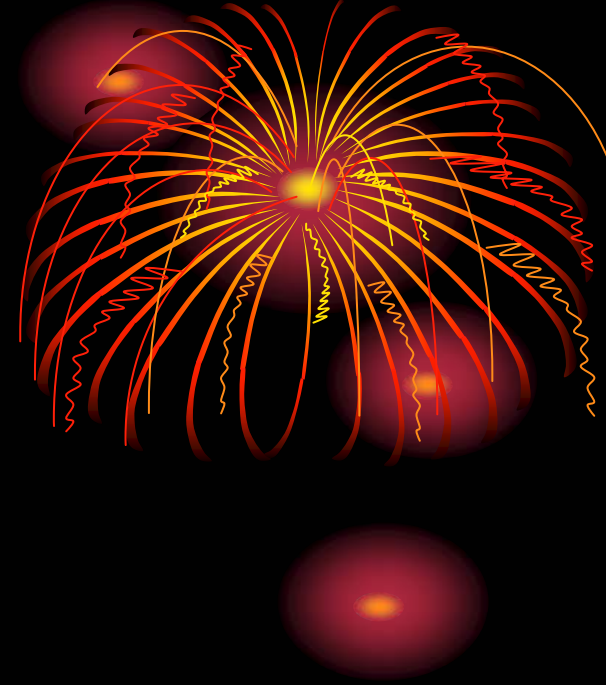


- All DHS Divisions
- Staff Offices
- Administratively Attached Agencies and Commissions
- Sub-recipients (contracts)

# General Compliance

## Funding Agencies' Guidelines

- USDA FNS
- USHHS
- HUD
- Social Security
- DOE
- DOJ



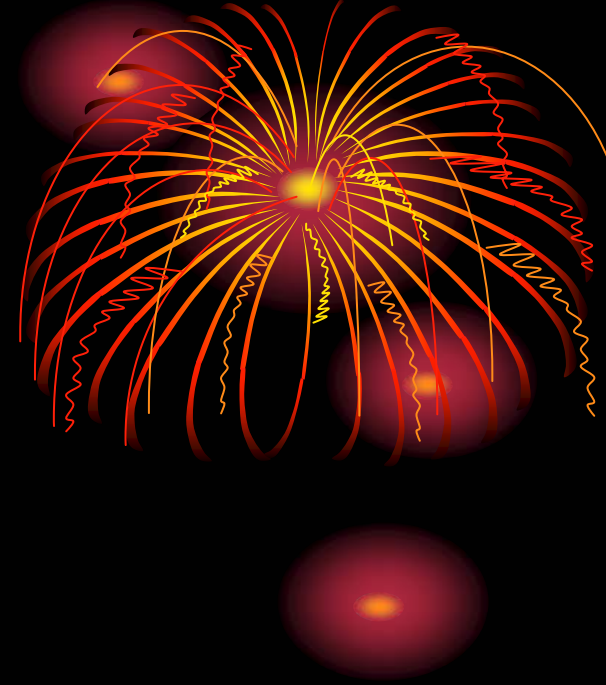
# Problem/s



- Access is not guaranteed
- Barriers need to be removed
- Disparate treatment
- Adverse impact
- Discriminatory intent

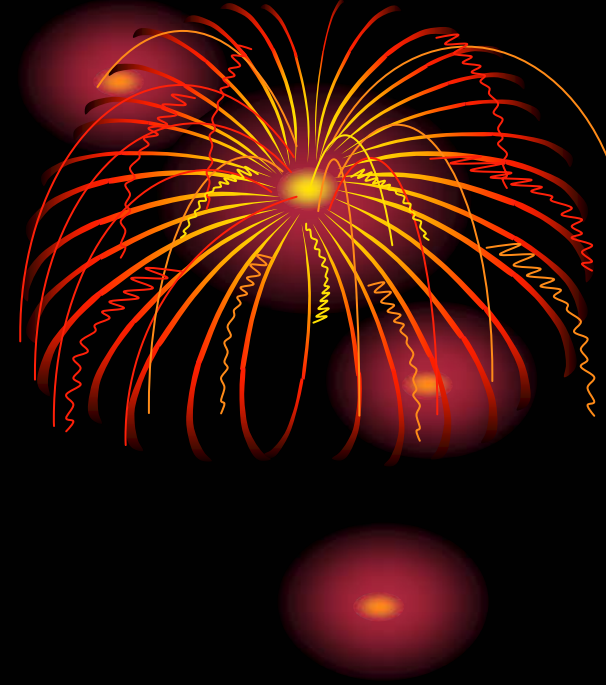
# Issues

- Employment Access
- Program Access
- Language Access
- Facilities Access
- Service Access
- Activities Access



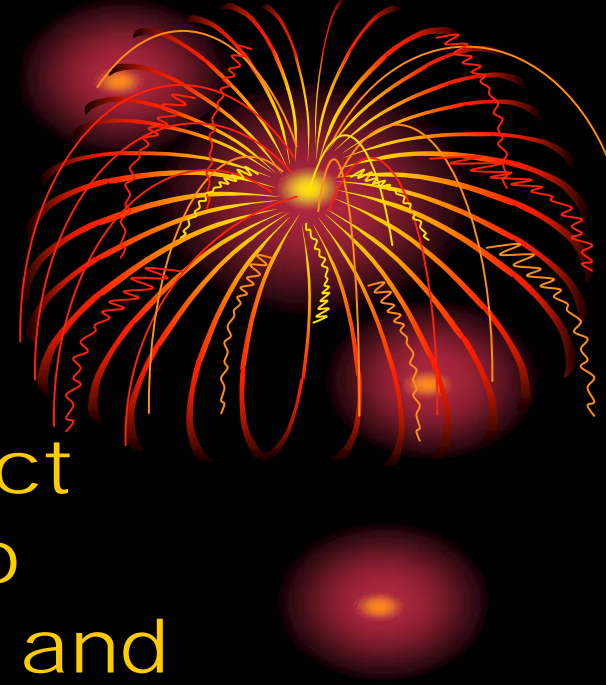
# Priorities

- Disability Access
- Language Access
- Employment Access
- Interpreter Service/s
- Translation of Documents
- Training
- Monitoring



# LEP

- Title VI of the Civil Rights Act prohibits denial of access to federally-assisted programs and activities because of LEP
- DHS and its contractors are required to provide language assistance to LEP persons to ensure them equal access to programs and services



# Problem Areas



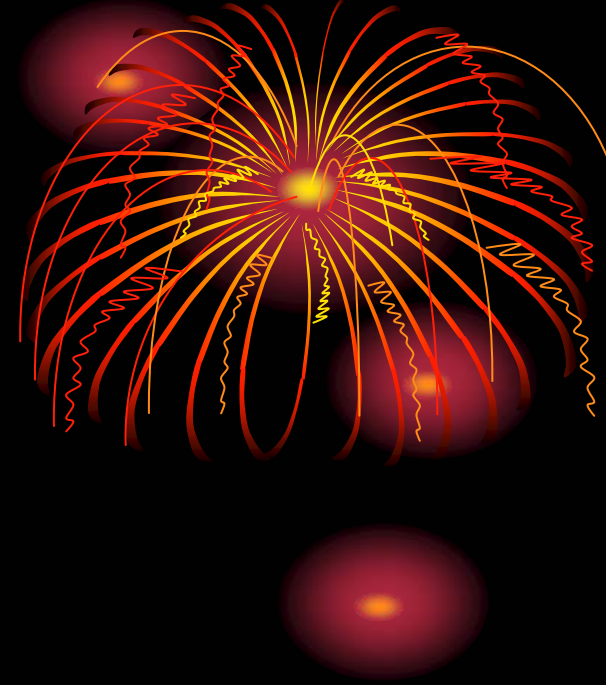
- Use of family members, friends, and/or minor children of interpreters
- Scarcity of qualified interpreters
- Competence of interpreters
- Absence of shared contractual interpreter services

# Prohibited Practices



- Providing services more limited in scope or lower in quality
- Unreasonable delays in delivery of services
- Limiting participation in a program
- Requiring LEP persons to provide their own interpreters or pay for interpreters

# Compliance Keys



- Assessment
- Written Policy/Plan
- Training
- Monitoring

# Assessment



- Identify languages
- Identify language needs of each LEP client
- Identify points of contact
- Identify resources
- Identify location and availability
- Identify arrangements needed

# Complaint Process

- Individuals who believe they have been subjected to discrimination may file a complaint on DHS Forms 9004 & 9006 <http://www.hawaii.gov/dhs>
- CRCS will initiate an investigation



# Further Information



- [gwatts@dhs.hawaii.gov](mailto:gwatts@dhs.hawaii.gov)
- <http://www.hawaii.gov/dhs>  
(Civil Rights Corner)

Write: PERS/CRCS  
P. O. 339  
Honolulu, HI 96809-0339