

STARTER CHECKLIST

FOR DHS SUPERVISORS, Civil Rights Compliance

- Review 4.10.1 Discrimination Complaint Procedure (Updated 2007)
 - Review 4.10.2 Harassment (Updated 2007)
 - Review 4.10.3 Opportunity to Participate in Programs, Services and Activities (Updated 2007)
 - Request forms/posters/assistance/guidance, as needed 586-4955
 - <http://www.hawaii.gov/dhs> Civil Rights Corner Notices and Forms
 - Develop/follow a self-evaluation checklist for building access
 - Review orientation/training materials, complete and sign confirmation form
 - Clarify your rights and responsibilities (**ACCESS Hawaii**)
 - Clarify your employees/clients rights and responsibilities
 - Obtain MOST CURRENT Employee Interpreter List
 - Obtain MOST CURRENT court interpreter list
 - Share lists and procedures with employees who have contact with public
 - Check your contracts and subcontracts for appropriate assurances
 - Use the 4-factor analysis to determine which, if any, Program documents need to be translated into languages other than English (4-factor analysis = Number, frequency, importance, and reasonableness)
 - Provide self-identification forms to employees and clients
 - Collect information from current DHS employees relative to language skills
 - Monitor to make sure data is collected to identify language needs
 - Monitor to confirm that clients, applicants and potential applicants are:
 - Given adequate and correct information
 - Understanding of what services and benefits are available
 - Effectively communicating relevant circumstances of their situation
 - Monitor to confirm that clients, applicants and potential applicants for services:
 - Are provided free interpreter services as self-identified/needed
 - Avoid using family members as interpreters
 - In suspected child abuse or domestic violence cases, provide a second interpreter if family member must be used
 - Never allow a minor to provide interpreter services
 - If a client or applicant declines free interpreter service, record the decline and reasons given.
 - Are advised in writing that they have the right to file an alleged discrimination complaint concurrently as appropriate.
 - Are provided complaint forms for filing discrimination allegations
 - Discrimination Complaint and instructions (DHS 9004, 6/2007)
 - Consent/Release Form (DHS 9006, 6/2007)
 - Complaint Withdrawal Form (DHS 9007, 6/2007)Available in English and Japanese at <http://www.hawaii.gov/dhs>
 - Notify CRCS of any Building/facility access issues (doors, elevators, restrooms, disability evacuation issues) gwatts@dhs.hawaii.gov
 - Provide employees, applicants and clients the opportunity to request a “reasonable accommodation” (RA-1 2008 and Fact Sheet) <http://www.hawaii.gov/dhs> in the Civil Rights Corner
 - Contact your Divisional Access Task Force Representative/s when you need assistance or identify a problem
 - When participating in investigations (internal or external) be factual and specific, providing supporting documentation as requested
- Remember this is a STARTER checklist and is not complete at this time.** CRCS 0608