



DISABILITY AND COMMUNICATION ACCESS BOARD

PLAN OF ACTION FY 2009-2010

Approved July 16, 2009

OVERVIEW AND INTRODUCTION

The Disability and Communication Access Board is comprised of seventeen volunteer (17) members appointed by the Governor. The members include persons with disabilities, parents or guardians of persons with disabilities, public and private providers of service, and other professionals with knowledge in the areas for which the Board has rulemaking authority. The Board was created to provide for more efficient coordination of State efforts to comply with disability access and civil rights laws through outreach and voluntary compliance. The Board has rulemaking responsibilities for administrative rules for facility access, communication access, and accessible parking.

Although the most well-known civil rights law affecting people with disabilities is the Americans with Disabilities Act, there are many others at the federal level (most notably the Federal Fair Housing Act, the Air Carrier Access Act, the Architectural Barriers Act, the Rehabilitation Act of 1973, and the Individuals with Disabilities Education Act), State level, and county level that impact the daily lives of people with disabilities.

The functions of the Board are as follows:

- Establish administrative rules for the design of buildings, facilities, and sites by or on behalf of the State and counties in accordance with Section 103-50, Hawaii Revised Statutes; approve site specific alternate design when an alternate design provides equal or greater access.
- Establish administrative rules for the utilization of communication access services provided for persons who are deaf, hard of hearing, or deaf-blind in State programs and activities. Guidelines include, but are not limited to, determining the qualifications of interpreters who may provide services, the amount of payment to interpreters, and the credentialing of interpreters who do not hold national certification via a State screening process.
- Administer the Statewide program on parking for disabled persons, in accordance with Part III of Chapter 291, Hawaii Revised Statutes.
- Serve as public advocate of persons with disabilities by providing advice and recommendations on matters relating to access for persons with disabilities, with emphasis on legislative matters, administrative rules, policies, and procedures of the State and county governments.
- Review and assess the problems, needs, and the availability of adequate services and resources for persons with disabilities in the State with regard but not limited to employment, education, health, social services, recreation, civil rights, public facilities, housing, vocational training and rehabilitation, and other matters pertinent to the well being and independence of persons with disabilities.
- Coordinate the efforts of the State to comply with the requirements of the Americans with Disabilities Act for access to services, employment, telecommunications, and facility and site design.
- Provide technical assistance and guidance to, but not limited to, State and county entities in order to meet the requirements of state, federal, and county laws providing for access to persons with disabilities through public education programs and other voluntary compliance efforts.
- Provide review and recommendations on all State and county plans for buildings, facilities, and sites in accordance with Section 103-50, Hawaii Revised Statutes.

While people with disabilities, approximately 20% of our population, are the beneficiaries of the Board's work, many of our activities are directed to other entities and individuals, including government (State and County), private service providers, employers and human resource personnel, architects and other design professionals, families, and the general public.

The purpose of this **Plan of Action** is to formalize the Board's philosophy which underlies its policy statements and to set forth the goals and objectives which guide its actions for the period of July 1, 2009 – June 30, 2010.

PHILOSOPHY

Persons with disabilities shall be accorded just and equal status, responsibility, and benefits in society. The following principles have been adopted by the Disability and Communication Access Board, and form the underlying philosophy for this document.

1. Persons with disabilities have the right to attain their highest level of independence, self-determination and self-support. In exercising self-determination, persons with disabilities have the right to make and express choices in all aspects of their lives.
2. Persons with disabilities shall have equal access to services from agencies which serve the general public.
3. Services provided by agencies specialized to serve persons with disabilities (e.g., the Developmental Disabilities Division, Adult Mental Health Division, the Vocational Rehabilitation and Services for the Blind Division), shall be appropriately coordinated, and fully utilized to meet the needs of persons with disabilities and their families.
4. Accurate information and effective educational programs about issues affecting persons with disabilities are necessary to ensure that the potential and capability of persons with disabilities to make significant contributions to society are clearly developed, understood, and utilized.
5. Persons with disabilities have the right to be included in all community activities, including but not limited to, equal rights and responsibilities for choices and conduct.
6. The full array of Hawaii's resources shall be utilized as creatively and effectively as possible to provide the most beneficial services to persons with disabilities.
7. Every effort shall be made to overcome misconceptions and biases regarding persons with disabilities.
8. Persons with disabilities and their families have the right to accurate, understandable, and timely information to facilitate making decisions.
9. Programs and services shall be accessible and policies shall be flexible enough to address changing and varying needs of persons with disabilities.
10. Persons with disabilities and their self-defined families, as appropriate, shall be partners with professionals at all levels of goal setting, decision making, and policy formation.
11. The Board will ensure that all its activities are planned and conducted to provide equal access to persons without regard to race, color, sex, sexual orientation, national origin, language, culture, age or disability.
12. The Board will ensure that its mission, goals, and objectives are carried out with a statewide focus.

The Board seeks the full inclusion of individuals with disabilities into society and the right of such persons to be treated as equals among all people. Full inclusion includes all facets of an individual's life. Specific goals and corresponding objectives to achieve full inclusion are outlined in the following sections of this Plan of Action.

1. Civil Rights, Justice and Citizenship

The **Civil Rights** of persons with disabilities include the assurance that such persons shall be afforded equal access to participate in or benefit from a program, service, or activity, and shall not be denied access solely on the basis of disability. Participation in the **Justice/Judicial** systems and the voting process as a right of **Citizenship** are critical to equal status in society.

The goals and objectives in the area of **Civil Rights** in FY 2009-2010 are:

- 1.1 Government entities, public accommodations, and service providers shall be informed and educated to meet their legal obligations to provide their services in a nondiscriminatory manner to persons with disabilities.

Objectives:

- 1.1.1 As the State Americans with Disabilities Act (ADA) Coordinator, per Governor's Administrative Directive 97-01, disseminate information to the State Departmental ADA Coordinators, including but not limited to, hosting three (3) meetings of the State ADA Coordinators and maintaining a State ADA Coordinators list and ADA Coordination web site, and coordinating training to state employees. Provide technical consultation to State agencies in implementing their self-evaluation and transition plan documents. **(Priority 1)**
- 1.1.2 Disseminate information to the County ADA Coordinators, including but not limited to, attending quarterly meetings of the County ADA Coordinators and maintaining a County ADA Coordinators list. Provide technical consultation to the counties in implementing the goals as identified in their self-evaluation and transition plan documents. **(Priority 2)**
- 1.1.3 Conduct or coordinate workshops, training sessions, web-based training, or teleconference calls on the requirements of the ADA Titles II and III, other applicable laws relating to accessing programs and services, and customer service, with a priority to government agencies (target = 12 teleconferences or webinars, 6 Titles II and III trainings). **(Priority 2)**
- 1.2 Federal, state, and county laws, rules, policies, or procedures shall ensure non-discriminatory treatment of persons with disabilities.

Objective:

- 1.2.1 Support legislation or administrative rules, policies, or procedures to remove discriminatory language or strengthen non-discriminatory language as it affects persons with disabilities. Emphasis will be placed on the Americans with Disabilities Act Amendments Act of 2008 and the proposed Department of Justice Titles II and III rules. **(Priority 1)**
- 1.3 Persons with disabilities and their families will have access to information on their civil rights in order to be effective self advocates and tools to assist them to self-identify for the purposes of ensuring those rights.

Objective:

1.3.1 Conduct or coordinate workshops or training sessions to inform consumers and families of the requirements of the ADA (Titles II and III), other applicable laws, and the legislative process as advocates (target = 4 workshops). **(Priority 2)**

1.4 The 2010 elections will meet or exceed the requirements of the Help America Vote Act for access to persons with disabilities.

Objective:

1.4.1 Assist the Office of Elections implement the requirements of the Help America Vote Act including drafting reporting documents, preparing future grant applications, procurement of voting machines, training and outreach, ensuring facility access, and supporting legislation to improve voter access. **(Priority 3)**

2. Facility Access

Facility Access is vital to ensuring the maximum inclusion of persons with disabilities in society through the design and construction of buildings, facilities, and sites that are free of barriers.

The goals and objectives in the area of **Facility Access** in FY 2009-2010 are:

- 2.1 State and county buildings, facilities, and sites will be designed and constructed to meet the requirements of Section 103-50, Hawaii Revised Statutes.

Objectives:

- 2.1.1 Review State and county construction documents as required by Section 103-50, Hawaii Revised Statutes (projected number = 900 reviews). **(Priority 1)**

- 2.1.2 Issue interpretive opinions on State of Hawaii design guidelines for Section 103-50, Hawaii Revised Statutes, as requested, for the purpose of clarifying design requirements for State and county construction projects (projected number = 10 opinions), and post decisions sorted by the Americans with Disabilities Act Accessibility Guidelines (ADAAG) section, as rendered on the Disability and Communication Access Board's web site. **(Priority 1)**

- 2.1.3 Review and decide upon site specific alternate design requests, per the public hearing process, for Section 103-50, Hawaii Revised Statutes projects. **(Priority 1)**

- 2.1.4 Review urban or project master plans to ensure that accessibility compliance is acknowledged at the earliest phase of project conceptualization or planning. Provide technical assistance on urban, pedestrian planning committees to ensure inclusion of accessibility concepts. **(Priority 3)**

- 2.1.5 Amend Hawaii Revised Statutes 103-50 and Hawaii Administrative Rules Title 11 Chapters 216 and 217 to give the Disability and Communication Access Board the authority to charge fees for its services relating to facility access and/or secure ongoing funding for the Facility Access Unit to continue reviews. **(Priority 1)**

- 2.2 Design professionals, the building industry, facility managers, state and county agencies, and others will be educated about current and evolving design requirements, innovative design requirements and solutions, as well as other design information regarding access for persons with disabilities.

Objectives:

- 2.2.1 Provide technical information to design professionals on the requirements of the Americans with Disabilities Act Accessibility Guidelines (ADAAG), Fair Housing Accessibility Guidelines, and other relevant design codes through responding to questions on design via faxes, and phone inquiries (projected number = 1,000 responses). **(Priority 1)**

- 2.2.2 Conduct or coordinate workshops and training sessions for 1) public works personnel, 2) the architectural and engineering community, and 3) user agencies on design standards, human factor requirements for persons with disabilities, access laws, and exemplary design (target = 4 workshops and 1 design conference). **(Priority 2)**

- 2.2.3 Prepare a periodic "Access E-Bulletin" to inform design professionals and State and county project managers of the latest information on accessibility design standards and guidelines and distribute via email. (target = 6 issues/year). **(Priority 3)**
- 2.2.4 Support/sponsor design competitions that promote accessible design including the Disability and Communication Access Board's accessible design award. **(Priority 3)**

2.3 Existing and new construction codes, standards, and policies relevant to facility access will include the current minimum requirements for accessibility for persons with disabilities; the existing minimum requirements for accessibility shall be expanded to cover those areas where no accessibility design guidelines exist.

Objectives:

- 2.3.1 Provide policy guidelines to state and local government to recommend adherence to proposed or interim amendments to the Americans with Disabilities Act Accessibility Guidelines (ADAAG). **(Priority 2)**
- 2.3.2 Continue efforts to incorporate the Americans with Disabilities Act Accessibility Guidelines, Fair Housing Accessibility Guidelines, ADAAG for Buildings and Facilities Building Elements Designed for Children's Use, ADAAG for Buildings and Facilities: State and Local Government Facilities, Residential Housing Accessibility Guidelines, and other applicable guidelines on access for persons with disabilities into all applicable county codes and the new State Building Code. **(Priority 2)**

3. Communication Access

Communication Access includes the provision of auxiliary aids and services which permit the effective exchange of information. Communication access occurs through communication access providers (individuals) as well as through telecommunication and electronic information devices, auxiliary aids and services.

The goals and objectives in the area of **Communication Access** in FY 2009-2010 are:

- 3.1 The quantity and quality of communication access providers in the State of Hawaii will be increased. State agencies will be aware of existing communication access providers and their qualifications.

Objectives:

- 3.1.1 Operate and maintain the Hawaii Quality Assurance Screening (HQAS) credentialing program which includes the option +H local language credential, for sign language interpreters who do not possess national certification. **(Priority 1)**
- 3.1.2 Maintain a database of current communication access providers and their credentials and post a list on the Disability and Communication Access Board's web site. **(Priority 1)**
- 3.1.3 Amend Chapter 11-218, Hawaii Administrative Rules to insert Cancellation Guidelines in the Appendices and to establish continuing education units for the Hawaii Quality Assurance System. **(Priority 2)**
- 3.1.4 Serve on the State Judiciary's Office on Equality and Access to the Courts – Committee on Court Interpreters and Language Access, and the Hawaii Interpreting Services (HIS) Advisory Board to coordinate with Title II entities to improve communication access services with an emphasis on interpreting. **(Priority 3)**

- 3.2 Individuals with disabilities, service agencies, and programs providers shall be aware of the types of assistive technology, including augmentative communication devices, remote captioning and video interpreting to provide access for persons with disabilities in the State of Hawaii.

Objectives:

- 3.2.1 Provide training and/or technical assistance on communication access services, information technology, television access, and other communication methods and promote the use of new technology to include Video Relay Services, Video Remote Interpreting Services, and Visual Alert systems to enhance effective communication options for persons with disabilities accessing public entities (target = 4 trainings). **(Priority 2)**
- 3.2.2 Provide technical assistance to public entities on the design of their web sites to ensure access for persons who are blind or have low vision (use of audible description, screen reader compatibility, magnification options) or who are deaf or hard of hearing (captioned streaming or regular video). **(Priority 3)**

4. Education and Training

Education and Training includes formalized early intervention, secondary educational systems, and post-secondary educational institutions which provide learning through instructional curriculum.

The goals and objectives in the area of **Education and Training** in FY 2009-2010 are:

- 4.1 Parents of children with disabilities will have access to information for educational rights and resources to enable them to participate fully in the education of their children.

Objectives:

- 4.1.1 Conduct workshops and an Annual Special Parent Information Network (SPIN) conference for families of individuals with disabilities in the educational system to enable them to benefit from services (target = 1 conference and 4 workshops). **(Priority 1)**
- 4.1.2 Operate a SPIN telephone "warm line" which provides information to parents on the programs and services available for their children, as well as support on how to parent children with special needs (projected number = 100 calls/month). **(Priority 1)**
- 4.1.3 Publish and distribute the "SPIN News" in cooperation with the Department of Education, for parents of special education students and interested professionals (target = 4 issues). **(Priority 1)**
- 4.1.4 Reprint a "Parent's Guide to Special Education," to incorporate changes to Chapter 56, (new chapter will be Chapter 60) distribute through the Department of Education, and post on the SPIN web site. **(Priority 2)**
- 4.1.5 Maintain a SPIN web site with information on resources for parents of children with disabilities. **(Priority 2)**
- 4.2 Schools (grades Pre-K to 12) and early intervention programs will have the capacity to provide infants, toddlers, and students with disabilities appropriate special education and related services as well as access to natural environments and the general curriculum.

Objectives:

- 4.2.1 Monitor state and federal proposed rules, plans, and proposals, including, but not limited to the State Plan for Special Education (Individuals with Disabilities Education Act), Chapter 56 rules relating to the implementation of special education, and assist in the development of such documents. **(Priority 1)**
- 4.2.2 Provide collaborative in-service presentations to students and school personnel including general and regular education teachers and paraprofessionals on the educational, social, and personal needs of students with disabilities and their families (target = 4 workshops). **(Priority 3)**
- 4.3 Mandated consumer advisory bodies (e.g., Special Education Advisory Council, Hawaii Early Intervention Coordinating Council) will have a positive impact on the delivery of special education and related services in Hawaii.

Objectives:

- 4.3.1 Provide technical support and staffing to the Special Education Advisory Council. **(Priority 1)**
- 4.3.2 Advocate for family empowerment in all policies, plans, and position statements of family and consumer advisory bodies. **(Priority 2)**

5. Community Living

Community Living enhances the skills, abilities, resources, and life goals of persons with disabilities and promotes independence and self-determination in choices. Community Living includes, but is not limited to, diagnostic services, medical and health services, child care, respite services, and recreation and leisure activities, housing, residential services, independent living services, and family care. Natural support systems shall be sought, whenever possible.

The goals and objectives in the area of **Community Living** in FY 2009-2010 are:

- 5.1 Quality care within the community of service providers for persons with disabilities and their families will be maintained and dispersed among all islands, expanded with new options, as needed, to meet growing needs to offer a full range of services for choice and self-determination.

Objectives:

- 5.1.1 Monitor the implementation of Medicaid managed care to ensure that the needs of persons with disabilities do not lose quality of care. **(Priority 2)**
- 5.1.2 Serve on advisory committees to develop policies, procedures, or provide other technical assistance to better operationalize a program to serve people with disabilities and their families. **(Priority 3)**
- 5.1.3 Support legislation to expand, improve, or develop community-based services for persons with disabilities. **(Priority 2)**

- 5.2 Emergency preparedness, sheltering, and evacuation plans in the State of Hawaii shall ensure the full inclusion of persons with disabilities.

Objectives:

- 5.2.1 Provide technical assistance to implement the 2009 Interagency Action Plan, participate in other state planning efforts (i.e., the Alternate Care Sites Planning Committee) to harmonize efforts with the Plan, and support legislative efforts to implement the goals and objectives in the Plan. **(Priority 2)**
- 5.2.2 Provide technical assistance to increase the capacity of the emergency preparedness system to include persons with disabilities through dissemination of information to agencies and individuals, development of emergency preparedness simulations, use of people with disabilities as volunteers, and other public education, outreach, and training efforts. **(Priority 2)**

6. Transportation and Travel

Transportation and Travel includes all means of public and private transit both intrastate and interstate via ground, air, and water modes. Persons with disabilities must have equal access to transportation services to secure and maintain employment, utilize community resources, and participate in social and recreational activities.

The goals and objectives in the area of **Transportation and Travel** in FY 2009-2010 are:

- 6.1 When provided, public and private ground transportation systems in all counties will be fully accessible.

Objectives:

- 6.1.1 Provide technical consultation to ground transportation providers (including taxis) on the requirements for accessible vehicles and transportation service under Titles II and III of the Americans with Disabilities Act on an on-request basis. Serve on the City and County of Honolulu's Department of Transportation Services Advisory Committee on Accessible Transportation and provide technical assistance. **(Priority 2)**
- 6.1.2 Provide technical assistance to the State Department of Transportation on public transit-human services transportation plans, to include the dispersion of monies under the Section 5310 Grant process. **(Priority 2)**
- 6.1.3 Provide technical assistance to the county to ensure the light rail system vehicles are designed to be accessible to persons with disabilities. The Hawaii Revised Statutes 103-50 review process already covers the facility but not the actual transit vehicles. **(Priority 1)**
- 6.1.4 Monitor proposed federal guidelines for accessible buses and vans and provide technical assistance on the new guidelines, when adopted. **(Priority 3)**

- 6.2 Air travel to and from the State of Hawaii shall comply with the provisions of the Air Carrier Access Act (air carriers) and the Americans with Disabilities Act (airports) and shall minimize discomfort and delays.

Objectives:

- 6.2.1 Provide technical assistance to the Department of Transportation Airports Division and other agencies working at the airport to increase accessibility to all air carrier passengers with disabilities to comply with the U.S. Department of Transportation's amendments to the Air Carrier Access Act. **(Priority 2)**
- 6.2.2 Update the "Hawaii Traveler Tips" (annually), post on the Disability and Communication Access Board web site, and encourage links to the site from other travel or visitor web sites. **(Priority 2)**

7. Parking

Accessible parking spaces are uniquely designed and located to accommodate the needs of qualified individuals with mobility impairments. A “person with a disability parking permit” (parking placard or special license plates) authorizes the use of accessible parking spaces.

The goals and objectives in the area of **Parking** in FY 2009-2010 are:

- 7.1 Private and public sector parking spaces reserved for persons with disabilities will meet the State and Federal design requirements.

Objective:

- 7.1.1 Provide technical assistance to inquiries from public and private entities on design of accessible parking spaces, per Chapter 291, Part III of the Hawaii Revised Statutes. **(Priority 3)**

- 7.2 Authorized State and County agents will enforce the laws on the proper use of parking spaces reserved for persons with disabilities.

Objectives:

- 7.2.1 Coordinate with State and County agencies that have parking control functions to issue citations for illegal parking in accessible parking spaces consistent with the penalty amounts provided under Chapter 291, Part III, Hawaii Revised Statutes. **(Priority 2)**
- 7.2.2 Coordinate with the private sector that have parking control functions to issue citations for illegal parking in accessible parking spaces consistent with the penalty amounts provided under Chapter 291, Part III, Hawaii Revised Statutes. **(Priority 2)**
- 7.2.3 Implement a public education program to ensure the proper use of accessible parking stalls through public speaking engagements at schools, civic and federal organizations, and local broadcasts of public service announcements, and print media (target = 4 presentations). **(Priority 3)**

- 7.3 Parking permits (placards or special license plates) will be issued to qualified individuals with mobility impairments in conformance with Chapter 291, Part III, Hawaii Revised Statutes and Chapter 11-219, Hawaii Administrative Rules.

Objectives:

- 7.3.1 Procure and distribute placards, decals, and other relevant items to the county issuing agencies. Implement protocols for issuing the placards, using the database, and reimbursing the counties. **(Priority 1)**
- 7.3.2 Maintain the Statewide Internet-based database on parking permits to include on-line, 24/7 access by all county issuing agencies and authorized parking enforcement agents; monitor system connectivity and troubleshoot system crashes or inability to connect by issuing agencies as needed; conduct training, as needed, for issuing agencies to ensure database input consistency. Annually review the parking permit database software to incorporate changes to reduce input errors and improve usability. **(Priority 1)**

- 7.3.3 Maintain mechanisms to retrieve voided or expired placards (a) upon application for placard renewal or (b) upon the death of the permittee through death record matches. **(Priority 3)**
- 7.3.4 Generate quarterly and annual statistical data, and a five (5) year historical analysis for reimbursement purposes and to improve the program's efficiency of operations and distribute to the Disability and Communication Access Board and the county issuing agencies. **(Priority 1)**
- 7.3.5 Troubleshoot incomplete disability parking permit applications, including but not limited to, staff contact with physician's offices to increase physician awareness concerning certification procedures and build greater appreciation for the certification process. **(Priority 3)**
- 7.3.6 Research the feasibility to allow the state to issue parking permits and to find a mechanism to establish a funding base. **(Priority 2)**

8. Employment

Employment includes options which allow youth and adults with disabilities to participate in rewarding work experiences (e.g., internships, volunteerism, work-study, and employment). Employment and training options include, but are not limited to, competitive, subsidized employment training, supported and self-employment, including micro-enterprises, job sharing, and re-structuring, which maximize community integration for many persons with disabilities.

The goals and objectives in the area of **Employment** in FY 2009-2010 are:

- 8.1 Current and potential employment and training opportunities for people with disabilities will be enhanced, with an emphasis on statewide employment programs.

Objective:

- 8.1.1 Provide technical consultation and support legislation in the development of policies and procedures to implement federal and state efforts to ensure compliance with laws that impact persons with disabilities. **(Priority 3)**

- 8.2 Employers, unions, and consumers will be aware of employment rights and responsibilities of persons with disabilities in accordance with the Americans with Disabilities Act, Rehabilitation Act of 1973, as amended, the School-to-Work Opportunity Act, and Section 368, Hawaii Revised Statutes.

Objectives:

- 8.2.1 Conduct or coordinate workshops and training sessions on employment rights of persons with disabilities with an emphasis on the Americans with Disabilities Act-Title I, the Americans with Disabilities Act Amendments Act, the Genetic Information Nondiscrimination Act, and the Family Medical Leave Act to State and county employers (target = 4 workshops). **(Priority 1)**
- 8.2.2 Provide technical assistance to employers, with an emphasis on State and county government employers, in resolving complex reasonable accommodation requests of employees, including instruction on essential job function analyses, and recommendations on specific cases (projected number = 8 cases). **(Priority 2)**

9. Other Program Issues

Other **Program** goals and objectives in FY 2009-2010 are:

- 9.1 The community will receive information from the Disability and Communication Access Board on services, programs, activities, and issues relating to persons with disabilities.

Objectives:

- 9.1.1 Provide information and referral, and technical consultation to callers on programs, services, laws, and other resources. (Note: Non-duplicative of SPIN warm-line calls noted in Objective 4.1.2 and Facility Access Unit architectural calls noted in Objective 2.3.1) (projected number = 2,500 calls). **(Priority 2)**
- 9.1.2 Update the Disability and Communication Access Board's web site with relevant documents as reflected elsewhere in the Plan of Action (e.g., newsletter, Access Bulletin, Key to Resources, Travelers Tips, Interpreter List, Legislation, ADA Coordinators). **(Priority 1)**
- 9.1.3 Provide a report to County Mayor's Committees or other community groups to keep them abreast of the Disability and Communication Access Board activities or key disability-related events, or news. **(Priority 2)**
- 9.1.4 Update the "Key to Resources" and post on the Disability and Communication Access Board's web site. **(Priority 2)**



HAWAII STATE
DEPARTMENT
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We provide access to our activities without regard to race, color, national origin (including language), age, sex, religion, or disability. If you have a concern, write or call the Disability and Communication Access Board or the Department of Health Affirmative Action Officer at P.O. Box 3378, Honolulu, HI 96801-3378, or call 586-4616 (V/TTY) within 180 days of a problem.