



DISABILITY AND COMMUNICATION ACCESS BOARD

PLAN OF ACTION
FY 2012-2013

Approved:
July 19, 2012

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.

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 requests when an alternate design provides equal or greater access. Provide review and recommendations on all State and county plans for buildings, facilities, and sites in accordance with Section 103-50, Hawaii Revised Statutes.
- 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. Operate the Hawaii Quality Assurance System and its continuing education units program.
- Administer the Statewide program on parking for disabled persons, in accordance with Part III of Chapter 291, Hawaii Revised Statutes.
- Provide 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.
- Coordinate the efforts of the State to comply with the requirements of the Americans with Disabilities Act.
- 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.

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 that underlies its policy statements, and to set forth the goals and objectives that guide its actions for the period July 1, 2012 to June 30, 2013.

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 and Justice

The **Civil Rights** of persons with disabilities is 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 **Judicial Systems** is critical to equal status in society.

The goals and objectives in the area of **Civil Rights and Justice** in FY 2012-2013 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. Assist Department ADA Coordinators resolve complex ADA-related complaints or situations. Conduct individual orientation trainings for newly appointed ADA Coordinators. Create a new Governor's Directive on the ADA for the new Administration. **(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. Assist County ADA Coordinators (and other County officials) fulfill their responsibilities or resolve complex ADA-related complaints or situations. **(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. **(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.

Objectives:

- 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 civil rights laws, and the legislative process in order to be effective advocates (target = 4 workshops). **(Priority 3)**

1.3.2 Review and update, if appropriate, the Disability and Communication Access Board's *Programs and Services Manual* and ADA fact sheets. (**Priority 2**)

2. Facility Access

Facility Access ensures 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 2012-2013 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 and implement a fee schedule, January 1, 2013 (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) and the Fair Housing Accessibility Guidelines (FHAG) sections, 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 Administrative Rules Title 11, Chapters 216 and 217 to reflect the new legislation as well as to update obsolete provisions. **(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 = 8 workshops). Workshops and training sessions will focus on the revised ADAAG, following its adoption by the Department of Justice and the Disability and Communication Access Board. **(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 Partner with the Department of Hawaiian Home Lands and academic design programs to integrate accessibility, aging in place, universal design, and visitability into the curriculum and design and construction of Department of Hawaiian Home Lands homes. **(Priority 2)**
- 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 the Americans with Disabilities Act Accessibility Guidelines (ADAAG), the Fair Housing Accessibility Guidelines, or other draft/interim guidelines of the U.S. Access Board as best practices; when such guidelines do not exist, provide appropriate design recommendations to ensure program access for persons with disabilities. **(Priority 2)**
- 2.3.2 Monitor and provide testimony to ensure that applicable codes incorporate or reference the Americans with Disabilities Act Accessibility Guidelines (ADAAG) and Fair Housing Accessibility Guidelines (FHAG), as a minimum. As appropriate, support changes that mirror best practices or expanded access for persons with disabilities. **(Priority 2)**
- 2.3.3 Monitor proposed accessibility guidelines and standards for buildings, facilities, and sites, and equipment and furniture and provide comment, as needed. **(Priority 2)**

NOTE: Objective 2.1.1 is the highest of all objectives rated Priority 1.

3. Communication Access

Communication Access includes the provision of auxiliary aids and services that 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 2012-2013 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 and the continuing education program 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 Review the Title 11, Chapter 218, Hawaii Administrative Rules Appendix A, *Recommended Fee Schedule for Providers* and Appendix B, *Description of HQAS Continuing Education Program*. **(Priority 2)**
- 3.1.4 Publish and distribute electronically the *Communication Access E - News* for sign language interpreters, the Deaf community and interested professionals about the educational opportunities in the community and the Disability and Communication Access Board activities (target = 4 issues). **(Priority 2)**
- 3.1.5 Serve on the State Judiciary's Office on Equality and Access to the Court-Committee on Court Interpreters and Language Access and the Department of Health-Language Access Advisory Council to coordinate with Title II entities to improve communication access services with an emphasis on interpreting. **(Priority 3)**
- 3.1.6 Conduct or coordinate workshops and training sessions for sign language interpreters (target = 2 workshops). Workshops and training sessions will focus on the ADA and interpreting best standards and practices. **(Priority 1)**

- 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 Complete the series of videos in American Sign Language with captions on laws that impact people with disabilities and post on a new web site with links from the Disability and Communication Access Board web site. **(Priority 1)**

- 3.2.2 Provide technical assistance to public entities to ensure captioning access for persons who are deaf, hard of hearing, and deaf-blind. **(Priority 3)**
- 3.2.3 Provide technical assistance on the design of web sites to ensure access to the Internet for persons who are blind or have low vision. **(Priority 3)**

4. Education and Training

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

The goals and objectives in the area of **Education and Training** in FY 2012-2013 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 1 to 2 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 contacts/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 regular issues and 1 special online edition). **(Priority 1)**
- 4.1.4 Reprint a *Parent’s Guide to Partnership in Special Education*, to incorporate changes to special education regulations (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), early intervention programs and other service providers 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, policies and proposals impacting students with disabilities, including, but not limited to the State Performance Plan for Special Education (Individuals with Disabilities Education Act), and assist in the development of such documents; monitor the implementation of special education policies, programs and supports to identify unmet needs of students with disabilities. **(Priority 1)**
- 4.2.2 Provide collaborative in-service presentations to all educational personnel including undergraduate and graduate students receiving pre-service training on the educational, social, and personal needs of students with disabilities and their families (target = 4 workshops). **(Priority 3)**

4.2.3 Provide opportunities for collaboration among multiple agencies serving students and their families in order to enhance the array and coordination of services available (target = 8 collaboration opportunities). **(Priority 2)**

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 goal and objectives in the area of **Community Living** in FY 2012-2013 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 to meet growing needs to offer a full range of services for choice and self-determination.

Objectives:

- 5.1.1 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)**
- 5.1.2 Support legislation to expand, improve, or develop community-based services for persons with disabilities. **(Priority 3)**

6. Emergency Preparedness

Emergency preparedness includes educating emergency managers, first responders, and planners at the state and county levels about access and functional needs of individuals with disabilities during a natural or manmade disaster or emergency, assisting in the development and review of emergency operation plans and how to include individuals with disabilities, staffing the Interagency Action Plan Work Group to update the *2009 Interagency Action Plan for the Emergency Preparedness of Persons with Disabilities and Special Health Needs*, and informing the community of statewide activities related to emergency preparedness and individuals with disabilities.

The goals and objectives in the area of **Emergency Preparedness** in FY 2012-2013 are:

- 6.1 Emergency preparedness, sheltering, and evacuation plans in the State of Hawaii shall ensure the full inclusion of persons with disabilities that reflects the Federal Emergency Management Agency's (FEMA) "whole community concept" of emergency management.

Objectives:

- 6.1.1 Convene the Interagency Work Group to update the *2009 Interagency Action Plan*, participate in other state planning efforts (i.e., the Alternate Care Sites Planning Committee) to harmonize efforts with the 2011 FEMA Guidance on Functional Needs Support Services. Collaborate with the Department of Health, State Civil Defense and County Civil Defense agencies to support the Interagency Action Plan, including obtaining funds and other legislative efforts. **(Priority 2)**
- 6.1.2 Provide technical assistance to Department of Health and State Civil Defense on accessibility of sites chosen for use as evacuation shelters and/or alternate care sites. **(Priority 3)**

- 6.2 Increase the capacity of the emergency preparedness system to include Individuals with disabilities in all aspects of planning, sheltering, evacuation and recovery during disaster situations through the dissemination of information.

Objectives:

- 6.2.1 Conduct public education, outreach and training related to the emergency preparedness of people with access and functional needs during natural or manmade disasters. Methods of information dissemination may include, but not be limited to, the development of emergency simulations, use of individuals with disabilities as volunteers, conducting presentations, and the use of social media. **(Priority 3)**
- 6.2.2 Publish the *Emergency Preparedness E-News* (target = 6 issues). **(Priority 2)**

7. Transportation and Travel

Transportation and Travel includes all means of public and private transit both intrastate and interstate. 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 2012-2013 are:

- 7.1 When provided, public and private ground transportation systems in all counties will be fully accessible, as provided by law.

Objectives:

7.1.1 Provide technical assistance and training to public and private transportation providers on the requirements for accessible vehicles and transportation services under Titles II and III of the Americans with Disabilities Act, to include but not be limited to the fixed-route bus, paratransit, and taxi services. **(Priority 2)**

7.1.2 Serve on the City and County of Honolulu's Committee on Accessible Transportation, the Coordinated Transportation Strategies and Operations Committee, and the State Department of Transportation, Section 5310 Grant Process Committee to ensure transportation systems are accessible to persons with disabilities and to participate in the dispersion of federal transportation monies. **(Priority 2)**

7.1.3 Provide technical assistance to the county to ensure the 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 2)**

7.1.4 Monitor motor vehicle and pedestrian safety legislation, rules, or policies that may impact persons with disabilities and provide comment, as needed. **(Priority 3)**

7.1.5 Monitor proposed federal guidelines for paratransit vehicles, accessible buses and vans, and provide comment, as needed. **(Priority 3)**

- 7.2 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).

Objectives:

7.2.1 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 and the ADA. **(Priority 3)**

7.2.2 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 3)**

8. 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 2012-2013 are:

- 8.1 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:

- 8.1.1 Procure placards, decals, identification cards and application forms for the parking program for persons with disabilities. **(Priority 1)**
- 8.1.2 Implement Memorandum of Agreements (MOA) with the counties to issue all placards (except for renewals of six (6) year placards), distribute supplies to the counties to fulfill the MOA, and reimburse the counties per the MOA. **(Priority 1)**
- 8.1.3 Administer in-house the statewide issuance of long-term placard renewals by mail. **(Priority 1)**
- 8.1.4 Maintain the Statewide Internet-based database on parking permits to include online, 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. Implement protocols to delete records of deceased placard holders and develop/implement protocols to delete records of expired temporary placard holders. **(Priority 1)**
- 8.1.5 Establish standard operating procedures for the administration of the parking program for persons with disabilities. **(Priority 2)**
- 8.1.6 Establish training for county issuing agencies on proper procedure of permit issuing and data entry. **(Priority 1)**
- 8.2 Quality assurance measures will be established and maintained to ensure a viable and reliable parking program for persons with disabilities.

Objectives:

- 8.2.1 Retrieve voided or expired placards upon renewal. **(Priority 3)**
- 8.2.2 Retrieve voided or expired placards upon death of permittee through death record matches, through family members or legal representatives and from county issuing agencies. **(Priority 3)**
- 8.2.3 Generate quarterly and annual statistical data 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)**

8.2.4 Introduce legislation to establish a permanent, funding base for the parking program from non-general funds. **(Priority 2)**

8.3 Parking placards and parking stalls reserved for persons with disabilities will be used correctly. Parking stalls, when abused, will be enforced appropriately.

Objectives:

8.3.1 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)**

8.3.2 Outreach and train enforcement personnel about the parking program, with an emphasis on changes to state law and administrative rules. **(Priority 1)**

8.3.3 Provide technical assistance to entities that own or operate parking facilities on the appropriate use and design of accessible parking spaces. **(Priority 3)**

9. Employment

Employment includes options that 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 2012-2013 are:

- 9.1 Policies and procedures for employment and training will be strengthened to promote and enhance the employment of persons with disabilities.

Objective:

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

- 9.2 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:

- 9.2.1 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 and the Americans with Disabilities Act Amendments Act to State and county employers (target = 4 workshops). **(Priority 3)**
- 9.2.2 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)**

10. Other Program Issues

Other **Program** goals and objectives in FY 2012-2013 are:

- 10.1 The community will receive information on services, programs, activities, and issues relating to persons with disabilities.

Objectives:

10.1.1 Update the Disability and Communication Access Board's web site with relevant documents as reflected elsewhere in the Plan of Action and make changes to improve accessibility features. (**Priority 1**)

10.1.2 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**)

- 10.2 The Aging and Disability Resource Centers shall have the capacity to provide comprehensive information on community resources for persons with disabilities.

Objective:

10.2.1 Transition the Disability and Communication Access Board's information and referral component for programs, services, and benefits, including the *Key to Resources* to the Aging and Disability Resource Center. Maintain the *Key to Resources* and the Disability and Communication Access Board's information and referral component until the transfer (projected number = 300 calls). (**Priority 2**)



HAWAII STATE
DEPARTMENT
OF HEALTH

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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 586-4614 (V/TTY) within 180 days of a problem.