Disability and Communication Access Board

ANNUAL REPORT

FY 2014-2015

OVERVIEW

The Disability and Communication Access Board (DCAB) is a statewide, Governor-appointed, 17-member Board whose mission is to advocate and promote the full integration, independence, equal access, and quality of life for persons with disabilities in society.

This Report highlights key accomplishments for fiscal year 2014-2015.

DCAB BOARD Members

MICHAEL OKAMOTO, Chairperson
PETER FRITZ, Vice Chairperson

- Pauline Aughe
- Ed Chevy
- Nani Fife
- Barbara Fischlowitz-Leong
- Robin Inaba
- Ann Ito
- Lance Kaneshiro
- Tamar Lani
- Lucy Miller, Ph.D.
- Lynn Murakami-Akatsuka
- Glenn Nakamura
- Yolanda Phelan
- Anthony Riecke-Gonzales
- Kirby Shaw
- Bryant Yabui

DCAB Staff

FRANCINE WAI, Executive Director

- **Planning and ADA Coordination:** Debbra Jackson
- **Program and Policy Development Unit:** Charlotte Townsend, Kristine Pagano, William Nakamatsu, Leonard Lau, Geraldine Kealoha, Kamaile Hopfe
- **Facility Access Unit:** Mona Higa, Duane Buote, Eric Isidro (eff. 1/15), Rodney Kanno, Nyree Oshiro (until 8/14), David Poe, Laurie Palenske
- **Special Parent Information Network:** Susan Rocco, Amanda Kaahanui (eff. 10/14), Jan Tateishi (until 7/14)
- **Administrative Support Unit:** Cindy Omura, Rene Clymer

Major accomplishments in the area of

CIVIL RIGHTS & JUSTICE:

DCAB is the primary resource for ADA compliance in State government and serves as a systems advocate for civil rights of persons with disabilities.

CIVIL RIGHTS & JUSTICE

ADA COORDINATION

- As the State ADA Coordinator, staffed 3 State ADA Coordinators meetings. Six new ADA Coordinators for the Department of Budget and Finance (B & F), Department of Taxation (DoTax), Department of Business, Economic Development, and Tourism (DBEDT), Department of Transportation (DOT), Airports Division, Hawaii Tourism Authority (HTA), and the Department of Human Resources Development (DHRD) were appointed and oriented by DCAB as part of its coordination responsibilities.
- Hosted and attended 4 County ADA Coordinators meetings and provided technical assistance as needed to the City and County of Honolulu and the Counties of Maui, Kauai, and Hawaii.
- Conducted 11 trainings on the ADA Titles II and III to state or local government and private entities.
- Provided technical comment on a proposed state web policy to the Office of Information Management and Technology (OIMT).
- Launched an ADA Coordinators secured web site to provide timely information to the State and County ADA Coordinators.
- Participated, as a member on the State Judiciary's Supreme Court Committee on Access to the Courts.

SYSTEMS ADVOCACY

- Provided DCAB testimony to our Congressional delegation in support of the Harkin packet of ADA legislation.
- Provided comments to the Department of Land and Natural Resources (DLNR) to amend their administrative rules for disabled hunters.
- At the State Legislature, monitored and/or testified on disability-related legislation on fraudulent representation of service animals, pets in restaurants, zoning of community homes, access to movie theaters, access to the legislative broadcast program, beach access, and elections. A noteworthy success was the passage of Act 39 relating to captioning and audio description in movie theaters.
- Provided comments to the Office of Elections to implement the Help America Vote Act (HAVA).

FACILITY ACCESS

DCAB is responsible to review plans and specifications for the construction of State and county buildings, facilities and sites to ensure facility access.

Major accomplishments in the area of FACILITY ACCESS:

DOCUMENT (BLUEPRINT) REVIEW PROCESS

1,178
State & County projects
656 New
522 Resubmittal
As required under §103-50, HRS

244
Projects Tracked
Those projects in the planning, design or active construction phase

6
Interpretive Opinions
As required under §103-50, HRS

6
Master Plans Reviewed

- Conducted 1,178 state and county document reviews (656 new and 522 resubmittals) as required under §103-50, Hawaii Revised Statutes (HRS). Some of the more complex or significant projects reviewed this year were:
  - Daniel K. Inouye College of Pharmacy
  - Hawaii Pacific University Housing (Aloha Tower)
  - HART Kamehameha Station Group - Aloha Stadium, Pearlridge, Pearl Highlands
  - Ka Makana Alii
  - Kapolei Loft Apartments
  - Kapolei II Elementary School
  - King Kekaulike High School Performing Arts Center
  - Waimea High School Eight Classroom Building
  - Shriners Hospital for Children Family Headquarters Extension
- Initiated an internal procedure to track projects that are either in the planning, design, or active construction phase that have not been submitted for review under §103-50, HRS. Tracked 244 projects that were not submitted for review.
- Issued 6 interpretive opinions: Docket 2014-03 Operable Windows; Docket 2014-04 Accessible Means of Egress; Docket 2014-05 Definition of Parking Facilities; Docket 2015-01 Accessible Toilet Stall Toe Clearance; Docket 2011-03, amended, Outdoor Rinsing Showers; and Docket 2011-01, amended, Street Parking.
- Reviewed and commented upon 6 master plans of state and county government.
- Successfully obtained passage of Act 45 to amend §103-50, HRS on the scope and coverage of public buildings, facilities, and sites.

OUTREACH AND PUBLIC EDUCATION TO THE DESIGN COMMUNITY

- Responded to 310 requests for technical information from design professionals.
- Coordinated the “2015 Accessible Routes and Means of Egress” Conference attended by 206 participants.
- Conducted 6 trainings on accessible design for the design community.
- Prepared 10 “Access E-Bulletins” to keep the design community abreast of new developments in accessible design.

310
Technical Information Responses

206
Conference Participants

6
Trainings on Accessible Design

10
Access E-Bulletins
Bimonthly newsletter

POLICY AND CODE ANALYSIS

- Conduct a code analysis of Section 1007 of the 2006 International Building Code (IBC), identical to the State of Hawaii Building Code, to determine if it was equivalent to or more stringent than the 2003 IBC Section 1007 that is referenced in the 2010 ADA Standards for Accessible Design.
- Reviewed and monitored the progress of the International Code Council’s proposed changes to the “ANSI A117.1 Standards for Accessible and Usable Buildings and Facilities.”
- Completed a review of the Federal Transit Administration’s November 2014 “Draft ADA Circular for Transportation Facilities.”
- Staffed the Outdoor Developed Areas Accessibility Guidelines Working Group and finalized recommendations for the scoping and technical provisions related to outdoor constructed features and outdoor recreation areas. The Board adopted the draft Outdoor Developed Areas Accessibility Guidelines to proceed to public hearing.

(A separate report on the implementation of §103-50, HRS is available.)

COMMUNICATION ACCESS

DCAB tests and credentials American Sign Language (ASL) interpreters, establish rules for the use of communication access through the provision of auxiliary aids and services.

Major accomplishments in the area of

COMMUNICATION ACCESS:

ADMINISTRATION OF THE HAWAII QUALITY ASSURANCE SYSTEM (HQAS) PROGRAM FOR SIGN LANGUAGE INTERPRETERS

4
New HQAS Applicants

23
HQAS Interpreters Recruited

Launched new CEU secure web site for HQAS

11
Interpreters Tracked and Monitored Online

Using the new web site for HQAS

- Tested and credentialed 4 new HQAS applicants.
- Initiated the HQAS Continuing Education Unit (CEU) Program and recruited 23 HQAS interpreters in the program.
- Launched a new secure web site for the HQAS CEU Program for interpreters to track and monitor their CEU information online and tracked 11 interpreters online.
- Updated the HQAS and CEU Operation Manuals.
- Developed the HQAS CEU Online Program Manual.
- Updated the list of Communication Access Providers and posted the list on the DCAB web site to assist agencies in knowing the credentials of current providers.
- Contracted with the Aloha State Association of the Deaf for professional development workshops for sign language interpreters and the deaf community on “Code of Ethics” and “Interpreting Practices.”
- Co-sponsored professional development workshops for sign language interpreters relating to “Educational Interpreting in the Classroom” and “Resources for Interpreting in the Heathcare Setting.”
- Contracted with the Pacific Basin Rehabilitation Research and Training Center for a report on Statewide Licensure of ASL interpreters.

TECHNICAL ASSISTANCE, OUTREACH, AND ADVOCACY

- Provided testimony to the U.S. Department of Justice on proposed rules regarding captioning and audio description in movie theaters.
- Conducted 5 workshops on communication access, primarily for state agencies.
- Prepared and distributed 4 “Communication Access E-News” to inform the community on the latest communication access information.
- Served on the Language Access Advisory Council as well as the Judiciary’s Committee on Court Interpreters and Language Access to ensure that issues related to ASL interpreters are taken into consideration on language access issues either as a separate policy or integrated into overall language access policies.
- Provided technical assistance to DLNR on quality captioning and audio description on video production projects, to DOT Airports Division on captioning a safety video at Kahului Airport, to the U.S. Department of Housing and Urban Development to include captions on the “Fair Housing: Disability, Discrimination and the Law” video shown on Olelo television, and to the Aloha State Association of the Deaf regarding House Bill 1272, Relating to Movie Theaters, and to Honolulu Community College regarding captioning for deaf students.

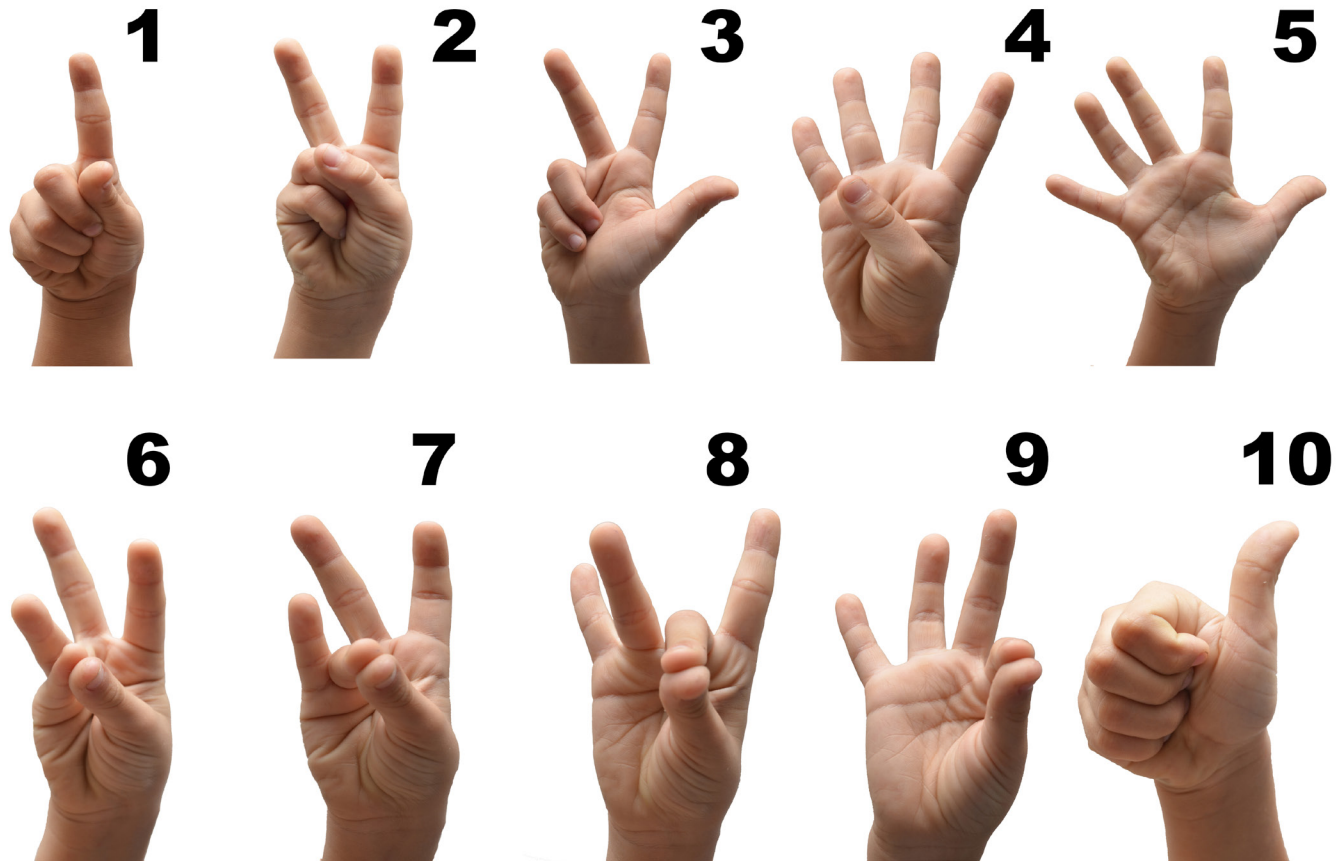
5

Workshops Conducted on Communication Access

4

Communication Access E-News

Newsletters



PARKING

DCAB administers the statewide parking program for persons with mobility disabilities under federal and state law.

Major accomplishments in the area of PARKING:

ISSUANCE OF PLACARDS

15,329
Parking Placards Issued

595
License Plates Issued

13,854
Placards Issued by Counties

1,475
Long Term Placards Renewed by Mail

101,529
Active Placards in Circulation

95,579
Individuals with Placards

8,469
Invalid Placards Removed from Circulation

- In conjunction with the counties, issued 15,329 placards and 595 license plates.
- Implemented Memorandum of Agreements with the counties to issue first time, temporary, and replacement placards.
- The counties issued 15,329 placards and were reimbursed $111,492 for their services. In addition the counties collected $51,584 from consumer transaction fees.
- As of June 30, 2015, there were 101,529 active placards in circulation to 95,577 people.
- Administered in-house renewals of the parking placards by mail. Distributed 1,482 renewal notices and issued 1,475 long-term placards upon renewal by mail.
- Retrieved a total of 8,469 inactive parking placards from circulation to prevent mis-use. Eight hundred sixty seven (867) placards were retrieved in response to 2,247 DCAB 'death retrieval letters' sent to the estate of deceased permittees (a 39% response rate). In addition, 734 placards were returned from families of deceased permittees but without a DCAB 'death retrieval letter'; 1,284 expired placards were returned when people renewed their long term placard, and 5,584 placards were returned for other reasons.
- Responded to 8 subpoena requests from the First Circuit District Court, and Prosecuting Attorney's Office for DCAB archived copies of Person with a Disability Parking Permit Application document.
- Completed a public hearing and supported successful passage of legislation to amend Hawaii Administrative Rules, Title 11, Chapter 219, "Parking for Persons with Disabilities" to allow Advanced Practice Registered Nurses to sign the parking certification form. Revised literature and forms to comply with the new law.
- Contracted with Hawaii Information Consortium and ehawaii.gov to migrate the disabled person parking database to a new platform on a virtual server. Completion is targeted for Summer 2015.

ENFORCEMENT, PUBLIC EDUCATION, AND AWARENESS

- Assisted the City and County of Honolulu regarding the implementation of Revised Ordinances of Honolulu Section 14-25 which charges a fee for parking in accessible City parking spaces that are not metered.
- Provided training on accessible parking to the Honolulu Police Department Traffic and Volunteer Enforcement Officers at their Police Academy. Created a “Tip Sheet” for enforcement officers to assist in issuing citations.
- Responded to 82 inquiries on parking not related to issuance, and 24 inquiries on foreign supporting documents, primarily from Japanese visitors.
- Aired a 30-second video on the proper use of an accessible parking permit on KHNL/KFVE with 238 showings.
- Completed protocols for the Android/mobile versions of the locator app. The database now has 503 photos of accessible parking stalls. Developed a public education campaign brochure and promotional fact sheet on the app.

A separate report on the implementation of the parking program is available.)

82
Parking Inquiry Responses

24
Foreign Inquiry Responses

238
Accessible Parking Permit Video Showings

503
Accessible Stall Photos for Locator App

EDUCATION AND TRAINING

DCAB partners with the Department of Education to provide support and information to parents of students with disabilities.

Major accomplishments in the area of

EDUCATION & TRAINING:

SPECIAL PARENT INFORMATION NETWORK (SPIN) - PARENT ACCESS TO INFORMATION ON EDUCATIONAL RIGHTS

447
Conference Participants

1,352
Warm Line Calls Answered

4
SPIN News Newsletters

1
Special Edition Newsletter

- Coordinated the SPIN Conference, "Operation SPIN" (May 2015) with 447 attendees, 16 workshops, and 65 exhibitors.
- Fielded 1,352 calls and emails from families and helping professionals needing resources or technical assistance, and/or offering information regarding events and services.
- Prepared 4 issues of the quarterly *SPIN News* and one *Special Edition SPIN News* and distributed to parents of special education students and interested professionals.
- Updated and distributed *"A Parent's Guide to Partnership in Special Education"* based on revisions to Chapter 60.
- Updated the SPIN and SEAC web sites with information on community resources, events, meeting agendas and minutes, and reports; created a SPIN Facebook page.

ADVOCACY FOR COMMUNITY SUPPORT SERVICES

- Participated on the following as a member: Coalition for Children with Special Needs; Developmental Disabilities Division's Strategic Plan Goal Work Groups 1, 2 and 3; Evidence Based Services Committee; Developmental Disabilities Waiver Policy Advisory Committee; Footsteps to Transition Planning Committee; Hawaii Center on Disability Studies Community Advisory Council; Hawaii Newborn Hearing Screening Advisory Committee; House Concurrent Resolution 17 Task Force; My Choice, My Way Work Group; Project Our Way Work Group; and the Work Force Committee of Project Laulima to improve access and increase the quality of services for persons with disabilities.
- Through the Coalition for Children with Special Needs, coordinated responses to legislative initiatives and continued to work on post-secondary service needs alongside plaintiff attorneys in the *E.R.K.* 9th Circuit Court Decision.

SPECIAL EDUCATION ADVISORY COUNCIL (SEAC) SUPPORT

- Provided ongoing staff support to the 28-member Special Education Advisory Council, Hawaii's State Advisory Panel under the Individuals with Disabilities Education Act, to fulfill its purpose of advising the Superintendent on the unmet needs of students with disabilities.

- Prepared testimony to the Board of Education (BOE) on behalf of SEAC opposing proposed cuts to special education funding, and provided testimony regarding a number of proposed policies relating to special education and comprehensive student supports.

- Prepared testimony to the Hawaii Legislature regarding autism insurance, early childhood programs, administration of epi-pens to students in public schools and the licensing of applied behavioral analysts.

- Provided staff support to SEAC in responding to the draft Annual Performance Report/State Systemic Improvement Plan and advising on the Department's infrastructure needs; wrote a letter of support for a federal preschool developmental grant; requested accountability for the Department's progress on the WestEd Report recommendations with the assistance of the education committee chairs of the Hawaii Legislature; offered comments to the Hawaii Teachers Standards Board regarding teacher performance assessments.

EMERGENCY PREPAREDNESS

DCAB supports emergency managers, first responders, and planners about access and functional needs of individuals with disabilities during a natural or man-made disaster.

Major accomplishments in the area of

EMERGENCY PREPAREDNESS:

EMERGENCY PREPAREDNESS

- Collaborated on the following Interagency Work Groups to foster improvements in the emergency preparedness system: Hawaii Emergency Preparedness Executive Consortium (HEPEC), the City and County of Honolulu Department of Emergency Management (DEM), the Hawaii Emergency Management Agency (HI-EMA), the Tourism Emergency Work Group.
- Submitted testimony to the Federal Communications Commission regarding the emergency alert system (EAS) to improve it for individuals with disabilities and access and functional needs.
- Attended the Federal Emergency Management Agency (FEMA) Mass Care Feeding meeting to update the Hurricane Catastrophe Plan.

PUBLIC EDUCATION

- Staffed 7 exhibit booths on emergency preparedness for people with access and functional needs at emergency preparedness fairs on Oahu and conducted 2 agency trainings on the same.
- Conducted a presentation at the Hawaii Emergency Preparedness Executive Consortium on the "FEMA L-197 Integrating Access and Functional Needs into Emergency Planning Course."
- Prepared and distributed 5 "Emergency Preparedness E-News."
- Participated in Makani Pahili 2014 by coordinating the participation of 18 volunteers with disabilities in the full scale exercise.

7
Exhibit Booths for Emergency Preparedness Fairs

5
Emergency Preparedness E-News Newsletters

EMERGENCY RESPONSE

- DCAB staff serves on the DOH Emergency Operations Committee. As such, DCAB staff was activated for Tropical Storm Ana. DCAB played a role in securing interpreters for news broadcasts relating to the storm.

Major accomplishments in the area of

TRANSPORTATION & TRAVEL:

DCAB promotes equal access to transportation services to secure and maintain employment and utilize community resources.

TRANSPORTATION & TRAVEL

ACCESSIBLE GROUND TRANSPORTATION

- Worked with the City and County of Honolulu Department of Transportation Services (DTS) to monitor the purchase and delivery of the remaining HandiVans on order. Fielded complaints regarding the HandiVan fleet not being at full capacity or with the real-time reservation system with long waits for reservation and cancellation phone lines, late arrivals and late pickup times and errors with dispatching software. Responded to complaints from consumers about long waits for HandiVan pickups by taxi vendors subcontracted by Oahu Transit Services (OTS) to augment paratransit services. Assisted DTS with the review of a new app to identify HandiVan route estimated time of arrivals in real-time for riders.
- Provided comments to the Honolulu Area Rapid Transit Authority (HART) on a proposed fact sheet for persons with disabilities using the rail system. Coordinated a presentation by HART Director to provide an update on disability access issues and rail accessibility.
- Participated on the Committee on Accessible Transportation of the City and County of Honolulu and the Statewide Mobility Management Task Force.
- Provided technical assistance to the State DOT on problems relating to drivers licensing for individuals with disabilities.
- Monitored state and county legislation on mobility management, complete streets, and car sharing as to the impact on persons with disabilities.

AIR TRAVEL

- Updated DCAB's "Travelers Tips" and posted on the DCAB web site. Established links with the web pages of the Hawaii Convention and Visitors Bureau (HCVB) and DCAB to assist the HTA to promote travelers with disabilities to Hawaii.
- Provided comments to Hawaii's Senatorial delegation regarding S. 2887, "Accessible Transportation for All Act."

COMMUNITY LIVING & EMPLOYMENT

DCAB advocates for programs that promote full integration in the community and non-discriminatory employment facilities.

Major accomplishments in the area of

COMMUNITY LIVING & EMPLOYMENT:

COMMUNITY LIVING

- Participated on the following as a member: Deaf Blind Task Force, Kupuna Caucus, Hawaii Family Caregiving Coalition, City and County of Honolulu Age Friendly Working Group, Deaf and Hard of Hearing Advisory Board.
- Co-authored the "2015 Aging and Disability Legislative Report" on services to elderly and disabled persons.
- Provided testimony at the State Legislature on the ABLE Act, insurance coverage for hearing aids, community transitions, Medicaid Buy In and Medicaid funding, blind pedestrian safety, licensure of durable medical equipment, payment of wages at qualified community rehabilitation centers.
- Participated on a working group to develop a Strategic Plan and Business Plan for a Comprehensive Services Center for Deaf, Hard of Hearing and Deaf-Blind Persons.
- Provided testimony to our U.S. Senatorial delegation on S. 2888 "Exercise and Fitness for All Act" and S. 2889 "Universal Home Design Act."

EMPLOYMENT

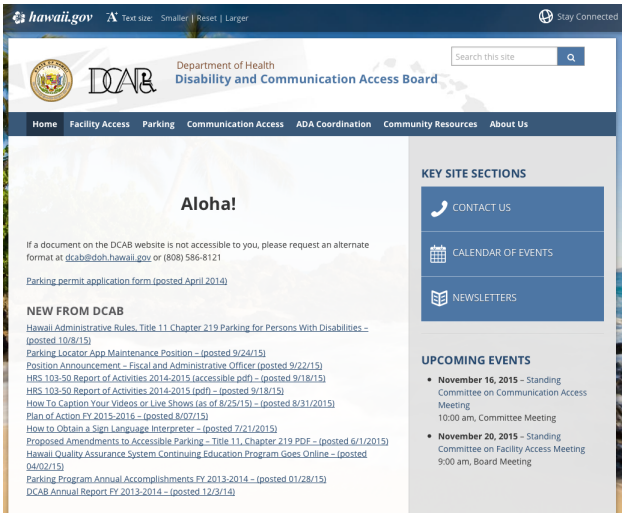
- Provided technical assistance to the Department of Human Resources Development (DHRD) on (1) the revision of the ADA Medical Resource Form to physicians and (2) a policy on service animals for state employees as a reasonable accommodation.
- Analyzed and provided comments to the U.S. Equal Employment Opportunity Commission on proposed rules for wellness plans for employees as to their impact on persons with disabilities.
- Provided extensive technical assistance on 33 complex reasonable accommodation requests by employees with disabilities, primarily in state government employment, and conducted 2 trainings for University of Hawaii managers on the reasonable accommodation process.

33
Technical Assistance Requests

2
Trainings for Reasonable Accomodation Process

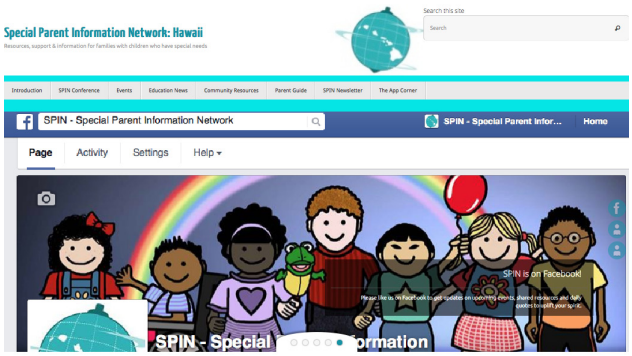
The Disability and Communication Access Board maintains comprehensive on-line resources via its primary DCAB website and the Special Parent Information Network (SPIN website).

DCAB WEBSITE INFORMATION



DCAB Website

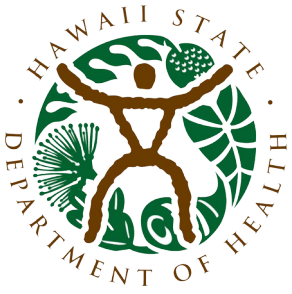
http://health.hawaii.gov/dcab



Welcome to the SPIN Website! Take a look around for resources, information, the lastest Newsletter articles and more!

SPIN Website

http://spinhawaii.org



David Y. Ige, Governor
Virginia Pressler, M.D., Director, Department of Health
Francine Wai, Executive Director,
Disability and Communication Access Board

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NONDISCRIMINATION STATEMENT: 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.