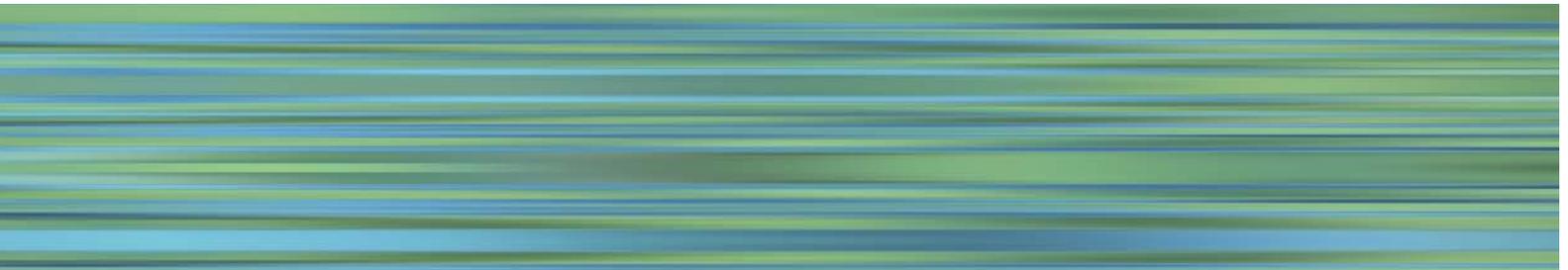




Disability and Communication Access Board  
**ANNUAL REPORT**  
FY 2015-2016



# 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 2015-2016.

## DCAB BOARD Members

### MICHAEL OKAMOTO, Chairperson

- Pauline Aughe
- William Bow (eff. 11/23/15 interim)
- Ed Chevy
- Barbara Fischlowitz-Leong
- Peter Fritz (until 4/21/16)
- Robin Inaba
- Ann Ito (until 6/30/16)
- Lucy Miller, Ph.D.
- Lynn Murakami-Akatsuka
- Glenn Nakamura
- Yolanda Phelan
- Anthony Riecke-Gonzales
- Kirby Shaw (until 10/13/15)
- Misella Tomita (eff. 7/1/15)
- Colin Whited (eff. 11/13/15 interim)
- Bryant Yabui

## DCAB Staff

### FRANCINE WAI, Executive Director

- **Administrative Officer:** Kristine Pagano (eff. 1/20/16)
- **Planning and ADA Coordination:** Debbra Jackson
- **Program and Policy Development Unit:** Charlotte Townsend (until 9/15/15), Kirby Shaw (eff. 11/3/15), Kurstin Chun (eff. 4/14/16), William Nakamatsu (until 11/13/15), Geraldine Kealoha, Kamaile Hopfe, Kristine Pagano (until 1/19/16); James Tomi (eff. 2/3/16 until 4/22/16)
- **Facility Access Unit:** Mona Higa, Duane Buote, Eric Isidro, Rodney Kanno, David Poe, Laurie Palenske, Danielle Kealoha (eff. 2/16)
- **Special Parent Information Network:** Susan Rocco, Amanda Kaahanui
- **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.*

## **AMERICANS WITH DISABILITIES ACT (ADA) COORDINATION**

- As the State ADA Coordinator, staffed 3 State ADA Coordinators meetings. Ten (10) new ADA Coordinators for the Executive Branch 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 Coordinators.
- Conducted 14 trainings or speaking engagements on the ADA Titles II and III to State or local government and private entities, and participated on 2 panel discussions on PBS television relating to disability rights.
- Coordinated the issuance of a proclamation by Governor Ige to celebrate the 25th Anniversary of the ADA.
- Renewed a Memorandum of Agreement with the Pacific ADA Center (Oakland, California) to serve as its Hawaii liaison to provide technical assistance on the ADA. As the Hawaii liaison, fielded 838 ADA technical assistance calls.

## **SYSTEMS ADVOCACY**

- In the 2016 Legislature testified on 29 House bills, 26 Senate bills, 10 House Concurrent Resolutions, and 13 Senate Concurrent Resolutions as to their impact on persons with disabilities. Key legislation included captioning and audio description in movie theaters, use of a dog in judiciary proceedings, and quarantine as it impacts service animals.
- Participated in a Working Group of the Office of Enterprise Technology Services related to accessibility of State websites. Reviewed the U.S. Department of Justice's Advanced Notice of Proposed Rulemaking regarding new guidelines for web access.
- Testified to the State Department of Agriculture on its proposed administrative rules on quarantine and its impact on service animals.
- Spoke to the Building and Property Management Association on service animals; was interviewed by "Hawaii Business Magazine" on service animal abuse; and worked with our Congressional representative on potential legislation on service animal licensure.



*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**

# 1,149

**State & County Projects**  
**726 New**  
**423 Resubmittal**

As required under §103-50, HRS

# 185

**Projects Tracked**

Those projects in the planning, design or active construction phase

# 4

**Interpretive Opinions**

As required under §103-50, HRS

# 13

**Master Plans Reviewed**

- Conducted 1,149 state and county document reviews (726 new and 423 resubmittals) as required under §103-50, Hawaii Revised Statutes (HRS).
- 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 185 projects that were not submitted for review resulting in 71 submittals.
- Issued 4 interpretive opinions:
  - Docket 2016-01 Secured Elevator Cabs
  - Docket 2015-02 Employee Work Areas
  - Docket 2015-03 Pedestrian Access Routes
  - Docket 2015-04 Door Thresholds
  - Rescinded Docket 2011-08 Public Rights of Way
- Reviewed and commented upon 13 master plans or draft environmental impact statements of state and county government. Some of the most significant plans included:
  - Haena State Park Master Plan
  - Waiohuli Community Center Master Plan
  - Hawaii State Hospital Master Plan
  - Ala Moana, Kalihi, Downtown, Waipahu and Aiea-Pearl City Transit Oriented Design Plans
  - Mixed Use Development at Alder Street
  - Keauhou Lane Draft Environmental Assessment
  - Affordable Rental Housing and Juvenile Services Center Draft Environmental Assessment
  - Kakaako Waterfront Draft Environmental Assessment
  - Oahu SPCA Animal Sanctuary Draft Environmental Assessment
- Stabilized the HRS §103-50 Review Process by completing the transfer of all Facility Access Unit staff to a Special Fund to be self sufficient.

## ***OUTREACH AND PUBLIC EDUCATION TO THE DESIGN COMMUNITY***

- Responded to 406 requests from design professionals for technical information on accessibility guidelines.
- Coordinated the “2016 Disability Access Conference,” attended by 211 participants, featuring speakers from the U.S. Access Board, GUND Partnership, and the State Departments of Transportation and Land and Natural Resources.
- Conducted 3 trainings on accessible design for the design community on: 1) “Surveying for Accessibility,” 2) “Barriers to Accessibility in the Built Environment,” and 3) “Accessible Retail/Sales/Service Areas.”
- Prepared 12 “Access E-Bulletins” to keep the design community abreast of new developments in accessible design.
- Provided technical assistance through focus group participation to the University of Hawaii at Manoa on: 1) Infrastructure and Water Catchment and Reuse Master Plan, 2) Circulation and Universal Accessibility Master Plan, and 3) Landscape Master Plan.

## ***POLICY AND CODE ANALYSIS AND DEVELOPMENT***

- Provided guidance to the Department of Transportation regarding animal relief areas at airports.
- Reviewed and monitored the progress of the International Code Council’s (ICC) changes to ICC/ANSI A117.1.
- Established and staffed a Statewide Working Group on Outdoor Developed Areas Accessibility Guidelines consisting of members of the 4 County Parks Departments and the Department of Land and Natural Resources. The Working Group recommended, and DCAB adopted, the Hawaii Outdoor Developed Areas Accessibility Guidelines to take effect January 2, 2017. The guidelines impact the design and construction of picnic facilities, camping facilities, trails, and beach access routes of state and county entities.

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



*DCAB tests and credentials American Sign Language (ASL) interpreters, establishes 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**

**5**

**New HQAS Interpreters Credentialed**

- Tested and credentialed 5 new HQAS applicants.
- Initiated the HQAS Continuing Education Unit (CEU) Program and developed an online tracking system for ASL interpreters to monitor their CEU credits.
- Twenty six (26) HQAS interpreters were enrolled in the CEU Program, allowing them to retain their credentials without re-testing.
- Sponsored 6 CEU workshops for ASL interpreters to enable them to improve their translation/transliteration skills as well as retain their credentials. Workshops sponsored were:
  - Three (3) sessions conducted by the Aloha State Association of the Deaf:
    - “Hey! Your Ethics are in My Way!”
    - “Help, Stat!! There is Legal Jargon in My Medical Assignment”
    - “Ahhh, Homework! Preparing for Your Next Appointment”
  - Three (3) sessions with a mainland trainer, Scott Huffman, focusing on the criminal justice system as it impacts deaf persons who are incarcerated:
    - “Have You HEARD about Deaf Access to Justice?”
    - “Prison Culture Meets Deaf Culture: Life Behind the Fence for the Deaf”
    - “What Does Re-entry for the Deaf Look Like?”

**26**

**Interpreters Tracked and Monitored Online**

Using the new website for HQAS

## TECHNICAL ASSISTANCE AND OUTREACH

- Conducted 5 workshops on communication access for the City and County of Honolulu Paratransit Agency (twice), Office of Elections, Aloha State Association of the Deaf, and the University of Hawaii Rehabilitation Research and Training Program.
- Prepared and distributed 2 “Communication Access E-News” to inform the community on the latest communication access information.
- Developed 2 fact sheets on “How to Obtain an Interpreter” and “How to Caption Your Videos or Live Shows” and posted online.
- Served as a member of the following committees to improve communication access for individuals who are deaf or hard of hearing: Language Access Advisory Council of the Office of Language Access Committee on Court Interpreters of the Hawaii State Judiciary, and Sprint Relay Advisory Committee.
- Coordinated Smart 911 presentations by the Honolulu Police Department to the deaf community.

## ADVOCACY

- Provided technical comments on the Scope of Services Request for Proposal (RFP) for American Sign Language Interpreter Referral Services.
- Coordinated with the Hawaii Civil Rights Commission and the Aloha State Association of the Deaf to provide outreach on the implementation of Act 39-2015 to offer open captioning in movie theaters. Provided testimony to repeal the sunset date, but the bill did not pass.



- Contracted with the Pacific Disabilities Center to research and prepare a report on the status of licensure of ASL interpreters nationwide. Initiated efforts to research the need and/or the feasibility of licensure in Hawaii.
- Met with the Chancellor and Vice Chancellor of Kapiolani Community College to improve and enhance the interpreter training program to prepare more community ASL interpreters.
- Conducted an analysis and provided DCAB comments to the Federal Communications Commission on the proposed rulemaking to modernize wireless phone compatibility with advanced text communication.

*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

**15,183**

**Parking Placards Issued by Counties**

**939**

**License Plates Issued**

**\$114,768**

**Money paid to Counties**

**\$61,878**

**Monies collected by Counties from fees**

**106,294**

**Active Permittees**

**4,522**

**Invalid Placards Removed from Circulation**

- Oversaw the issuance of 15,183 placards and 939 license plates by the counties.
- Implemented Memorandum of Agreements with the counties to issue first time, temporary, and replacement placards.
- The 4 Counties were reimbursed \$114,768 for their services. In addition, the 4 Counties collected \$61,878 from consumer transaction fees, totaling \$176,646 for their services.
- As of June 30, 2016, there were 106,294 active permittees with the following permits: 101,963 long term placards, 4,440 temporary placards, and 5,716 license plates.
- Retrieved a total of 4,522 inactive parking permits from circulation to prevent misuse. One thousand six hundred forty six (1,646) placards were retrieved in response to 3,581 DCAB 'death retrieval letters' sent to the estate of deceased permittees (a 46% response rate). The additional placards were returned from families of deceased permittees but without a DCAB 'death retrieval letter'; expired placards were returned when people renewed their long term placard, and placards were returned for other reasons such as confiscation, mutilation, or lost/found.
- Completed amendments to the Hawaii Administrative Rules, Title 11, Chapter 219, "Parking for Persons with Disabilities" and approved by the Governor on September 25, 2015.
- Worked with consultant to complete migration of the parking database and enhanced the database with modifications; worked extensively with county issuing agencies to establish accounts, troubleshoot connectivity, and conducted training to issuing agency staff on the new procedures.
- Updated operating procedures on mailing of renewal notices, database security, purging of deceased placard holders records, death retrieval letters, recognition of a foreign country parking permits, removal of expired temporary placards from the database, and record retention of parking applications.

## ENFORCEMENT, PUBLIC EDUCATION, AND AWARENESS

- Responded to 471 inquiries on parking not related to issuance, including inquiries on foreign supporting documents, primarily from Japanese visitors (average 40/month). A significant number of inquiries concern providing parking for employees as a reasonable accommodation in employment or tenants as a reasonable accommodation in housing.
- Was interviewed for a “MidWeek” article on the accessible parking program. Was interviewed for 3 “Kokua Line” articles on the parking program.
- Provided 1 training on the parking program to the Kapolei Rotary Club.
- Provided technical assistance to 9 entities and 36 individuals on the use and design of accessible parking spaces, referring individuals to DCAB’s brochure on “How to Design an Accessible Parking Space.”
- Continued to support efforts of the county police departments and state parking enforcement officers to ticket violators and confiscate parking placards that have expired or are being misused.



*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***

**478**

Conference Participants

**1,387**

Warm Line Calls Answered

**5**

SPIN News Newsletters

**300** 'Likes'

SPIN Website & Facebook Page

- Coordinated the SPIN Conference, "SPIN's 30th Reunion" (April 16, 2016) with 478 attendees, 16 workshops, and 66 exhibitors. Superintendent Kathryn Matayoshi offered a special welcome message in recognition of SPIN's 30th consecutive conference. At lunchtime, 6 outstanding parents and professionals were recognized for their service to students with disabilities and their families.
- Fielded 1,387 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 1 "Special Edition SPIN News" and distributed to parents of special education students and interested professionals.
- Updated and distributed over 5,000 copies of "A Parent's Guide to Partnership in Special Education," a parent-friendly explanation of Hawaii's special education regulations.
- Maintained news of current events and resources on the SPIN website and posted daily on the SPIN Facebook page, now up to over 300 'likes' by visitors.



SPIN Conference goers celebrated a moment of togetherness at lunch.

## **ADVOCACY FOR COMMUNITY SUPPORT SERVICES**

- Helped to educate professionals working with families through workshop presentations on parenting a child with special needs and family-school partnerships to Leeward and Kapiolani Community College nursing students, Hawaii Pacific University education students, and Parent Line staff.
- Participated on the following as a member: Coalition for Children with Special Needs; Developmental Disabilities Division's Strategic Plan Goal Work Groups 1, 3 and 4; Evidence Based Services Committee; Developmental Disabilities Division Waiver Policy Advisory Committee; Footsteps to Transition Planning Committee; Hawaii Center on Disability Studies Community Advisory Council; Hawaii Newborn Hearing Screening Advisory Committee; and the My Choice, My Way Work Group.

## **SPECIAL EDUCATION ADVISORY COUNCIL (SEAC) SUPPORT**



- Provided ongoing staff support to the 27-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 regarding proposed policies on inclusion, school discipline, and the comprehensive student support system; met with the Internal Audit Office to share SEAC concerns regarding the Special Education Program.
- Prepared testimony to the Hawaii Legislature regarding pre-kindergarten program funding, expanding the state definition of developmental disability to include children birth to 9, licensing of paraprofessionals for the delivery of Applied Behavioral Analysis services to students with disabilities, and housing vouchers for teachers.
- Analyzed data to show trends in student placement, performance and disability categories.
- Met with the Governor's Every Student Succeeds Act (ESSA) Team and attended the Education Summit to provide input regarding students with disabilities.

*DCAB provides technical assistance to emergency managers, first responders, and planners about individuals with disabilities, and others with access and functional needs during a natural or man-made disaster.*

**Major accomplishments in the area of**

## **EMERGENCY PREPAREDNESS:**

### ***EMERGENCY PREPAREDNESS***

- Collaborated with the following agencies to foster improvements in the emergency management system: City and County of Honolulu Department of Emergency Management, Department of Health, and Hawaii Emergency Management Agency's (HI-EMA) Visitor Evacuation and Hurricane Shelter Evacuation Working Groups.
- Coordinated and hosted 2 meetings with Marcie Roth, Director of the Federal Emergency Management Agency (FEMA) Office on Disability Integration and Coordination.

### ***PUBLIC EDUCATION***

- Hosted, conducted, and attended a workshop for state and county employees at McKinley High School on "How to Conduct Accessibility Surveys for an Emergency Shelter."
- Collaborated with HI-EMA and FEMA to host and offer the L-197 two day course on "Integrating Access and Functional Needs in Emergency Preparedness."
- Was interviewed on Hawaii Public Radio on "Emergency Preparedness and People with Disabilities."
- Coordinated and conducted a webinar titled the "Hawaii Personal Preparedness and Inclusion" for the Pacific ADA Center and FEMA.
- Collaborated with the Feeling Safe Being Safe program by sharing and staffing 7 exhibit tables at Oahu Disaster Resilience Fairs.

### ***EMERGENCY RESPONSE***

- Participated in the City and County of Honolulu, Department of Emergency Management's Emergency Operations Center during Tropical Storm Ana.
- Planned and provided technical assistance, coordinated volunteers with disabilities for, and participated in Department of Health's 2016 Strategic National Stockpile exercise at the Neal Blaisdell Center.



# Major accomplishments in the area of **TRANSPORTATION & TRAVEL:**

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

## **ACCESSIBLE GROUND TRANSPORTATION**

- Worked with the City and County of Honolulu Department of Transportation Services to address issues and improvements to the HandiVan paratransit system. Participated on the Committee on Accessible Transportation and the Citizens for a Fair ADA Ride Committee.
- Monitored the City and County of Honolulu's legislation on bus fares impacting persons with disabilities, special transit vehicles to move medical related trips from the Oahu Transit Services to other contractors, and car sharing program and the potential impact on persons with disabilities (Ordinance 15-35).
- Provided technical assistance to the Department of Transportation Services on the reasonable modification and nondiscrimination policy and procedure for the fixed route and paratransit services.
- Participated on the Department of Transportation's Working Group on Drivers Licensing for persons with disabilities.



## **AIR TRAVEL**

- Reviewed the Air Carrier Access Act requirements for service animal relief stations and provided assistance to the Department of Transportation on plans establishing new relief stations in Hawaii.
- Revised the DCAB "Travelers Tips" brochures in print and on the DCAB website.
- Analyzed the Advanced Notice of Proposed Rulemaking for the Air Carrier Access Act as it relates to the use of service or emotional support animals, accessible lavatories, and accessible inflight entertainment systems.

*DCAB advocates for programs that promote full integration in the community and nondiscriminatory employment facilities.*

## Major accomplishments in the area of **COMMUNITY LIVING & EMPLOYMENT:**

### **COMMUNITY LIVING**

- Participated in 18 community committees to provide input on securing quality services to persons with disabilities.
- Provided staff technical comments to the Executive Office on Aging on its “State Plan on Aging” in regards to the function of the Aging and Disability Resource Centers.
- Co-sponsored the “Aging and Disability Digest,” focusing on long term care and caregiving for elderly and disabled persons.
- Reviewed and provided comments to the U.S. Treasury on the ABLE Act to provide options for families to save monies by establishing tax free accounts for disability related expenses.
- Monitored and/or took positions on legislation to increase the quantity and quality of community services. Most notable (and successful) this year was legislation on early language acquisition for deaf children ages 0-5 and amending the definition of developmental disability.

### **EMPLOYMENT**

- Provided technical assistance to the Department of Human Resources Development to 1) develop a draft policy on the payment of auxiliary aids and services for State employees, 2) revise the State form for authorization for request, and 3) develop online training modules on reasonable accommodation for employees with disabilities.
- Provided technical assistance on 26 reasonable accommodation cases for employees with disabilities in State or county government.



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**Technical Assistance Requests to State and county Agencies on Employee Accommodation Requests**

DCAB maintains comprehensive online resources via its DCAB website and the Special Parent Information Network (SPIN) website.

# DCAB WEBSITE INFORMATION



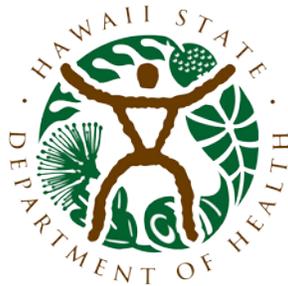
**DCAB Website**

<http://health.hawaii.gov/dcab>



**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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Fax: (808) 586-8129

**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.