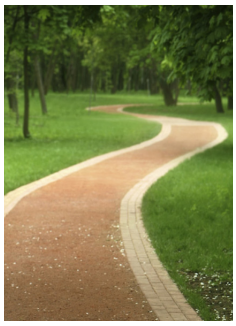
Disability and Communication Access Board

# ANNUAL REPORT

FY 2017-2018



# 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 2017-2018.**

## *DCAB BOARD Members*

**WILLIAM BOW, Chairperson**
**MONTY ANDERSON-NITAHARA, Vice Chairperson**

- Pauline Aughe
- Ed Chevy
- Rosanna Daniel-Kanetake
- Scott Fleming
- Nikki Kepo'o
- Marie Kimmey
- Summer Kozai
- Phyllis Meighen
- Michael Okamoto
- Yolanda Phelan
- Misella Tomita
- Bryant Yabui

## *DCAB Staff*

**FRANCINE WAI, Executive Director**

- **Administration:** Kristine Pagano, Cindy Omura, Rene Clymer
- **Planning and ADA Coordination:** Debbra Jackson
- **Program and Policy Development Unit:** Kirby Shaw, Colin Whited, Bryan Mick, Geraldine Kealoha, Kamaile Hopfe, Sean Shinshiro (from 6/14/18)
- **Facility Access Unit:** Duane Buote, Eric Isidro, Rodney Kanno, David Poe, Alan Tarumoto (from 9/5/17), Laurie Palenske, Mylynne Simon (from 12/12/17)
- **Special Parent Information Network:** Susan Rocco, Amanda Kaahanui

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 2 State ADA Coordinators meetings. Conducted orientations for new ADA Coordinators at the Office of the Lieutenant Governor, Department of Accounting and General Services, Department of Commerce and Consumer Affairs, Department of Budget and Finance, Department of Defense, Department of Health, Department of Labor and Industrial Relations, University of Hawaii-West Oahu, Office of Hawaiian Affairs, Judiciary, and Hawaii Housing Finance and Development Corporation.

- Attended 3 County ADA Coordinators meetings and provided technical assistance, as needed. New County ADA Coordinators for Hawaii and Maui were appointed.

- Conducted 16 trainings on ADA Title II to state or local government entities. Most significant trainings were to the Department of Public Safety, Department of Health, Kauai and Kapiolani Community Colleges, Department of Human Services, and the Legislative Public Access Room.

## SYSTEMS ADVOCACY

- Provided testimony to the State Department of Agriculture on proposed rule changes relating to quarantine as it impacts persons with disabilities.

- Monitored legislation for its impact on persons with disabilities and provided 66 testimonies, as appropriate. Key legislation included misrepresentation of a service animal, parental rights of parents who are blind, equal access to video conferencing, identification cards for people with disabilities, medical cannabis nondiscrimination, and hearing aids.

- Reviewed and monitored the H.R. 620 ADA Education and Reform Act, and Department of Justice's withdrawal of Nondiscrimination on the Basis of Disability rulemaking action.

- Participated in extensive community discussions and meetings regarding issues and potential legislation on "fake" or "untrained" service animals. Senate Bill 2461/Act 217 was passed providing for penalties for false misrepresentation of service animals. Participated in radio and print interviews on the subject of service animals.

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*

**1,290**
**State and County Projects**
As required under §103-50, HRS

**124**
**Projects Tracked**
Those projects in the planning, design or active construction phase

**2**
**New Interpretive Opinions**
As required under §103-50, HRS

**3**
**Master Plans Reviewed**

- Conducted 1,290 State and County document reviews as required under §103-50, Hawaii Revised Statutes (HRS); 842 were new, first time submittals.
- Took action on 5 interpretive opinions:
  - Docket 2017-01 Assigned Accessible Parking
  - Docket 2018-01 HODAAG Covered Facilities
  - Amended Docket 2012-01 Electric Vehicle (EV) Charging Station
  - Amended Docket 2011-07 Curb Ramps
  - Reviewed but deferred Docket 2017-02 Employee Accessible Parking
- Reviewed and commented on 3 master plans:
  - County of Maui's ADA Transition Plan Request for Proposals
  - Environmental Assessment Pre-Assessment Consultation for Nohona Hale Affordable Rental Micro-Unit Housing
  - City and County of Honolulu's Ala Moana Regional Park Master Plan
- Provided letters to offer support in early stages of planning and design for the following projects:
  - Ala Wai Golf Course Driving Range
  - Neal S. Blaisdell Center Master Plan
  - Ward Villages Elevated Walkways
- Notified State and County ADA Coordinators and/or department/agency representatives on 124 projects not submitted to DCAB for review as required by §103-50, HRS. Subsequently, 60 responded and 25 projects were submitted for review.
- Created a standardized comment with other Department of Health agencies to be inserted into Environmental Impact Statement requests. A standardized comment sheet was also created to be posted on the Environmental Planning Office web site.

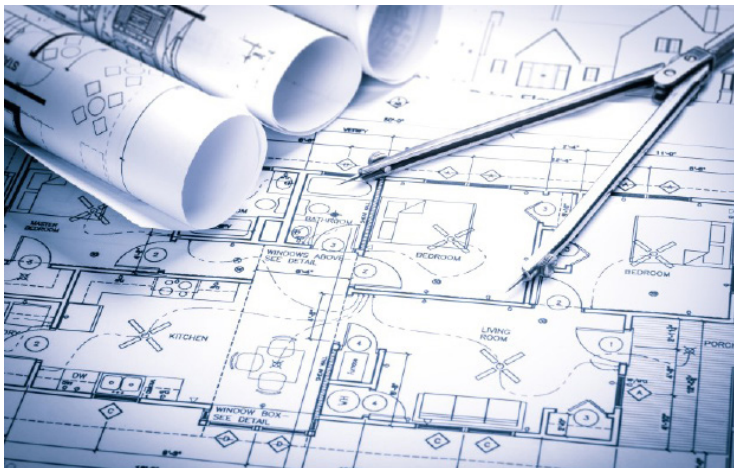
## OUTREACH AND PUBLIC EDUCATION TO THE DESIGN COMMUNITY

- Responded to 465 requests from design professionals for technical information on accessibility guidelines of the Americans with Disabilities Act Accessibility Guidelines and the Fair Housing Accessibility Guidelines.
- Coordinated the "2018 Disability Access Conference" held on May 10, 2018 with speakers Marsha Mazz from the U.S. Access Board, Douglas Anderson from LCM Architects and Sara Pratt from Relman, Dane & Colfax PLLC. There were 194 participants representing public works personnel, the architectural and engineering community, and user agencies.

- Prepared 16 "Access E-Bulletins" on DCAB activities as well as updates on accessible design.

## POLICY GUIDANCE AND CODE ANALYSIS

- Provided testimony and support at the federal level on the proposed Senior Home Modification Assistance Act.
- Provided technical assistance to the Governor's Office on access at the Keehi Small Boat Harbor and City and County of Honolulu on access at Aiea District Park Comfort Station.
- Monitored legislation for its impact on persons with disabilities and/or testified, as appropriate. Key legislation included visitability design guidelines for housing projects, exemption of Hawaii Housing Finance and Development Corporation projects from §103-50, HRS, accessible playgrounds in parks, and alternate building codes.
- Provided comments on the Hawaii Housing Finance and Development Corporation's Draft Consolidation Plan.




A separate report on the implementation of §103-50, HRS, is available. The report provides information on the projects reviewed by the overseeing State or county departments as well as by the type of projects.

COMMUNICATION ACCESS

*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*

**2**
**New HQAS Interpreters Credentialed**

**25**
**Interpreters Tracked and Monitored Online**
Using the online web site

- Tested and credentialed 2 HQAS applicants. Developed and processed Memorandums of Agreement for evaluators. Trained 6 new evaluators with the HQAS test.
- Maintained the online Continuing Education Program for HQAS interpreters. Monitored and updated 25 HQAS interpreters' Continuing Education Units (CEU), responded to questions, resolved extensions, and reissued credentials as necessary.
- Finalized proposed amendments to Hawaii Administrative Rules, Title 11, Chapter 218 "Communication Access Services for Persons Who are Deaf, Hard of Hearing, and Deaf-Blind" and began preparing documents for formal public hearing.
- Developed CEU workshop criteria, protocols and procedures for entities hosting workshops. Began discussions on mentoring as another option for CEUs for interpreters as both mentors and mentees. Disseminated and collected surveys from HQAS Level III ASL interpreters to obtain their input on mentorship training and CEUs.
- Coordinated professional development workshops for sign language interpreters on: "Vocabulary of the Legislative and Budget Process," "Human Anatomy," "Interpreting in the Hospice Setting," and "Ethical Decision Making in Medical Settings."

## TECHNICAL ASSISTANCE AND OUTREACH

- Served on the Language Access Advisory Council and the Supreme Court Committee on Court Interpreters and Language Access to improve access to government programs and services for persons with limited English proficiency.

- Contracted with the Center on Disability Studies to produce 3 vlogs on open captioning at movie theaters, accessible emergency alerts, and a Communication Access Card.

- Conducted communication access trainings for the Department of Public Safety staff (as part of a larger ADA training), and one for Department of Health staff.

- Conducted a workshop for ADA Coordinators and select state agency staff on audio description services for people who are blind or visually impaired.

- Reviewed several drafts of the Department of Business, Economic Development, and Tourism's "Report on Act 211 (2017)" which allows movie theaters with at least two theaters to provide personal captioning glasses instead of open captioning for deaf and hard of hearing customers.

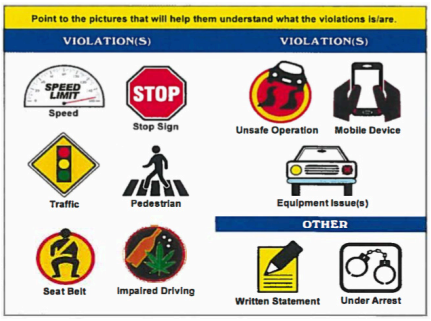
## ADVOCACY

- Drafted, monitored, and testified on a bill to remove the sunset date and other provisions on Act 39 (2015) which require open movie captioning at select theaters in Hawaii. The bill did not pass.

- Monitored legislation for its impact on persons who are deaf or hard of hearing and/or testified, as appropriate. Key legislation included the following subject matter: hearing aids, sign language interpreters for the Deaf Blind Task Force, open and closed captioning on television in emergencies and telecommunications.

- Reviewed and commented on the Honolulu Police Department's policy regarding interacting with the deaf and hard of hearing community and a "tips" card for the police (see graphic below). Provided technical assistance to Queen's Medical Center in the development of a language access card for individuals who use American Sign Language. Began developing a DCAB-issued "Communication Access Card" for individuals with communication access needs to self-advocate for effective communication.

HPD Tips Card (front)




HPD Tips Card (back)

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 PERMITS (PLACARDS & LICENSE PLATES)*

**15,003**
**Parking Placards Issued by Counties**

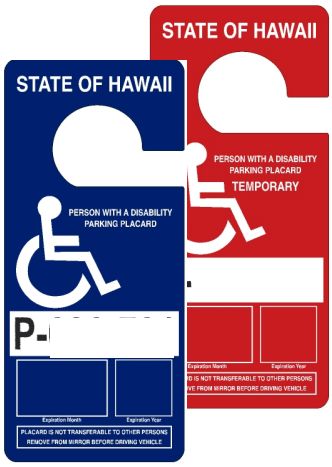
**$106,920**
**Money paid to Counties**

**$65,670**
**Monies collected by Counties from fees**

**9,460**
**Long term Renewal Placards Issued by DCAB**

**10,569**
**Invalid Placards Removed from Circulation**

- Entered into Memorandums of Agreement with the Counties to issue all placards (except for long term renewals). The Counties issued 15,003 permits. DCAB paid the Counties $106,920 for first time placards and the Counties collected $65,670 for replacement or temporary placards.




- Procured supplies and dispersed as needed to the county issuing agencies.
- Administered the in-house placard renewals by mail program; issued 9,460 long term renewal placards to qualified persons with disabilities by mail.
- Posted a fillable, downloadable disabled person parking application form on DCAB's web site.
- Distributed to county issuing agencies revised copies of the following documents: Parking Reference Manual (updated operating procedures on mailing of renewal notices, database security, purging of deceased permittee records, death retrieval letters, recognition of a foreign country parking permits, removal of expired temporary placards from the database, record retention of parking applications, etc.), user guides, windshield warning flyers, and parking permit applications.
- Retrieved and destroyed 10,569 invalid placards: 5,836 were retrieved through the renewal process, 595 were voluntarily returned placards of deceased permittees, 37 were retrieved from deceased permittee estates, and 3,626 were retrieved from other sources (through replacement of confiscated, mutilated, and lost/found placards).

## *ENFORCEMENT, PUBLIC EDUCATION AND AWARENESS*

- Continued to support efforts of the county police departments and state parking enforcement offices in ticketing violators, including confiscation of expired and misused parking placards.

- Drafted a letter for the Department of Education Civil Rights Compliance Office to send to school principals and vice principals to ease the misuse of public parking spaces reserved for persons with disabilities in school parking lots.

- Sent outreach letters to: physicians regarding the importance of properly certifying applicants for a disability parking permit; ophthalmologists to clarify the qualifying conditions for a disability parking permit; major shopping malls to offer training for security staff; and administrators of major medical facilities to inform physicians and advanced practice registered nurses to ensure certification of only qualified applicants for a parking permit.

- Distributed flyers to the Department of Education driver education program on the disabled parking program.

- Provided technical assistance to 5,165 public inquiries on the parking program.

- Provided technical assistance to 129 entities and individuals on the use and design of accessible parking spaces.

- Contracted with a consultant to upgrade the Parking Locator App for Android devices.

Disability Parking Locator

## *ADVOCACY*

- Monitored State legislation and testified on 2 bills - one to enhance enforcement to confiscate altered, invalid, and unauthorized parking placards; the other to amend the free metered parking privilege. The bills did not pass.

- Monitored a City and County of Honolulu bill to increase parking meter fees. Submitted comments on the Department of Transportation Services' "Street Parking Study."

A separate report on the Parking Program for Persons with Disabilities Annual Accomplishments is available.

EDUCATION & 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*

**499**
**Conference Participants**

**1,013**
**Warm Line Calls Answered**

**5**
**SPIN News Newsletters**

- Coordinated the 2018 Conference "SPIN It To Win It!" with 499 attendees including 161 family members from Oahu and 79 from the neighbor islands, 16 workshops, and 66 exhibitors representing government and community organizations around the state. Deputy Superintendent Phyllis Unebasami provided opening remarks to kick off the day. Conference evaluations showed a 99% approval rating.
- Fielded 1,013 phone calls and emails from individuals requesting information, support, and technical assistance, and from agency personnel requesting assistance in disseminating information about community events to families of children with disabilities.
- Prepared and distributed 5 issues of the "SPIN News" for parents of students with disabilities and interested professionals.
- Maintained the SPIN web site with updated information for parents of students with special needs, professionals and the community. Posted daily updated information on the SPIN's Facebook page.
- Updated and published the "2018 SPIN Resource Guide."

SPIN Award Winners share their super powers with the SPIN Conference audience.

## SPECIAL EDUCATION ADVISORY COUNCIL (SEAC) SUPPORT

- Met with Superintendent Christina Kishimoto to discuss SEAC's priorities.
- Drafted testimony to the Legislature and the Board of Education on a variety of issues.
- Served on the Superintendent's Special Education Task Force.
- Drafted the Annual Report for School Year 2017-2018.
- Created a data infographic outlining 10 areas of concern regarding students with disabilities.
- Met monthly with SEAC leadership to set meeting agendas and coordinate utilization of the Leading by Convening process of problem solving.
- Maintained the SEAC web site--seac-hawaii.org--including posting of agendas and minutes.

## ADVOCACY & TRAINING FOR COMMUNITY SUPPORT SERVICES

- Participated on the Early Language Working Group supporting age appropriate language development for children who are deaf/hard of hearing.
- Presented to nursing students on raising and caring for a medically fragile child, to clinical supervisors on parent involvement, and to educators at the Hawaii Kids CAN Equity Symposium on myths around inclusive education.
- Served on the Superintendent's Special Education Task Force as a parent voice to suggest recommendations to improve the policies and delivery of services to students with disabilities.
- Worked with the Developmental Disabilities Division to design and deliver additional ways to involve families in Division activities and decision making.
- Provided input to the DOE Civil Rights Compliance Office on revisions to Chapter 41–Civil Rights Policy and Complaints Procedures involving the harrassment of students with disabilities.
- Through the Coalition for Children with Disabilities shared updates of legislative priorities of member agencies and supported the Hawaii Children's Action Network 2018 legislative agenda.
- Coordinated with 10 other agencies to host the Footsteps to Transition Fair--a resource fair for secondary students with developmental disabilities.

Amanda Kaahanui welcoming folks to the 2017 Footsteps to Transition Fair.

EMERGENCY PREPAREDNESS

*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 on the following Interagency Work Groups to foster improvements in the emergency preparedness system: Hawaii Emergency Preparedness Executive Consortium, and the City and County of Honolulu Department of Emergency Management.
- Monitored legislation and testified, as needed, on: inclusion of people with disabilities, evacuation shelter accessibility, and establishing a task force to work on an emergency plan for Hawaii.
- Worked with Federal Emergency Management Agency Region IX Disability Integration Specialist to plan emergency preparedness workshops for sign language interpreters and roundtable discussions in each county for emergency managers, people with disabilities and service providers.
- Attended the “Getting it Right” Emergency Preparedness Conference in Washington, D.C.

## *PUBLIC EDUCATION*

- Prepared and distributed 4 “Emergency Preparedness E-News.”
- Contracted with a consultant to staff a DCAB booth at 8 emergency preparedness fairs for persons with disabilities and access and functional needs. Sponsored booth with Feeling Safe Being Safe trainers to educate the community about the emergency preparedness program.

## *EMERGENCY RESPONSE*

- Followed up on the lack of communication access (sign language interpreters or captioning) on emergency announcements during the January 13, 2018 false missile alert, and attended a legislative briefing on how to prepare for a ballistic attack. Provided technical assistance to the County of Hawaii regarding providing interpreters at community meetings and installation of videophones at Red Cross shelters.

## 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*

- Introduced legislation to exempt the weight of lifts, ramps and other equipment installed to assist a person with a disability in a non-commercial vehicle from the vehicle weight tax. Another bill was introduced to create a refundable income tax credit for the purchase or retrofit of a vehicle for use by a person with a disability. The weight tax bill successfully passed.
- Participated on the Committee for Accessible Transportation and the Citizens for a Fair ADA Ride Committee.
- Monitored or took positions on City and County of Honolulu legislation prohibiting parking in front of curb ramps, private ride sharing vehicle pricing (as it relates to persons with disabilities), ride sharing bicycle programs, and dockless multimodal transportation systems.
- Monitored City and County of Honolulu legislation on bus fares and the Handi-Van paratransit fares and the potential impact on persons with disabilities. Provided testimony in opposition to proposed increases in paratransit fare to reduce demand.
- Reviewed the Oahu Metropolitan Planning Organization's "Draft Transportation Improvement Program for 2015-2018, Revision #17."
- Requested the Hawaii Department of Transportation to include in future contracts with Uber/Lyft a requirement to provide accessible vehicles for transport from Hawaii airports.

## *AIR TRAVEL*

- Provided technical assistance to the Hawaii Department of Transportation on its nondiscrimination policy guidance to air carriers and contractors that transport persons with disabilities and their companions on the Wiki Wiki Shuttle at the Daniel K. Inouye International Airport in Honolulu.
- Requested that the Hawaii Department of Transportation form an Airports Advisory Committee on Travelers with Disabilities.

COMMUNITY LIVING & EMPLOYMENT

*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 on the following community committees to provide input on securing quality services to persons with disabilities: Deaf and Hard of Hearing Advisory Board, the Hawaii Family Caregiver Coalition, the Deaf and Blind Task Force, Kokua Council, Early Language Working Group, and the Kupuna Caucus.
- The Special Parent Information Network served on the following committees: My Choice, My Way Advisory Committee, Project Laulima, Coalition for Children with Disabilities, Footsteps to Transition, the Developmental Disabilities Division Work Groups on Strategic Goals, the Child and Adolescent Mental Health Division's Evidence Based Services Committee, the Center on Disability Studies Community Advisory Council, Community Children's Council and Early Hearing Detection and Intervention Advisory Committee, After School Alliance, Newborn Hearing Screening, Keiki Caucus, and the Waiver Policy Advisory Committee.
- Monitored or took positions at the State Legislature on legislation on: Medicaid Buy-in, general excise tax exemptions on purchase of various equipment relating to disability, adult dental benefits, unlicensed care homes, the developmental disabilities waiver special fund, and a study on special needs housing.
- Co-sponsored the "Aging and Disability Legislative Digest" focusing on legislative issues impacting the elderly and people with disabilities.
- Reviewed the Department of Human Services, Division of Vocational Rehabilitation's policy to conform to the Workforce Innovation and Opportunity Act.

## *EMPLOYMENT*

- Provided technical assistance to 13 State and local departments/agencies on providing reasonable accommodation to employees with disabilities.
- Coordinated with the Department of Human Resources Development to create a strategy for updating and presenting training modules on reasonable accommodations.

# OTHER PROGRAM ISSUES & ADMINISTRATION

## *OTHER PROGRAM ISSUES*

- Continued to maintain the DCAB web site with new information. In fiscal year 2017-2018, there were 175 changes made to the web site (excluding agendas posted).

- Assisted the State Council on Developmental Disabilities in planning "A Day at the Capitol," including coordinating and paying for sign language interpreters.

## *ADMINISTRATION*

- Completed office relocation to the Kamamalu Building. Staff worked on installation of automatic door openers, security cameras, and locks, phone system including videophones, and procurement of new office equipment. Continued to work with the Department of Accounting and General Services and the City and County of Honolulu Department of Transportation Services on a passenger loading zone for the Kamamalu Building.

- Hired a Program Support Technician, Facility Access Office Assistant, and Facility Access Specialist.

- Prepared a supplemental budget request to establish a new Facility Access Specialist position emphasizing housing related projects. The request was approved for January 1, 2019.

- Established a Student Helper position and a volunteer position to assist with dissemination of information on issues affecting people with disabilities. Recruited 2 student interns (University of Hawaii at Manoa and UH-West Oahu Public Administration Program) for those positions.

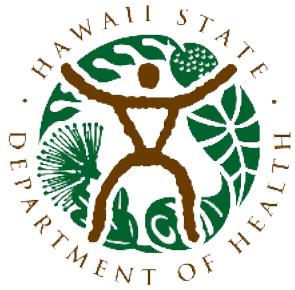
- Completed position redescriptions for eight staff. Four position redescriptions are pending.

- Centralized office records (fiscal and personnel). Updated purchasing and fiscal spreadsheet to manage various office accounts.

- Developed an office policy and began implementation of e-signatures.

- Finalized a Memorandum of Understanding to develop a new facility access database to modernize the Facility Access Unit's blueprint review process.

- Revised and updated the Disability and Communication Access Board's public documents database for the Office of Information Practices and the Records Retention Program (for parking and facility access) for the Department of Accounting and General Services.




**David Y. Ige**, Governor
**Bruce S. Anderson, Ph.D.**, Director, Department of Health
**Francine Wai**, Executive Director

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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.