



DISABILITY AND COMMUNICATION ACCESS BOARD

Plan of Action FY 2019-2020

APPROVED AT THE BOARD MEETING
August 1, 2019

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 persons with disabilities, 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 twenty percent 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, 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, 2019 to June 30, 2020.

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 Division of Vocational Rehabilitation), 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** 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 Executive Branch's Americans with Disabilities Act (ADA) Coordinator, per Governor's Administrative Directive 12-06, disseminate information to the State Departmental ADA Coordinators, including but not limited to, staffing 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. **(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, online 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 (including ADA Coordinators) (target = 12 teleconferences or webinars, 6 Titles II and III trainings). **(Priority 2)**
- 1.1.4 Collaborate with the Office of Enterprise Technology Services (ETS) to develop a current policy on State web site accessibility. Monitor federal rules on web accessibility requirements. In coordination with ETS and University of Hawaii, Center on Disability Studies, provide technical assistance to state agencies to assist in improving web access; inform state agencies of inaccessible postings on the web as noted by the public. **(Priority 2)**
- 1.1.5 Maintain a secured web site for State and County ADA Coordinators to access current information specific to ADA Coordinators. **(Priority 2)**
- 1.1.6 Provide technical assistance to the Legislature to ensure that the legislative process is accessible to persons with disabilities. **(Priority 2)**
- 1.1.7 Provide technical assistance and training on laws, rules, and regulations relating to the use of service or assistance animals. Assist the Department of Human Services

respond to Senate Resolution 8 on implementation of Act 217. Urge the Department of Agriculture to amend its quarantine rules to reference appropriate language on service animals. **(Priority 2)**

1.1.8 Update the “State Manual for Programs and Services for Persons with Disabilities.” **(Priority 1)**

1.1.9 Coordinate with the Office of Information Practices regarding the implementation of Act 244 regarding wording on agendas in providing auxiliary aids and services. **(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 and/or strengthen non-discriminatory language as it affects persons with disabilities. (Note: Specifically includes legislation by the Hawaii Civil Rights Commission to amend Section 368-1.5, Hawaii Revised Statutes regarding nondiscrimination against persons with disabilities in state government.) **(Priority 1)**

1.3 Persons with disabilities and their families will have access to information about their civil rights in order to be effective self-advocates.

Objective:

1.3.1 Conduct or coordinate workshops or training sessions to inform consumers and families of the requirements of the Americans with Disabilities Act (Titles II and III), other civil rights laws, and the legislative process in order to be effective advocates (target = 4 workshops). **(Priority 3)**

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** are:

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

Objectives:

- 2.1.1 Review State and county construction documents as required by Section 103-50, Hawaii Revised Statutes (projected number = 1,200 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 = 5 opinions), and post decisions sorted by the Americans with Disabilities Act Accessibility Guidelines (ADAAG) and the Fair Housing Accessibility Guidelines (FHAG) sections and the Hawaii Outdoor Developed Areas Accessibility Guidelines (HODAAG), 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 planning. Monitor large projects in the conceptual stage by initiating contact with state and local government to offer assistance with accessibility issues and encourage dialogue with the Disability and Communication Access Board before and during the development of construction drawings. Provide technical assistance on urban, pedestrian planning committees to ensure inclusion of accessibility concepts. **(Priority 3)**
- 2.1.5 Monitor projects that have been published as starting construction or that are going out to bid but have not been submitted for review as required by Section 103-50, Hawaii Revised Statutes. Inform appropriate ADA Coordinators or Department/Agency by email that the project is required to comply with Section 103-50, Hawaii Revised Statutes. **(Priority 2)**
- 2.1.6 Maintain a list of construction projects reviewed under Section 103-50, Hawaii Revised Statutes for which staff have conducted a written document review. The list will be posted quarterly on the Disability and Communication Access Board's web site. **(Priority 3)**
- 2.1.7 Explore legislation to remove the fee schedule out of the statute and place it into the administrative rules. Review the existing fee schedule for potential revisions. **(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 and assistance to design professionals on the requirements of the Americans with Disabilities Act Accessibility Guidelines (ADAAG), Fair Housing Accessibility Guidelines (FHAG), and other relevant design codes through responding to questions on design via meetings, faxes, email, and phone inquiries (projected number = 400 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 = 14 workshops and/or conference). 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 = 16 issues/year). **(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.

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 (FHAG), the Hawaii Outdoor Developed Areas Accessibility Guidelines (HODAAG), 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), and the Hawaii Outdoor Developed Areas Accessibility Guidelines (HODAAG) 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 guidelines and standards for increased access to buildings, facilities, and sites, equipment, and furniture and provide comment, as needed. **(Priority 2)**
- 2.4 Existing codes, standards, policies, and practices shall be examined to provide recommendations for expanded coverage to those areas where no accessibility design

guidelines exist, but where best practices can increase access for individuals with disabilities.

Objectives:

- 2.4.1 Monitor proposed guidelines and standards for increased access to buildings, facilities, and sites, equipment, and furniture and provide comment, as needed. **(Priority 2)**
- 2.4.2 Provide guidance to state and local governments to promote increased accessible housing or residential settings not covered by the Fair Housing Act or the Americans with Disabilities Act. **(Priority 2)**
- 2.4.3 Provide information on areas of acoustics, wayfinding, equipment and other areas where existing guidance may provide greater functionality for persons with disabilities. **(Priority 2)**

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** 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 for sign language interpreters who do not possess national certification. **(Priority 1)**
- 3.1.2 Operate and maintain the Continuing Education Program for state credentialed interpreters, including the secured web site tracking system, and collaborate with local organizations in sponsoring workshops for sign language interpreters. **(Priority 1)**
- 3.1.3 Amend Hawaii Administrative Rules (HAR), Title 11, Chapter 218 "Communication Access Services for Persons Who are Deaf, Hard of Hearing, and Deaf-Blind to potentially do the following:
- a. remove and update the recommended fee schedule for communication access providers from the administrative rules to the Communication Access page of the Disability and Communication Access Board's web site;
 - b. improve the test procedure and fees, including changing the credential name from Hawaii Quality Assurance System Credential to Hawaii State Sign Language Interpreter Credential;
 - c. separate the skill test from the issuance of the credential;
 - d. eliminate the +H;
 - e. revise the ethics code and test;
 - f. establish provisional credentials; and
 - g. make other housekeeping amendments. **(Priority 1)**
- 3.1.4 Conduct implementation and outreach efforts regarding a revised HAR, Title 11, Chapter 218, including the new Hawaii State Language Interpreter Credential, recommended fee schedule, and accompanying handbook. **(Priority 1)**
- 3.1.5 Maintain a registry of current communication access providers and their credentials and post a list on the Disability and Communication Access Board's web site. **(Priority 1)**
- 3.1.6 Support the capacity of the state to recruit, develop, and retain qualified communication access service providers. **(Priority 2)**

3.1.7 Keep informed of nationwide efforts on regulation and oversight of American Sign Language (ASL) interpreters or ASL interpreter referral agencies. **(Priority 3)**

3.2 Individuals with communication access needs shall be aware of their rights to communication access services and technology.

Objectives:

3.2.1 Provide technical assistance, including workshops and training sessions, to individuals with communication access needs on their right to effective communication (ASL interpreting, notetaking, audio description, and captioning) with an emphasis on state and county services. **(Priority 1)**

3.2.2 Host a Communication Access Conference with topics geared towards the rights of individuals with communication access needs. **(Priority 1)**

3.2.3 Produce videos in American Sign Language with captions and audio descriptions on matters of interest to deaf consumers and host them on the Communication Access page of the Disability and Communication Access Board's web site (target = 3 videos). **(Priority 2)**

3.3 Service agencies, program providers, and consumers will have access to updated information about federal and state laws relating to communication access.

Objectives:

3.3.1 Provide technical assistance, including workshops and training sessions, covered entities on their obligation to provide effective communication (ASL interpreting, notetaking, audio description, and captioning) with an emphasis on state and county services. **(Priority 1)**

3.3.2 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. **(Priority 3)**

3.3.3 Host a Communication Access Conference with topics geared towards covered entities (Titles II and III) and the requirement to provide effective communication to individuals with communication access needs. **(Priority 1)**

3.4 Advocacy efforts shall enhance effective communication for people who have communication access needs.

Objectives:

3.4.1 Support outreach and awareness efforts regarding Hawaii's updated open captioning law. **(Priority 1)**

- 3.4.2 Engage in advocacy efforts involving services, rules, regulations, and other policy to enhance effective communication, including web accessibility and emergencies and emergency broadcasts. **(Priority 1)**
- 3.4.3 Monitor Federal Communications Commission rulemaking and pilot programs on improving the Video Relay Service Program. Encourage the Hawaii Public Utilities Commission to update telecommunications relay services for the deaf, persons with hearing disabilities, and persons with speech disabilities, and expand equipment available through its Relay Hawaii Equipment Program provider. **(Priority 3)**
- 3.4.4 Research whether via legislation or administrative directive, the requirement for state agencies to have a “Plan for Communication Access” to ensure effective communication in the provision of programs and services. **(Priority 1)**

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**:

- 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 SPIN “warm line” (phone support and emails) that is available to the general public to respond to questions and concerns of parents of children with disabilities (projected number = 90 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 Develop brochures and/or other public education materials and distribute to parents of students with disabilities to assist them in understanding 1) the rights of students with disabilities and their parents, and 2) community resources. **(Priority 2)**
- 4.1.5 Maintain a SPIN web site with updated information for parents of students with disabilities, professionals and the community about the Special Education Advisory Council, community resources, and events. **(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 = 2 workshops). **(Priority 3)**

4.2.3 Serve on a working group to implement the provision of the Language Equality and Acquisition for Deaf Kids (LEAD-K) Bill. **(Priority 2)**

4.3 Systems of care around education and training will partner with families of children with disabilities to reflect family values, family centered care, and support evidence-based delivery of services.

Objectives:

4.3.1 Provide technical support and staffing to the Special Education Advisory Council and maintenance of the Special Education Advisory Council's web site. **(Priority 1)**

4.3.2 Provide a family voice in the development, implementation, and evaluation of policies, plans, and legislation related to the education of children with disabilities. **(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, 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** 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 or provide technical assistance to agencies to operationalize programs 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**)
- 5.1.3 Provide technical assistance on State service plans relating to the delivery of community services to 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 individuals with disabilities and others with access and functional needs during a natural or manmade disaster or emergency, assisting in the development and review of emergency operation plans and how to include representatives from various segments of the population to develop a “whole community” plan.

The goals and objectives in the area of **Emergency Preparedness** are:

- 6.1 Emergency preparedness, sheltering, and evacuation plans and planning efforts in the State of Hawaii shall ensure the full inclusion of persons with disabilities and others with access and functional needs to be consistent with the “whole community concept” of emergency management established by the Federal Emergency Management Agency (FEMA).

Objectives:

6.1.1 Provide a status update on the 2009 Plan. **(Priority 3)**

6.1.2 Participate in State planning efforts (i.e., the Department of Health’s Departmental Operations Center (DOC) and Public Health Preparedness Branch, Department of Defense, and the Hawaii Emergency Management Agency) to harmonize efforts with the 2011 FEMA Guidance on Functional Needs Support Services, and to supports the Interagency Action Plan, and other legislative efforts. **(Priority 2)**

6.1.3 Provide technical assistance to the Department of Health, State and County Emergency Management Agencies, and American Red Cross on the accessibility of sites chosen for use as general population evacuation and congregate care shelters and Community Points of Distribution. **(Priority 3)**

- 6.2 Increase the capacity of individuals with disabilities and others with access and functional needs in all aspects of emergency management, including prevention/mitigation, preparedness, response and recovery during disaster situations through the dissemination of information and participation in emergency preparedness events and exercises.

Objectives:

6.2.1 Conduct public education, outreach and training related to the emergency preparedness to first responders, communication access providers, people with disabilities and others with access and functional needs during natural or manmade disasters. Methods of information dissemination may include, but not be limited to, exhibits at community disaster preparedness/resilience fairs, the development of emergency simulations, use of individuals with disabilities and others with access and functional needs 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)**

6.2.3 Serve as a member of the Multiple Language Emergency Notification Working Group, established by HCR 113, HD1, SD1 of the 2019 Hawaii State Legislature to bridge communication gap essential for ensuring equal access for all, especially during emergency situations. (**Priority 1**)

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** 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, shuttle, taxi services, and ride hailing services. **(Priority 2)**
- 7.1.2 Provide technical assistance to the City and County of Honolulu and the Honolulu Authority for Rapid Transportation to ensure the train cars and services adequately serve persons with disabilities. The Section 103-50, Hawaii Revised Statutes review process already covers the facility but not the actual transit vehicles. **(Priority 3)**
- 7.1.3 Monitor and provide comment on proposed federal, state, and county legislation and regulations relating to transportation options that impact people with disabilities. **(Priority 2)**
- 7.1.4 Monitor and provide testimony, as needed, to the Counties, with an emphasis on legislation affecting fares for paratransit service and for fixed route service as it impacts passengers with disabilities. **(Priority 1)**
- 7.1.5 Monitor private transportation network companies and encourage them to utilize accessible vehicles as part of their fleet. **(Priority 2)**
- 7.1.6 Monitor legislation, regulations, and emerging alternative transportation industries such as car share, bike share, and scooter share to ensure they comply with the Americans with Disabilities Act requirements and do not create accessibility barriers for existing infrastructure. **(Priority 2)**
- 7.1.7 Advocate for additional seating and transit safety measures for persons with disabilities beyond the minimum requirements of the Americans with Disabilities Act. **(Priority 3)**
- 7.2 Travel to, from and within the State of Hawaii for travelers with disabilities shall comply with the provisions of the Air Carrier Access Act and the Americans with Disabilities Act.

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 Air Carrier Access Act and the Americans with Disabilities Act. **(Priority 2)**
 - 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)**
 - 7.2.3 Monitor and provide comments, as appropriate, to the proposed federal changes in the Air Carrier Access Act. **(Priority 2)**
- 7.3 Pedestrian safety efforts shall adequately consider the needs of people with disabilities.

Objectives:

- 7.3.1 Monitor and provide comment on proposed federal, state, and county legislation and regulations relating to pedestrian safety for people with disabilities. **(Priority 2)**
- 7.3.2 Participate in public education efforts and committees in accordance with our guiding principles on pedestrian safety for persons with disabilities. **(Priority 2)**

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** 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 (HRS) and Hawaii Administrative Rules (HAR), Title 11, Chapter 219.

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 Continue Memorandums of Agreement (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 Continue Memorandum of Agreement with consultant to host the parking database and to add features, as needed, to improve the parking program (e.g., new section for disabled paid parking exemption permittees). **(Priority 3)**
- 8.1.5 Design a new disability paid parking exempt placard and application form. **(Priority 1)**
- 8.1.6 Investigate possible improvements to the database and permit issuance process. **(Priority 2)**
- 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 1)**
- 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 and provide information to law enforcement on invalid placards. **(Priority 2)**
- 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)**

- 8.3 Parking placards and parking spaces reserved for persons with disabilities will be enforced appropriately when abused. Misuse of placards and parking spaces reserved for persons with disabilities will be enforced appropriately.

Objective:

- 8.3.1 Continue with State and county agencies and enforcement personnel to issue citations for illegal parking in accessible parking spaces consistent with the penalty amounts provided under Chapter 291, Part III. **(Priority 1)**

- 8.4 Public education and awareness activities will promote the appropriate use of parking spaces for persons with disabilities.

Objectives:

- 8.4.1 Provide technical assistance, training, and other public education efforts to consumers, operators of parking facilities, and the public on the requirements of the parking program. This includes supplying the Department of Education with flyers for its driver's education program, and providing users guides to the permittees. **(Priority 2)**
- 8.4.2 Manage, enhance, and promote the capability and usability of the accessible parking locator app. Add information to identification card stock, print 1/3 sheet inserts with each placard renewal. **(Priority 3)**
- 8.4.3 Partner with other entities as community liaisons to take and upload digital photos of accessible parking spaces using the Parking Locator App and hire a contractor to produce a video to instruct the community on the use of the Parking Locator App. **(Priority 3)**
- 8.4.4 Amend Hawaii Administrative Rules, Section 11-219-14 to correct a typographical error, recommend painting "NO PARKING" on the ground in access aisles to deter the parking of vehicles therein, add language in the definitions regarding a "commissioned medical officer in the United States armed forces," delete the term "mental illness" and add language to exclude specific disabilities from being eligible for a parking permit, add language exempting an assigned employee stall from the required signage section, add language regarding universal stall design, and add language to require "No Parking Access Aisle" signs to be visible. Include new wording from Act 87-2019 and make other technical changes. **(Priority 1)**

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 restructuring, which maximize community integration for many persons with disabilities.

The goals and objectives in the area of **Employment** 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 Coordinate with the Department of Human Resources Development to update the State Reasonable Accommodation Manual. (**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 Coordinate with the Department of Human Resources Development to support online training on the 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. (**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 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. Expand web pages to include other topics (ex. Travel and Transportation) so that references and resources are easier to access. **(Priority 1)**

10.1.2 Coordinate with the State Council on Developmental Disabilities to offer a "Day at the Capitol" and establish disability/strengthen disability advocacy groups at the Legislature. **(Priority 3)**

11. Administration

Other **Administration** objectives are:

Objectives:

- 11.1.1 Complete updating of all of the descriptions in the office not updated within the past three years (Program and Policy Development Coordinator, Administrative Officer, Planning and ADA Coordinator). **(Priority 2)**
- 11.1.2 Update the IT network using consultant IT services to ensure centralized backup, security, and database. **(Priority 1)**
- 11.1.3 Update the centralized records management system. **(Priority 2)**
- 11.1.4 Update the centralized inventory system. **(Priority 3)**
- 11.1.5 Update internal system for purchasing and fiscal management. **(Priority 3)**
- 11.1.6 Actively seek internships of college students to augment various program objectives. **(Priority 3)**
- 11.1.7 Modify the Executive Director's office for next Executive Director. **(Priority 1)**
- 11.1.8 Seek a new communication access position to increase our technical assistance capabilities in the areas of captioning, audio description, web/social media, video remote services, and the use of technology for access for persons with disabilities. **(Priority 1)**
- 11.1.9 Create separate Office Reference Guides (for the Executive Director and the Administrative Officer) to include: (1) Hiring and Exiting of Staff; (2) Preparation of the Biennium and Supplemental Budget submission, (3) Preparation of Computer, IT, and Telecom Requests, and Furniture Requests, along with maintenance of inventory of those items. Note: This is the first effort to identify, each year, areas of personnel, budgeting, and other administration where a procedures guide or manual is needed. **(Priority 2)**
- 11.1.10 Seek implementation of the request for a passenger loading zone and/or accessible parking in front of the Kamamalu Building. **(Priority 1)**
- 11.1.11 Create a Board Reference Guide for hiring the Executive Director position (for future Board reference). **(Priority 3)**
- 11.1.12 Develop an orientation guide for the new Executive Director and transition office to new Executive Director. **(Priority 1)**