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| **traad**  black&whitestateseal | **DISABILITY AND COMMUNICATION ACCESS BOARD** |
|  | 1010 Richards Street, Rm. 118 • Honolulu, Hawaii 96813  Ph. (808) 586-8121 (V) • Fax (808) 586-8129 • (808) 586-8162 TTY |

NOTICE OF MEETING

**Disability and Communication Access Board**

Annual Planning Meeting

August 1, 2024

9:00 a.m. – 11:00 a.m.

AGENDA

The Disability and Communication Access Board will be meeting remotely using interactive conference technology. The public is welcome to participate as follows.

**Public In-Person Meeting Location**

Kamamalu Building

1010 Richards Street, Room 118

Honolulu, HI 96813

**Participate Virtually via Zoom**

Click on the link below or copy and paste it into your browser window:

<https://us02web.zoom.us/j/84393745648?pwd=0vv8g7oYjUMRpapNv3MCobSm42vaay.1>

and enter Meeting ID: 843 9374 5648, Passcode: 899883

**To join by phone**

Dial 1 669 900 6833 and enter Meeting ID: 843 9374 5648, Passcode: 899883

**Public Testimony**

Testimony or comments presented by members of the public during Board meetings shall be limited to three minutes per agenda item. In compliance with the Americans with Disabilities Act, a reasonable amount of additional time shall be afforded to persons with a communication disability to present testimony or comments, if needed. Any person who needs additional time to present testimony or comments is encouraged to contact the DCAB office in advance of the meeting. This rule shall be placed at the beginning of all Board meeting agendas.

Members of the public may present comment or testimony during Board meetings on each agenda item. Public comment or testimony, if any, shall be presented on each agenda item before the Board deliberates on the item. After all public comment or testimony is presented, the Board shall deliberate on the agenda item without further comment or testimony from the public unless further public comment or testimony is requested by the Board.

**Written Testimony -**To ensure the public as well as its board members receive such testimony in a timely manner, written testimony should be submitted 24 hours prior to the scheduled meeting date and time. Any written testimony submitted after such time cannot be guaranteed to be distributed in time for the meeting. Written testimony may be submitted by one of the methods listed below:

● By email to: [dcab@doh.hawaii.gov](mailto:dcab@doh.hawaii.gov)

● By U.S. Postal Mail:

Kirby Shaw, Disability and Communication Access Board, 1010 Richards Street, Room 118, Honolulu, HI 96813

● By facsimile to: (808) 586-8129

**AGENDA**

# Call to Order

Review Remote Meeting Procedures

* This meeting is being recorded.
* A quorum of Committee members is required to be visible on screen.
* Raise hand to speak unless called upon.
* Identify yourself before speaking.

# Introductions

# Statement from Public and Written Testimonies Submitted

# Disability and Communication Access Board End of the Year Report FY 2023-2024

* Staff accomplishments relating to the Plan of Action’s Goals and Objectives FY 2023-2024

# Disability and Communication Access Board Proposed Plan of Action for FY 2024-2025

* Review of Standing Committees and staff recommendations for the proposed Plan of Action FY 2024-2025
* Approval of Proposed Plan of Action FY 2024-2025

# Adjournment

If you need an auxiliary aid/service or other accommodation due to disability, contact Scott Castor at (808) 586-8121 or email [dcab@doh.hawaii.gov](mailto:dcab@doh.hawaii.gov) as soon as possible. Requests made as early as possible have a greater likelihood of being fulfilled.

Upon request, this notice is available in alternate/accessible formats.

**The agenda and meeting materials for this meeting are available for inspection at DCAB’s office located at** 1010 Richards Street, Room 118, Honolulu, Hawaii 96813 and **on DCAB‘s website at:** <https://health.hawaii.gov/dcab/dcab-agendas-and-minutes/>**.**



**DISABILITY AND**

**COMMUNICATION**

**ACCESS BOARD**

**END OF THE YEAR REPORT FY 2023-2024**

**AND RECOMMENDATIONS FOR**

**PLAN OF ACTION FY 2024-2025**

**August 1, 2024**

**OVERVIEW AND INTRODUCTION**

The Disability and Communication Access Board is comprised of seventeen (17) volunteer 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 federal, State 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 (20%) of our population, are the beneficiaries of the Board’s work, many of our activities are directed to other entities and individuals, including government (State and county), private service providers, employers and human resource personnel, 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, 2024 to June 30, 2025.

**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 that 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.

**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. As the State Executive Branch Americans with Disabilities Act (ADA) Coordinator per Governor’s Administrative Directive12-06, disseminate information to the State Department ADA Coordinators, including but not limited to, staffing meetings of the State ADA Coordinators, maintaining a State ADA Coordinators roster and ADA Coordination website. Assist Department ADA Coordinators in resolving complex ADA-related complaints or situations. Conduct individual orientation trainings for newly appointed ADA Coordinators. (**Priority 1**)

**FY 24 Accomplishments:** Held two (2) State ADA Coordinators meetings. Provided technical assistance (TA) to State ADA Coordinators on four hundred thirty five (435) complex ADA-related topics, including requirements of the Programs and Services Reference Manual; requirements of the Revised Guidance on the Provision of Auxiliary Aids/Services or Other Accommodations Due to a Disability at Public Meetings or Events; requirements for State departments/agencies to publish information regarding their ADA Coordinator, notice (statement of nondiscrimination on the basis of disability), and grievance procedures (complaint process) pursuant to Title II of the ADA; whether agencies administratively attached to a department are covered under the department's grievance procedures; the U.S. Department of Justice, Notice of Proposed Rulemaking requiring Accessibility of Web Information and Services of State and Local Government Entities; the U.S. Department of Health and Human Services (HHS) Proposed Rulemaking, Discrimination on the Basis of Disability in HHS Programs or Activities (including requirements for accessible medical equipment); minimum information to include on public notices and agendas to notify persons with disabilities of their right to request auxiliary aids/services or other accommodations to participate in public meetings and events, including statements with a reply by date must provide a reasonable amount of time for persons with disabilities to submit a request for accommodation; requirements for making reasonable modifications to policies, practices or procedures to avoid disability based discrimination unless the public entity can demonstrate that the modification would fundamentally alter the nature of the program, service, or activity; requirements to make PDF documents posted on the State calendar readable by screen reader software; whether the email address provided in the accommodation statement must be hyperlinked; whether to cancel a meeting because the agenda accommodation statement does not comport with the Disability and Communication Access Board’s (DCAB) sample statements; suggested accommodation sample statements that meet the notice requirements of both the ADA and the Sunshine Law; best practices for posting notices and agendas on the State calendar in MS Word for screen reader software accessibility; how to convert an MS Word document to a screen reader software accessible PDF document; ADA compliance requirements for public meeting materials; making State websites ADA compliant. Reviewed and commented on State department and agency notices and grievance procedures, and public notice and agenda statements.

**Recommendation:** No change.

* + 1. 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 roster. Assist County ADA Coordinators (and other County officials) fulfill their responsibilities or in resolving complex ADA-related complaints or situations. (**Priority 2**)

**FY 24 Accomplishments:**  Held two (2) County ADA Coordinators meetings. Provided information regarding the Programs and Services Reference Manual; the Revised Guidance on the Provision of Auxiliary Aids/Services or Other Accommodations Due to a Disability at Public Meetings or Events (whether DCAB’s sample statement alternatives are legally binding and whether a notice complies or conflicts with the notice requirements of the Sunshine Law), including verbiage to request language access; the requirements for county departments/agencies to publish information regarding their ADA Coordinator, notice (statement of nondiscrimination on the basis of disability), and grievance procedures (complaint process) pursuant to Title II of the ADA and use of the ADA Tool Kit to guide State and county entities in drafting and posting those documents.

**Recommendation:** No change.

* + 1. Provide technical assistance on the requirements of Titles II and III of the ADA, other applicable laws relating to accessing programs and services, and customer service, with a priority to government agencies (including ADA Coordinators). This includes education on the obligation under the ADA, to provide adequate time and opportunity to request services and encouragement to do so, and continue to try and fulfill requests even after posted deadlines. (**Priority 1**)

**FY 24 Accomplishments:** Responded to twenty-nine (29) requests for technical assistance on the requirements of Titles II and III of the ADA and other applicable laws to government agencies and members of the public, including: meeting with the Department of Accounting and General Services regarding a proposal to close off accessible parking at the State Capitol versus the accessible parking needs of persons with disabilities visiting the Capitol; resources for obtaining a pocket listening device for a member of the public that requested the item as an aid to achieve effective communication; resources for obtaining American Sign Language (ASL) interpreters; procedures for handling employee requests for ASL interpreters, and general costs of securing ASL interpreters; complaints by the public that the phone number provided to request an accommodation does not work; requirements for large print documents; whether the entrances to/exits from a bark park for dogs operated by a nonprofit organization on leased State land is subject to Titles II and III of the ADA; the ADA definition of “program access” as it applies to State facilities; requirements for captioning and captioning resources; requirements for large print documents.

**Recommendation:** No change.

1.1.4 Monitor federal rules on web accessibility requirements and provide comment, as appropriate. Provide basic technical assistance to State agencies to assist in improving web access. (**Priority 3**)

**FY 24 Accomplishments:** Provided comment in support of the U.S. Department of Justice proposed regulation that would require state and local governments to make their web content and mobile apps accessible to persons with disabilities. The regulation became effective on June 24, 2024. Public entities with a population of 50,000 or more must comply by April 24, 2026. Public entities with a population of less than 50,000 must comply by April 24, 2027.

**Recommendation:** Reword to read as follows: “Provide technical assistance to State agencies to assist in improving web content and mobile app accessibility for persons with disabilities in accordance with the U.S. Department of Justice Title II regulations. (**Priority 1**)”

* + 1. Maintain a secured website for State and County ADA Coordinators as a repository of minutes of meetings and rosters. (**Priority 2**)

**FY 24 Accomplishments:** Continued to update and maintain the secured website for State and County ADA Coordinators.

**Recommendation:** No change.

1.1.6 Provide technical assistance to the Legislature to ensure that the legislative process is accessible to persons with disabilities. (**Priority 3**)

**FY 24 Accomplishments:** Drafted a letter to the Governor, Speaker of the House of Representatives, and the Senate President pointing out barriers to accessibility experienced by persons with disabilities seeking to avail themselves of the programs, services, and activities offered at the State Capitol and recommending solutions.

**Recommendation:** No change.

1.1.7 Provide a series of in person or virtual training workshops for State and county entities on the following requirements: making public meeting notices accessible for persons with disabilities, including the placement of auxiliary aids and services request information on notices and the provision of a call in number for persons with disabilities who may not have the technology or ability to participate in a virtual meeting or event via a given virtual software platform, but who can otherwise participate by phone, pursuant to the Board’s “Guidance on the Provision of Auxiliary Aids and Services or Accommodations Due to a Disability at Public Meetings or Events”; making good faith efforts to obtain a requested auxiliary aid or service up until the meeting or event, even if the notice includes a request by date; and making public documents accessible for persons with disabilities, including how to make them accessible (projected number = 4 to 6 workshops). (**Priority 3**)

**FY 24 Accomplishments:** Provided technical assistance to State and county entities on making their public meeting notices accessible for persons with disabilities, including the placement of accommodation request information on notices and agendas. No workshops were provided.

**Recommendation:** No change.

1.1.8 Provide training to State ADA Coordinators on making websites and web-content accessible (projected number = 18 sessions). (**Priority 1**)

**FY 24 Accomplishments:** Coordinated and sponsored eighteen (18) trainings on Section 508 of the Rehabilitation Act for ADA Coordinators on making web content accessible for persons with disabilities.

**Recommendation:** Reword to read as follows: “Provide training to State and County ADA Coordinators and relevant employees on the new ADA Title II regulations requiring state and local government web content and mobile apps to be accessible to persons with disabilities (projected number = 12 sessions). (**Priority 1**)”

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. (**Priority 1**)

**FY 24 Accomplishments:** Continuously reviewed proposed legislation, administrative rules, and policies and procedures that have or may have an impact on persons with disabilities. This legislative session submitted one hundred fifty three (153) testimonies and comments on three hundred sixteen (316) bills and resolutions that would have an impact on the lives of persons with disabilities in the State of Hawaii; including the DCAB bill ([HB2447 HD1](https://www.capitol.hawaii.gov/session/measure_indiv.aspx?billtype=HB&billnumber=2447&year=2024) / [SB3136](https://www.capitol.hawaii.gov/session/measure_indiv.aspx?billtype=SB&billnumber=3136&year=2024) Relating to Parking for Disabled Persons) to establish a travel parking placard (did not pass); the DCAB parking bill ([HB2446 HD2 SD2](https://www.capitol.hawaii.gov/session/measure_indiv.aspx?billtype=HB&billnumber=2446&year=2024) / [SB3135 SD1](https://www.capitol.hawaii.gov/session/measure_indiv.aspx?billtype=SB&billnumber=3135&year=2024) Relating to Parking for Disabled Persons) that would have allowed the suspension of a driver’s license for using a placard of a deceased permittee, authorized the counties to enforce design requirements for accessible parking spaces, and remitted fifty percent (50%) of fines for violations of accessible parking laws to the agency that issued the citation (did not pass); and the bill ([SB3290 SD1 HD1 CD1](https://www.capitol.hawaii.gov/session/measure_indiv.aspx?billtype=SB&billnumber=3290&year=2024) Relating to American Sign Language) that requires DCAB to convene a working group to study the status of ASL interpreting in Hawaii and report to the Legislature with the assistance of the Department of Health (Act 204, SLH 2024).

Provided a presentation on the statewide program on parking for persons with disabilities to the Maui County Council, Committee on Water Authority, Social Services and Parks. Provided a presentation on ADA requirements and disability etiquette to the Kauai County Council, Committee of the Whole. Submitted testimony on three (3) bills and one (1) resolution to the Honolulu City Council. Submitted testimony on one (1) bill to the Maui County Council.

**Recommendation:** No change.

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

Objective:

1.3.1 Provide technical assistance to consumers and families of the requirements of civil rights laws affecting persons with disabilities and refer them to enforcement agencies, as appropriate. (**Priority 3**)

**FY 24 Accomplishments:** Provided one hundred thirty seven (137) technical assistance (TA) responses to consumers and families on requirements of civil rights laws—Fair Housing Act, ADA Title I (employment), ADA Title II (state and local government), Title III (places of public accommodation), Americans with Disabilities Act Accessibility Guidelines, and the Air Carrier Access Act--including obtaining legal counsel to pursue rights against a neighbor using toxic materials; ASL interpreting services provider information; requirements for providing accessible parking in a private residential community; whether it is legal for a property manager to restrict accessible visitor parking to only visitors and prohibit tenants from parking in those spaces; whether a commercial tenant should provide parking as a reasonable accommodation to a disabled employee versus allowing the employee to park all day in accessible parking spaces designated for visitors; whether an electronic signature stamp is an acceptable form of signature for a person with limited use of their hands; where to obtain/rent accessible beach wheelchairs; requirements for places of public accommodation to obtain ASL interpreters to achieve effective communication for deaf visitors and audiences; whether a government entity could designate on street metered parking fronting a private condominium; how a consumer with a communication disability can obtain a doctor; whether a consumer can file a complaint against a business that provides twenty (20) parking spaces none of which are accessible; how a community association can request/obtain ADA compliant sidewalks; whether restaurants must provide a restroom for employees and customers; requirements and resources for accessible water activities; whether a place of public accommodation can legally reserve the accessible parking space for the use of visitors only; requirements for returning disability placards of deceased permittees; how a parent of a disabled child in fifth grade who needed a diaper change can have the problem resolved; how a disabled employee can obtain parking closer to the employee's workplace as a reasonable accommodation; whether a condominium property manager can legally require the parent of a child with Type I diabetes to produce a letter from the child's physician to confirm the condition; use of a scooter on accessible features and at attractions when visiting Hawaii; response to a consumer cited for a meter violation alleging there was no notification to disability parking permittees about the law ending free parking at meters; transportation options for individuals with epilepsy; difference between ADA and Fair Housing Act requirements for provision of accessible parking at privately owned condominiums; options for a private employer who suspects employees that fraudulently obtained disability parking permits and are abusing accessible parking spaces; whether autistic children qualify for a disability parking permit; responded to member of the public that there is no prescribed wording for an accommodation statement on public notices and agendas required by the U S. Department of Justice and therefore there is no legal requirement to use the exact wording of DCABʻs accommodation request sample statements.

Provided one hundred eleven (111) TA responses regarding requirements for service animals (SA) and emotional support animals (ESA), including at hotels and at airports; requirements for documentation to legitimize a SA/ESA; whether there are requirements for aggressive ESAs from real estate broker concerned about liability of unit owners; how to register a bunny as an ESA; requirements for air carriers transporting ESAs in the aftermath of the Maui wildfires; whether Maui wildfire victims staying at hotels could be accompanied by their ESAs under the Fair Housing Act when they would otherwise be excluded under Title III of the ADA; whether it is possible/legal to make an ESA a SA for a student with a mental health disability; how to make a pet dog a SA or ESA; whether it is possible/legal to make cats ESAs from a mother whose daughter has a mental health disability; procedures for bringing a SA to Hawaii; whethera landlord can require reasonable restrictions regarding SAs such as having the dwelling cleaned upon vacating; whether it is reasonable/legal for a proprietor of a coin operated laundry facility in apartment buildings to request laundry users to clean washing machines of animal fur after washing SA bedding; whether there is a legal limit on the number of SAs a person can have; social worker on how to make a client's pet an ESA; whether an ESA (dog) can be deemed a pet under a condo association's one dog rule where the owners claim a second dog as a pet; quarantine requirements for emotional support cat for person moving to Hawaii; whether an ESA in training to become a SA can legally enter places of public accommodation; requirements for psychiatric service animals; how much information must a consumer with an ESA disclose about the animal to a prospective landlord when applying for a rental unit; to a person with a mental health disability on whether he can disclose that he has an ESA after being approved for a rental unit; transportation; whether a handler would be permitted to quarantine a SA at home.

**Recommendation:** No change.

**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**)

**FY 24 Accomplishments:** Conducted one thousand fifty one (1,051) State and County construction document reviews as required by §103-50, Hawaii Revised Statutes (HRS).

**Recommendation:** No change.

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 website. (**Priority 1**)

**FY 24 Accomplishments:** No activity.

**Recommendation:** No change.

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**)

**FY 24 Accomplishments:**  No activity.

**Recommendation:** No change.

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**)

**FY 24 Accomplishments:** Staff conducted three (3) Master Plan reviews: Chapter 343 Draft Environmental Assessment Wailuku Single Family Residential; Nuʻuanu Reservoir No. 1 Improvements – Draft Environmental Assessment, A Finding Of No Significant Impact; Draft Environmental Assessment Collection System Maintenance Pearl City Warehouse.

**Recommendation:** No change.

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**)

**FY 24 Accomplishments:**  Notified ADA Coordinators or Department/Agency representatives that twenty eight (28) of their projects were not submitted for review as required by §103-50, Hawaii Revised Statutes. Received seven (7) responses to past queries, and eleven (11) projects were submitted for review based on past queries.

**Recommendation:** No change.

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 website. (**Priority 3**)

**FY 24 Accomplishments:** Quarterly listing of projects reviewed were posted on the DCAB website.

**Recommendation:** No change.

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 by responding to questions on design via meetings, faxes, email, and phone inquiries (projected number = 400 responses). (**Priority 1**)

**FY 24 Accomplishments:** Responded to five hundred sixty one (561) requests for technical information from design professionals on the requirements of the Americans with Disabilities Act Accessibility Guidelines (ADAAG), Fair Housing Accessibility Guidelines, and other relevant design codes. Provided information to a housing contractor on whether DCAB reviews plans for Counties given the rebuilding from the Maui wildfires.

**Recommendation:** No change.

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 = 10 workshops and/or conference). Workshops and training sessions will focus on the revised Americans with Disabilities Act Accessibility Guidelines (ADAAG), following its adoption by the U.S. Department of Justice and the Disability and Communication Access Board. (**Priority 2**)

**FY 24 Accomplishments:** Conducted six (6) virtual trainings for DCAB’s 2023 Fall Basic Training schedule. Participated in a total of nineteen (19) webinars conducted by the Disability and Business Technical Assistance Center (DBTAC) and the U.S. Access Board, and Fair Housing Accessibility First.

**Recommendation:** No change.

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**)

**FY 24 Accomplishments:** Prepared and distributed fourteen (14) “Access E-Bulletins.”

**Recommendation:** No change.

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**)

**FY 24 Accomplishments:** No activity.

**Recommendation:** No change.

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**)

**FY 24 Accomplishments:** No activity.

**Recommendation:**  No change.

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**)

**FY 24 Accomplishments:**  No activity.

**Recommendation:** No change.

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**)

**FY 24 Accomplishments:** Submitted testimony to the Honolulu City Council on a proposed residential project urging the Council to require a higher level of accessibility than federal laws mandate.

**Recommendation:** No change.

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**)

**FY 24 Accomplishments:** No activity.

**Recommendation:** No change.

**3. Communication Access**

**Communication Access** includes the provision of auxiliary aids and services that facilitate the effective exchange of information with or by persons with disabilities who require such access. 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; develop an instructional video for HQAS applicants. (**Priority 2**)

**FY 24 Accomplishments:** Issued twenty-six (26) Hawaii State Sign Language Interpreter Credentials. Tested one (1) HQAS applicant.

**Recommendation:** No change.

3.1.2 Operate and maintain the Continuing Education Program for State credentialed interpreters, including the secured website tracking system, and provide at least .5 hours of continuing education workshops geared towards Level III sign language interpreters. (**Priority 1**)

**FY 24 Accomplishments:** Twenty-three (23) interpreters are enrolled in the Continuing Education Program.

**Recommendation:** No change.

3.1.3 Provide technical assistance regarding revised Hawaii Administrative Rules, Title 11, Chapter 218, including the Hawaii State Sign Language Interpreter Credential and the recommended fee schedule. (**Priority 2**)

**FY 24 Accomplishments:** Provided three (3) technical assistance responses regarding the revised Hawaii Administrative Rules.

**Recommendation:** Delete “revised” in objective and change priority to 3. Reword to read as follows: “Provide technical assistance regarding Hawaii Administrative Rules, Title 11, Chapter 218, including the Hawaii State Sign Language Interpreter Credential and the recommended fee schedule. (Priority 3)”

3.1.4 Update and maintain a registry of current communication access providers and their credentials and post it on the Disability and Communication Access Board’s website. (**Priority 2**)

**FY 24 Accomplishments:** Posted a monthly registry of current communication access providers and their credentials on the DCAB website.

**Recommendation:** Add the wording, “Deaf, Deaf-Blind, and other disabilities”, to the objective to read as follows: “Update and maintain a registry of current communication access providers (for Deaf, Deaf-Blind, and other persons with communication access disabilities) and their credentials and post it on the Disability and Communication Access Board’s website. (**Priority 2**)”

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

**FY 24 Accomplishments:**

1. “The Illinois Deaf and Hard of Hearing Commission offers professional interpreter development opportunities. For the past three years and during the COVID-19 pandemic, the Commission sponsored a wide range of virtual professional interpreter development opportunities. The Commission plans to offer professional opportunities again in Summer 2023.” ​Illinois Deaf and Hard of Hearing Commission. [Sign Language Interpreters - Licensure and Testing (illinois.gov)](https://idhhc.illinois.gov/licensure.html)

DCAB will use a similar model to host quarterly Continuing Education Unit (CEU) workshops in Hawaii.

1. “Wyoming is the only state in America that doesn't have a committee to advocate for the Deaf community.” Wyoming Public Radio. [A Senate bill that would provide services to Deaf Wyomingites is working its way to the House | Wyoming Public Media](https://www.wyomingpublicmedia.org/open-spaces/2024-02-23/a-senate-bill-that-would-provide-services-to-deaf-wyomingites-is-working-its-way-to-the-house)

Good information that could be applied to future legislation aimed at improving Deaf services In Hawaii.

1. “Utah law requires an individual to hold a state or national certification to provide ASL interpretation services in the state.” [Laws and Policies (utah.gov)](https://jobs.utah.gov/usor/uip/law.html)

Hawaii law does not require an individual to hold a state or national certification but that’s something DCAB could consider for future legislation. This would enhance skills for the interpreters and increase their pay.

**Recommendation:** No change. This objective may overlap with the SB3290 legislative report, meaning that while the SB3290 working group does the research, there may be published articles or documents that reflect on regulations or oversight of ASL interpreters.

3.1.6 Provide continuing education workshops and trainings for State credentialed interpreters and individuals studying for a credential to gain workforce experience. (**Priority 1**)

**FY 24 Accomplishments:** No activity.

**Recommendation:** Establish quarterly CEU workshops. Reword to read as follows: “Provide quarterly continuing education workshops and trainings for State credentialed interpreters and individuals studying for a credential to gain workforce experience. (**Priority 1**)”

3.1.7 Update the Hawaii State Sign Language Interpreter Credential and recommended fee schedule, as needed. (**Priority 1**)

**FY 24 Accomplishments:** No activity.

**Recommendation:** No change.

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 to individuals with communication access needs on their right to effective communication (American Sign Language interpreting, notetaking, audio description, and captioning) with an emphasis on State and county services. (**Priority 1**)

**FY 24 Accomplishments:** Provided twenty four (24) technical assistance responses to individuals with communication access needs on their rights to effective communication. Provided information to a consumer on filing a complaint with the Federal Communications Commission regarding inaccurate closed captioning of local news broadcasts.

**Recommendation:** No change.

3.2.2 Produce videos in American Sign Language with captions and audio descriptions relating to the legislative process with the Legislative Reference Bureau and the Public Access Room. (**Priority 2**)

**FY 24 Accomplishments:** No activity.

Recommendation: Add “and audio transcripts” as an accessibility feature for blind persons. Reword to read as follows: “Produce videos in American Sign Language with captions, audio descriptions, and audio transcripts relating to the legislative process with the Legislative Reference Bureau and the Public Access Room. (**Priority 2**)”

NAS Completed the Hawaii Civil Rights Commission videos and posted on websites.

**NEW 3.2.3** Organize and prepare for Communication Access State Conference in 2025 (**Priority 1**)

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 to covered entities on their obligation to provide effective communication including accessible formats (American Sign Language interpreting, notetaking, audio description, and captioning) with an emphasis on State and county services. (**Priority 1**)

**FY 24 Accomplishments:** Provided eight (8) technical assistance to private entities on their obligation to provide effective communication.

**Recommendation:** No change.

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**)

**FY 24 Accomplishments:** Attended three (3) Department of Health, Language Access Advisory Council meetings.

**Recommendation:** Reword to read as follows: “Serve on the Deaf and Hard of Hearing Advisory Board (DHHAB), Department of Human Services, Division of Vocational Rehabilitation; the Deaf and Blind Task Force (DBTF); and the Department of Health, Office of Language Access, Language Access Advisory Council (LAAC); to coordinate with Title II entities to improve communication access services. (**Priority 3**)”

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

Objectives:

3.4.1 Engage in advocacy efforts involving services, rules, regulations, and other policies to enhance effective communication, including web accessibility and emergency broadcasts. (**Priority 1**)

**FY 24 Accomplishments:** Submitted testimony to the U.S. Federal Communications Commission in support of proposed regulations to require emergency broadcasts to be transmitted in alternate formats simultaneously with existing formats. Revised the Communication Access Chapter in the DCAB Programs and Services References Manual. Manned a booth at the Honolulu Zoo for the 20th Anniversary of Relay Hawaii and provided information to interested participants.

**Recommendation:** No change.

3.4.2 Monitor, review, and submit comments to the Federal Communications Commission regarding rulemaking and pilot programs on improving accessibility for people with communication disabilities. (**Priority 2**)

**FY 24 Accomplishments:** Received and reviewed weekly emails from U.S. Federal Communications Commission.

**Recommendation:** No change.

3.4.3 Pursuant to Act 271-22, participate in a working group on accessible government documents and develop electronic information in technology accessibility standards titled, “Hawaii Electronic Information Technology Disability Access Standards” to be implemented by all state entities with the Office of Enterprise Technology Services. (**Priority 1**)

**FY 24 Accomplishments:** Routinely met with the Office of Enterprise Technology Services (OTS) to develop the draft Hawaii Electronic Information Technology Disability Access Standards.

**Recommendation:** No change.

**NEW 3.4.4** Pursuant to Act 204, SLH 2024, convene a working group to study the state of American Sign Language interpretation services in Hawaii and prepare a report to be submitted to the Legislature. (**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 3 to 4 workshops). (**Priority 1**)

**FY 24 Accomplishments:** Conducted a hybrid SPIN Conference on April 6, 2024 with four hundred forty two (442) individuals in attendance, sixty one (61) organizations represented, and fourteen (14) workshops. Co-sponsored the Oahu Footsteps on Transition Fair in February which drew more than one hundred (100) attendees and served on the planning committees for a transition fair on Maui in April and future fairs on Hawaii and Kauai. Conducted four (4) additional workshops for families and set up informational tables at four (4) events including a Maui Resource Fair for West Maui families affected by the wildfires.

Recommendation: No change.

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 as well as offer information regarding events and resources (projected number = 75 contacts/month). (**Priority 1**)

**FY 24 Accomplishments:** Fielded nine hundred ten (910) phone calls and emails through June 24, 2024 (average contacts/month = 75).

**Recommendation:** No change.

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 edition). (**Priority 1**)

**FY 24 Accomplishments:** Published four (4) quarterly issues and one (1) Special Edition of the SPIN News. Posted one hundred seventy five (175) posts to SPIN’s Facebook page (averaging 15 per month) and sent out eighteen (18) E-blasts of information, resources, and community events.

**Recommendation:** No change.

4.1.4 Develop brochures, infographics 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, and 3) evidence based practices (target = 5 educational materials). (**Priority 2**)

**FY 24 Accomplishments:** Developed twenty four (24) infographics on various topics of interest to parents and included them in newsletter issues. Updated ten (10) infographics on Annual Performance Indicators in partnership with the Department of Education’s Monitoring and Compliance Branch to simplify the information for families and posted the infographics on both the Special Education Advisory Council (SEAC) and the Department of Education (DOE) websites.

**Recommendation:** No change.

4.1.5 Maintain two (2) SPIN websites with updated information for parents of students with disabilities, professionals and the community about the special education process, community resources, and events. (**Priority 2**)

**FY 24 Accomplishments:** Maintained and updated both websites including calendar events. Archived 2023 workshop recordings on the spinconference.org website. In the process of captioning the 2024 workshops for posting.

**Recommendation:** No change.

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**)

**FY 24 Accomplishments:** Special Education Advisory Council (SEAC) activities: Reviewed the Office of Special Education Programs determination for Hawaii for school year 2021-2022 and reviewed data, targets, and proposed improvement activities for the Annual Performance Report indicators for school year 2022-2023. Monitored sixteen (16) bills related to students with disabilities and testified on seven (7) bills plus the State budget for special education to the Hawaii State Legislature. Received training by a national expert on assisting parents who are unrepresented (pro se) in special education due process hearings. Reviewed parents’ utilization of due process procedural safeguards. Presented the DOE Superintendent with recommendations to improve services for students with disabilities. Vetted infographics on Private School Students and Certificate vs. Diploma.

**Recommendation:** No change.

4.2.2 Provide collaborative in-service presentations to educational personnel and other service providers (including undergraduate and graduate students receiving pre-service training) on the educational, social, and personal needs of students with disabilities and their families (target = 5 to 6 workshops). (**Priority 2**)

**FY 24 Accomplishments:** Provided a total of fifteen (15) workshops to educators and helping professionals who serve children with disabilities and their families.

**Recommendation:** Increase target to 8-10 workshops.

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 website. (**Priority 1**)

**FY 24 Accomplishments:** Took minutes and hosted both virtual and in-person meetings. Maintained the Special Education Advisory Council (SEAC) website and posted testimonies, agendas, presentations and corrected minutes. Met with the SEAC Leadership Team to set agendas. Prepared testimonies for legislative hearings. Monitored the Board of Education agendas. Monitored membership requirements. Drafted the Annual Report to the DOE Superintendent. Staffed the Ad Hoc Committee on Dispute Resolution and joined the SEAC Work Group on a “Positions vs. Interests” video.

**Recommendation:** No change.

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 3**)

**FY 24 Accomplishments:** Participated in monthly meetings of Parent Partners—representatives of SPIN, SEAC, Leadership in Disabilities and Awareness of Hawaii, the State Council on Developmental Disabilities, Community Children’s Councils (CCC), and the Exceptional Support Branch of the DOE to provide the Department with feedback and suggestions on improving services to children and youth with disabilities. Served as a member of the Civil Rights Compliance Work Group Committee and the 504/ADA subcommittee to review civil rights practices and procedures within the DOE related to students with protected class status. Participated in a Hilopa’a/CCC Community Resource Mapping process.

**Recommendation:** No change.

**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:

5.1Quality 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**)

**FY 24 Accomplishments:** Attended monthly Evidence-Based Services Committee meetings/quarterly roundtables to disseminate information on evidence based interventions to families and professionals in the field. Helped to facilitate the Oahu Footsteps to Transition Fair planning committee. Other committee membership included the Center on Disability Studies (CDS) Community Advisory Council, the CDS Family Engagement Partnership Advisory Committee, the Hawaii Developmental Disabilities Division Evaluation Advisory Group, the Maui Wildfire Response Group, the Children’s Mental Health Acceptance Committee, and the Windward Community Children’s Council.

**Recommendation:** No change.

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

**FY 24 Accomplishments:** No activity.

**Recommendation:** No change.

**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 Participate in State 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), with the focus on individuals with disabilities and others with access and functional needs during a natural or manmade disaster or emergency and support legislative efforts to secure emergency preparedness funds. (**Priority 2**)

**FY 24 Accomplishments:**  Attended one meeting of the Department of Health’s DOC and Public Health Preparedness Branch, Department of Defense, and the Hawaii Emergency Management Agency.

**Recommendation:** No change.

6.1.2 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**)

**FY 24 Accomplishments:** No activity.

**Recommendation:** No change.

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 Contribute information to other programs that host exhibits at community disaster preparedness/resilience fairs and hold emergency simulations on the needs of persons with disabilities and access or functional needs. (**Priority 3**)

**FY 24 Accomplishments:** No activity.

**Recommendation:** No change.

6.2.2 Create and maintain a page on the Disability and Communication Access Board website and on social media platforms with information that is in accessible formats to disseminate emergency preparedness information that is relevant to Hawaii. Information shared will be from nonprofits such as the American Red Cross, county, state, and federal emergency agencies. (**Priority 1**)

**FY 24 Accomplishments:** No activity.

**Recommendation:** Reword to read as follows: “Create and maintain a page on the Disability and Communication Access Board website with information in accessible formats to disseminate emergency preparedness information that is relevant to Hawaii. Information shared will be from nonprofits such as the American Red Cross, and federal, state, and county emergency agencies. (**Priority 1**)”

NAS Responded to FEMA requests for information on persons with disabilities in the aftermath of the Maui wildfires (including information on persons who are deaf, hard of hearing, deaf-blind, information on the provision of mental health services for such persons, and the need for ASL interpreting).

**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 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**)

**FY 24 Accomplishments:** Coordinated a site visit to Daniel K. Inouye International Airport to review new autonomous shuttle for accessibility. Sent a letter with DCAB’s concerns with Kauai County regarding their suspension of fixed route and paratransit service on Sundays.

**Recommendation:** No change.

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**)

**FY 24 Accomplishments:** Conducted a site visit of the Aloha Stadium transit station to review accessible features of the station, passenger loading platform, and rail cars.

**Recommendation:** No change.

7.1.3 Monitor and provide testimony in accordance with the Disability and Communication Access Board guiding principles on public transit fixed route bus and paratransit service on proposed federal, State, and county legislation and regulations relating to transportation services, including public transit, paratransit, and alternate transportation modes that impact people with disabilities, including fare and fare categories for paratransit service and for fixed route service. (**Priority 1**)

**FY 24 Accomplishments:** Attended one (1) meeting of the City and County’s Committee on Accessible Transportation. Attended two (2) meetings of the Honolulu Rate Commission.

**Recommendation:** No change.

7.1.4 Monitor private transportation network companies and encourage them to utilize accessible vehicles as part of their fleet. (**Priority 2**)

**FY 24 Accomplishments:** No activity.

**Recommendation:** No change.

7.1.5 Advocate for additional seating and transit safety measures for persons with disabilities beyond the minimum requirements of the Americans with Disabilities Act. (**Priority 3**)

**FY 24 Accomplishments:** No activity.

**Recommendation:** No change.

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 for all air carrier passengers with disabilities to ensure compliance with the Air Carrier Access Act and the Americans with Disabilities Act, while advocating they exceed minimum standards when possible. (**Priority 2**)

**FY 24 Accomplishments:** No activity.

**Recommendation:** No change.

7.2.2 Update the “Hawaii Traveler Tips” annually, post on the Disability and Communication Access Board website, and encourage links to the site from other travel or visitor websites. (**Priority 3**)

**FY 24 Accomplishments:** Updated the Traveler Tips and posted on the DCAB website.

**Recommendation:** No change.

7.2.3 Monitor and provide comments, as appropriate, to the proposed federal changes in the Air Carrier Access Act. (**Priority 3**)

**FY 24 Accomplishments:** Submitted testimony to U.S. Department of Transportation in support of proposed regulations to ensure safe accommodations for air travelers with disabilities using wheelchairs.

**Recommendation:** No change.

7.2.4 Provide testimony in support of the State authorizing the creation of an Airport Authority, with the goal of it being more responsive to the public and able to implement changes at State airports in a timely manner. (**Priority 3**)

**FY 24 Accomplishments:** No activity.

**Recommendation:** No change.

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. (**Priority 2**)

**FY 24 Accomplishments:** No activity.

**Recommendation:** No change.

7.3.2 Participate in public education efforts and committees in accordance with the Disability and Communication Access Board’s guiding principles on pedestrian safety for persons with disabilities. (**Priority 2**)

**FY 24 Accomplishments:** No activity.

**Recommendation:** No change.

**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. Placards include long term six (6) year placards, temporary placards, and Disabled Paid Parking Exemption Permits (DPPEP).

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 and Hawaii Administrative Rules, 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**)

**FY 24 Accomplishments:** Procured fifty one thousand (51,000) placards, one hundred twenty four thousand seven hundred (124,700) decals, and five thousand (5,000) application forms.

**Recommendation:** No change.

8.1.2 Continue Memorandums of Agreement (MOA) with the counties to issue all placards (except for renewals of six (6) year placards and issuance of all Disabled Paid Parking Exemption Permit placards), distribute supplies to the counties to fulfill the MOA, generate quarterly and annual statistics on issuance and distribute to the counties, and reimburse the counties per the MOA. (**Priority 1**)

**FY 24 Accomplishments:** Continued the MOA with the counties to issue all placards (except for renewals of six (6) year placards and issuance of all Disabled Paid Parking Exemption Permit placards).

**Recommendation:** No change.

8.1.3 Administer in-house the statewide issuance of long term placard renewals by mail. (**Priority 1**)

**FY 24 Accomplishments:** Renewed eight thousand nine hundred fifty nine (8,959) placardsby mail through June 12, 2024.

**Recommendation:** No change.

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 permittees with a Disabled Paid Parking Exemption Permit). (**Priority 1**)

**FY 24 Accomplishments:** Continued MOA with consultant to host the parking database. Added AMD under physician codes as physician assistants are now authorized to sign a parking permit application form.

**Recommendation:** No change.

8.1.5 Explore State legislation that would allow permittees who qualify for a Disabled Paid Parking Exemption Permit to receive the parking fee exemption through a special license plate. (**Priority 1**)

**FY 24 Accomplishments:** No activity.

**Recommendation:** Change to Priority 2.

8.1.6 Administer in-house the statewide issuance of the Disabled Paid Parking Exemption Permit by mail. (**Priority 1**)

**FY 24 Accomplishments:** Issued one hundred eleven (111) Disabled Paid Parking Exemption Permits through June 12, 2024.

**Recommendation:** No change.

8.1.7 Establish a disability travel placard, including any necessary amendments to Chapter 291, Part III, Hawaii Revised Statutes and Hawaii Administrative Rules, Title 11, Chapter 219. (**Priority 2**)

**FY 24 Accomplishments:** Introduced legislation to create a travel placard. Bill did not pass this legislative session; bill will be reintroduced next legislative session.

**Recommendation:** No change.

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**)

**FY 24 Accomplishments:** Retrieved two thousand nine hundred forty four (2,944) placards upon renewal through June 12, 2024.

**Recommendation:** Delete “upon renewal” as some placards are surrendered independently of renewal.

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**).

**FY 24 Accomplishments:** Retrieved one thousand five hundred sixty (1,560) placards due to death of permittee. Provided information to Kokua Line on steps to take to return disability placards of deceased permittees.

**Recommendation:** No change.

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.

Objectives:

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

**FY 24 Accomplishments:** Met with State Department of Law Enforcement and county police representatives and other agencies on increasing the issuance of citations for parking illegally in accessible parking spaces.

**Recommendation:** No change.

8.3.2 Develop and maintain methods for members of the public to report the use of an expired disability parking placard to obtain parking privileges or a vehicle parked in an access aisle while displaying a disability parking placard or special license plates. (**Priority 3**)

**FY 24 Accomplishments:** Received twenty eight (28) submissions. Asked Oahu Neighborhood Boards to help publicize webpage and presented at two (2) Board meetings.

**Recommendation:** No change.

8.3.3 Staff will provide information to permittees on the proper use of disability parking permits and accessible parking spaces and access aisles when a report of improper use is received. (**Priority 3**)

**FY 24 Accomplishments:** Sent fifteen (15) communications to permittees on proper use of placard.

**Recommendation:** No change.

8.3.4 Explore possibilities of a State or county agency enforcing accessible parking design requirements. (**Priority 2**)

**FY 24 Accomplishments:** Introduced legislation to authorize the counties to adopt ordinances. Bill did not pass.

**Recommendation:** Change to Priority 1.

8.3.5 Develop and maintain methods for members of the public to report locations with accessible parking spaces that are non-compliant with design regulations. (**Priority 3**)

**FY 24 Accomplishments:** Received eight (8) submissions to the webpage.

**Recommendation:** No change.

8.3.6 Staff will provide information to parking lot owners on the federal and State design regulations when a report of a non-compliant accessible parking space is received. (**Priority 3**)

**FY 24 Accomplishments:** Sent technical advice to five (5) property owners on non-compliant accessible parking spaces.

**Recommendation:** No change.

8.3.7 Explore possible legislation to reserve van accessible spaces for use by permittees who use a wheelchair or scooter and/or use a vehicle with a side mounted lift or ramp. (**Priority 2**)

**FY 24 Accomplishments:** No activity.

**Recommendation:** Change to Priority 3.

8.3.8 Explore legislation that would suspend the driver’s license of a person who illegally uses the deceased permittee’s parking permit to obtain disability parking privileges. (**Priority 2**)

**FY 24 Accomplishments:** Introduced bill that would authorize the examiner of drivers to suspend the driver’s license of a person who illegally uses the deceased permittee’s parking permit to obtain disability parking privileges. Bill did not pass.

**Recommendation:** No change.

8.3.9 Explore legislation that would deposit a percentage of the fine from parking citations issued for a violation(s) of Chapter 291, Part III, Hawaii Revised Statutes, to the parking enforcement agency that issued the citation. (**Priority 1**)

**FY 24 Accomplishments:** Introduced bill that would deposit a percentage of the fine from parking citations issued for a violation(s) of Chapter 291, Part III, Hawaii Revised Statutes, to the parking enforcement agency that issued the citation. Bill did not pass.

**Recommendation:** Delete. State legislators were not willing to share revenues from parking citations with the counties in the manner proposed in the unsuccessful legislation.

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**)

**FY 24 Accomplishments:**  Mailed four hundred sixty (460) letters to parking lot owners asking them to double check whether their spaces are compliant, to add additional spaces, and to install Park with Aloha signs

**Recommendation:** Reword objective and increase priority, to read as follows: “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, flyers to private driver education operators, and users guides to the permittees. (**Priority 1**)”

8.4.2 Create and maintain a mechanism to communicate with permittees about pending permit expirations and the Disabled Paid Parking Exemption Permit issuance. (**Priority 1**)

**FY 24 Accomplishments:** Emailed two thousand seven hundred seventy (2,770) permittees to remind them of pending permit expirations.

**Recommendation:**  No change.

8.4.3 Provide public education efforts aimed at consumers, operators of parking facilities, and the public on the importance of keeping van accessible spaces available for vehicles with side mounted lifts or ramps whenever possible. (**Priority 1**)

**FY 24 Accomplishments:** Mailed four hundred sixty (460) letters to parking lot owners asking them to double check their spaces are compliant, to add additional spaces, and to install Park with Aloha signs.

**Recommendation:** No change.

NAS Provided information on parking program to the Honolulu Star-Advertiser Kokua Line for publication.

8.5 Advocate that the Americans with Disabilities Act (ADA) Titles II and III entities provide accessible and van accessible parking spaces that exceed the minimum number required under the ADA Accessibility Guidelines. Advocate that all accessible parking spaces are maintained and located on an accessible route that connects to an accessible entrance.

Objectives:

8.5.1 Send correspondence to State and local governments to request an increase in the number of accessible and van accessible parking spaces. (**Priority 2**)

**FY 24 Accomplishments:** Sent letters to the County Mayors to request an increase in the number of reserved parking spaces for persons with disabilities in county parking facilities beyond the minimum ADAAG requirements.

**Recommendation:** Reword to read as follows: “Advocate for State and local governments to increase the number of accessible and van accessible parking spaces. (**Priority 2**)”

8.5.2 Send correspondence to the ADA Title III entities to request an increase in the number of accessible and van accessible parking spaces. (**Priority 2**)

**FY 24 Accomplishments:**  Mailed four hundred sixty (460) letters to parking lot owners asking them to double check whether their spaces are compliant, to add additional spaces, and to install Park with Aloha signs.

**Recommendation:** Amend to read: “Advocate for ADA Title III entities to increase their number of accessible and van accessible parking spaces. (**Priority 2**)”

8.5.3 Testimony will encourage ADA Title II and Title III entities to provide van accessible parking spaces that exceed the minimum number required under the Americans with Disabilities Act Accessibility Guidelines. (**Priority 2**)

**FY 24 Accomplishments:** No activity.

**Recommendation:** No change.

**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.

**Recommendation:** Delete goal.

Objective:

9.1.1 Assist the Department of Human Resources Development (DHRD) complete its Executive Branch Procedure Manual on Reasonable Accommodation for ADA Coordinators and update the Disability and Communication Access Board Reasonable Accommodation Manual to be a Technical Assistance Manual to complement the DHRD Procedures Manual. (**Priority 3**)

**FY 24 Accomplishments:** No activity.

**Recommendation:** Delete. DHRD completed and published on its website policies and procedures for the provision of reasonable accommodations for employees and applicants with disabilities for Executive Branch departments and agencies.

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 Provide technical assistance to the Department of Human Resources Development to develop online training on the employment rights of persons with disabilities as it relates to the Americans with Disabilities Act Title I. (**Priority 3**)

**FY 24 Accomplishments:** No activity.

**Recommendation:** Delete. DHRD completed and published on its website policies and procedures for the provision of reasonable accommodations for employees and applicants with disabilities for Executive Branch departments and agencies.

**Recommendation:** Replace objective with the following wording: “Provide technical assistance to employers, unions, and consumers on the employment rights of persons with disabilities under applicable federal and State laws. (**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. (**Priority 2**)

**FY 24 Accomplishments:** Responded to three (3) requests for technical assistance from the DOE regarding providing options to reasonably accommodate employees with disabilities working at schools.

**Recommendation:** No change.

**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 website 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**)

**FY 24 Accomplishments:** Sixty five (65) updates were posted to the DCAB website.

**Recommendation:** No change.

10.1.2 Publish a newsletter to report on legislation and rulemaking (federal, State and counties), significant issues and events, conferences, training, workshops, individual achievements, community resources and organizations. Disseminate via email only. Solicit reports and information from around the state, including neighbor island sources (projected number = 4 to 6 newsletters). (**Priority 3**)

**FY 24 Accomplishments:** No activity.

**Recommendation:** Delete. The workload did not allow time to devote to a regular newsletter. Perhaps the objective can be revisited in the future.

10.1.3 Establish a policy to remediate all inaccessible documents on the Disability and Communication Access Board’s website to ensure they are accessible, and to ensure that all new documents and other content posted on the website are accessible. (**Priority 1**)

**FY 24 Accomplishments:** Began remediation of selected documents posted on DCABʻs website.

**Recommendation:** No change.

10.1.4 Establish an interim notice and grievance procedure pursuant to the requirements of Title II of the ADA and post on the Disability and Communication Access Board’s (DCAB) website until the Department of Health (DOH) establishes a notice and grievance procedure that covers DOH and attached agencies, including the DCAB. (**Priority 1**)

**FY 24 Accomplishments:** Established an interim notice and grievance procedure and posted on DCAB’s website. Replaced interim documents with a link to the DOH notice and grievance procedure posted on the DOH website, which covers attached agencies, including DCAB.

**Recommendation:** Delete; objective completed.

**11. Administration**

Other **Administration** objectives are:

Objectives:

11.1.1 Complete updating of all of the position descriptions in the office not updated within the past three years. (**Priority 3**)

**FY 24 Accomplishments:** No activity.

**Recommendation:** No change.

11.1.2 Maintain the information technology (IT) network to ensure reliability of centralized backup, security, and database. (**Priority 1**)

**FY 24 Accomplishments:** Developed contract and awarded IT vendor to maintain and update the network.

**Recommendation:** No change.

11.1.3 Maintain office records management system, inventory system, purchasing and fiscal management and human resources management in coordination with changes required by the Department of Health and Department of Accounting and General Services. (**Priority 1**)

**FY 24 Accomplishments:** Completed paperwork to fill vacant positions. Replaced twelve (12) computer equipment; installed three (3) telephone lines and removed TTY phone line; replaced Parking Unit printer; replaced and removed aging copier machine; and completed the annual office equipment inventory.

**Recommendation:** No change.

11.1.4 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, Information Technology (IT), and Telecom Requests, and Furniture Requests, along with maintenance of inventory of those items (**Priority 2**)

**FY 24 Accomplishments:** Continued to update the Office Reference Guides.

**Recommendation:** No change.

11.1.5 Seek implementation of the request for a passenger loading zone and/or accessible parking in front of the Kamamalu Building. (**Priority 2**)

**FY 24 Accomplishments:** No activity.

**Recommendation:** No change.

11.1.6 Continue development and refinement of administrative policies, procedures, and protocols concerning the operations of the Disability and Communication Access Board office and the Kamamalu Building. (**Priority 1**)

**FY 24 Accomplishments:**  DCAB Administrative Officer is the DOH’s Kamamalu Building coordinator, and handled and coordinated Kamamalu Building issues. Consulted with DOH, Human Resources Office on operations of the DCAB office. Installed and replaced two (2) office door locks.

**Recommendation:** No change.

11.1.7 Update the Office Manual. (**Priority 2**)

**FY 24 Accomplishments:** Continued to update the Office Manual.

**Recommendation:** No change.



**DISABILITY AND**

**COMMUNICATION**

**ACCESS BOARD**

**PLAN OF ACTION FY 2024-2025**

**Proposed on August 1, 2024**

**OVERVIEW AND INTRODUCTION**

The Disability and Communication Access Board is comprised of seventeen (17) volunteer 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 federal, State 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 (20%) of our population, are the beneficiaries of the Board’s work, many of our activities are directed to other entities and individuals, including government (State and county), private service providers, employers and human resource personnel, 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, 2024 to June 30, 2025.**

**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 that 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.

**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. As the State Executive Branch Americans with Disabilities Act (ADA) Coordinator per Governor’s Administrative Directive12-06, disseminate information to the State Department ADA Coordinators, including but not limited to, staffing meetings of the State ADA Coordinators, maintaining a State ADA Coordinators roster and ADA Coordination website. Assist Department ADA Coordinators in resolving 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 roster. Assist County ADA Coordinators (and other County officials) fulfill their responsibilities or in resolving complex ADA-related complaints or situations. (**Priority 2**)

1.1.3 Provide technical assistance on the requirements of Titles II and III of the ADA, other applicable laws relating to accessing programs and services, and customer service, with a priority to government agencies (including ADA Coordinators). This includes education on the obligation under the ADA, to provide adequate time and opportunity to request services and encouragement to do so, and continue to try and fulfill requests even after posted deadlines. (**Priority 1**)

1.1.4 Provide technical assistance to State agencies to assist in improving web content and mobile app accessibility for persons with disabilities in accordance with the U.S. Department of Justice Title II regulations. (Priority 1)

1.1.5 Maintain a secured website for State and County ADA Coordinators as a repository of minutes of meetings and rosters. (**Priority 2**)

1.1.6 Provide technical assistance to the Legislature to ensure that the legislative process is accessible to persons with disabilities. (**Priority 3**)

1.1.7 Provide a series of in person or virtual training workshops for State and county entities on the following requirements: making public meeting notices accessible for persons with disabilities, including the placement of auxiliary aids and services request information on notices and the provision of a call in number for persons with disabilities who may not have the technology or ability to participate in a virtual meeting or event via a given virtual software platform, but who can otherwise participate by phone, pursuant to the Board’s “Guidance on the Provision of Auxiliary Aids and Services or Accommodations Due to a Disability at Public Meetings or Events”; making good faith efforts to obtain a requested auxiliary aid or service up until the meeting or event, even if the notice includes a request by date; and making public documents accessible for persons with disabilities, including how to make them accessible (projected number = 4 to 6 workshops). (**Priority 3**)

1.1.8 Provide training to State and County ADA Coordinators and relevant employees on the new ADA Title II regulations requiring state and local government web content and mobile apps to be accessible to persons with disabilities (projected number = 12 sessions). (Priority 1)

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. (**Priority 1**)

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

Objective:

1.3.1 Provide technical assistance to consumers and families of the requirements of civil rights laws affecting persons with disabilities and refer them to enforcement agencies, as appropriate. (**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 website. (**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 website. (**Priority 3**)

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 by 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 = 10 workshops and/or conference). Workshops and training sessions will focus on the revised Americans with Disabilities Act Accessibility Guidelines (ADAAG), following its adoption by the U.S. 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**)

2.4 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 facilitate the effective exchange of information with or by persons with disabilities who require such access. 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; develop an instructional video for HQAS applicants. (**Priority 2**)

3.1.2 Operate and maintain the Continuing Education Program for State credentialed interpreters, including the secured website tracking system, and provide at least .5 hours of continuing education workshops geared towards Level III sign language interpreters. (**Priority 1**)

3.1.3 Provide technical assistance regarding [~~revised]~~ Hawaii Administrative Rules, Title 11, Chapter 218, including the Hawaii State Sign Language Interpreter Credential and the recommended fee schedule. (**Priority [~~2]~~3**)

3.1.4 Update and maintain a registry of current communication access providers (for Deaf, Deaf-Blind, and other persons with communication access disabilities) and their credentials and post it on the Disability and Communication Access Board’s website. (**Priority 2**)

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

3.1.6 Provide quarterly continuing education workshops and trainings for State credentialed interpreters and individuals studying for a credential to gain workforce experience. (**Priority 1**)

3.1.7 Update the Hawaii State Sign Language Interpreter Credential and recommended fee schedule, as needed. (**Priority 1**)

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 to individuals with communication access needs on their right to effective communication (American Sign Language interpreting, notetaking, audio description, and captioning) with an emphasis on State and county services. (**Priority 1**)

3.2.2 Produce videos in American Sign Language with captions, audio descriptions, and audio transcripts relating to the legislative process with the Legislative Reference Bureau and the Public Access Room. (**Priority 2**)

3.2.3 Organize and prepare for Communication Access State Conference in 2025. (**Priority 1**)

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 to covered entities on their obligation to provide effective communication including accessible formats (American Sign Language interpreting, notetaking, audio description, and captioning) with an emphasis on State and county services. (**Priority 1**)

3.3.2 Serve on the Deaf and Hard of Hearing Advisory Board (DHHAB), Department of Human Services, Division of Vocational Rehabilitation; the Deaf and Blind Task Force (DBTF); and the Department of Health, Office of Language Access, Language Access Advisory Council (LAAC); to coordinate with Title II entities to improve communication access services. (**Priority 3**)

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

Objectives:

3.4.1 Engage in advocacy efforts involving services, rules, regulations, and other policies to enhance effective communication, including web accessibility and emergency broadcasts. (**Priority 1**)

3.4.2 Monitor, review, and submit comments to the Federal Communications Commission regarding rulemaking and pilot programs on improving accessibility for people with communication disabilities. (**Priority 2**)

3.4.3 Pursuant to Act 271-22, participate in a working group on accessible government documents and develop electronic information in technology accessibility standards titled, “Hawaii Electronic Information Technology Disability Access Standards” to be implemented by all state entities with the Office of Enterprise Technology Services. (**Priority 1**)

3.4.4 Pursuant to Act 204-24, SLH 2024, convene a working group to study the state of American Sign Language interpretation services in Hawaii and prepare a report to be submitted to the Legislature. (**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 3 to 4 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 as well as offer information regarding events and resources (projected number = 75 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 edition). (**Priority 1**)

4.1.4 Develop brochures, infographics 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, and 3) evidence based practices (target = 5 educational materials). (**Priority 2**)

4.1.5 Maintain two (2) SPIN websites with updated information for parents of students with disabilities, professionals and the community about the special education process, 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 educational personnel and other service providers (including undergraduate and graduate students receiving pre-service training) on the educational, social, and personal needs of students with disabilities and their families (target = ~~5 to 6~~ 8-10 workshops). (**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 website. (**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 3**)

**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:

5.1Quality 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**)

**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 Participate in State 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), with the focus on individuals with disabilities and others with access and functional needs during a natural or manmade disaster or emergency and support legislative efforts to secure emergency preparedness funds. (**Priority 2**)

6.1.2 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 Contribute information to other programs that host exhibits at community disaster preparedness/resilience fairs and hold emergency simulations on the needs of persons with disabilities and access or functional needs. (**Priority 3**)

6.2.2 Create and maintain a page on the Disability and Communication Access Board website with information in accessible formats to disseminate emergency preparedness information that is relevant to Hawaii. Information shared will be from nonprofits such as the American Red Cross, and federal, state, and county emergency agencies. (**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 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 testimony in accordance with the Disability and Communication Access Board guiding principles on public transit fixed-route bus and paratransit service on proposed federal, State, and county legislation and regulations relating to transportation services, including public transit, paratransit, and alternate transportation modes that impact people with disabilities, including fare and fare categories for paratransit service and for fixed route service. (**Priority 1**)

7.1.4 Monitor private transportation network companies and encourage them to utilize accessible vehicles as part of their fleet. (**Priority 2**)

7.1.5 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 for all air carrier passengers with disabilities to ensure compliance with the Air Carrier Access Act and the Americans with Disabilities Act, while advocating they exceed minimum standards when possible. (**Priority 2**)

7.2.2 Update the “Hawaii Traveler Tips” annually, post on the Disability and Communication Access Board website, and encourage links to the site from other travel or visitor websites. (**Priority 3**)

7.2.3 Monitor and provide comments, as appropriate, to the proposed federal changes in the Air Carrier Access Act. (**Priority 3**)

7.2.4 Provide testimony in support of the State authorizing the creation of an Airport Authority, with the goal of it being more responsive to the public and able to implement changes at State airports in a timely manner. (**Priority 3**)

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. (**Priority 2**)

7.3.2 Participate in public education efforts and committees in accordance with the Disability and Communication Access Board’s 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. Placards include long term six (6) year placards, temporary placards, and Disabled Paid Parking Exemption Permits (DPPEP).

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 and Hawaii Administrative Rules, 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 and issuance of all Disabled Paid Parking Exemption Permit placards), distribute supplies to the counties to fulfill the MOA, generate quarterly and annual statistics on issuance and distribute to the counties, 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 permittees with a Disabled Paid Parking Exemption Permit). (**Priority 1**)

8.1.5 Explore State legislation that would allow permittees who qualify for a Disabled Paid Parking Exemption Permit to receive the parking fee exemption through a special license plate. (**Priority [~~1]~~2**)

8.1.6 Administer in-house the statewide issuance of the Disabled Paid Parking Exemption Permit by mail. (**Priority 1**)

8.1.7 Establish a disability travel placard, including any necessary amendments to Chapter 291, Part III, Hawaii Revised Statutes and Hawaii Administrative Rules, Title 11, Chapter 219. (**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**).

8.3 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.

Objectives:

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

8.3.2 Develop and maintain methods for members of the public to report the use of an expired disability parking placard to obtain parking privileges or a vehicle parked in an access aisle while displaying a disability parking placard or special license plates. (**Priority 3**)

8.3.3 Staff will provide information to permittees on the proper use of disability parking permits and accessible parking spaces and access aisles when a report of improper use is received. (**Priority 3**)

8.3.4 Explore possibilities of a State or county agency enforcing accessible parking design requirements. (**Priority ~~2~~1**)

8.3.5 Develop and maintain methods for members of the public to report locations with accessible parking spaces that are non-compliant with design regulations. (**Priority 3**)

8.3.6 Staff will provide information to parking lot owners on the federal and State design regulations when a report of a non-compliant accessible parking space is received. (**Priority 3**)

8.3.7 Explore possible legislation to reserve van accessible spaces for use by permittees who use a wheelchair or scooter and/or use a vehicle with a side mounted lift or ramp. (**Priority [~~2]~~3**)

8.3.8 Explore legislation that would suspend the driver’s license of a person who illegally uses the deceased permittee’s parking permit to obtain disability parking privileges. (**Priority 2**)

~~[8.3.9 Explore legislation that would deposit a percentage of the fine from parking citations issued for a violation(s) of Chapter 291, Part III, Hawaii Revised Statutes, to the parking enforcement agency that issued the citation. (~~**~~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, flyers to private driver education operators, and users guides to the permittees. (**Priority 1**)

8.4.2 Create and maintain a mechanism to communicate with permittees about pending permit expirations and the Disabled Paid Parking Exemption Permit issuance. (**Priority 1**)

8.4.3 Provide public education efforts aimed at consumers, operators of parking facilities, and the public on the importance of keeping van accessible spaces available for vehicles with side mounted lifts or ramps whenever possible. (**Priority 1**)

8.5 Advocate that the Americans with Disabilities Act (ADA) Titles II and III entities provide accessible and van accessible parking spaces that exceed the minimum number required under the ADA Accessibility Guidelines. Advocate that all accessible parking spaces are maintained and located on an accessible route that connects to an accessible entrance.

Objectives:

8.5.1 Advocate for State and local governments to increase the number of accessible and van accessible parking spaces. (**Priority 2**)

8.5.2 Advocate for ADA Title III entities to increase their number of accessible and van accessible parking spaces. (**Priority 2**)

8.5.3 Testimony will encourage ADA Title II and Title III entities to provide van accessible parking spaces that exceed the minimum number required under the Americans with Disabilities Act Accessibility Guidelines. (**Priority 2**)

**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 Assist the Department of Human Resources Development (DHRD) complete its Executive Branch Procedure Manual on Reasonable Accommodation for ADA Coordinators and update the Disability and Communication Access Board Reasonable Accommodation Manual to be a Technical Assistance Manual to complement the DHRD Procedures Manual. (~~**~~Priority 3~~**~~)]~~

[~~9.2~~] 9.1 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:

9.1.1 Provide technical assistance to employers, unions, and consumers on the employment rights of persons with disabilities under applicable federal and State laws. (**Priority 3**)

~~[9.2.2]~~ 9.1.2 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. (**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 website 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 Publish a newsletter to report on legislation and rulemaking (federal, State and counties), significant issues and events, conferences, training, workshops, individual achievements, community resources and organizations. Disseminate via email only. Solicit reports and information from around the state, including neighbor island sources (projected number = 4 to 6 newsletters). (~~**~~Priority 3~~**~~)]~~

[~~10.1.3]~~ 10.1.2 Establish a policy to remediate all inaccessible documents on the Disability and Communication Access Board’s website to ensure they are accessible, and to ensure that all new documents and other content posted on the website are accessible. (**Priority 1**)

~~[10.1.4 Establish an interim notice and grievance procedure pursuant to the requirements of Title II of the ADA and post on the Disability and Communication Access Board’s (DCAB) website until the Department of Health (DOH) establishes a notice and grievance procedure that covers DOH and attached agencies, including the DCAB. (~~**~~Priority 1~~**~~)]~~

**11. Administration**

Other **Administration** objectives are:

Objectives:

11.1.1 Complete updating of all of the position descriptions in the office not updated within the past three years. (**Priority 3**)

11.1.2 Maintain the information technology (IT) network to ensure reliability of centralized backup, security, and database. (**Priority 1**)

11.1.3 Maintain office records management system, inventory system, purchasing and fiscal management and human resources management in coordination with changes required by the Department of Health and Department of Accounting and General Services. (**Priority 1**)

11.1.4 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, Information Technology (IT), and Telecom Requests, and Furniture Requests, along with maintenance of inventory of those items (**Priority 2**)

11.1.5 Seek implementation of the request for a passenger loading zone and/or accessible parking in front of the Kamamalu Building. (**Priority 2**)

11.1.6 Continue development and refinement of administrative policies, procedures, and protocols concerning the operations of the Disability and Communication Access Board office and the Kamamalu Building. (**Priority 1**)

11.1.7 Update the Office Manual. (**Priority 2**)

**12. Deleted Goal and Objectives from Various Sections**

8.3.9 Explore legislation that would deposit a percentage of the fine from parking citations issued for a violation(s) of Chapter 291, Part III, Hawaii Revised Statutes, to the parking enforcement agency that issued the citation. (**Priority 1**)

**Recommendation:** Delete. State legislators were not willing to share revenues from parking citations with the counties in the manner proposed in the unsuccessful legislation.

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

**Recommendation:** Delete goal.

Objective:

9.1.1 Assist the Department of Human Resources Development (DHRD) complete its Executive Branch Procedure Manual on Reasonable Accommodation for ADA Coordinators and update the Disability and Communication Access Board Reasonable Accommodation Manual to be a Technical Assistance Manual to complement the DHRD Procedures Manual. (**Priority 3**)

**Recommendation:** Delete. DHRD completed and published on its website policies and procedures for the provision of reasonable accommodations for employees and applicants with disabilities for Executive Branch departments and agencies.

10.1.2 Publish a newsletter to report on legislation and rulemaking (federal, State and counties), significant issues and events, conferences, training, workshops, individual achievements, community resources and organizations. Disseminate via email only. Solicit reports and information from around the state, including neighbor island sources (projected number = 4 to 6 newsletters). (**Priority 3**)

**Recommendation:** Delete. The workload did not allow time to devote to a regular newsletter. Perhaps the objective can be revisited in the future.

10.1.4 Establish an interim notice and grievance procedure pursuant to the requirements of Title II of the ADA and post on the Disability and Communication Access Board’s (DCAB) website until the Department of Health (DOH) establishes a notice and grievance procedure that covers DOH and attached agencies, including the DCAB. (**Priority 1**)

**Recommendation:** Delete; objective completed.