



# Disability and Communication Access Board **ANNUAL REPORT**

**F Y 2 0 2 4 - 2 0 2 5**

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

*This Report highlights key accomplishments for fiscal year 2024-2025.*

# OVERVIEW

## DCAB BOARD MEMBERS

**VIOLET HORVATH, Chairperson**

**CHARLOTTE TOWNSEND, Vice Chairperson**

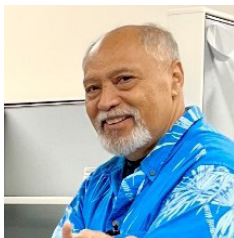
- Anthony Akamine
- Ronald Awa
- Rosanna Daniel-Kanetake
- Scott Fleming
- Dayne Greene (from 9/24)
- Gerald Isobe
- Nikki Kepo'o
- Marie Kimmey
- Summer Kozai
- Michael Nojima
- Gerald Ohta
- Teri Spinola-Campbell
- LisaAnn Tom

## DCAB STAFF

**KIRBY L. SHAW, Executive Director**

- **Administration:** Kristine Pagano, Cindy Omura, Christine Holmes
- **Planning and ADA Coordination:** Elizabeth Delovio
- **Program and Policy Development Unit:** Bryan Mick, Romala Radcliffe (to 2/25), Scott Castor, Cody Miyasato (to 3/25), David Langille (to 8/24), Justin Tokioka, Nikki Repercio (from 1/25)
- **Facility Access Unit:** Rodney Kanno, Eric Isidro, Alan Tarumoto, Glenn Arakaki, Jarrett Okutsu, Nathan Iwamasa, Laurie Palenske, Mylynne Simon
- **Special Parent Information Network:** Susan Rocco, Amanda Kaahanui

## TRIBUTE TO DAVID POE, Jr.



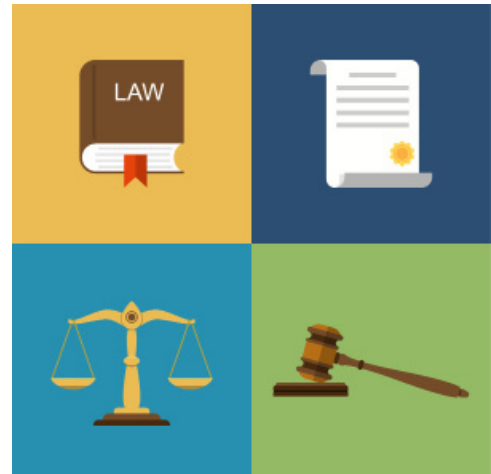
In March 2025, David Kauwa Poe, Jr. passed away. He worked for over 25 years with DCAB, retiring in 2024. At DCAB, he served as a Facility Access Specialist in the Facility Access Unit. In this role, he reviewed State and County construction plans for compliance to accessibility design regulations. He will be truly missed.

# Major accomplishments in the area of **CIVIL RIGHTS and JUSTICE**

*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.*

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

- Provided technical assistance to State ADA Coordinators on complex ADA-related complaints or situations, including ADA and Fair Housing accessibility and nondiscrimination; and in accordance with Hawaii's Sunshine Law on auxiliary aid/service statements on public notice and agenda requirements.
- Provided information to State ADA Coordinators on training webinars and conferences.
- Per Act 172 (2022), DCAB and a working group of stakeholders consulted with the Office of Enterprise Technology Services to develop and publish the Hawaii Electronic Information Technology Disability Access Standards.
- Provided State and County ADA Coordinators the U.S. Department of Justice (DOJ) Rule, Nondiscrimination on the Basis of Disability; Accessibility of Web Information and Services of State and Local Government Entities (28 C.F.R. Part 35 Subpart H). A public entity with a total population of 50,000 or more shall ensure compliance with the DOJ Rule by April 24, 2026.
- Provided technical assistance and information to State and County ADA Coordinators on making Hawaiian diacritical markings accessible in digital format.
- Provided State and County ADA Coordinators information on emergency preparedness. The Federal Emergency Management Agency put a freeze on delivery of trainings, including the G-197 Emergency Planning and Special Needs Population training course.
- Informed State and County ADA Coordinators of the U.S. Department of Justice rescinded eleven (11) guidance documents related to the ADA that impacts businesses and people with disabilities.



# CIVIL RIGHTS and JUSTICE

**130**

**Technical Assistance Calls on ADA Issues**

- Responded to one hundred thirty (130) technical assistance calls on ADA issues (excluding design requests that are listed in another section) related to service animal policies, effective communication, and web content accessibility under ADA Titles II and III. Other types of technical assistance provided were on emotional support animals, reasonable accommodations in court settings, accommodations in academic settings, and reviewing policies regarding medical provider provision of emotional support animal documentation.

**147**

**Technical Assistance Responses to Consumers and Families**

- Responded to one hundred forty seven (147) technical assistance to persons with disabilities and families regarding their respective rights and obligations under the Fair Housing Act and Hawaii anti-discrimination laws on matters relating to service animals, emotional support animals, and other reasonable modifications of policy and reasonable accommodation of dwelling units for tenants with disabilities.

**128**

**Bills and resolutions reviewed**

- Reviewed one hundred twenty eight (128) bills and resolutions. Testified on seventy seven (77) bills and resolutions that impact persons with disabilities. Sixteen (16) bills and resolutions that DCAB monitored and testified on were enacted into law.
- Identified accessibility barriers experienced by persons with disabilities to access programs, services, and activities offered at the Hawaii State Capitol and provided recommendations.
- Provided testimony to the Maui County Council on a proposed bill to allow taxis to impose a surcharge for transporting motorized wheelchairs and a surcharge for any wheelchair transported without its user. The Maui County Council amended the bill to reflect no surcharges for any type of wheelchair allowed.
- Provided comments to the City and County of Honolulu, Department of Parks and Recreation expanding the number of City parks that allow on leash and off leash dogs.
- Provided comments to the Honolulu City Council on three (3) bills that impact persons with disabilities, 1) Bill 31 (2024) CD1 Relating to Pre-Construction Financing for Affordable Rental Housing, 2) Bill 44 (2024) Relating to Traffic Safety, and 3) Bill 54 (2024) CD1 Relating to Adaptive Reuse.

# Major accomplishments in the area of **FACILITY ACCESS**

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

## **DOCUMENT (BLUEPRINT) REVIEW PROCESS**

**966**

**State and County  
Document  
Reviews**

As required under  
§103-50 HRS

**688**

**Request for  
Technical  
Assistance**

- Conducted nine hundred sixty six (966) State and County construction document reviews as required under §103-50, Hawaii Revised Statutes (HRS).
- Notified ADA Coordinators or Department/Agency representatives that thirty seven (37) of their projects were not submitted for review as required by §103-50, HRS. Received ten (10) responses to past queries, and eleven (11) projects were submitted for review based on past queries.
- Responded to six hundred eighty eight (688) 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.
- Conducted and issued one (1) Interpretive Opinion 2025-01 Signage Installation Height and Location. This interpretive opinion clarifies that braille is considered a tactile character, therefore the minimum mounting height dimension is to be taken to the baseline of the lowest tactile lettering which would be the braille.
- Conducted one (1) Master Plan review on East Kapolei Elementary School Project Pre-Assessment Consultation for Draft Environmental Assessment.
- Monitored the adoption status of “Accessibility Standards for Pedestrian Facilities in the Public Right-of-Way” by the U.S. Department of Justice, and the proposed Americans with Disabilities Act and Architectural Barriers Act Accessibility Guidelines; EV Charging Stations.
- Conducted five (5) virtual trainings for DCAB’s 2024 Fall Basic Training schedule and four (4) virtual sessions for DCAB’s two day 2025 Disability Access Conference. The primary audience for the training and conference was the architectural/engineering community, but any interested parties could attend. Participated in a total of thirty one (31) webinars conducted by the Disability and Business Technical Assistance Center (DBTAC) and the U.S. Access Board, and Fair Housing Accessibility First. By participating in these webinars, DCAB staff increased and/or refreshed their knowledge of the ADA and Fair Housing requirements to better provide technical assistance.
- Prepared and distributed thirteen (13) “Access E-Bulletins.”

A separate Report on the implementation of §103-50, HRS, is available. The Report provides information on the projects reviewed by the Disability and Communication Access Board. The Report is organized by State or County department/agency and by the type of project reviewed.

## Major accomplishments in the area of

# COMMUNICATION ACCESS

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

## **ADMINISTRATION OF THE HAWAII QUALITY ASSURANCE SYSTEM (HQAS) AND CONTINUING EDUCATION PROGRAM (CEP) FOR SIGN LANGUAGE INTERPRETERS**

### 23

Interpreters  
Enrolled in the  
HSSLIC  
Credential  
Program

### 22

Interpreters  
Enrolled in the  
Continuing  
Education  
Program  
Credential  
Program

### 31

Technical  
Assistance  
Responses to  
Consumers  
on Effective  
Communication  
Rights



- Issued twenty three (23) Hawaii State Sign Language Interpreter (HSSLIC) credentials. Tested three (3) HQAS applicants.
- Twenty two (22) interpreters are enrolled in the Continuing Education Program.
- Provided four (4) technical assistance responses regarding the revised Hawaii Administrative Rules.
- Posted a monthly registry of current communication access providers and their credentials on the DCAB website.
- To address Hawaii's interpreter shortage, explored possible solutions, and collected data from other states, participated in the Arizona Commission for the Deaf and the Hard of Hearing (ACDHH) "Interpreter Shortage Town Hall," and reviewed the Illinois stakeholders advisory group recommendations.



# COMMUNICATION ACCESS

## **COMMUNICATION ACCESS SERVICES AND TECHNOLOGY**

- Submitted the final report to the Legislature on “Assessment of American Sign Language Interpreting Services and the Interpreter Shortage in Hawaii” in December 2024. Developed and distributed five (5) targeted surveys to key stakeholder groups: the Deaf and Hard of Hearing community, American Sign Language (ASL) interpreters, ASL interpreting agencies, ASL students from community colleges and universities, and hiring entities. Conducted research on the nationwide interpreter shortage by reviewing data from other States.
- Sponsored the Communication Access State Conference on June 26, 2025 for one hundred ten (110) participants and ten (10) exhibitors, including ADA Coordinators and professionals from federal, state, and county agencies, sign language interpreters. Provided CEUs for seven (7) Registry of Interpreters for the Deaf interpreters.
- Provided a workshop on the new ADA Title II rule regarding Accessibility of Web Content and Mobile Apps Provided by State and Local Governments at the Communication Access State Conference.
- Provided twelve (12) technical assistance responses to private entities on their obligation to provide effective communication.
- Provided thirty one (31) technical assistance responses to individuals with communication access needs on their rights to effective communication.
- Participated in bi-weekly Office of Enterprise Technology Services meetings and provided guidance on the “Hawaii Electronic Information Technology Disability Access Standards.”
- Attended and participated in three (3) Department of Health, Language Access Advisory Council meetings; four (4) Deaf and Hard of Hearing Advisory Board meetings, and one (1) Deaf Blind Task Force meeting to stay informed on current issues, contribute expertise on communication access and ensure that perspectives and needs of individuals with communication disabilities are represented.





## Major accomplishments in the area of

# COMMUNITY LIVING and EMPLOYMENT

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

- Supported and monitored sixty four (64) bills and resolutions aimed at expanding, improving, or developing community-based services for persons with disabilities. Eleven (11) of these bills were enacted into law including: 1) House Bill 1300 (Act 254) Relating to Cancer; 2) House Bill 320 (Act 284) Relating to Supported Decision-Making Agreements; 3) House Bill 705 (Act 287) Relating to the Executive Office on Aging; 4) Senate Bill 850 (Act 275) Relating to Disability Health Disparity; 5) Senate Bill 479 (Act 150) Relating to the Hawaii ABLE Savings Program; 6) Senate Bill 1281 (Act 217) Relating to Telehealth; 7) Senate Bill 1651 (Act 169) Relating to Public Meetings; 8) House Bill 951 (Act 65) Relating to Prescription Drugs; 9) House Bill 302 (Act 241) Relating to Cannabis; 10) Senate Bill 1322 (Act 219) Relating to Mental Health; 11) Senate Bill 1422 (Act 148) Relating to Non-General Funds of the Department of Health.
- Senate Resolution 215, Requesting the Department of Accounting and General Services, Department of Land and Natural Resources, and the City and County of Honolulu Department of Parks and Recreation to provide universal changing accommodations in all State facilities, State Parks and City and County Parks, and Senate Concurrent Resolution 58 which urges the counties of the State to install a minimum set of accessible recreational playground equipment in each playground located in county parks and to establish a comprehensive maintenance plan that ensures the long-term safety, cleanliness, and functionality of each playground were adopted.
- Special Parent Information Network staff attended and contributed to the following Committees: Evidence-Based Services Committee, Children with Special Health Needs Branch Blueprint for Change Advisory Committee, Children's Mental Health Acceptance Committee, Center on Disability Studies Community Advisory Committee, the Developmental Disabilities Division Evaluation Advisory Committee, and the Community Children's Councils of Windward Oahu, Kau, and Hilo.

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

## Major accomplishments in the area of

# EMERGENCY PREPAREDNESS

- Participated in seven (7) Federal Emergency Management Agency meetings to develop the G-197 Emergency Planning and Special Needs Population training course focused on inclusive emergency planning for people with disabilities.
- Provided technical assistance to address accessibility concerns at interim housing sites established in emergency response efforts related to long term recovery for the 2023 Lahaina wildfire.
- Maintained the DCAB website with information in accessible formats on emergency preparedness information.

## Major accomplishments in the area of

# PARKING

*DCAB administers  
the statewide parking program for  
persons with mobility disabilities  
under Federal and State law.*

### **ISSUANCE OF DISABILITY PARKING PERMITS (PLACARDS) AND SPECIAL LICENSE PLATES**

## 10,104

**Issued Long Term  
Renewal Parking  
& DPPEP Placards  
by Mail**

## 74

**Issued Disabled  
Paid Parking  
Exemption Permits**

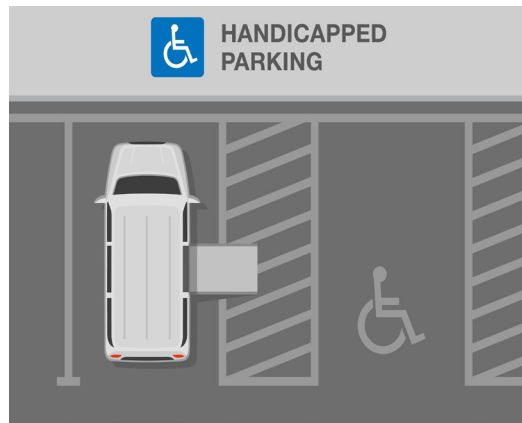
## 4,033

**Retrieved Voided or  
Expired Placards  
Upon Renewal**

## 1,241

**Retrieved Voided  
Parking Placards  
due to the Death  
of a Permittee**

- Introduced Senate Bill 1008 Relating to Parking which authorized the counties to adopt ordinances to enforce the accessible parking space requirements for parking spaces reserved for persons with disabilities and electric vehicles. Bill passed, and signed on May 29, 2025 as Act 111.
- Drafted a disability travel placard bill. The bill was introduced in the House of Representatives.
- Issued ten thousand one hundred four (10,104) long term placard renewals by mail.
- Issued seventy four (74) Disabled Paid Parking Exemption Permits.
- Retrieved four thousand thirty three (4,033) expired placards upon their renewal, and one thousand two hundred forty one (1,241) placards due to the death of the permittee, equaling thirty four percent (34%) of the identified placards.
- Procured twenty three thousand (23,000) placards, one hundred seventy thousand two hundred (170,200) decals, thirty thousand (30,000) identification cards, and five thousand (5,000) application forms.
- Met with the State Department of Law Enforcement, State Department of Land and Natural Resources, Division of Conservation and Resources Enforcement, and the Honolulu Police Department regarding citations for illegal parking in accessible parking spaces.
- Twenty two (22) submissions were received via the webpage to report abuse of a disability parking permit.

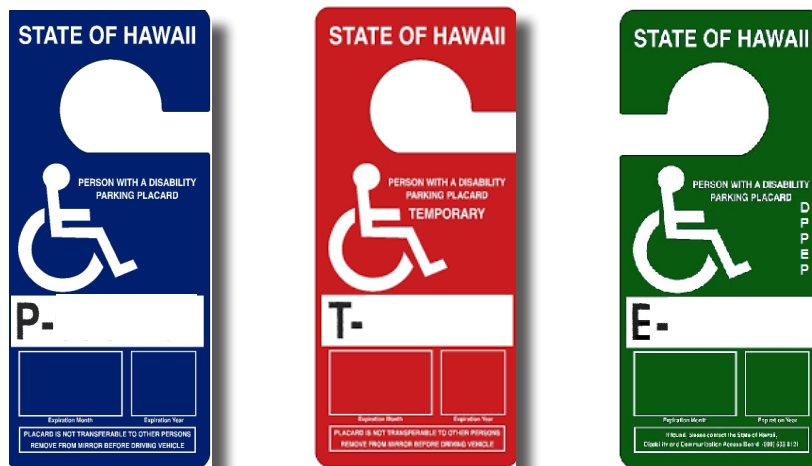


# PARKING

- Mailed five (5) letters to permittees in response to webpage submissions regarding improper placard use. Social media campaign initiated with Department of Health (DOH) to remind people ahead of major holidays about proper use of accessible parking spaces.
- Eighteen (18) submissions were received via the webpage to report non-design compliant accessible parking spaces.
- Mailed five (5) letters in response to submissions regarding non-design compliant accessible parking space.

## ***PUBLIC EDUCATION AND AWARENESS ACTIVITIES***

- Requested the Retail Merchants Association of Hawaii and the Chamber of Commerce of Hawaii forward to their members a request from DCAB that ADA Title III entities voluntarily provide additional accessible and van accessible parking, install the park with aloha sign on van accessible spaces, and conduct a self-audit to ensure their parking lots comply with federal and state regulations.
- Sent eight thousand two hundred six (8,206) email reminders to permittees regarding pending parking permit expiration.



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

## Major accomplishments in the area of

# EDUCATION and TRAINING

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

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

**1,461**

**Warm Line Calls  
and Emails  
Answered**

**4**

**SPIN Quarterly  
E-Newsletters**

**1**

**Special Edition**

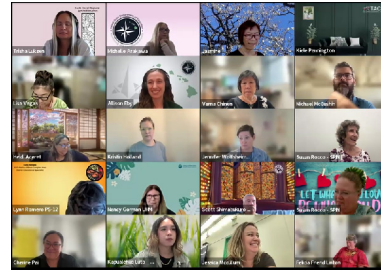
- Conducted the 39th Annual SPIN Conference “The Magical World of SPIN” for four hundred eighty four (484) in-person participants and seventeen (17) virtual participants on May 10, 2025 with sixteen (16) workshops, and seventy one (71) agency resource tables.
- Fielded one thousand four hundred sixty one (1,461) phone calls and emails through June 30, 2025. Average contacts/month = 122.
- Moderated the virtual Oahu Footsteps to Transition Fair for ninety two (92) attendees and manned information tables at three (3) neighbor island transition fairs and two (2) Oahu conferences. Conducted three (3) parent workshops on SPIN resources and advocacy at local schools and assisted the State Department of Education (DOE) Monitoring and Compliance Branch in a workshop on IDEA and Trends in Judicial Interpretations on special education law.
- Published four (4) quarterly issues and one (1) Special Edition of the “SPIN News.” Posted ninety nine (99) posts to SPIN’s Facebook page (averaging 8 per month) and emailed one hundred eighteen (118) e-blasts of information, resources and community events.
- Developed fourteen (14) new infographics and revised ten (10), including seven (7) infographics on Annual Performance Report indicators in partnership with the State DOE Monitoring and Compliance Branch. Updated SPIN’s Annual Conference Resource Guide for 2025-2026.
- Maintained and regularly updated the [spinhawaii.org](http://spinhawaii.org) and [spinconference.org](http://spinconference.org) websites.



# EDUCATION and TRAINING

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

- Special Education Advisory Council (SEAC) activities included: 1) reviewed the U.S. Department of Education Office of Special Education Programs determination for Hawaii for school year (SY) 2022-2023, 2) reviewed data, targets and proposed improvement activities for the Annual Performance Report indicators for SY 2023-2024, 3) monitored twelve (12) bills related to students with disabilities and testified on seven (7) bills including the state education budget, 4) provided testimony to the Board of Education regarding their initiative around regular attendance, 5) reviewed conflict resolution activity for SY 2023-2024, 6) researched data and offered improvement activities related to pre-school education, secondary transition, suspensions, work-based learning and chronic absenteeism, 7) received training from a national consultant on judicial trends related to special education, 8) produced a conflict resolution video on positions vs. interests, and 9) presented the Superintendent of Education with recommendations to improve services for students with disabilities.
- Supported SEAC by staffing and hosting both virtual and in-person meetings, and took minutes. Maintaining the website and posting testimonies, agendas, presentations and corrected minutes. Prepared testimonies for legislative hearings. Monitored the Board of Education agendas. Monitored membership requirements. Drafted the SEAC Annual Report to the Superintendent of Education.



## ***WORKSHOPS TO EDUCATIONAL PERSONNEL***

- Provided nine (9) workshops to educators and helping professionals who serve children with disabilities and their families on Family Engagement and the IEP.

## ***FAMILY VOICE IN DEVELOPMENT, IMPLEMENTATION AND EVALUATION OF POLICIES***

- Convened and participated in the discussions of the Parent Partner meetings with the special education leadership team and other parent serving agencies on Developing Parent Partner Questions of the Month to promote a shared understanding of special education law, and increasing supports for families new to special education in Hawaii, including military families.
- Served as members of the University of Hawaii Center on Family Engagement Family Advisory Committee to promote family-school partnerships that lead to academic achievements for students who are economically disadvantaged or disabled.



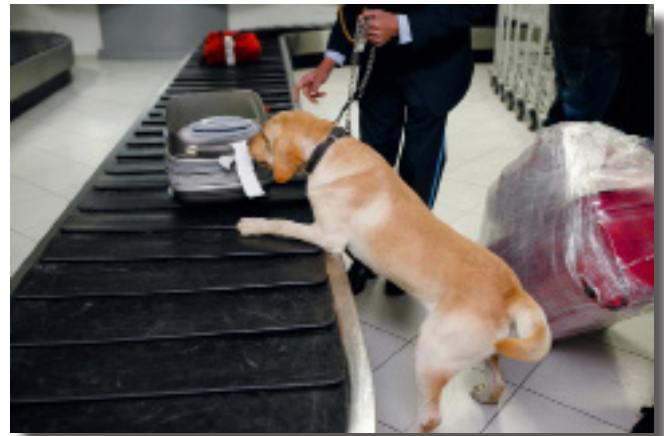
## Major accomplishments in the area of

# TRANSPORTATION and TRAVEL

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

## **ACCESSIBLE GROUND AND AIR TRANSPORTATION**

- Formed a Permitted Interaction Group to investigate the pilot autonomous passenger shuttle service at Daniel K. Inouye International Airport. Participated in a site visit and tour of the new electric autonomous passenger shuttle, Miki at the Daniel K. Inouye International Airport. Submitted a report on accessibility recommendations to the State Department of Transportation Airport Division Superintendent and ADA Coordinator.
- Formed a Permitted Interaction Group to investigate the Animal Inspection Station at the Daniel K. Inouye International Airport. Participated in a site visit and tour of the Animal Inspection Station and the pedestrian routes from various terminals to the station located at the Daniel K. Inouye International Airport. Drafted a report on accessibility recommendations to the State Department of Transportation Airport Division Superintendent and ADA Coordinator.
- Amended the DCAB Guiding Principles on the Mobility and Safety of Pedestrians to include "Support regulations that new vehicles are designed to prevent pedestrian collisions or to minimize their impact, including through the use of technology such as pedestrian automatic emergency breaking."
- Submitted testimony to the U.S. Department of Transportation supporting proposed regulations related to pedestrian head protection and motor vehicle collisions.
- Updated and posted the "Hawaii Travelers Tips" on the DCAB website.
- Participated in four (4) meetings of the City and County of Honolulu Rate Commission to provide comments to proposed changes on public transit and paratransit fare categories and rates.
- Participated in the City and County of Honolulu's Committee on Accessible Transportation to provide feedback to the City on the paratransit system's policies, operation, and performance.

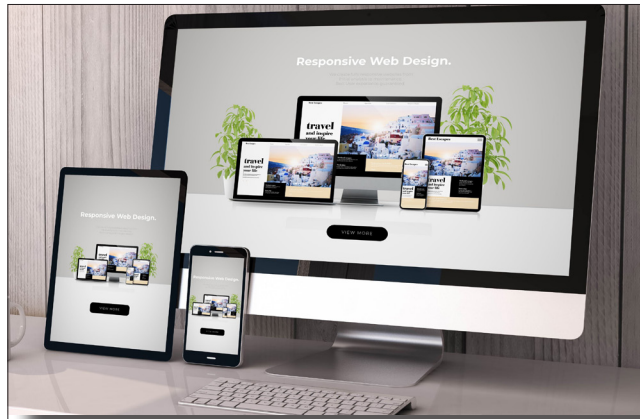




# OTHER PROGRAM ISSUES and ADMINISTRATION

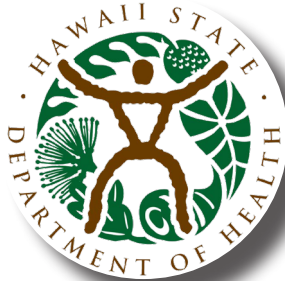
## **OTHER PROGRAM ISSUES**

- Three hundred seven (307) updates and changes were posted on the DCAB website.
- Began the process to remediate inaccessible documents on the website. Reviewed one hundred thirty four (134) documents and reposted as accessible documents. Posted forty seven (47) recorded DCAB meetings with transcripts for web content compliance.



## **ADMINISTRATION**

- Continued to work with the City and County of Honolulu regarding the request for a passenger loading zone in front of the Kamamalu Building. The City and County of Honolulu installed a reserved parking space for The Handivan on Richards Street, however with the bike lanes and placement of the reserved parking space, there is not enough space for The Handivan to load and unload passengers, and blocks a fire hydrant.
- Developed and procured an information technology support and service provider to maintain DCAB's information technology network to ensure reliability of centralized backup, security, and database.
- Continued to update administrative policies, procedures, and protocols concerning the operations of the DCAB office and the Kamamalu Building.
- Established a new program specialist position within DCAB, appropriated into the fiscal year 2025–2026 State budget, to meet the ADA Title II regulations compliance with web content and mobile app accessibility standards.



**Josh Green, M.D.**  
Governor

**Kenneth S. Fink, MD, MGA, MPH**  
Director of Health

**Kirby L. Shaw, JD, MPA**  
Executive Director

The Hawai'i Department of Health is committed to maintaining an environment free from discrimination, retaliation, or harassment on the basis of race, color, sex, national origin, age, or disability, or any other class as protected under federal or state law, with respect to any program or activity.

For more information, including language accessibility and filing a complaint, please contact Acting Non-Discrimination Coordinator Valerie Kato at phone (808) 586-4400, email at [doh.nondiscrimination@doh.hawaii.gov](mailto:doh.nondiscrimination@doh.hawaii.gov), or visit HDOH's website at <https://health.hawaii.gov/>.