

## Notice Under the Americans with Disabilities Act

In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990 ("ADA"), the **State Health Planning & Development Agency (SHPDA)** will not discriminate against qualified individuals with disabilities based on disability in its programs, services, or activities.

**Employment:** **State Health Planning & Development Agency (SHPDA)** does not discriminate based on disability in its hiring or employment practices and complies with all regulations promulgated by the U.S. Equal Employment Opportunity Commission under Title I of the ADA.

**Effective Communication:** **State Health Planning & Development Agency (SHPDA)** will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in **State Health Planning & Development Agency (SHPDA)** programs, services, and activities, including qualified sign language interpreters, documents in Braille, and other ways of making information and communications accessible to people who have speech, hearing, or vision disabilities.

**Modifications to Policies and Procedures:** **State Health Planning & Development Agency (SHPDA)** will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all its programs, services, and activities. For example, individuals with service animals are welcomed in **State Health Planning & Development Agency (SHPDA)** offices, even where pets are generally prohibited.

Anyone who requires auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a program, service, or activity of **State Health Planning & Development Agency (SHPDA)** should contact (**Mr. Terry Visperas, 808-587-0788 for SHPDA, ADA Coordinator**) as soon as possible but no later than 48 hours before the scheduled event.

The ADA does not require the **SHPDA** to take any action that would fundamentally alter the nature of its programs or services or impose an undue financial or administrative burden.

**State Health Planning & Development Agency (SHPDA)** will not place a surcharge on a particular individual with a disability or any group of individuals with disabilities to cover the cost of providing auxiliary aids/services or reasonable modifications of policy, such as retrieving items from locations that are open to the public but are not accessible to persons who use wheelchairs.

## Website Accessibility Statement

The **State Health Planning & Development Agency (SHPDA)** is committed to ensuring digital accessibility for all users, including individuals with disabilities. We are continually working to improve the accessibility and usability of our website to provide an inclusive experience for all visitors.

Our efforts align with the Hawai'i Electronic Information Technology Disability Access Standards established under Act 172, SLH 2022, c 172. §3, the requirements set forth by the Americans with Disabilities Act (ADA) Title 11, and the accessibility standards outlined in Section 508 of the Rehabilitation Act. In accordance with the U.S. Department of Justice's (DOJ) final rule on web accessibility, we strive to meet the Web Content Accessibility Guidelines (WCAG) 2.1 Level AA standards.

### Third-Party Content and External Links

Some pages on this website may contain third-party content or links to external sites that are not fully controlled by **SHPDA**. While we strive to ensure accessibility, we cannot guarantee compliance for these external resources.

### Feedback and Assistance

If you encounter accessibility barriers while using our website or require assistance accessing content, please contact us:

**Email: [SHPDA@doh.hawaii.gov](mailto:SHPDA@doh.hawaii.gov)**

**Phone: 808-587-0788**

To help us address your concerns, please include:

- The specific URL (web address) of the page where you encountered the issue.
- A brief description of the problem; and
- Your contact information and the preferred format for receiving the information (e.g., large print, audio, or electronic format).

The **State Health Planning & Development Agency (SHPDA)** remains dedicated to improving digital accessibility and appreciates your feedback as we continue to enhance the online experience for all users.

## Reasonable Accommodations

If you require reasonable accommodation to access information in an alternative format, please contact us. We will make every effort to provide the requested materials in a timely manner and ensure equal access to our digital resources.

## Telecommunications Relay Service

Individuals who are deaf, hard of hearing, or have speech disabilities can contact us using the Telecommunications Relay Service (TRS) by dialing 711. TRS allows users to communicate through a relay operator who facilitates conversation. For more information on TRS, visit the Federal Communications Commission (FCC) website at [www.fcc.gov/TRS](http://www.fcc.gov/TRS).

## Organizational Policies and Procedures on Digital Accessibility

### [Hawai'i Electronic Information Technology Disability Access Standards](https://ets.hawaii.gov/wp-content/uploads/2025/01/Hawaii-Electronic-Information-Technology-Disability-Access-Standards.pdf)

(<https://ets.hawaii.gov/wp-content/uploads/2025/01/Hawaii-Electronic-Information-Technology-Disability-Access-Standards.pdf>)

## Grievance Procedure Under the Americans with Disabilities Act

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA"). It may be used by anyone who wishes to file a complaint alleging discrimination based on disability in the provision of programs, services, activities, or benefits by the **State Health Planning & Development Agency (SHPDA)**. The State's Personnel Policy governs employment-related complaints of disability discrimination.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint, will be made available for people with disabilities upon request.

The complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

Mr. Terry Visperas, SHPDA Designated ADA Coordinator  
**1177 Alakea Street, Room #402,**  
**Honolulu, HI 96813,**  
**phone number: 808-587-0788**

Within 15 days after receiving the complaint, **Mr. Terry Visperas, SHPDA ADA Coordinator** or designee, will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days of the meeting, **Mr. Terry Visperas, Designated ADA Coordinator** or designee, will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the **State Health Planning & Development Agency (SHPDA)** and offer options for substantive resolution of the complaint, including how to appeal the response.

If the response by **Mr. Terry Visperas, Designated ADA Coordinator**, does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response of **Mr. Terry Visperas Designated ADA Coordinator**.

Within 15 days after receiving the appeal, **Mr. Terry Visperas, Designated ADA Coordinator** or designee, with the complainant discussing the complaint and possible resolutions. Within 15 calendar days after the meeting, **Mr. Terry Visperas, Designated ADA Coordinator** or designee, will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by **Mr. Terry Visperas, Designated ADA Coordinator**, appeal to **Mr. Terry Visperas, Designated ADA Coordinator**, and the responses will be retained by the **SHPDA** for at least three years.

#### File an Official Complaint

If the grievance process does not resolve your issue, official complaints under HRS §368-1.5 can be submitted to the Hawai'i Civil Rights Commission (HCRC), specifically in situations where a person may, by reason of their disability, be excluded from participation in, be denied the benefits of, or be subjected to discrimination by state agencies, or under any program or activity receiving state financial assistance.

Instructions for filing a complaint can be found on the [HCRC website](https://labor.hawaii.gov/hcrc/files/2023/04/PCQ-State-Funded-Services-and-Public-Accommodations-Fillable-2023-1.pdf) (<https://labor.hawaii.gov/hcrc/files/2023/04/PCQ-State-Funded-Services-and-Public-Accommodations-Fillable-2023-1.pdf>).

The information on this page was last updated on **May 7, 2026**.