

INTERNAL COMMUNICATION FORM DEPARTMENT OF HUMAN SERVICES		Suspense March 1, 2014	
Subject: Unannounced Site Visit Summary January 13-24, 2014, Neighbor Islands		Originator: 586-4955 gwatts@dhs.hawaii.gov	
To: SOs/DAs/BAs/SAsUSs	From: DIR	Date: February 3, 2014	Memo No. 1

Attached is the 2014 unannounced site visit summary for your review and action as needed. An individual worksheet for each site is available upon request.

Neighbor island offices are all to be commended for their work in updating mandatory notices, taking steps to make services and facilities accessible, removing language barriers, documenting interpreter services and routinely removing clutter so that aisles to offices are accessible.

Periodic managerial follow up and monitoring are required to assure that individuals are aware of their rights, our buildings/offices are accessible to all applicants and potential applicants; interpreter services are offered, documented and provided effectively to individuals requiring language assistance, and that we are in compliance with Federal and State laws as well as funding agency guidelines.

At the request of the Disability and Communication Access Board (DCAB) in 2013, photos were taken of handicap and van accessible parking spots at each of the neighbor island sites visited and then submitted for entry onto a website at <http://www.dpark.us> for ease by individuals with handicap accessible placards in locating parking when needing to visit our facilities. Photos for Oahu sites were taken in November and December of 2013 and submitted for inclusion on the website also.

A summary and recommendations for necessary follow-up activities is included as Attachment A. Additionally, the Civil Rights Compliance Staff will be scheduling meetings with Division Administrators in March to provide further technical assistance where needed. This summary will be discussed with Access Task Force Representatives at its March 18, 2014 meeting also.

The DHS LEP Manager and her staff have prepared an informational sheet with instructions and contact information for processing requests for translated documents. A copy of this information is attached (Attachment B) along with updated language resource list (Attachment C) and volunteer interpreter list (Attachment D). These are available on the Q Drive also. Please update all LEP deskbooks with these documents as soon as possible. Funding agencies plan to visit DHS in February and later in 2014.

Thank you for your support in assuring that the Department's services are accessible to all interested parties and that necessary actions related to your organizations are promptly taken. Please call Geneva Watts, Civil Rights Compliance Staff, at 586-4955 or email her at gwatts@dhs.hawaii.gov, if you have questions or need technical assistance.



DIRECTOR

Attachments

c: Executive Directors OYS, HPHA, CSW, DSF
Access Committee Members

2014 Unannounced Site Visits

Narrative Summary

January 13 through January 24, 2014

Purposes

Site visits were conducted by the Civil Rights Compliance Staff (CRCS) at the Department of Human Services (DHS) neighbor island facilities between January 13 and 24, 2014. Visits included Mololai, Lanai, Maui, Hawaii and Kauai Social Services (SSD), MedQUEST (MQD), Benefit, Employment and Support Services Division (BESSD) and Division of Vocational Rehabilitation (DVR) offices. (Attachment A List)

Purposes of these unannounced site visits were to (1) update public notices, (2) photograph accessible parking availability for website entry to facilitate ease in finding by those with placards needing van accessible parking when visiting DHS sites, (3) inquire about language access practices, (4) interview staff to confirm knowledge of procedures and (5) review files relative to providing and documenting interpreter services at DHS. (Attachment B Worksheet)

Photographs also captured existing conditions relative to signage, routes, curbs, ramps, doors, counters, aisles, alarm systems, evacuation plans, elevators, lavatories, and lifts in order to provide a snapshot at a point in time of accessibility to DHS facilities.

Notices

Neighbor island offices are to be commended for their efforts relative to posting mandatory public notices. 2014 mandatory notices are available at <http://humanservices.hawaii.gov> in the Civil Rights Corner and most offices had posted, confirmed and forwarded the updated list. Additionally, handicap accessible symbols were observed in all waiting areas visited.

Facilities Access (All renovations and alterations must meet 2010 ADA Standards)

Evacuation plans were observed in public waiting areas. Automatic door openers are recommended for one or two State buildings as are water coolers that meet 2010 ADA Standards. Signage to handicap accessible restrooms was discussed along with the need for instructions for obtaining a key where restrooms remain locked. Weight adjustments were recommended where doors exceed a functional weight or open outward.

Offices were informed that the DHS ADA Coordinator needs to review and sign off relative to ADA compliance on all lease renewals. Supervisors were notified that training for staff in one State-owned building in how to use an Evac-U-Chair is recommended. Alarm systems were missing in some facilities and installation of smoke detectors were recommended as a temporary measure.

2014 Unannounced Site Visits

Where necessary recommendations were made for removal of file cabinets, boxes and/or other obstructions placed in aisles to allow for turnaround space and passage by persons in mobility devices.

Language Access

Staff interview and case file reviews relative to provision of interpreter services were necessarily curtailed because of time constraints. Where interviews were conducted staff were knowledgeable of interpreter process and case files contained appropriate documentation of offering and provision of interpreter services. Staff were reminded that offering of interpreter services at first point of contact is to promote understanding, comply with procedures, and protect against civil and other actions. Languages identified as having been offered interpreter services were Marshallese, Chuukese, Spanish, and Hawaiian.

Staff interviewed were advised to offer, document their efforts, and perform actions necessary for providing interpreter services on a timely basis. Supervisors were asked to continue working with their staff to make sure adequate interpreter services at no cost to the LEP individual is offered and/or provided. Updated volunteer interpreter and resource lists were printed from the Q Drive for immediate use.

Summary

More than 20 unannounced visits on Molokai, Lanai, Maui, Kona, Hilo and Kauai were conducted in January 2014. In summary, advisory discussion with staff and their supervisors occurred during, or immediately following, the site visit relative to facilities accessibility, language access, updated notices, and appropriate documentation and follow-up of interpreter services.

CRCS will continue to observe notices, practices relative to interpreter services, and facilities accessibility to persons with disabilities. As required, CRCS will continue to conduct unannounced site visits on an annual basis according to (1) number and nature of accessibility complaints received, (2) scheduled and unscheduled visits by funding agencies, (3) length of time from prior unannounced site visit, and (4) specific requests by individuals responsible for or utilizing the facility.

Copies of this report are forwarded electronically to staff officers, division administrators and executive directors at the DHS. Follow-up required by divisions/agencies/offices is specifically described in Attachment A. CRCS will continue to monitor and provide technical assistance for follow-up and will extend coverage to facilities and locations not covered in this 2014 review.

These findings and other follow-up recommended will be discussed with the DHS Access Committee at its meeting on March 18, 2014. Access Committee members, representing DHS divisions and administratively attached agencies, will be asked to follow-up so that assignments to effectively address recommendations can be made.

HILO					
1055 Kino'ole Street	SSD/APS	None	Smoke alarm office	Lease Renewal signed;	
1990 Kino'ole Street	BESSD	None	Signage to HA restrooms	HA Parking entered in dpark	
75 Aupuna Street	SSD/CWS & DVR	Door weight exceeds 5 lbs	Signage to HA restrooms	HA Parking entered in dpark	
101 Aupuna Street	BESSD INVO	Unknown	DAGS adjust door weights	HA Parking entered in dpark	
88 Kamoehia Avenue,	MQD	Restroom signage/keys	Unknown	HA Parking NOT entered in dpark	
200 Kamoehia Avenue,	#102 CCC BESSD	Restroom signage/keys	Updated Notices	HA Parking entered in dpark	
13 Kekaulike Street	N. Hilo BESSD	None	Updated Notices	HA Parking entered in dpark	
KAUAI					
4469 Waiola Road,	Eleele, Kauai BESSD	Restroom signage/keys	Plans to relocate to Lihue	HA Parking entered in dpark	
44-1579 Kuhio Highway,	Kappa SSD/APS	Directional to HA @ MD	Interpreter forms files update	HA Parking entered in dpark	
4434 Rice Street,	Lihue	Restroom signage/keys	Notice and deskbook updated	HA Parking NOT entered in dpark	
3060 Eiwa Street,	Lihue, BESSD, SSD, DVR	Unknown	Unknown	HA Parking entered in dpark	
4370 Kukui Grove Street,	SSD&BESSD INVO	None	Notice and deskbook updated	HA Parking entered in dpark	
4473 Pahee Street	Dynasty Ct MQD& BESSD	Restroom signage/keys	Notice and deskbook updated	HA Parking entered in dpark	