

Discrimination complaints may be filed concurrently with the following agencies:

- U.S. Department of Health & Human Services, Region IX
Office for Civil Rights
90 7th Street, Suite 4-100
San Francisco, CA 94103-6705
(*Financial & Medical Assistance*)
- U.S. Department of Agriculture
Director OCR, Room 326-W, Whitten
1400 Independence Avenue, SW
Washington, D.C. 20250-9410
Phone: (202) 720-5964
(*Supplemental Nutrition Assistance Program-SNAP*); OR
- U.S. Department of Agriculture
Regional Office
90 7th Street, Ste. 10-100
San Francisco, CA 94103
(*Supplemental Nutrition Assistance Program - SNAP*)
- U.S. Department of Education
Region IX, Office of Civil Rights
915 Second Avenue, #3310
Seattle, WA 98174-1099
(*Vocational Rehabilitation Services*)
- U.S. Department of Justice
Office for Civil Rights
810 7th Street, NW
Washington, D.C. 20531
(*Youth Services*)
- U.S. Department of Housing and Urban Development
Office of Civil Rights
451 7th St., SW
Washington, D.C. 20410
(*Housing/HPHA*)

BASIS FOR THE POLICY

This fundamental policy concerning equal services opportunity must be applied within the parameters of Title VI of the Civil Rights Act of 1964; Title VIII of the Civil Rights Act of 1968; Title IX of the Education Amendment of 1972; Section 504 of the Rehabilitation Act of 1973; Title II of the Americans With Disabilities Act of 1990, as amended; and related Hawaii Revised Statutes.

QUESTIONS

Write, email or call the Civil Rights Compliance Staff, Department of Human Services at:

Civil Rights Compliance Office
Queen Liliuokalani Building
P. O. Box 339
Honolulu, Hawaii 96809-0339

Phone: 586-4955
TTY: 586-4950
Fax: 586-4990

Email: gwatts@dhs.hawaii.gov

JULY 2014

DHS 050



Department of Human Services

ACCESS HAWAII

Your Rights

Our Responsibilities

Civil Rights Brochure

**For alternative formats, call:
586-4955**

APPENDIX D

DHS POLICY

It is the policy of the Department of Human Services (DHS) that all individuals must be provided an equal opportunity to participate in programs, activities and services of the DHS without regard to race, color, national origin, age, disability, gender, religion and other areas protected by Federal and State laws, as amended periodically.

This policy applies to all organizational divisions, agencies and/or commissions and organizations that receive State or Federal funds through contracts or other arrangements with the DHS.

State and Federal-funded programs must be planned and administered such that they do not have the effect of denying services and/or participation in the program to any particular person or groups of persons.

DISCRIMINATION

There are many forms of discrimination, both overt and subtle, that could adversely affect individuals' or groups' opportunity to gain equal access to services. These include, for example:

- treating individuals differently in the determination of eligibility for services;
- subjecting individuals to separate services or different treatment, which does not provide equal access to services;

- failing to provide language interpreter services for limited or non-English speaking individuals or sign language interpreters for persons with hearing or speech impairments; and
- establishing hours of service that have an adverse effect on certain groups of individuals.

EMPLOYEE RESPONSIBILITIES

All employees are responsible for the implementation of the DHS' equal service opportunity policy (4.10.3). This includes, and is not limited to:

- treating all individuals equally and courteously; and
- informing persons of their rights to equal service opportunity; to free interpreter services; to file a discrimination complaint when they feel their civil rights have been violated; and/or to file an internal complaint when they feel they have been treated unfairly.

Any employee who intentionally obstructs the DHS' objective of providing equal access to services will be subject to disciplinary action according to appropriate collective bargaining agreement.

Program Administrators are responsible for determining the needs of the population they service, considering language, culture, and

physical accessibility needs. Program Administrators are also responsible for planning programs that are consistent with those needs and in compliance with laws.

Supervisors are responsible for ensuring that their staffs are aware of their responsibility to treat all clients equally and fairly, and to provide assistance to persons with special needs. Supervisors must ensure that clients are informed of their right to non-discriminatory services.

DISCRIMINATION COMPLAINT PROCEDURES

Persons, who feel they have been discriminated against based on a protected factor, may file an alleged discrimination complaint (DHS Forms 6000 & 6006). Concurrent complaints may be filed with appropriate Federal and State Agencies within stated timeframes.

Written formal alleged discrimination complaints may be filed with:

Department of Human Services
Personnel Office
Civil Rights Compliance Staff
P.O. Box 339
Honolulu, Hawaii 96809-0339

E-mail: gwatts@dhs.hawaii.gov
Fax: (808) 586-4990

REQUEST FOR AUXILIARY AID (CONFIDENTIAL)

**UNDER TITLE II OF THE AMERICANS WITH DISABILITIES ACT, AS AMENDED
DEPARTMENT OF HUMAN SERVICES
CLIENTS AND APPLICANTS FOR SERVICES, PROGRAMS AND ACTIVITIES**

Date of Request: _____

Please Check One: Applicant Client
Requester's Name: _____
Program/Activity or Service: _____
Division/Section/Unit: _____
Mailing Address: _____
Day Phone: _____

APPLICATION

(To be completed by client/applicant)

1. I am requesting the following auxiliary aid(s): _____

2. It is necessary for me to have this auxiliary aid(s) for the following reasons:

Requester's Signature: _____ Date: _____

**For INTERNAL USE ONLY
DETERMINATION**

Your request of _____ for an auxiliary aid(s) has been:
(Date of Request)

Approved AUXILIARY AID(S) PROVIDED: _____

Disapproved REASON(S) DENIED: _____

Approved with Modification: _____

Approved for Trial Period from: _____ to: _____

Comments: _____

If you disagree with this determination, you may present additional information to further substantiate your request by contacting Geneva Watts, Civil Rights Compliance Officer, at 586-4955 or via gwatts@dhs.hawaii.gov.