#### APPENDIX H

### TITLE VI CIVIL RIGHTS COMPLIANCE CHECKLIST PRELIMINARY AND ONGOING SELF-ASSESSMENT Department of Human Services

	ASSESSMENT AREA	YES	NO	N/A
Na	itional Origin - Language Access			1
1.	Has DHS conducted an <u>assessment of language needs</u> of its general or eligible population in each local service area (number of LEP individuals, languages spoken and/or linguistically-isolated households)?			
	a. If so, what data sources were used: Census/American Community Survey School Data Labor Market Information Community Organizations Utilization data Other (Specify):  COMMENTS:			
2.	Has DHS conducted an <u>assessment of its capacity to serve</u> its LEP populations?  a. Can we identify languages spoken by DHS staff?  b. Is there a way to measure proficiency level of multilingual staff:  c. Is multilingual staff assigned according to ongoing community language needs?  COMMENTS:			
<u>Imp</u> 3.	Evaluating clients' first interaction with DHS:  a. Are there multilingual signs easily visible at reception areas?  b. Are there pictorial signs for low literacy/illiterate LEP clients easily visible at reception areas?  c. Is frontline staff multilingual?  d. Are multilingual telephone lines available to clients at each office?  e. Is DHS' website multilingual?  f. Is DHS' website accessible/compliant?  g. Has DHS partnered with community-based organizations to inform them about linguistic accessibility of each program?			
4.	Tracking clients' language preferences:  a. Is there a mechanism to track language preferences of LEP individuals over time?  b. If so, does DHS' tracking mechanism enable LEP individuals to receive communications and services in their native languages?			
5	Determining whether there are sufficient numbers of multilingual staff:  a. Are there procedures for assessing and certifying individual staff language skills?  b. Are there policies for aligning multilingual staff skills with LEP program needs?			

		ASSESSMENT AREA	YES	NO	N/A
	C.	is multilingual staff culturally competent?			1 777
	d.	Has DHS developed clear compensation and retention policies for			
		multilingual staff?			
1	e. f.	Has DHS participated in recruitment programs for multilingual staff?			
18	'i-	Are language navigators available in most offices?			
6.	Ob	staining competent and qualified interpreters:			
	a.	Are DHS interpreters fluent in both languages and familiar with relevant vocabulary?			
	b.	Do DHS interpreters possess the appropriate skills for the particular context?			
	C.	Do DHS interpreters understand applicable ethical principles?	П		
	d.	Are DHS interpreters culturally competent?	П		
	e.	Are there procedures to ensure that DHS interpreters are available in a			
	f.	timely manner? Have DHS interpreters read and signed the Code of Ethics?			
		The street interpreters read and signed the Code of Ethics?			
7.	Tra	ining DHS Staff:			
	a.	Is DHS staff trained in DHS policies and procedures for obtaining	П		
	b.	language assistance?			
	C.	Is all staff trained to interact with LEP individuals and their interpreters?  Does staff receive training in cultural competence?			
	d.	Is DHS staff trained on complaint procedures for LEP clients alleging			
		discrimination on the basis of national origin?			
	e.	Are staff language access trainings scheduled at regular intervals to			
	f. II	update staff knowledge and include new employees?			
	1.	Are annual site visits conducted?			
8.	Tra	nslating Written Documents:	- 1		
	a.	Are there procedures in place for identifying vital documents?			
	b.	Are there procedures in place for ensuring that translations are accurate			
	•	and understood by target populations?			
	c. d.	Is there a mechanism to track and update translated documents?			
	u.	Has DHS created a plan to disseminate vital translated documents internally?			
	e.	Has DHS created a plan to disseminate vital translated documents to			
		the broader public?			
	CON	MMENTS:	Ü		
	COI	WIVILIATO,			
		g DHS' Language Access Plan			
9.		oing Monitoring, Feedback and Improvement:			
	<b>a</b> .	Is DHS staff dedicated to monitoring or providing technical assistance to			
	b.	Language Access Plan? Are evaluations scheduled at regular intervals?			
	C.	Does DHS solicit feedback from community-based organizations on a			
		regular basis		., 🗌	
	d:	Does DHS survey its LEP clients on a regular basis?			

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	ASSESSMENT AREA	YES	NO	N/A
10	Ongoing Data Collection:	1		1
	a. Are DHS staff and contractors dedicated to collecting program data?			
	b. Do DHS and its contractors collect data on the number of LEP			
	individuals served?			
3	c. Do DHS and its contractors collect demographic data on LEP			l –
	individuals served or number of encounters?  d. Do DHS and its contractors monitor how much is spent on its LEP plan?	-6.7		
П	d. Do DHS and its contractors monitor how much is spent on its LEP plan?		~ LJ	
11.	Is there a Task Force or Oversight Committee that assists DHS in monitoring			
	and implementing the Language Access Plan?			
min.	COMMENTO			
	COMMENTS:			
				B 10
	solving Complaints			
12.				All
	a. Has DHS developed procedures for investigating complaints alleging			
	discrimination on the basis of national origin?  b. Are complaint procedures translated and accessible to LEP clients?			
	Property of translated and appropriate to EEL Clientes			
	Posted signs at intake areas			
	Resource areas		<u> </u>	
	Client file			
	Written notices			
	Explainéd during orientation/intake			
	Other (Specify)			
	COMMENTS:			
<b>Cor</b> 13.	ducting Ongoing Outreach to LEP Residents  Has DHS and its contractors established partnerships with community-based			
1.4	or advocacy organizations to increase LEP participation?			
14.	Has DHS established partnerships with community-based or advocacy organizations to advertise multilingual employment opportunities?			
15.	Has DHS publicized its program(s) through ethnic media?			
	COMMENTS:			
	. A sylvania de la companya de la co			
Buil	ding External and Internal Support for Equal Access Policies	_		
10.	Are there funds dedicated to providing language access services at DHS?			
17.	Is middle and senior management aware of and dedicated to providing language access to LEP individuals?			
	COMMENTS:	3/1	5.	* *
			1 C	

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ASSESSMENT AREA		YES	NO	N/A
Complying with Rehabilitation Act of 1973 - Disability Discrim	ination	1	1	+
18. DHS has more than 50 employees and receives DOJ fundi	ng of \$25,000 or	ĺ		
more. Has DHS and its contractors taken the following actio	ns?			
a. Adopted grievance procedures that incorporate due pr	rocess standards			
and provide for prompt and equitable resolution of co	mnlainte alleging			
violation of DOJ regulations implementing Section	on 504 of the		İ	
Rehabilitation Act of 1973, found in 28 C.F.R., Part	42 Subport C			
which prohibits discrimination on the basis of a disabilit	42, Subpart G.,			-
practices and in delivery of services?	y in employment			
	11 1 11 11			
partition with	the prohibitions			
against disability discrimination contained in 28 C	C.F.R., Part 42,			
Subpart G.?				
c. Notified participants, beneficiaries, employees, applica	ants, and others	_		
that DHS and its contractors do not discriminate of	on the basis of			
disability?				
COMMENTS:				
	1 1 1 - 1			
Complying with Title IX of the Education Amendments	of 1972 - <u>Sex</u>			
Discrimination	1.0/			
19. DHS operates an education program or activity. Has	B DHS and its			
contractors:				
<ul> <li>Adopted grievance procedures that provide for promp</li> </ul>	ot and equitable			
resolution of complaints alleging violation of D	OJ regulations		<b>—</b> '	
implementing Title IX of the Education Amendments of	f 1972, found at			
28 C.F.R., Part 54, which prohibits discrimination on the	basis of sex?			
b. Designated a person to coordinate compliance with	the prohibitions			
against sex discrimination contained in 28 C.F.R., Part 5	42		$\times$ $\square$	
c. Notified applicants for admission and employme	nt employees			
students, parents, others that DHS and its conti	ractors do not			
discriminate on the basis of sex in its educational	programs and		25	
activities?	programs and			
		1. 2	1	
COMMENTS:				
	T T T T T			
	197	1	r , 11	
Complying with Faith-Based Organization Funding Provisio	ns - Religious			
Activities				
20. When DHS or its contractors provide for or conduct activities	as part of their	i		
programs and services, do they do the following?				
a. Provide services to everyone regardless of religion or rel	igious belief?			
b. Ensure that they do not use federal funds to conduct inh	erently religious			
activities, such as prayer, religious instruction, or pros	clutization and			
that such activities are kept separate in time	or place from			
federally-funded activities?	or place from			
	voluntom: for			
i i i i i i i i i i i i i i i i i i i	voluntary for			
beneficiaries of federally-funded programs?		_		
COMMENTS:				
COMMENTS.				

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	ASS	ESSMENT AREA	YES	NO N/A
21.		n(s) responsible for completing this Self-	Assessment:	
	Last Name			
	First Name			
	Street Address			
	City, State, Zip Code			
	Mailing Address: (If Different From Above)			
	Telephone Number			
	Fax Number			
	E-Mail Address			
		Signature		Date

#### POLICIES, PROCEDURES, PROCESS COMPLIANCE - MONITORING CONTRACTORS Contract Number **Total Award Amount Contract Period** Date Contractor Name & Address Do DHS and its contractors have written policies or procedures in place for ☐ YES notifying program beneficiaries how to file complaints alleging discrimination NO with the HCRC, EEOC and OCR? □ N/A How does DHS and its contractors notify program participants and beneficiaries that they do not discriminate on the basis of race, color, national origin, religion, sex, disability, and age in the delivery of services? COMMENTS: How do DHS and its contractors notify employees that they do not discriminate on the basis of race, color, national origin, religion, sex, and disability in employment practices? COMMENTS: Has DHS complied with the requirements to submit to the appropriate OCR any findings of discrimination against DHS or its contractors issued by a ☐ YES federal or state court or federal or state administrative agency on the basis of NO race, color, religion, national origin, or sex? □ N/A Do DHS and its contractors conduct any training for their employees on the 5. requirements under federal civil rights laws? 7 YES ON □ N/A Do DHS and its contractors need any civil rights training or technical 6. assistance regarding its duties to comply with applicable civil rights laws: ☐ YES NO □ N/A What steps have DHS and its contractors taken to provide meaningful access to its programs and activities to persons who have limited English proficiency (LEP)? COMMENTS:

### POLICIES, PROCEDURES, PROCESS COMPLIANCE - MONITORING CONTRACTORS (CONTINUED)

Please provide below contact information for person responsible for submitting any findings of discrimination to the appropriate Office of Civil Rights (OCR):  a. WATTS, D. Geneva     Civil Rights Compliance Officer     Department of Human Services     P. O. Box 339     Honolulu, Hawaii 96809-0339  9. DHS has more than 50 employees and receives DOJ funding of \$25,000 or more. Has DHS and its contractors taken the following actions:  a. Adopted grievance procedures that incorporate due process standards and provide for prompt and equitable resolution of complaints alleging violation of DOJ regulations implementing Section 504 of the Rehabilitation Act of 1973, found at 28 C.F.R. Part 42, Subpart G., which prohibits discrimination on the basis of a disability in employment practices and in delivery of services?  b. Designated a person to coordinate compliance with the prohibitions against disability discrimination contained in 28 C.F.R. Part 42, MNA  C. Notified participants, beneficiaries, employees, applicants, and others that DHS and its contractors do not discriminate on the basis of disability?  10. DHS operates an education program or activity. Has DHS and its contractors:  a. Adopted grievance procedures that provide for prompt and equitable resolution of complaints alleging violation of DOJ regulations MNA  10. DHS operates an education Amendments of 1972, found at 28 C.F.R. Part 54, which prohibits discrimination on the basis of sex?  b. Designated a person to coordinate compliance with the prohibitions against sex discrimination contained in 28 C.F.R. Part 54?  b. Designated a person to coordinate compliance with the prohibitions against sex discrimination contained in 28 C.F.R. Part 54?	8.	Do	DHS and its contractors have a written policy on providing lancess services to LEP persons?	nguage	☐ YES ☐ NO ☐ N/A	
Civil Rights Compliance Officer Department of Human Services P. O. Box 339 Honolulu, Hawaii 96809-0339  9. DHS has more than 50 employees and receives DOJ funding of \$25,000 or more. Has DHS and its contractors taken the following actions:  a. Adopted grievance procedures that incorporate due process standards and provide for prompt and equitable resolution of complaints alleging violation of DOJ regulations implementing Section 504 of the Rehabilitation Act of 1973, found at 28 C.F.R. Part 42, Subpart G., which prohibits discrimination on the basis of a disability in employment practices and in delivery of services?  b. Designated a person to coordinate compliance with the prohibitions against disability discrimination contained in 28 C.F.R. Part 42, Subpart G?  C. Notified participants, beneficiaries, employees, applicants, and others that DHS and its contractors do not discriminate on the basis of disability?  C. Notified participants, beneficiaries, employees, applicants, and others that DHS and its contractors do not discriminate on the basis of disability?  DHS operates an education program or activity. Has DHS and its contractors:  a. Adopted grievance procedures that provide for prompt and equitable resolution of complaints alleging violation of DOJ regulations implementing Title IX of the Education Amendments of 1972, found at 28 C.F.R. Part 54, which prohibits discrimination on the basis of sex?  b. Designated a person to coordinate compliance with the prohibitions against sex discrimination contained in 28 C.F.R. Part 54?	ä	sul	bmitting any findings of discrimination to the appropriate Office of	le for of Civil		
a. Adopted grievance procedures that incorporate due process standards and provide for prompt and equitable resolution of complaints alleging violation of DOJ regulations implementing Section 504 of the Rehabilitation Act of 1973, found at 28 C.F.R. Part 42, Subpart G., which prohibits discrimination on the basis of a disability in employment practices and in delivery of services?  b. Designated a person to coordinate compliance with the prohibitions against disability discrimination contained in 28 C.F.R. Part 42, Subpart G?  C. Notified participants, beneficiaries, employees, applicants, and others that DHS and its contractors do not discriminate on the basis of disability?  YES NO N/A  10. DHS operates an education program or activity. Has DHS and its contractors:  a. Adopted grievance procedures that provide for prompt and equitable resolution of complaints alleging violation of DOJ regulations implementing Title IX of the Education Amendments of 1972, found at 28 C.F.R. Part 54, which prohibits discrimination on the basis of sex?  b. Designated a person to coordinate compliance with the prohibitions against sex discrimination contained in 28 C.F.R. Part 54?		a.	Civil Rights Compliance Officer Fax: (808) 5 Department of Human Services E-Mail: gwar P. O. Box 339	86-499	0	
and provide for prompt and equitable resolution of complaints alleging violation of DOJ regulations implementing Section 504 of the Rehabilitation Act of 1973, found at 28 C.F.R. Part 42, Subpart G., which prohibits discrimination on the basis of a disability in employment practices and in delivery of services?  b. Designated a person to coordinate compliance with the prohibitions against disability discrimination contained in 28 C.F.R. Part 42, Subpart G?  c. Notified participants, beneficiaries, employees, applicants, and others that DHS and its contractors do not discriminate on the basis of disability?  YES NO N/A  10. DHS operates an education program or activity. Has DHS and its contractors:  a. Adopted grievance procedures that provide for prompt and equitable resolution of complaints alleging violation of DOJ regulations implementing Title IX of the Education Amendments of 1972, found at 28 C.F.R. Part 54, which prohibits discrimination on the basis of sex?  b. Designated a person to coordinate compliance with the prohibitions against sex discrimination contained in 28 C.F.R. Part 54?	9.	DH mo	S has more than 50 employees and receives DOJ funding of \$25,0 re. Has DHS and its contractors taken the following actions:	000 or		
against disability discrimination contained in 28 C.F.R. Part 42, Subpart G?  C. Notified participants, beneficiaries, employees, applicants, and others that DHS and its contractors do not discriminate on the basis of disability?  DHS operates an education program or activity. Has DHS and its contractors:  a. Adopted grievance procedures that provide for prompt and equitable resolution of complaints alleging violation of DOJ regulations implementing Title IX of the Education Amendments of 1972, found at 28 C.F.R, Part 54, which prohibits discrimination on the basis of sex?  b. Designated a person to coordinate compliance with the prohibitions against sex discrimination contained in 28 C.F.R. Part 54?		a.	and provide for prompt and equitable resolution of complaints all violation of DOJ regulations implementing Section 504 of Rehabilitation Act of 1973, found at 28 C.F.R. Part 42, Subpart G., prohibits discrimination on the basis of a disability in employed	leging f the which	□ NO	
DHS and its contractors do not discriminate on the basis of disability?    TES   NO   N/A		b.	against disability discrimination contained in 28 C.F.R. Par	oitions t 42,	☐ NO	
<ul> <li>a. Adopted grievance procedures that provide for prompt and equitable resolution of complaints alleging violation of DOJ regulations implementing Title IX of the Education Amendments of 1972, found at 28 C.F.R, Part 54, which prohibits discrimination on the basis of sex?</li> <li>b. Designated a person to coordinate compliance with the prohibitions against sex discrimination contained in 28 C.F.R. Part 54?</li> </ul>		C.	Notified participants, beneficiaries, employees, applicants, and other DHS and its contractors do not discriminate on the basis of disability	rs that	☐ NO	
resolution of complaints alleging violation of DOJ regulations implementing Title IX of the Education Amendments of 1972, found at 28 C.F.R, Part 54, which prohibits discrimination on the basis of sex?  b. Designated a person to coordinate compliance with the prohibitions against sex discrimination contained in 28 C.F.R. Part 54?	10.	DHS	S operates an education program or activity. Has DHS and its contra	ctors:		
against sex discrimination contained in 28 C.F.R. Part 54?		a.	resolution of complaints alleging violation of DOJ regular implementing Title IX of the Education Amendments of 1972, found	ations	□ NO	
. A		b.	Designated a person to coordinate compliance with the prohib against sex discrimination contained in 28 C.F.R. Part 54?	oitions	□ NO	

PO	LICIE	ES, PROCEDURES, PROCESS COMPLIANCE - MONITORING CONTRAC	TORS (CONT	INUED)
a n	C.	Notified applicants for admission and employment, employees, students, parents, and others that DHS and its contractors do not discriminate on the basis of sex in its educational programs and activities?	☐ YES ☐ NO ☐ N/A	
11.	Wh	nen DHS or its contractors provide for or conducts activities as part of its grams or services, does DHS or its contracts do the following:		
	a.	Provide services to everyone regardless of religion or religious belief?	YES NO N/A	
	b.	Ensure that DHS and its contractors do not use federal funds to conduct inherently religious activities, such as prayer, religious instruction, or proselytization, and that such activities are kept separate in time or place from federally-funded activities?	YES NO N/A	
	C.	Ensure that participation in religious activities is voluntary for beneficiaries of federally-funded programs?	YES NO N/A	1 1 2
Com	men	ts:		
Begi	nnin	g and End Dates of Next Evaluation Period:	# II <sub>31</sub> = 5	9.
Goal	s for	Next Evaluation Period:		200 N
31				
				v

POLICIES, PROCEDURES, PROCESS COMPLIANCE - MONITORING CONTRACTORS (CONTINUED)  Comments About Goals:						
12. During this monitoring period has DHS and its contractors submitted a current Equal Employment Opportunity Plan (EEOP) in accordance with 28 C.F. R., section 42.301-308?	YES NO N/A					
13. Has DHS and its contractor submitted an EEOP Short form to the Office of Civil rights, if required by 28 C.F.R., Section 42.301-308?	☐ YES ☐ NO .☐ N/A					
a. If DHS or its contractors are not required to submit an EEOP Short Form to the appropriate OCR, have they submitted a certification form to the OCR claiming a partial or complete exemption from the EEOP requirements?	☐ YES ☐ NO ☐ N/A					
b. If DHS or its contractors prepared an EEOP Short form, on what date did DHS or its contractor prepare it?	YES NO N/A					
Comments:						
	44.					

POLICIES, PROCEDURES, PROCESS COMPLIANCE - MONITORING CONTRACTORS (CONTINUED)

4.	Please provide the cor	itact informati	on for the	person respon	isible for completil	ng this checklist:	
	Last Name		240	_ 1 1			
	First Name						
	Street Address						
	City, State, Zip Code				W		
	Mailing Address (If Different From Above)	10		1111	7		
	Telephone Number			#3			
	E-mail Address						
			Monitor 5	Signature		Data	