

Discrimination complaints may be filed concurrently with the following agencies:

- U.S. Department of Health & Human Services  
Director, Office for Civil Rights (OCR)  
Room 509-F, HHH Building  
200 Independence Avenue, SW  
Washington, DC 20201  
Telephone: 1-800-368-1019  
TDD: 1-800-537-7697  
<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>  
<https://hhs.gov/ocr/office/file/index.html> (forms)
- U.S. Department of Agriculture  
Office for Civil Rights  
Room 326-W, Whitten Building  
1400 Independence Avenue, SW  
Washington, D.C. 20250-9410  
Phone: (866) 632-9992 (Toll Free) (Voice)  
(800) 877-8339 (Relay)  
(800) 845-6136 (Spanish Relay)  
Email: [programintake@usda.gov](mailto:programintake@usda.gov)
- U.S. Department of Agriculture  
Regional Office  
90 7<sup>th</sup> Street, Ste. 10-100  
San Francisco, CA 94103  
(*Supplemental Nutrition Assistance Program*  
-SNAP)
- U.S. Department of Education  
Region IX, Office for Civil Rights  
915 Second Avenue, #3310  
Seattle, WA 98174-1099  
(*Vocational Rehabilitation Services*)
- U.S. Department of Justice  
Office for Civil Rights  
810 7<sup>th</sup> Street, NW  
Washington, D.C. 20531  
(*Youth Services*)

- U.S. Department of Housing and Urban Development  
Office for Civil Rights  
451 7<sup>th</sup> 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; Section 1557 of the Affordable Care Act 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: (808) 586-4955  
TTY: Hawaii Relay Services 711  
Fax: (808) 586-4990  
Email: [DHSCivilRightsBox@dhs.hawaii.gov](mailto:DHSCivilRightsBox@dhs.hawaii.gov)

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DHS 050



Department of Human Services

## ACCESS HAWAII

### Your Rights

### Our Responsibilities

Civil Rights Brochure

For alternative formats, call:  
586-4955

## 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 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: [DHSCivilRightsBox@dhs.hawaii.gov](mailto:DHSCivilRightsBox@dhs.hawaii.gov)  
Phone: (808) 586-4955  
Fax: (808) 586-4990