

INTERNAL COMMUNICATION FORM DEPARTMENT OF HUMAN SERVICES	Suspense
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Subject: Director's Memorandum 19-01

Originator: G. Watts/x64955
HR/CRCS

To: SODAs, EDs From: DIR Date: 2/5/19 Memo No. 1

The following serves as a reminder of the Department of Human Services' (DHS) commitment to ensure that access to services, programs, activities, and employment is available and provided to all eligible individuals, as well as to the prevention of discriminatory and retaliatory practices in employment and services.

Access to Employment, Programs, Services, Activities, and Facilities

DHS strives to provide meaningful access to employment, in the provision of programs, services, activities, and to DHS occupied state-owned and leased facilities. State and federally-funded programs must be administered such that they do not have the effect of denying or delaying services, facilities access, or employment to any particular protected person or group.

We reaffirm our commitment to assuring that program benefits and services are made available and provided to all eligible individuals. This commitment is consistent with federal and state statutes that prohibit discrimination in the provision of services by recipients of federal and state funds.

Respect

All DHS employees, service providers, contractors and vendors (sub-recipients of federal or state funds through the department) are expected to conduct themselves in a manner that is respectful and courteous to others as well as refrain from hostile and harassing behavior that might be considered offensive or discriminatory.

Civility

The workplace and service areas must be free from any and all discriminatory and offensive practices, including but not limited to, use of tobacco products, sprays, and fragrances or other substances to which individuals could have allergic reactions. Use of bias-free language is expected. Offensive gestures, emails, texts, photographs, screen savers, downloads, calendars, and other graphics are not appropriate. Appropriate cell phone use is expected. Civility and respect for others is expected.

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Equal Opportunity to Participate

To ensure that all persons are provided with an equal opportunity to participate in and benefit from our programs, services, and activities, we must eliminate barriers that may preclude meaningful access for otherwise qualified individuals who have special needs.

Auxiliary aids will be provided to clients and applicants for services and reasonable accommodations to employees and applicants for employment to ensure access to programs, services, activities and employment.

We will ensure, to the extent possible, that all renovations and modifications to state-owned and leased buildings will comply with the 2010 Americans with Disabilities Act (ADA) Standards for Accessible Design.

Discrimination and Harassment

Discrimination, harassment, and retaliation will not be tolerated by the department or our service providers, contractors, and vendors. We have an opportunity and obligation to provide services through processes that are free of discriminatory practices. DHS employees and our service providers, contractors, and vendors who engage in discriminatory conduct shall be subject to disciplinary action in accordance with the applicable personnel rules and regulations, collective bargaining agreements, and/or contractual agreements. All employees - particularly managers and supervisors - and service providers, contractors, and vendors (sub-recipients), are responsible for creating and maintaining a work environment that is free of all discriminatory practices including harassment, bullying, and/or retaliation for having filed a complaint. Employees who engage in discriminatory conduct shall be subject to disciplinary action in accordance with an appropriate collective bargaining agreement, policy, or contract. DHS prohibits retaliation against anyone who files a complaint or participates in the discrimination complaint process.

Guidelines

In keeping with DHS Policies and Procedures, numbers 4.10.1 through 4.10.4, as well as the Department of Human Resources Development's Policies, numbers 601.001 and 601.002, and to meet our obligations under federal and state laws as well as to benefit from the ideas and efforts of individuals we serve, the department will continue following guidelines below relative to notices, public meetings, and data collection which apply to all DHS divisions, staff offices, attached agencies, commissions, service providers, contractors, and vendors who are sub-recipients of federal and state funding through the department.

Subject: Director's Memorandum No. 19-01

Originator: G. Watts/x64950
HRO/CRCS

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Notices Up-to-date notices must be placed in all public waiting areas. All notices require the following statement "Should you need this or any notice in an alternate format, please e-mail DHSCivilRightsBox@dhs.hawaii.gov. The Hawaii Relay Service 711 is available to hearing impaired and deaf individuals as needed." Copies are available at <http://humanservices.hawaii.gov> in the Civil Rights Corner.

Public Meetings Public meeting announcements must provide contact information for providing alternative formats of the agenda and handouts. See Meeting Notices at <http://humanservices.hawaii.gov> in the Civil Rights Corner for sample. All public meeting notices and agenda must contain the same statement that is listed under Notices.

Data Collection Each division, agency, commission, and sub-recipient of federal or state funding must collect and report data relative to language access needs. Contact the LEP Project Manager/Coordinator, Cari Uesugi, at 586-4989 or cuesugi@dhs.hawaii.gov for further information about language access data collection and reporting. Submit your data collection reports for interpreter/translator services to Cari Uesugi no later than February 22, 2019.

Please give your immediate attention to reviewing and updating mandatory notices available at <http://humanservices.hawaii.gov>, and to making sure that all public meeting(s) and mandatory notices contain alternate format availability.

This ICF should be disseminated to all DHS employees, service providers, contractors, and vendors. A copy should be filed in the Director's Memorandum section of the DHS Policies and Procedures Manual (Reference 4.10.1, 4.10.2, 4.10.3, and 4.10.4). This ICF replaces Director's Memoranda, numbers 18-01 and 18-02 as well all previous years, which should be removed from postings by March 29, 2019.



DIR

c: Commission on the Status of Women
Commission on Fatherhood