

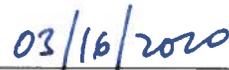
STATE OF HAWAII
DEPARTMENT OF HUMAN SERVICES

AFFIRMATIVE ACTION PLAN
2020-2023

ISSUED AND APPROVED
by the Director
Department of Human Services



Pankaj Bhanot, Director



Date

Prepared by

Human Resources Office
Civil Rights Compliance Staff
P. O. Box 339
Honolulu, Hawaii 96809-0339

Telephone: (808) 586-4955
Hawaii Relay Service: Dial 711

E-mail: DHSCivilRightsBox@dhs.hawaii.gov

Web: <http://humanservices.hawaii.gov>

Portal: portal.statehub.hawaii.gov

Department of Human Services

2020-2023 Affirmative Action Plan

Table of Contents

Executive Summary i - iii
Introduction 1
Policy 1
Dissemination of Policy 2
Responsibilities 4
Role of Civil Rights Compliance Staff 4
Guidance and Administrative Guidelines 5
Identification of Areas Needing Attention 7
Objectives and Action Steps 7
Workforce Breakdowns 8
Action Steps to Correct Identified Underutilization 9
Overall Goals – Workforce and Employment 11
Reporting 11
Exclusions 13
Further Development and Implementation 13

Appendices

A Link to DHS Policy Nos. 4.10.1 14
B Link to DHS Policy No. 4.10.2 14
C Link to DHS Policy No. 4.10.3 14
D Link to DHS Policy No. 4.10.4 14
E Responsibilities for Compliance with Non-Discrimination Guidelines 15
F Checklist of Mandatory Notices and Posters 17
G Job Categories 18
H Workforce Analysis and Underutilization 20
I Process for Determining Adverse Impact Chart 22
J EEO-4A Sample Form 23
K Monitoring Checklist Sample 26

Executive Summary

This Affirmative Action Plan (AAP) is a voluntary effort to identify and prevent under representation of protected groups in Department of Human Services (DHS) workforce, services, programs and activities. By affording any underrepresented group consideration, DHS hopes to be able to attain and maintain a departmental workforce that is representative of the available population in the State of Hawaii, better serve its applicants and clients in the communities it serves, and improve benefits and services to clients and potential clients on each of the Hawaiian Islands.

This three-year plan (January 1, 2020 through December 31, 2023) is general in nature to allow for flexibility in employment and services as well as allowing for changing language needs and populations. More specific details and objectives will be provided on an annual basis in the appendices based on data tables, program indicators, and experiences that become available. Stakeholder input will be sought annually.

Roles are identified as are dissemination approaches, potential problem areas, reporting processes, and exclusions. Links to DHS supporting policies and procedures are included as Appendices.

In summary, Hawaii's population is comprised of an aggregate of minorities, where no single racial group comprises a majority. Thus, applying affirmative action in Hawaii may differ from other states, as its workforce is comprised of a diverse group of individuals. In state government, it is the general policy to apply affirmative action and provide an equal employment opportunity to all qualified individuals. The department is also committed to ensuring that all employees and applicants for employment are provided an equal employment opportunity without regard to race, color, national origin/ancestry, age, sex, sexual orientation or identity, religion, disability, genetic information, arrest and court records, marital status including civil unions, breastfeeding, victim of domestic or sexual violence status and other areas as added or amended by federal and state law.

DHS supports the concept of affirmative action and has developed this Affirmative Action Plan to address underutilization within its workforce and in providing its services, programs and activities. It is the department's affirmative action goal to attain a balanced workforce that mirrors the available labor force in the State of Hawaii. While DHS recognizes the importance of taking affirmative steps to correct any under representation of men, women, or members of protected groups under the law, it is limited in its endeavors to do so. For example, because state government employees are unionized, collective bargaining agreement provisions, such as seniority, need to be considered along with affirmative action for internal promotional opportunities. Additionally, Hawaii's civil service rules and regulations which govern the state's merit system must be considered.

Therefore, DHS seeks to accomplish its affirmative action goals without compromising the terms of the prevailing collective bargaining agreements and the civil service principle of merit. Considering this, affirmative steps are taken to select underutilized men, women and members of protected groups when there are two candidates of relatively equal qualifications.

Since many racial and other protected groups are considered minorities in Hawaii (for example, Caucasian, African-American, Hispanic, Chinese, Korean, Filipino, Part-Hawaiian, Vietnamese and other Asian-Pacific Islander groups), preference is sometimes given to the applicant who belongs to the group with the highest underutilization rate for a class of work or location to be representative of the population we serve in a specific location.

Additionally, since DHS is highly represented in the workforce by females (70.9% in October 2019), preference is sometimes given to the male applicant when there is underrepresentation in a specific class of work or location.

In summary, findings as of October 2, 2019 include:

	2007	2010	2013	2016	2019
Female	70%	68.7%	67.4%	69.8%	70.9%
Male	30%	31.3%	32.6%	30.2%	29.1%

Workforce breakdowns as of October 2, 2019 are reported as follows:

28% Japanese	10% Other, Mixed or Unknown
18% Hawaiian and Part Hawaiian	7% Chinese
16% Filipino	4% Korean, Samoan
13% Caucasian, non-Hispanic	4% African American, Native American, Hispanic (Puerto Rican)

Recommendations:

- Since the DHS workforce in 2019 is 70.9% female (State of Hawaii population 50.1% male; 49.9% female), develop a plan to attract qualified male employees throughout various classes of work at DHS;
- Continue to yield to federal guidelines in reporting data where practical and reasonable;
- Develop and follow recruiting/hiring guidelines for supervisors and interview panel members;

- Include affirmative action approaches in orientation; and
- Continue to conduct a self-evaluation of accessibility for disabled individuals in employment and services.

Some specific goals related to these recommendations during this plan period include:

- At least 65% female; 35% male DHS workforce breakdown by December 23, 2023;
- Electronic vacancy announcements sent to appropriate radio stations;
- Training and orientation for interview panel members no later than September 2020; and
- Developing new processes and practices to ensure equal employment and service opportunities.

State of Hawaii
Department of Human Services

Affirmative Action Plan
Employment and Services

Introduction

This plan is a voluntary, good faith effort of Department of Human Services (DHS) to identify and prevent underrepresentation of protected groups in its workforce and services. The plan promotes access to, and affirmative approaches in, employment, services, programs, and activities. The aim of the plan is to attain and maintain a workforce that is reasonably representative of the gender and other characteristics of the qualified civilian labor force in the State of Hawaii. Additionally, with regard to services, the plan strives to ensure that the individuals qualified for departmental services, programs, and activities are not denied participation because of membership in a group that is protected by law.

Underrepresentation could result from factors such as social, cultural, or historical developments in our community. We recognize that underrepresentation can exist in our workforce and services and will attempt to identify and correct any imbalances wherever practical. This plan seeks ways to do this without compromising the civil service principle of merit or the terms of prevailing collective bargaining agreements in the decisional process of employment. When an individual's merits or qualifications for services are substantially equal, when compared with other applicants for employment or eligibility in consideration or services, affirmative steps shall be applied to correct any imbalance.

By affording individuals in any underrepresented group consideration, hopefully, we will be able to attain a departmental workforce that is representative of the available population in the State of Hawaii and be able to better meet the needs of all qualified clients in the communities we serve. This three-year plan identifies areas in which underrepresentation can occur and seeks to correct any representational imbalance that is identified as existing in our workforce and services.

Policy

Relevant DHS policies and procedures include 4.10.1 (Appendix A), Discrimination Complaints; 4.10.2, Harassment Prevention (Appendix B); 4.10.3, Opportunity to Participate in Programs, Services and Activities (Appendix C); and 4.10.4, Access Procedures (Appendix D).

In summary, it is the policy of DHS to provide equal opportunity in all terms and conditions of employment and services and in selection of vendors and committee members. The intent of the department's policy is to identify and prevent discrimination and to promote full realization of employment and service opportunities through a continuing affirmative action program in each administrative program, division, and administratively attached agency.

This Affirmative Action Plan (AAP) applies to, and must be an integral part of, every aspect in employment, development, advancement, treatment of employees and applicants for employment at DHS and to applicants and potential applicants for DHS services, and contractors who provide services for DHS and its clients.

Dissemination of Policy

A. Internal Dissemination

Administrative, Supervisory, and Non-Supervisory Personnel

All administrative and supervisory personnel shall be fully informed and aware of the equal employment opportunity, equal opportunity for services, and affirmative action approaches.

To promote understanding, acceptance, and support, copies of our AAP will be made available for inspection to any employee or applicant for employment or applicant for services upon request.

All applicants or employees who believe they are qualified individuals with a disability, as defined in Section 503 of the Rehabilitation Act, as amended, or who are qualified protected veterans under the equal employment opportunity provisions of the Vietnam Era Veterans' Readjustment Assistance Act, as amended, individuals with Limited English Proficiency (LEP) and victims of domestic or sexual violence will be invited to identify themselves when they wish to benefit under this AAP. Such invitation will be posted on bulletin boards through the facilities and work areas. Employees and applicants for services may self-identify at any time.

Articles, and pictures as appropriate, regarding accomplishments of employees who are qualified individuals with disabilities and qualified protected veterans and other protected groups shall be included in DHS and/or program publications and websites.

When internal audits are conducted, implementation of this AAP will be reviewed. At least once every three years, a summary of this AAP will be distributed to all employees.

B. External Dissemination

1. Employment

a. All applicants shall be informed, either orally or in writing, of the positive stand this department has taken in terms of equal opportunity.

(1) The declaratory phrase "An Equal Opportunity Agency" shall be imprinted on all DHS employment announcements, application forms, and service brochures.

(2) Up-to-date employment opportunity posters shall be displayed in clear view of employees and job applicants.

b. The department's AAP shall be available for review by all individuals requesting such.

2. Contractors, Subcontractors, Vendors, and Suppliers

a. All contractors, subcontractors, vendors, and suppliers will be sent written notification by division administrators of the department's equal opportunity and affirmative action procedures regarding the employment of qualified individuals with disabilities, qualified protected veterans and other groups, as well as those receiving DHS services who self-identify as LEP as an annual reminder.

b. The equal opportunity/affirmative action clause concerning qualified individuals with disabilities, qualified veterans and other protected groups and LEP individuals shall be included in all non-exempt subcontracts and purchase orders.

3. Union Officials

All union officials shall be notified by the Civil Rights Compliance Staff and be aware of the department's equal employment opportunity and affirmative action practices.

4. Recruiting Sources

a. All recruiting sources, including state employment agencies, educational institutions, and social service agencies, will be informed of the department's procedures concerning employment and provision of services to qualified individuals with disabilities, qualified veterans, and other protected groups, and self-identified LEP individuals, and will be advised to actively recruit and refer qualified persons for job opportunities and/or DHS services. Media announcements are encouraged to reach special audiences.

b. Formal briefing sessions may be held with representatives from recruitment sources and placement agencies, which include facility tours, discussion of current and prospective position openings, job descriptions and required qualifications, and explanations of selection procedures. Formal arrangements will be made to ensure that each recruitment source is provided with timely notice of job opportunities, to ensure that recruitment sources have an opportunity to refer qualified candidates and individuals who self-identify as LEP will have comparable access to programs for which they are eligible.

- c. DHS may participate in local job fairs sponsored by support groups for qualified individuals with disabilities and qualified protected veterans. Community-based organizations which serve as a support group or advocate for LEP individuals are included as needed and/or available.

5. Delivery of Services

- a. Each division providing programs and services shall produce brochures containing a nondiscriminatory policy statement and complaint procedures. These brochures shall be placed in an area that is readily accessible to the clientele.
- b. Equal opportunity for services and complaint procedure notices will be placed in waiting areas at eye level to persons seated. A checklist of required notices to be reviewed annually can be found in Appendix E.

Responsibilities

Heads of administrative programs, divisions, and administratively attached agencies shall be responsible for working with the Civil Rights Compliance Staff in implementing the provisions of this AAP. For a specific breakdown and description of duties and responsibilities for compliance with this plan, please see Appendix D.

In general, it is the responsibility of each program head, division administrator, and/or executive director to provide sufficient resources to administer such a program in a positive and effective manner; assure that recruitment activities reach appropriate sources of job candidates; provide reasonable opportunities to employees to enhance their skills so they may perform at their highest potential and advance in accordance with their abilities; provide training and advice to managers and supervisors to assure their understanding and implementation of the department's policy and plans; and provide for a system within the program for periodical evaluation of the effectiveness with which the plan is being carried out.

Compliance with the intent of the AAP shall be a part of the acceptable standards of performance for all employees and contractors. Applicants and potential applicants for employment and services are responsible for notifying the Civil Rights Compliance Staff when they believe discriminatory practices are occurring.

Role of Civil Rights Compliance Staff

The Human Resources Office, Civil Rights Compliance Staff, provides internal and external support services to staff and clients of the department. For a more complete description of major duties and responsibilities, please see Appendix E.

In summary, internally, the Civil Rights Compliance Staff prepares complaint documents, investigative reports and conciliation agreements relative to charges alleging unlawful employment practices and/or discrimination or retaliation in the provision of services. Externally, it conducts compliance reviews and submits analysis reports to the

U. S. Department of Justice, U. S. Department of Agriculture, U. S. Department of Housing and Urban Development, U. S. Department of Health and Human Services, and other appropriate agencies, such as the Hawaii Civil Rights Commission (HCRC) and the Equal Employment Opportunity Commission (EEOC), as appropriate.

The Civil Rights Compliance Staff is also responsible for drafting and monitoring implementation of the departmental AAP to ensure satisfactory progress in achieving employment and service objectives. This includes preparation of workforce composition reports, dissemination of the AAP to each division and staff office, preparation and investigation of complaints, and participation at EEOC and other fact-finding conferences and conciliations. Technical assistance and training guides are available to all staff offices and divisions to facilitate compliance with various state and federal laws.

Please visit <http://humanservices.hawaii.gov> in the Civil Rights Corner.

Authority for CRCS rests in several federal and state laws and statutes, which include, but are not limited to:

- Titles VI and VII of the 1964 Civil Rights Act, as amended
- Title VIII of the Civil Rights Act of 1968
- Section 503, 504 and 508 of the Rehabilitation Act of 1973, as amended
- Americans with Disabilities Act Amendments Act (ADAAA)
- Equal Pay Act of 1963
- Age Discrimination in Employment Act of 1967
- Age Discrimination Act of 1975 (ADA)
- Executive Order 11246, as amended by Executive Order 11375
- Executive Order 13166
- Affordable Care Act
- Hawaii Revised Statutes, as amended or added

The Department of Human Services, Human Resources Office, Civil Rights Compliance Staff, includes, but is not limited to, ADA coordination and HCRC/EEOC compliance. The office location is at 1390 Miller Street, Room 202, Honolulu, Hawaii 96813; Telephone (808) 586-4955; Hawaii Relay Service Dial 711.

Guidance and Administrative Guidelines

A. Guidance

The Civil Rights Compliance Staff shall provide guidance to administrative units in the conduct of their programs affecting employees, applicants for employment and services, and potential applicants for employment and DHS services, programs, and activities.

Periodic reviews and evaluations will be conducted on administrative and program operations, obtaining reports as necessary, and reporting to the director as appropriate on overall progress. Staff will consult from time to time with such individuals, groups, or organizations that may be of assistance in improving DHS programs and services and realizing objectives of this plan.

B. Administrative Guidelines

CRCS shall be responsible for preparing guidelines and instructions necessary and appropriate to carry out the intent of the department’s policy and AAP.

C. Resolution of Complaints

CRCS shall provide for prompt, fair, and impartial consideration of all complaints of discrimination. Each administrative program, administratively attached agency, and division shall provide access to REACH (resource for employee assistance and counseling help), as needed, for employees who feel aggrieved and shall encourage the resolution of employee problems on an informal basis.

Procedures and forms for filing a discrimination complaint can be found in the department’s Policy and Procedures 4.10.1, Discrimination Complaints (Attachment A). Additional departmental procedures relative to equal opportunity in programs and services can be found in Policy 4.10.3, Opportunity to Participate in Programs, Services and Activities (Appendix C) and 4.10.4, Access Policy (Appendix D). These policies are available for review and/or printing at <http://humanservices.hawaii.gov> in the Civil Rights Corner.

D. Workforce Description

The State of Hawaii’s population is comprised of various racial groups. It consists of an aggregate of minorities where no one racial group constitutes a clear majority. It is a mix of cultures, languages, and evidences of a rich history and heritage. Languages most frequently encountered at DHS are:

- | | |
|---------|-------------|
| Chinese | Chuukese |
| Korean | Marshallese |
| Samoan | Vietnamese |
| Tagalog | |

In summary, some preliminary findings relative to the DHS workforce include:

	2007	2010	2013	2016	2019
Female	70%	68.7%	67.4%	69.8%	70.9%
Male	30%	31.3%	32.6%	30.2%	29.1%

Workforce breakdowns by ethnicity are as follows:

28%	Japanese
18%	Hawaiian and Part-Hawaiian
16%	Filipino
13%	Caucasian, non-Hispanic
10%	Other, Mixed or Unknown
7%	Chinese
4%	African American, Native American, Hispanic (Puerto Rican)
4%	Korean, Samoan

EEO-4A Code descriptions indicate the department's workforce as:

92%	Professional and Paraprofessional/Office/Clerical
7%	Officials and Administrators
1%	Skilled Craft, Protective Service, Service Maintenance

Identification of Areas Needing Attention

Areas needing attention relate generally to:

- Since the department's workforce in 2019 is 70.9% female (State of Hawaii population 50.1 % male; 49.9 female; 100.2 males per 100 females), develop a plan to attract qualified male employees throughout various classes of work at DHS.
- Continue to yield to federal guidelines in reporting data where practical and reasonable.
- Develop and follow recruiting/hiring guidelines for supervisors and interview panel members.
- Include affirmative action approaches in orientation.
- Continue to conduct a self-evaluation of accessibility for disabled individuals in employment and services.

Objectives and Action Steps

Specific objectives and action steps for each job category in each division, staff office, and administratively attached agency needs to be documented with a plan for follow-up on a timely basis.

All job classes in the state civil service system have been categorized and coded by the State Department of Human Resources Development, and fall into one of nine job categories as follows:

- Officials and Administrators
- Professionals
- Technicians
- Protective Service Workers
- Paraprofessionals
- Administrative Support/Office and Clerical
- Skilled Craft Workers
- Service Maintenance

For definitions of the categories, please see Appendix G.

In addition to setting objectives for job categories, the department needs to set objectives for those job series (i.e., Eligibility Worker) within job categories that have twenty or more employees. This is needed to reflect specific availability data, rather than simply setting broad hiring goals for entire job categories. During selection processes, training, and other functions, it is important to ascertain whether there is a specific objective for the particular series in which a vacancy exists. If there is, the specific job series objectives would have priority over the more general goal established for the entire job category.

Workforce Breakdowns

In accordance with federal enforcement agency guidelines, the department has attempted to develop an AAP that utilizes breakdowns that conform to national standards. A difficulty in working with the major categories is that, Hawaii's computerized system is not set up to retrieve information according to those broad categories. There appears to be, for example, no mechanism to capture statistics on Native Americans (American Indians or Alaska Natives). As in previous years, individuals belonging to this major category would be included in the category that the state designates as "Other." The category "Other" also captures information on some of the groups that fall into the Asian/Pacific Islander and Hispanic categories among others. Although most of the represented Asian groups are individually identified, the only Pacific Islander groups that are individually identified are Hawaiian, Part-Hawaiian and Samoan. Most Hispanics are also included in the category designated "Other." The exception is the Puerto Rican group, which has its own code. Therefore, objectives are established with the acceptance of these discrepancies in the statistical information available. With the advent of a more advanced, computerized statewide employee recruiting system in the next five years, improvements are anticipated.

The following list identifies and defines those groups that are included in each of the major categories:

- African American -- includes Black (Non-Hispanic)
- Asian/Pacific Island--includes Chinese, Korean, Japanese, Filipino

- Caucasian—includes persons of Indo-European descent, including Pakistani and East Indian, persons of Spanish or Latin descent, and white (Non-Hispanic)
- Hawaiian--includes Hawaiian and Part-Hawaiian descent
- Hispanic--includes persons of Puerto Rican descent
- Mixed—includes more than one race
- Native American—includes American Indian and Alaskan Native descent

Although federal and state guidelines require that goals be established by major category, the department will also set individual goals and objectives for those groups that comprise the Asian/Pacific Islander category. This is because a majority of the state's groups fall into the Asian/Pacific Islander category; even when the category, as a whole, does not exhibit underutilization, there may be some groups within the category that do.

Objectives for the various groups in the Asian/Pacific Islander category should be utilized only when the category is underutilized, or when candidates of relatively equal qualifications are all members of the Asian/Pacific Islander category.

Action Steps to Correct Identified Underutilization

This AAP aims toward promoting equal employment opportunity and striving for the attainment of a racial and gender-balanced workforce. This includes, but is not limited to, affirmative action steps toward employment practices, as well as provision of services to disabled persons, veterans, and qualified persons from protected groups under state and federal laws. The aim extends to contracting with vendors and representation on committees.

Much of the success of this effort lies with recruitment, selection, and placement processes; training, engagement, and performance evaluation efforts, as well as in provision of all services including those provided by departmental contractors and vendors. The following are initial action steps the department intends to take to achieve its objectives in employment and services:

1. In the open competitive recruitment and selection process, the Human Resources Office is responsible for ensuring that all qualified eligible individuals are provided an equal opportunity to compete for a given job. Each interested eligible shall be interviewed in a fair and non-discriminatory manner and shall be afforded impartial employment consideration.
2. All announcements for internal vacancies shall be posted throughout the department to be accessible to all interested applicants. Announcements shall include an invitation for individuals to identify their need for accommodation, if any.

3. All selections for hire, promotion, or transfer shall be based on job-related factors intended to identify the best qualified applicant. Interviewers shall evaluate all interested candidates, utilizing uniform selection criteria. The Human Resources Office shall periodically review the interview and selection process to ensure that evaluation factors are non-discriminatory and related to the vacant position.
4. Continued efforts shall be made to increase the number of underrepresented groups employed by the department at all levels by implementing programs for recruitment, selection, hire, and promotion. This will include the implementation of the department's AAP.
5. All staff shall be encouraged to participate in employer-sponsored and external training programs. Notices of such training opportunities shall be accessible to all employees, and selection for participation shall be on a non-discriminatory basis. Training is provided to all personnel involved in recruitment, screening, hiring, promotion, disciplinary and related employment processes, to ensure that the commitments made in the AAP are implemented. Training may be provided online or face-to-face.
6. Orientation shall be provided regarding the department's affirmative action requirements, prohibitions and goals. In addition, training shall be provided to develop staff sensitivity to discriminatory practices and to present alternatives for positive results. For a list of on demand training offered by the Department of Human Resource Development visit <http://dhrd.hawaii.gov>.
7. The Civil Rights Compliance Staff will review annually the department's human resources processes to determine whether its present practices assure careful, thorough, and systematic consideration of the qualifications of known qualified individuals with disabilities, qualified protected veterans, and other groups relative to employment and self-identified LEP individuals relative to provision of services.
8. In determining qualifications of veterans, the department limits its consideration of a qualified protected veteran's military record, including discharge papers, to only that portion of the record which is relevant to the specific job qualifications for which the veteran is being considered.
9. Services will be consistent with 4.10.1-4 of the department's policies and procedures.
10. Departmental employees and applicants for employment and services will not be subject to harassment, intimidation, threats, coercion, bullying or discrimination because they have engaged or may engage in filing a complaint; assisting in a review, investigation, or hearing; or have otherwise sought to exercise their legal rights related to any federal, state or local law regarding EEO. Any employee or applicant for employment or services who feels he or she has been subjected to harassment, intimidation, threats, coercion, or discrimination may contact the Civil Rights

Compliance Staff for assistance at (808) 586-4955. The department's Harassment Prevention policy is communicated to all employees annually and a notice is posted in all offices (See 4.10.2 of DHS Policies and Procedures, also available at <http://humanservices.hawaii.gov> in the Civil Rights Corner).

11. Based on regular reviews of human resource processes and practices, when necessary, the department will modify or include the development of new practices in its affirmative action program to ensure equal employment and service opportunities.

Overall Goals - Workforce and Employment

The department's long-range goal is to achieve a workforce that is balanced and one which mirrors availability in Hawaii's labor force. This goal does not involve quotas. Primary consideration in the selection process must be given to an applicant's ability to perform the duties of the given position. Provisions of applicable personnel rules and bargaining agreements will not be ignored.

When there is no significant difference in the qualifications of applicants, affirmative employment actions should be considered. In open-competitive situations, the AAP allows for the preferential selection of underutilized individuals. However, in promotional or other non-competitive situations, contractual provisions like seniority must be applied.

The department strives to provide career opportunities for its employees. While this process can result in the rotation of existing employees rather than the introduction of new ones into the department, this is a necessary means of filling positions in the state civil service system. The success of the efforts to achieve a balanced workforce is largely dependent on selections made through the open competitive process.

Overall affirmative action goals include: 1) identifying underrepresented groups, 2) achieving workforce representation which is reflective of the available population of Hawaii by giving consideration to minorities, and 3) assuring that the population served through our programs are also represented in the workforce where salaries are not covered by collective bargaining agreements.

Reporting

While the Civil Rights Compliance Staff, Human Resources Office, has the responsibility for developing and preparing formal documents of the AAP, and is responsible for its effective implementation, responsibility is likewise vested with each division administrator, executive director, manager, supervisor, and staff officer.

The reporting system is designed to:

- Measure effectiveness of the AAP efforts;
- Document human resource activities;

- Identify potential problem areas where remedial action is needed, if any; and
- Determine the degree to which the department's AAP objectives are being attained.

The following human resource activities are reviewed to ensure nondiscrimination and equal employment opportunity for all individuals without regard to race, sex, including gender identity or expression, sexual orientation, age, religion, color, ancestry, disability, marital status, genetic information, arrest and court record, or domestic or sexual violence victim status if the domestic or sexual violence victim provides notice to the department or its contractors of such status or the employer has actual knowledge of such status:

- Recruitment, advertising, and job application procedures;
- Hiring and promotion;
- Rates of pay and any other forms of compensation including benefits;
- Job assignments, classifications, and descriptions;
- Sick leave, leaves of absence, or other leave;
- Training, temporary assignments, attendance at professional meetings; and
- Any other term, condition, or privilege of employment.

The following documents are maintained by the Human Resources Office as a component of the department's internal review process:

- Summary data of external job offers and hires, promotions, resignations, terminations, by job group and gender, and minority group identification;
- An applicant flow log showing the name, ethnicity, gender, date of application, job title, interview status, and action taken for all individuals applying for job opportunities;
- Summary data of applicant flow by identifying, at a minimum, total applicants, total minority applicants, and total male/female applicants for each position;
- Maintenance of employment applications; and
- Records pertaining to the compensation system.

The department's review includes a report documenting departmental efforts to achieve AAP goals and objectives, as needed. Division administrators, executive directors, and supervisors are asked to report any current or foreseeable problem areas and to outline their suggestions for solutions. When a problem area arises, they are to report the problem area immediately to the Human Resources Office, Civil Rights Compliance Staff.

During annual reporting, the Departmental Human Resource Officer and the Civil Rights Compliance Staff will report the status of AAP objectives to the director. The Departmental Human Resource Officer will recommend remedial actions for effective implementation of the AAP.

Exclusions

Any request for exclusions to this AAP must be approved by the division administrator, executive director, or staff officer in writing.

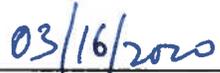
Further Development and Implementation

Development and implementation of guidelines to assure balance and representation in the workforce rests with staff officers, division administrators, and executive directors in consultation with the Civil Rights Compliance Staff. Follow-up will be an essential element to implementation. General guidance can be found in appendices as well as <http://humanservices.hawaii.gov> in the Civil Rights Corner and on the department's portal.

Approved:



Pankaj Bhanot, Director



Date

1. Appendix A

DHS Policy 4.10.1 Discrimination Complaint can be found at:

[http://humanservices.hawaii.gov/wp-content/uploads/2014/10/Policy-4.10.1, Disc-Complaint.pdf](http://humanservices.hawaii.gov/wp-content/uploads/2014/10/Policy-4.10.1_Disc-Complaint.pdf)

2. Appendix B

DHS Policy 4.10.2 Harassment Prevention can be found at:

<http://humanservices.hawaii.gov/wp-content/uploads/2014/10/Policy-4.10.2-Harassment-Prevention.pdf>

3. Appendix C

DHS Policy 4.10.3 Opportunity to Participate in Programs, Services and Activities can be found at:

<http://humanservices.hawaii.gov/wp-content/uploads/2014/10/Policy-4.10.3-Oppor-to-Participate.pdf>

4. Appendix D

DHS Policy 4.10.4 Access Policy can be found at:

<http://humanservices.hawaii.gov/wp-content/uploads/2014/10/Policy-4.10.4-Access.pdf>

A. Director

The director recognizes and accepts the responsibility of ensuring that all programs, services, activities, and employment concerns, which directly or indirectly receive or benefit from federal financial assistance, are available and rendered without regard to race, color, religion, gender, national origin, age, disability, or any other non-merit factor. The director retains ultimate responsibility for the department's affirmative action plan.

B. Civil Rights Compliance Staff

Administrative responsibility for the Equal Opportunity Policy and AAP reside with the Civil Rights Compliance Staff, which reports directly to the Departmental Human Resources Officer.

C. Division Administrators, Staff Officers, and Executive Directors

1. Each division administrator, staff officer, and executive director maintains overall responsibility for coordinating civil rights compliance requirements for his/her respective program. Each is responsible for assurance of equal opportunity and implementation of the affirmative action plan.
2. Division administrators, staff officers, and executive directors shall receive and investigate written and oral complaints made by employees, applicants for employment or the public regarding employment or services provided by their staff and programs. Complaints which cannot be resolved at the program level shall be referred to the Civil Rights Compliance Staff unless federal procedures provide otherwise. Refer to Discrimination Complaint Procedures in DHS Policy 4.10.1. Appendix A which can be found at:

<http://hawaii.gov/dhs/main/civil-rights-corner>

The Civil Rights Compliance Staff will provide technical assistance to division administrators, staff officers, and executive directors.

D. Administrative and Supervisory Personnel

It is the responsibility of administrative and supervisory personnel to be aware of and to ensure equal employment opportunity, equal opportunity for services, and affirmative action.

Administrative and supervisory personnel shall ensure that all subordinates are aware of the AAP and the department's employee discrimination complaint procedures. They are responsible for effecting the plan and assisting the Civil Rights Compliance Staff.

1. In the development and maintenance of affirmative action and any other civil rights compliance programs;
2. In the development of standard equal employment opportunity and equal opportunity for services complaint procedures;
3. In the development of evaluation schedules for the affirmative action and any other civil rights compliance programs; and
4. At all other times for civil rights matters when necessary.

Administrative personnel who interact with vendors or other participants through contractual or other arrangement(s), or by receiving or benefit from federal financial assistance shall:

1. Provide all such vendors and participants with a written explanation of their responsibilities under various civil rights legislation; and
2. Require that all such vendors and participants execute, in writing, their assurances with the requirements of various civil rights legislation.

E. Employees

1. It is the responsibility of all employees to be aware of and cooperate in every phase of equal employment opportunity, equal opportunity for services, and affirmative action.
2. Whenever departmental questionnaires are forwarded to employees, it is the responsibility of the employees to answer all questions accurately. The purpose of such questionnaires shall be specified orally or in writing to all employees. All materials and answers will be held in strict confidence and used solely for the purpose originally intended.
3. All employees are responsible for the implementation of the department's policy, Opportunity to Participate in Programs, Services, and Activities (4.10.3). This includes, but is not limited to:
 - a. Courteous treatment of all individuals.
 - b. Assistance in informing individuals of their rights to equal access to services opportunities and their right to file a complaint if they feel they have been treated unfairly.

Any employee who intentionally obstructs the department's objective of providing equal opportunity for services shall be subject to disciplinary action as appropriate.

Checklist of Mandatory Notices and Posters

- Mandatory Notice Confirmation
- Access Hawaii Brochure (includes No Cost Interpreter Services and Discrimination Complaint Notice)
- Americans with Disabilities Act (ADA) Notice
- Auxiliary Aids and Reasonable Accommodations Notice
- Breastfeeding in Public Accommodations Notice
- Director’s Memorandum No. 20-01
- Equal Employment Opportunity and Supplement Genetic Information
- Fair Housing Notice
- Harassment Notice
- Justice for All Notice
- Non-Discrimination Affordable Care Act, Section 1557
- Non-Discrimination Multilingual Notices
- Notice of Interpreter Services at No Cost
- Equal Opportunity Notice
- Rehabilitation Act (Sections 504 and 508) Notices and Due Process Standards (2018)
- Right to Time and Place to Express Breast Milk
- Your Rights Under USERRA
- DHS Nondiscrimination Multilingual Statement (Joint)

Chinese (Mandarin or Cantonese)	Spanish
Chuukese	Tagalog
English	Vietnamese
Ilocano	Visayan
Samoan	
- BESSD Only - SNAP Nondiscrimination Statement (in multiple languages)

Federal laws provide that willful violation of the posting requirement is punishable by a fine of not more than \$100 for each separate offense, and can be interpreted as a lack of commitment to non-discrimination policies.

_____ affirms that these required
(Division, Office, Agency, Unit)

notices are posted no later than March 31st of every year, at eye level for a person seated in all public waiting areas.

(Signature)

1. Officials and Administrators

Occupations in which employees set broad policies, exercise overall responsibility for execution of these policies, or direct individual departments or special phases of the agency's operations, or provide specialized consultation on a regional, district or area basis. Includes: department heads, division chiefs, directors, deputy directors and kindred workers.

2. Professionals

Occupations which require specialized and theoretical knowledge which is usually acquired through college training or through work experience and other training which provides comparable knowledge. Includes: human resources and labor relations workers, social workers, registered nurses, system analysts, accountants, engineers, employment and vocational rehabilitation counselors, and kindred workers.

3. Technicians

Occupations which require a combination of basic scientific or technical knowledge and manual skill which can be obtained through specialized post-secondary school education or through equivalent on-the-job training. Includes: computer programmers and operators, building construction inspectors, and kindred workers.

4. Protective Service Workers

Occupations in which workers are entrusted with public safety, security and protection from destructive forces. Includes: police patrol officers, fire fighters, guards, deputy sheriffs, bailiffs, correctional officers, detectives, marshals, harbor patrol officers, and kindred workers.

5. Paraprofessionals

Occupations in which workers perform some of the duties of a professional or technician in a supportive role, which usually require less formal training and/or experience normally required for professional or technical status. Such positions may fall within an identified pattern of staff development and promotion under a "New Careers" concept. Includes: eligibility workers, social service aids and assistants, and kindred workers.

6. Administrative Support/Office and Clerical

Occupations in which workers are responsible for internal and external communications, recording and retrieval of data and/or information and other paperwork required in an office. Includes: secretaries, clerks, typists, key equipment operators, and kindred workers.

7. Skilled Craft Workers

Occupations in which workers perform jobs which require special manual skill and a thorough and comprehensive knowledge of the process involved in the work which is acquired through on-the-job training and experience or through apprenticeship or other formal training programs. Includes: building maintenance workers, carpenters, painters, plumbers, and kindred workers.

8. Service Maintenance

Occupations in which workers perform duties which result in or contribute to the comfort, convenience, hygiene or safety of the general public or which contribute to the upkeep and care of buildings, facilities or grounds of public property. Workers in this group may operate machinery. Includes: building maintenance helpers, general laborers, truck drivers, and kindred workers.

The State of Hawaii's population is comprised of various groups and it is an aggregate of minorities where no one group constitutes a clear majority. Hawaii's labor force mirrors that composition with some exceptions.

To the extent possible, the department's workforce is comparable to the state's labor force. One exception relates to the breakdown of males (50.1%) and females (49.9%) in the state population with the workforce breakdown on October 2, 2019 being 70.9% female and 29.1% male.

The following is a breakdown of the workforce:

	2007	2010	2013	2016	2019
Female	70%	68.7%	67.4%	69.8%	70.9%
Male	30%	31.3%	32.6%	30.2%	29.1%

Workforce breakdowns are as follows as of October 2, 2019:

- 28% Japanese
- 18% Hawaiian and Part-Hawaiian
- 16% Filipino
- 13% Caucasian, non-Hispanic
- 10% Other, Mixed or Unknown
- 7% Chinese
- 4% Korean, Samoan
- 4% African American, Native American, Hispanic (Puerto Rican)

EEO-4A code descriptions indicate DHS workforce as:

- 92% Professional and Paraprofessional/Office/Clerical
- 7% Officials and Administrators
- 1% Skilled Craft, Protective Service, Service Maintenance

Underutilization

The purpose of utilization analysis is to determine the utilization rate of males and females and minorities to identify areas of under representation in the workforce. This is achieved by comparing availability data with actual departmental workforce data.

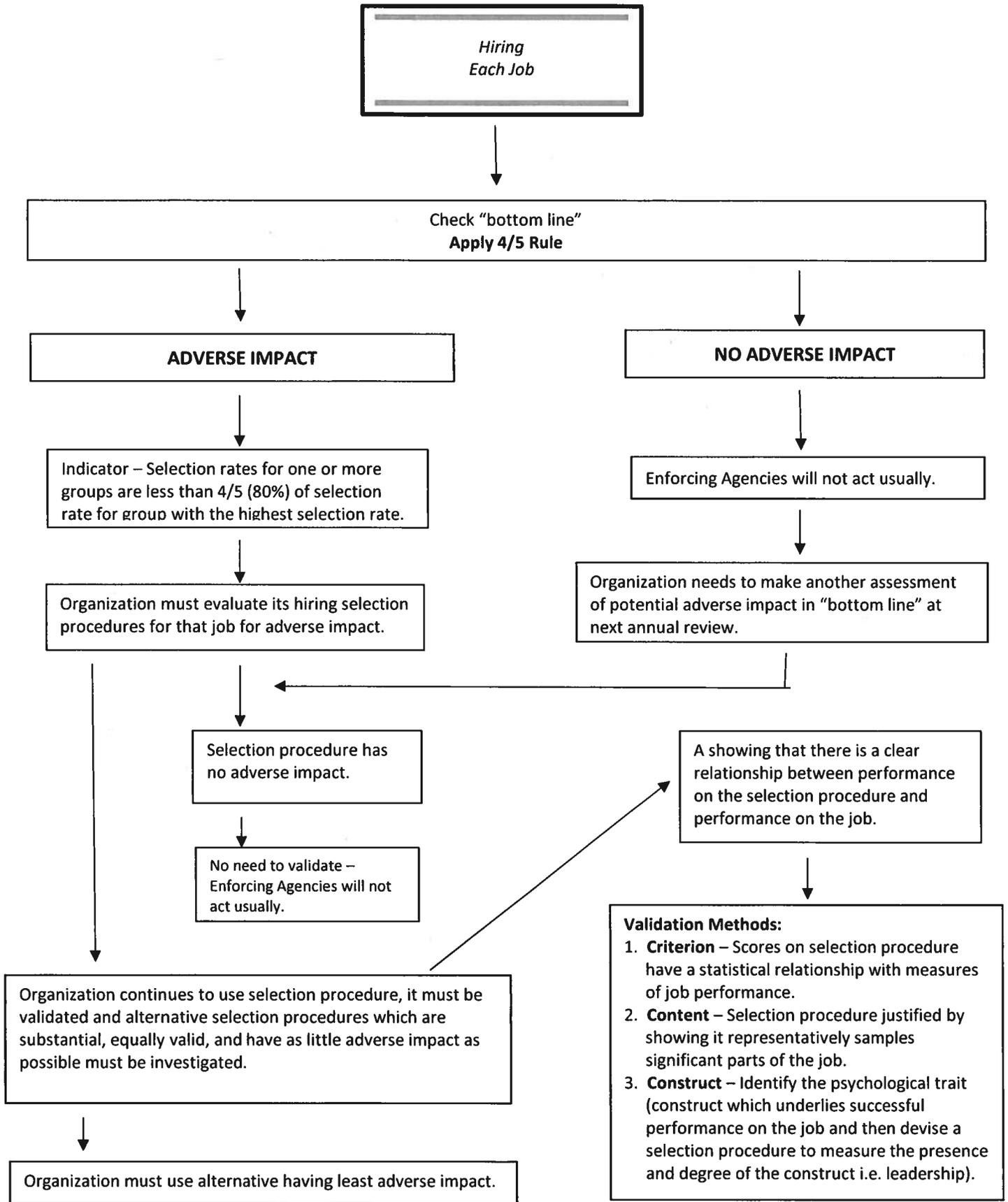
The workforce statistics identify the number of persons, by gender and race, who are employed by the department at a specified time. Availability is determined by analyzing the percentage of minorities and males or females in the relevant recruitment area who have the necessary skills and education to be considered for employment in a specific job group, or who can acquire such skills.

Labor force statistics relating to minority groups are obtained from sources including, but not limited to: 1) OFCCP at <http://www.dol.gov/esa/ofccp/index.com>; 2) Census Special EEO File Tabulation at <http://www.census.gov/hhes>; 3) On-line Access to the EEO Data Tool at <http://www.eeoindex.html>; and 4) lists providing both the 3-digit Census code and the equivalent 6-digit Standard Occupational Classification Codes at <http://www.census.gov/hhes>.

All labor resources should be considered in establishing goals for the utilization of minorities and women or men. These include employed, unemployed, and persons of working age who are not in the labor force. Considering the employed as a resource for achieving action program goals, an analysis of its own employees - its internal labor market - can assume significance. Departmental personnel can contribute toward correcting underutilization in specific job categories by discarding traditional assignment, transfer, and promotion barriers and by providing equal training opportunities. Under representation needs to be determined and corrected at all levels.

Adverse Impact

Whether hiring, promotional or training practices are having an adverse impact upon any specific gender or group must be considered also. Appendix H is a chart highlighting one way for determining adverse impact in hiring practices. Appendix I (EEO-4A) also provides a tool for identifying areas which might need attention.



Hawaii State and Local Government Information (EEO-4A)

A. Type of Government: State
B. Identification: Department of Human Services
 P. O. Box 339
 Honolulu, Hawaii 96809-0339
C. Function: Human Services

Hawaii Department of Human Services

Job Categories	Males	Females	Total
1 Officials and Administrators			
2 Professionals			
3 Technicians			
4 Protective Service Workers			
5 Paraprofessionals			
6 Administrative Support			
7 Skilled Craft Workers			
8 Service Maintenance			
TOTAL			

Job Categories	Caucasian	African American	Hispanic	Hawaiian & Part-Hawaiian	Japanese	Chinese	Korean	Filipino	Samoan	Other Pacific Islander	Native American	Mixed Other/Unknown
1 Officials and Administrators												
2 Professionals												
3 Technicians												
4 Protective Service Workers												
5 Paraprofessionals												
6 Administrative Support												
7 Skilled Craft Workers												
8 Service Maintenance												
TOTAL												

D. EMPLOYMENT DATA		1. FULL TIME																
		JOB CATEGORIES	ANNUAL SALARY (in thousands)	MALE				FEMALE										
WHITE A	HAWAIIAN & PART-HAWAIIAN B			CHINESE & KOREAN C	FILIPINO D	JAPANESE E	OTHER F	WHITE G	HAWAIIAN & PART-HAWAIIAN B	CHINESE & KOREAN I	FILIPINO J	JAPANESE K	OTHER L					
OFFICIALS / ADMINISTRATORS	1	\$0.1 - 15.9																
	2	16.0 - 19.9																
	3	20.0 - 24.9																
	4	25.0 - 32.9																
	5	33.0 - 42.9																
	6	43.0 - 54.9																
	7	55.0 - 69.9																
	8	70.0 PLUS																
PROFESSIONALS	9	\$0.1 - 15.9																
	10	16.0 - 19.9																
	11	20.0 - 24.9																
	12	25.0 - 32.9																
	13	33.0 - 42.9																
	14	43.0 - 54.9																
	15	55.0 - 69.9																
	16	70.0 PLUS																
TECHNICIANS	17	\$0.1 - 15.9																
	18	16.0 - 19.9																
	19	20.0 - 24.9																
	20	25.0 - 32.9																
	21	33.0 - 42.9																
	22	43.0 - 54.9																
	23	55.0 - 69.9																
	24	70.0 PLUS																
PROTECTIVE SERVICES	25	\$0.1 - 15.9																
	26	16.0 - 19.9																
	27	20.0 - 24.9																
	28	25.0 - 32.9																
	29	33.0 - 42.9																
	30	43.0 - 54.9																
	31	55.0 - 69.9																
	32	70.0 PLUS																

JOB CATEGORIES	ANNUAL SALARY (in thousands)	MALE				FEMALE							
		WHITE A	HAWAIIAN & PART-HAWAIIAN B	CHINESE & KOREAN C	FILIPINO D	JAPANESE E	OTHER F	WHITE G	HAWAIIAN & PART-HAWAIIAN B	CHINESE & KOREAN I	FILIPINO J	JAPANESE K	OTHER L
PARA-PROFESSIONALS	33	\$0.1 - 15.9											
	34	16.0 - 19.9											
	35	20.0 - 24.9											
	36	25.0 - 32.9											
ADMINISTRATIVE SUPPORT	37	33.0 - 42.9											
	38	43.0 - 54.9											
	39	55.0 - 69.9											
	40	70.0 PLUS											
	41	\$0.1 - 15.9											
	42	16.0 - 19.9											
	43	20.0 - 24.9											
	44	25.0 - 32.9											
SKILLED CRAFT	45	33.0 - 42.9											
	46	43.0 - 54.9											
	47	55.0 - 69.9											
	48	70.0 PLUS											
	49	\$0.1 - 15.9											
	50	16.0 - 19.9											
	51	20.0 - 24.9											
	52	25.0 - 32.9											
SERVICE / MAINTENANCE	53	33.0 - 42.9											
	54	43.0 - 54.9											
	55	55.0 - 69.9											
	56	70.0 PLUS											
	57	\$0.1 - 15.9											
	58	16.0 - 19.9											
	59	20.0 - 24.9											
	60	25.0 - 32.9											
61	33.0 - 42.9												
62	43.0 - 54.9												
63	55.0 - 69.9												
64	70.0 PLUS												

ASSESSMENT AREA	YES	NO	N/A
<ul style="list-style-type: none"> c. Is multilingual staff culturally competent? d. Has DHS developed clear compensation and retention policies for multilingual staff? e. Has DHS participated in recruitment programs for multilingual staff? f. Are language navigators available in most offices? 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<p>6. Obtaining competent and qualified interpreters:</p> <ul style="list-style-type: none"> 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? d. Are DHS interpreters culturally competent? e. Are there procedures to ensure that DHS interpreters are available in a timely manner? f. Have DHS interpreters read and signed the Code of Ethics? 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<p>7. Training DHS Staff:</p> <ul style="list-style-type: none"> a. Is DHS staff trained in DHS policies and procedures for obtaining language assistance? b. Is all staff trained to interact with LEP individuals and their interpreters? c. 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 update staff knowledge and include new employees? f. Are annual site visits conducted? 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<p>8. Translating Written Documents:</p> <ul style="list-style-type: none"> 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. Is there a mechanism to track and update translated documents? d. 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? <p>COMMENTS: _____</p>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<p>Evaluating DHS' Language Access Plan:</p>			
<p>9. Ongoing Monitoring, Feedback and Improvement:</p> <ul style="list-style-type: none"> a. Is DHS staff dedicated to monitoring or providing technical assistance to Language Access Plan? b. 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? 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<p>10. Ongoing Data Collection:</p> <ul style="list-style-type: none"> a. Are DHS staff and contractors dedicated to collecting program data? 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ASSESSMENT AREA	YES	NO	N/A
b. Do DHS and its contractors collect data on the number of LEP individuals served? c. Do DHS and its contractors collect demographic data on LEP individuals served or number of encounters? d. Do DHS and its contractors monitor how much is spent on its LEP plan? 11. Is there a <u>Task Force or Oversight Committee</u> that assists DHS in monitoring and implementing the Language Access Plan? COMMENTS: _____ _____	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Resolving Complaints: 12. Establishing Complaint Procedures: 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? Posted signs at intake areas Resource areas Client file Written notices Explained during orientation/intake Other (Specify) _____ COMMENTS: _____ _____	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Conducting Ongoing Outreach to LEP Residents: 13. Has DHS and its contractors established partnerships with community-based 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: _____ _____	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Building External and Internal Support for Equal Access Policies: 16. 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: _____ _____	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>

21. Contact information for person(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 _____

1. Do DHS and its contractors have written policies or procedures in place for notifying program beneficiaries how to file complaints alleging discrimination with the HCRC, EEOC and OCR? YES
 NO
 N/A

2. 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: _____

3. 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: _____

4. Has DHS complied with the requirements to submit to the appropriate OCR any findings of discrimination against DHS or its contractors issued by a federal or state court or federal or state administrative agency on the basis of race, color, religion, national origin, or sex? YES
 NO
 N/A

5. Do DHS and its contractors conduct any training for their employees on the requirements under federal civil rights laws? YES
 NO
 N/A

6. Do DHS and its contractors need any civil rights training or technical assistance regarding its duties to comply with applicable civil rights laws: YES
 NO
 N/A

7. 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: _____

8. Does DHS and its contractors have a written policy on providing language access services to LEP persons? YES
 NO
 N/A

Please provide below contact information for person responsible for submitting any findings of discrimination to the appropriate Office of Civil Rights (OCR):

WATTS, D. Geneva
Civil Rights Compliance Officer
Department of Human Services
P. O. Box 339
Honolulu, Hawaii 96809-0339

Phone: (808) 586-4955
Fax: (808) 586-4990
E-mail: DHSCivilRightsBox@dhs.hawaii.gov

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? YES
 NO
 N/A
- b. Designated a person to coordinate compliance with the prohibitions against disability discrimination contained in 28 C.F.R. Part 42, Subpart G? YES
 NO
 N/A
- 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? YES
 NO
 N/A
- b. Designated a person to coordinate compliance with the prohibitions against sex discrimination contained in 28 C.F.R. Part 54? YES
 NO
 N/A
- 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. When DHS or its contractors provide for or conducts activities as part of its programs or services, does DHS or its contractors 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

Comments: _____

14. Please provide the contact information for the person responsible for completing this checklist:

Last Name _____

First Name _____

Street Address _____

City, State, Zip Code _____

Mailing Address
*(If Different From
Above)* _____

Telephone Number _____

E-mail Address _____

Monitor Signature

Date