



STATE OF HAWAII
DEPARTMENT OF HUMAN SERVICES
P. O. Box 339
Honolulu, Hawaii 96809-0339

DUE PROCESS STANDARDS REHABILITATION ACT OF 1973, SECTION 504

It is the policy of the Department of Human Services (DHS) not to discriminate based on disability. DHS has adopted an internal discrimination complaint procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by Section 504 of the Rehabilitation Act of 1973 (29 U.S. Code §794) of the U. S. Department of Health and Human Services regulations implementing the Act.

Section 504 prohibits discrimination based on disability in any program or activity receiving federal financial assistance. The laws and regulations may be examined at the department's Human Resources Office, Civil Rights Compliance Staff, 1390 Miller Street, Room 214, Honolulu, Hawaii 96813 or by contacting the Section 504 Coordinator at (808) 586-4955 or via email at DHSCivilRightsBox@dhs.hawaii.gov who is designated to coordinate the efforts of the department to comply with Section 504.

Any person who believes he or she has been subjected to discrimination based on disability may file a discrimination complaint under this procedure. It is against the law for the department and its service providers to retaliate against anyone who files a discrimination complaint or cooperates in the investigation of a discrimination complaint.

- Discrimination complaints must be submitted to the Section 504 Coordinator within 90 calendar days of the date the person filing the complaint becomes aware of the alleged discriminatory action.
- A discrimination complaint must be in writing, containing the name and address of the person filing it. The complaint must state the problem or action alleged to be discriminatory and the remedy sought.
- The Section 504 Coordinator (or designee) shall conduct an investigation of the discrimination complaint. This investigation may be informal, but it must be thorough, affording all interested persons an opportunity to submit evidence relevant to the complaint. The Coordinator will maintain the files and records for DHS relating to such discrimination complaint for a minimum of three years.

- The Section 504 Coordinator, through the Departmental Human Resources Officer, will issue a written decision on the discrimination no later than 180 calendar days after its filing.
- The person filing the discrimination complaint may appeal the decision of the Section 504 Coordinator by writing to the Hawaii Civil Rights Commission within 15 days of receiving the decision.
- The availability and use of this discrimination complaint procedure does not prevent a person from filing a complaint of discrimination based on disability with the U. S. Department of Health and Human Services, Office for Civil Rights.

The department will make appropriate arrangements to ensure that persons with disabilities are provided accommodations, if needed, to participate in the discrimination complaint process. Such arrangements may include, but are not limited to, providing interpreters for the deaf, providing taped cassettes of material for the blind, or assuring a barrier-free location for the proceedings. The Section 504 Coordinator will provide technical assistance to the division/agency that will be responsible for such arrangements.

Discrimination Complaint (DHS 6000) and Consent/Release forms are available at <http://humanservices.hawaii.gov>, Civil Rights Corner. A request for forms can also be made by calling (808) 586-4955 or by email to DHSCivilRightsBox@dhs.hawaii.gov.