

DHS SUPERVISORS, Civil Rights Compliance Starter Checklist

- Review 4.10.1 Discrimination Complaint Procedure (Updated 2011)
- Review 4.10.2 Harassment (Updated 2011)
- Review 4.10.3 Opportunity to Participate in Programs, Services and Activities (2009)
- Review 4.10.4 Access Policy (2009)
- Request forms/posters/assistance/guidance, as needed 586-4955 and at <http://www.hawaii.gov/dhs> Civil Rights Corner Notices and Forms
- Develop/follow a self-evaluation checklist for building access
- Review orientation/training materials, complete and sign verification form

- Clarify your rights and responsibilities (ACCESS Hawaii)
- Clarify your employees/clients rights and responsibilities
- Obtain MOST CURRENT Employee Interpreter List (February 2012)
- Obtain MOST CURRENT court interpreter list (2012)
- Share lists and procedures with employees who have contact with public
- Check your contracts and subcontracts for appropriate assurances
- Use the 4-factor analysis to determine which, if any, Program documents need to be translated into languages other than English. (4-factor analysis = Number, frequency, importance, and reasonableness)

- Provide self-identification forms to employees and clients
- Collect information from current DHS employees relative to language skills
- Monitor to make sure data is collected to identify language needs
- Monitor to confirm that clients, applicants and potential applicants are:
 - Given adequate and correct information
 - Understanding of what services and benefits are available
 - Effectively communicating relevant circumstances of their situation

- Monitor to confirm that clients, applicants and potential applicants for services:
 - Are provided free interpreter services as self-identified/needed
 - Avoid using family members as interpreters
 - In suspected child abuse or domestic violence cases, provide a second interpreter if family member must be used
 - Never allow a minor to provide interpreter services
 - If a client or applicant declines free interpreter service, record the decline and reasons given.
 - Are advised in writing that they have the right to file an alleged discrimination complaint concurrently as appropriate.
 - Are provided complaint forms for filing discrimination allegations
 - Discrimination Complaint and instructions (DHS 6000, 2012)
 - Consent/Release Form (DHS 6006, 2012)
 - Complaint Withdrawal Form (DHS 6007)

- Notify CRCS of any Building/facility access issues (doors, elevators, restrooms, disability evacuation issues) gwatts@dhs.hawaii.gov
- Provide employees, applicants and clients the opportunity to request a “reasonable accommodation” (RA-1 (2008) and Fact Sheet—2012 <http://www.hawaii.gov/dhs> in the Civil Rights Corner
- Contact Access Task Force Representative/s when you need assistance or identify a problem
- When participating in investigations be factual and specific, providing supporting documentation as requested

