

APPENDIX F: CIVIL RIGHTS AND LIMITED ENGLISH PROFICIENCY COMPLIANCE

The Hawaii Department of Defense, Office of Homeland Security and Hawaii Emergency Management Agency, as grantee for Homeland Security Federal Emergency Management or other grant programs, basic elements of this Appendix provides guidance to ensure program participants, grant recipients, vendors, customers, etc. may not be discriminated on the grounds of race, color, national origin, or be excluded from participation in the Homeland Security, Emergency Management, Disaster or Non-Disaster Grant Programs or other federal organization Programs, benefits, services, or other opportunities.

This Appendix provides information for the HIDOD, OHS, HI-EMA for the Homeland Security Grant Programs, Federal Emergency Management Agency, Bureau of Justice, National Oceanic and Atmospheric Administration, Department of Commerce or other grant programs for the following:

- Notice of Nondiscrimination
- Providing individuals with disabilities reasonable accommodations
- Discrimination Complaint Process
- Limited English Proficiency accommodations

The Office of Homeland Security and Hawaii Emergency Management Agency and its sub recipients must ensure it does not

- deny program services, financial aids, or other benefits;
- provide different program services, financial aids or other benefits, or provide them in a manner different from that are provided to others;
- segregate or separately treat persons in any manner related to the receipt of any program service, financial aid or benefit;
- restrict in any way the enjoyment of any advantage or privilege enjoyed by others receiving any program, service, financial aid or other benefits;
- treat persons differently from others in determining eligibility to receive services, financial aids, or other benefits;
- deny persons the opportunity to participate in the programs through the provisions of services, or affording the opportunity to do so differently from those afforded others under the program; or
- deny persons the opportunity to participate as a member of a planning, advisory, or similar body.

Reasonable accommodations must be made available to all individuals with disabilities who are inquiring about the Homeland Security Grant Programs, Federal Emergency Management Agency, Bureau of Justice, National Oceanic and Atmospheric Administration, Department of Commerce, or other managed grant programs.

Program participants, grant recipients, vendors are encouraged to engage the public to make them aware of projects or services and to provide input (to the extent allowable in the grant guidance) in the review of and/or decision-making process through: public meetings/hearings in centralized locations; advertisement with local media resources and newspapers; direct mailings; public service announcements; website, and radio and television.

Limited English Proficiency (LEP) relates to individuals who do not speak English as their primary language and who have limited ability to read, write, speak or understand English. The Office of Homeland Security and Hawaii Emergency Management Agency will aid individuals with limited English proficiency in a timely manner to participate in operations, services, activities, and programs that support each Homeland Security mission area in a timely manner.

The Office of Homeland Security and Hawaii Emergency Management Agency will coordinate with each of its sub recipient to ensure they have procedures in place for responding to discrimination complaints that vendors, customers, or consumers of a subrecipient can file a complaint direct with the HIDOD OHS or HI-EMA. The Office of Homeland Security and Hawaii Emergency Management Agency and subrecipients must have a mechanism for advising service recipients of their rights under Title VI of the Civil Rights Act of 1964 and how to file a discrimination complaint. The Office of Homeland Security and Hawaii Emergency Management Agency will be responsible for maintaining a log of complaints which are filed. Individuals filing a complaint should file as soon as possible of the alleged occurrence or when the alleged discrimination became known to the complainant. Complaints filed with a sub recipient should be forwarded to the Office of Homeland Security or Hawaii Emergency Management Agency for processing.

Non-Compliance is the failure or refusal to comply with Title VI of the Civil Rights Act of 1964, other applicable Civil Rights Laws, and implementing departmental regulations. Individuals who believe they have been discriminated against because of race, color, or national origin, including limited English proficiency, for programs or activities associated with the Homeland Security Grant Program may initiate a complaint. In addition to filing complaint with Office of Homeland Security or the Hawaii Emergency Management Agency, complaints may be filed with the Office for Civil Rights and Civil Liberties at: <https://dhs.gov/publications/file-civil-rights-complaint>. The State of Hawaii Discrimination Compliant Form is available in English and may be available in multiple languages. The form can be emailed or mailed to one or more of the addresses on the reverse side of the form.

The following Annexes are attached to support compliance with Civil Rights and Limited English Proficiency:

- Annex A - Reasonable Accommodation Process
- Annex B - Notice of Nondiscrimination - File A Complaint
- Annex C - Limited English Proficiency
- Annex D - Discrimination Complaint Process and Reporting

The State of Hawaii, Discriminate Complaint Form (Tab 1) is available for filing a complaint against the Office of Homeland Security or Hawaii Emergency Management Agency for failure to provide services or discriminated on the basis of race, color, national origin (including language), disability, sex, or age.

TAB 2 is a sample of a form which will be incorporated into the grant program procedures for tracking complaints. This form becomes part of the official grant records. The information in this tab will be used to develop the annual report to the Department of Homeland Security.

Content in the Appendix and Annexes will be reviewed annually and updated as appropriate.

Civil Rights Compliance and Training

The Office of Homeland Security and Hawaii Emergency Management Agency will use the Risk Assessment Form to monitor compliance with Civil Rights and training.

- In order to improve compliance with Civil Rights and Limited English Proficiency, the Office of Homeland Security and Hawaii Emergency Management Agency is requiring that all sub recipients complete civil rights training annually.
- Training material links:
 - State and County Employee Training
 - Video: How to Better Serve Your LEP Audience by Meeting the Federal Requirements, Department of Justice, January 18, 2018
 - Video Know you LEP Population with the Language Map App, Department of Justice, July 24, 2017
 - Video Training Series on Communicating Effectively with LEP Members of the Public
 - Department of Justice Office of Justice Programs provides Online Training for Civil Rights and Limited English Proficiency

References

6 CFR Part 21, nondiscrimination on the basis of race, color, or national origin in programs or activities receiving federal financial assistance from the DHS/FEMA

Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency (August 11, 2000), this CRCL Language Access Plan (plan) builds upon the DHS Language Access Plan released in February of 2012 by establishing a system within CRCL for improving access to Limited English Proficient (LEP) persons to the full range of CRCL's programs, services, information, and activities (programs and activities).

Title VI of the Civil Rights Act of 1964 which prohibits discrimination on the basis of race, color, or national origin.

- **Language Access:** National origin discrimination includes discrimination on the basis of limited English proficiency (LEP). Recipients must take reasonable steps to ensure that LEP persons have meaningful access to their programs and activities.
- **Environmental Justice:** Programs and activities that affect human health or the environment may not directly, or through contractual or other arrangements, use criteria, methods, or practices that discriminate on the basis of race, color, or national origin.

Title IX of the Education Amendments of 1972, as amended, which prohibits discrimination based on sex in education programs and activities.

Section 504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination solely on the basis of disability in programs or activities receiving federal financial assistance; and requires recipients to provide program access, physical access, effective communication, and reasonable accommodation for persons with disabilities to their programs and activities.

The Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age.

Executive Order 13559, amending Executive Order 13279, and the DOJ implementing regulation, Partnerships with Faith-Based and Other Neighborhood Organizations, 28 C.F.R. Part 38 (prohibiting discrimination in federally -assisted social service programs based on religion in the delivery of services or benefits).

Title II of the Americans with Disabilities Act of 1990, as amended, 42 U.S.C. § 12132, and the implementing regulation at 28 C.F.R. § 35.171(a)(1)(i), (3)(i) (prohibiting discrimination based on disability both in employment and in the delivery of services or benefits).

Victims of Crime Act (VOCA) of 1984, as amended, 42 U.S.C. § 10604(e) and the regulation implementing the Victim of Crime Act Victim Assistance Program, 81 Fed. Reg. 44,515, 44,532 (July 8, 2016) (to be codified at 28 C.F.R. § 94.114) (prohibiting discrimination in programs funded under the statute, both in employment and in the delivery of services or benefits, based on race, color, national origin, sex, religion, and disability); and

Violence Against Women Act (VAWA) of 1994, as amended, 42 U.S.C. § 13925(b)(13) (prohibiting discrimination in programs either funded under the statute or administered by the Office on Violence Against Women, both in employment and in the delivery of services or benefits, based on actual or perceived race, color, national origin, sex, religion, disability, sexual orientation, and gender identity) (referring to the Safe Streets Act for enforcement).

For additional information please visit: <https://www.dhs.gov/office-civil-rights-and-civil-liberties>

State of Hawaii, Department of Labor and Industrial Relations Limited English Proficiency Plan, March 17, 2016

State of Hawaii Policies and Procedures, Discrimination/Harassment-Free Workplace Policy, October 15, 2013, revised November 16, 2016

ANNEXES:

- Annex A - Reasonable Accommodation Process
- Annex B - Notice of Nondiscrimination - File A Complaint
- Annex C - Limited English Proficiency
- Annex D - Discrimination Complaint Process and Reporting

TABS:

- TAB 1 – State of Hawaii Discrimination Complaint Form
- Tab 2 – Discrimination Complaint Log
- Tab 3 – Special Accommodations Register
- Tab 4 - Language Interpretation – Translation Services
- Tab 5 – Title VI Discrimination, Investigation and Lawsuits

ANNEX A - REASONABLE ACCOMMODATION PROCESS
to APPENDIX F: CIVIL RIGHTS AND LIMITED ENGLISH PROFICIENCY COMPLIANCE

The ***Office of Homeland Security and the Hawaii Emergency Management Agency and its sub recipients*** are committed to providing individuals with disabilities an equal opportunity to participate in and benefit from the Homeland Security and Hawaii Emergency Management Agency Grant Programs.

Individuals with disabilities or who have limited English proficiency may request reasonable accommodations from the Office of Homeland Security to participate in the Homeland Security, Emergency Management, Disaster and Non Disaster Grant Programs, meetings, training and exercises.

These typed requests may be included for homeland security activities such as participating in grant meeting, training and exercises. This could include participating in procurement, contracting and investment and project development.

The ***Office of Homeland Security and Hawaii Emergency Management Agency and its sub recipients*** will ensure all notices that announce activities will include a section for “Special Accommodations”. This section will include area for individual to identify the accommodations required. Request may also be submitted by email (the best method for contact):

Point of Contacts

Office of Homeland Security
Dolores Cook
dolores.m.cook@hawaii.gov

Hawaii Emergency Management Agency
Luke Meyers
luke.p.meyers@hawaii.gov

The Office of Homeland Security and Hawaii Emergency Management Agency and its sub recipients will coordinate with the requestor to ensure the accommodations required can be met for the activity. If a sign language interpreter is requested, the Office of Homeland Security, Hawaii Emergency Management Agency, or the sub recipient will make the arrangements with local services. These services will be reimbursed under the grant program. Other requests may include:

- Providing on-site captioning;
- Producing alternate formats of print materials in braille, large print, or in an electronic format;
- Providing remote conference captioning services; or
- Furnishing a temporary ramp to access the dais or other areas with one or more stairs to ensure accessibility for individuals who have physical disabilities and may be using a wheelchair or walker.

For grant meetings and training other than English will require accommodations to be provided by an agency outside the Office of Homeland Security or Hawaii Emergency Management Agency.

The Office of Homeland Security or Hawaii Emergency Management Agency or its sub recipients will not collect personally identifiable information (PII) for grant activities.

Tab 3 provides a Special Accommodations Register for monitoring request for assistance/reasonable accommodation received by the Office of Homeland Security and the Hawaii Emergency Management Agency.

**ANNEX B - NOTICE OF NONDISCRIMINATION
to APPENDIX F: CIVIL RIGHTS AND LIMITED ENGLISH PROFICIENCY COMPLIANCE**

The Office of Homeland Security and the Hawaii Emergency Management Agency complies with Federal civil rights laws and is committed to providing its programs and services without discrimination in accordance with:

- *Title VI of the Civil Rights Act of 1964*, which prohibits discrimination based on **race, color, or national origin** (including **language**).
- *Section 504 of the Rehabilitation Act of 1973*, which prohibits discrimination based on **disability**.
- *Title IX of the Educations Amendments Act of 1972*, which prohibits discrimination based on **sex** in education programs or activities.
- *Age Discrimination Act of 1975*, which prohibits discrimination based on **age**.
- *U.S. Department of Homeland Security regulation 6 C.F.R. Part 19*, which prohibits discrimination based on **religion** in social service programs.

TO FILE A COMPLAINT

An individual that thinks the Office of Homeland Security or the Hawaii Emergency Management Agency or its sub recipients have failed to provide the services above, or discriminated in another way based on race, color, national origin, including language, disability, sex, or age, may file a complaint in person or by mail or email to the Office of Homeland Security, the State Department of Labor and Industrial Relations and/or directly to the Office of Civil Right.

To file a complaint, the attached Discrimination Complaint Form is available or a pre-Complaint Questionnaire form may be downloaded at: <http://labor.hawaii.gov/hcrc/forms/>.

If assistance is required and to ensure the office of Homeland Security can communicate effectively with persons with disabilities and to provide access to programs and activities for persons with limited English proficiency the following services may be provided:

- free aids and services, such as qualified sign language interpreters and written information in other formats (large print, audio, accessible electronic formats, etc.)
- free language services, such as qualified foreign language interpreters and information written in other languages

A compliant should be filed with the Office of Homeland Security or the Hawaii Emergency Management Agency as soon as possible or within a reasonable time after the problem occurred.

A representative from the Office of Homeland Security and the Hawaii Emergency Management Agency will review and investigate your complaint and work with the complainant and the activity to resolve the problem using informal methods such as meetings and conferences.

In Hawaii

Individuals with disabilities and Personal Limited English Proficiency may request assistance by contacting

Dolores M. Cook
dolores.m.cook@hawaii.gov
Office of Homeland Security

Luke Meyers
Luke.p.meyers@hawaii.gov
Hawaii-Emergency Management Agency

State of Hawaii

Office of Homeland Security (OHS)
or
Hawaii-Emergency Management Agency
3949 Diamond Head Road
Honolulu, Hawaii 96816
Phone: (OHS) 808-369-3570
Phone: (HI-EMA) 807-733-4300

Hawaii Civil Rights Commission
830 Punchbowl Street, Room 411
Honolulu, Hawaii 96813
Phone: 808-586-8636 (Voice/TTD)
FAX: 808-586-8655
Email: dhir.hcrc.infor@hawaii.gov

Federal

CRCLCompliance@hq.dhs.gov
(best contact method)
U.S. Department of Homeland Security
Office for Civil Rights and Civil Liberties
Compliance Branch
245 Murray Lane, SW
Building 410, Mail Stop #0190
Washington, D.C. 20528
FAX: 202-401-4708

ANNEX C - LIMITED ENGLISH PROFICIENCY
to APPENDIX F: CIVIL RIGHTS AND LIMITED ENGLISH PROFICIENCY COMPLIANCE

The State of Hawaii, Hawaii Revised Statutes Chapter 321C provides guidance for limited English proficiency, Language Access Law.

The Office of Language Access (OLA) provides oversight and central coordination to state agencies, (the executive, legislative and judicial branches of Hawai'i's state government) as well as technical assistance to state and covered entities, in developing and implementing their Language Access Plan as required by law. It also monitors and reviews state agencies for compliance and provides language access complaint resolution.

The Office of Homeland Security and the Hawaii Emergency Management Agency will provide support to any individual who does not speak English as their primary language and who have a limited ability to read, write, speak, or understand English in support of the Homeland Security and Hawaii Emergency Management Agency Grant Programs. Such persons may be eligible to receive language assistance with respect to a particular service or benefit as a vendor or customer.

This tab covers five guidelines to help provide effective and meaningful access to limited English proficiency support.

1. IDENTIFYING LIMITED ENGLISH PROFICIENCY (LEP) INDIVIDUALS WHO NEED LANGUAGE ASSISTANCE

The Homeland Security Grant Program has not identified individuals who need language assistance in support of Homeland Security and Hawaii Emergency Management Agency Grant Programs. However, the about one in four Hawaii residents speak a language other than English at home, which is higher than the U.S. average of 21 percent. For many, English is not their primary language, and they have only a limited ability to read, write, speak, or understand English. Language barriers often prohibit many residents from fully participating in our community and undermine efforts to become self-sufficient and productive.

The Office of Homeland Security and the Hawaii Emergency Management Agency will address the language access needs of limited English proficient persons and ensure meaningful access to services, programs, and activities offered by the Office for limited English proficient persons. Both the Office of Homeland Security and the Hawaii Emergency Management Agency have access to interpreters as well as Emergency Terminology handbook that supports the following languages:

Cebuano	Chinese	Chuukese
Hawaiian	Ilokano	Japanese
Korean	Kosraean	Laotian
Marshallese	Pohnpeian	Samoaan
Spanish	Tagalog	Thai
Tongan	Vietnamese	Yapese

2. LANGUAGE ASSISTANCE MEASURES AND AVAILABLE RESOURCES

The Office of Language Access administers statewide language access resources:

- a. Maintains available roster of language interpreters and translators, identifying qualification and credentials;
- b. Provides training for state agencies on how to effectively obtain and utilize the services of language interpreters and translators;
- c. Supports the recruitment and retention of language interpreters and translators’
- d. Provides, coordinates and publicizes language interpreters and translators and further develops their language interpretation and translation skills; and
- e. Identifies/creates a process to test and certify language interpreters and translators.

3. TRAINING FOR THE OFFICE OF HOMELAND SECURITY, HAWAII EMERGENCY MANAGEMENT AGENCY, AND IT SUB RECIPIENTS

The Office of Homeland Security and the Hawaii Emergency Management Agency will coordinate with the Office of Language Access for training related to the LEP policies. The purpose of the training will be to explain how staff can identify the language needs of an LEP individual, access and provide the necessary language assistance services, work with interpreters, request document translations, and track the use of language assistance services.

4. NOTICES TO THE OFFICE OF LANGUAGE ACCESS

Considering the relatively limited number of LEP for the Homeland Security Grant Programs it is necessary to limit language aid to the most basic and cost-effective services. Other than the previously mentioned vital documents, if there are additional language assistance measures required for LEP individuals, the Office of Homeland Security or Hawaii Emergency Management Agency shall proceed with oral interpretation options to meet all requests for those language groups to ensure equal access while also complying with LEP regulations.

Proposed Actions

With advance notice, the Office of Homeland Security or the Hawaii Emergency Management Agency will provide interpreter services at public meetings, including language translation and signage for the hearing impaired. These services would be the responsibility of the Office of Homeland Security or Hawaii Emergency Management Agency.

- The attached listing provides interpreter and translating services. These are third party providers and would be the responsibility of the requestor. A listing of Interpreter and Translator Services is provided at Tab 4.

- The Office of Homeland Security or Hawaii Emergency Management Agency notices and publications in languages other than English that interpreter services are available for public meetings.
- Encourage each sub recipient to obtain The Census Bureau “I-speak” Language Identification Card as they may potentially encounter LEP individuals.
- Once the LEP individual’s language has been identified, an agency from the Translators Resource List will be contacted to provide interpretation services.
- Publications of the complaint form will be made available online and upon request.
- The Office of Homeland Security and Hawaii Emergency Management Agency will seek training on the requirements for providing meaningful access to services for LEP persons.

In the event that a representative from the Office of Homeland Security or Hawaii Emergency Management Agency or its sub recipients encounters a LEP individual, they will follow the procedure listed below:

➤ **OFFICE ENCOUNTER**

Provide Emergency Terminology handbook or an I-speak language identification card to determine the language spoken of the LEP individual.

Once the foreign language is determined, provide information to Title VI Coordinator who will contact an interpreter from MDOT’s Translators Resource List. 3. If the need is for a document to be translated, the Title VI Coordinator will have the document translated and provided to the requestor as soon as possible.

➤ **IN WRITING**

Once a letter has been received it will be immediately forwarded to the Title VI Coordinator to determine the specifics of the letter request information.

The Title VI Coordinator will work with the Office of Homeland Security, the Hawaii Emergency Management Agency, or its sub recipients to provide the requested service to the individual in a timely manner.

➤ **OVER THE PHONE**

If someone calls into our office speaking another language every attempt will be made to keep that individual on the line until an interpreter can be conferenced into the line

and if possible, determine the language spoken of the caller.

Once the language spoken by the caller has been identified, we will proceed with providing the requested assistance to the LEP individual.

When a LEP customer or a representative of a LEP customer needing oral translation services calls, the Office of Homeland Security will encourage the LEP customer to come into the office to provide the services necessary.

5. MONITORING, ASSESSING THIS Annex

This Appendix and Annex will be reviewed annually and updated as appropriate. The procedural manuals for both the Office of Homeland Security Grant Program and Hawaii Emergency Management Agency area reviewed and is provided annually to each sub recipient in book format and in media devise with other grant resources. The resources identified in TAB 4 will be reviewed and updated annually.

ANNEX D - DISCRIMINATION REPORTING
to APPENDIX F: CIVIL RIGHTS AND LIMITED ENGLISH PROFICIENCY COMPLIANCE

At the conclusion of the investigation, an investigative report will be drafted, and all parties notified of the outcome. A letter shall be issued summarizing the investigative findings, and whether or not there was a violation. If there were not finding, the parties will be informed of such and the case closed. In cases where there appears to be a violation, the parties shall be informed that appropriate action shall be taken to ensure the act(s) of discrimination stop. Complainants shall be notified of their right to pursue other avenues of recourse.

Internally, the Office of Homeland Security or the Hawaii Emergency Management Agency will emphasize civil rights procedures with its sub recipients for accepting and responding to discrimination complaints from sub recipients, customers, program participants, or consumers. The annual Risk Assessment and Monitoring Tools have been updated to include Civil Rights and Limited English Proficiency procedures are in place with each sub recipients for responding to discrimination complaints within their jurisdiction/ agency. The Discrimination Complaint Process will be reviewed annually at the grants award meeting conducted with sub recipients.

Annually, the Office of Homeland Security or Hawaii Emergency Management Agency will report Title VI discrimination complaints, investigations, or lawsuits to the Department of Homeland Security. Tab 5, Title VI Discrimination, Investigation, and Lawsuits identifies the categories for Department of Homeland Security reporting.

COMPLAINANT INFORMATION

Last Name	First Name	Middle Name
Address and Phone	Job Title, Branch, Division	

ALLEGED OFFENDERS

Name	Job Title/Organization
Name	Job Title/Organization
Name	Job Title/Organization

BASIS OF COMPLAINT

Check box or boxes for applicable protected class.

<input type="checkbox"/> Race	<input type="checkbox"/> Color	<input type="checkbox"/> Sex/Gender	<input type="checkbox"/> Gender Identity or Expression	<input type="checkbox"/> Sexual Orientation	<input type="checkbox"/> Pregnancy
<input type="checkbox"/> Breastfeeding	<input type="checkbox"/> Religion	<input type="checkbox"/> National Origin	<input type="checkbox"/> Ancestry	<input type="checkbox"/> Age	<input type="checkbox"/> Disability
<input type="checkbox"/> Genetic Information	<input type="checkbox"/> Marital Status	<input type="checkbox"/> Arrest and Court Records	<input type="checkbox"/> Income Assignment for Child Support	<input type="checkbox"/> National Guard Absence	<input type="checkbox"/> Uniformed Service/Veteran's Status
<input type="checkbox"/> Citizenship	<input type="checkbox"/> Credit History or Credit Report	<input type="checkbox"/> Domestic or Sexual Violence Victim Status	<input type="checkbox"/> Retaliation	<input type="checkbox"/> Other (Specify)	

COMPLAINT SUMMARY

(Provide details of who, what, when, and where. Attach additional pages if needed.)

REQUESTED REMEDY

(Provide corrective action or remedies you are seeking.)

WITNESS INFORMATION

(Provide names and contact information for witnesses, if any. Attach additional pages if needed.)

Witness Name	Job Title/Organization/Phone
Witness Name	Job Title/Organization/Phone
Witness Name	Job Title/Organization/Phone

The information provided above is truthful and accurate to the best of my knowledge.

Complainant's Signature: _____ Date: _____

Complaint Received by: _____

Date: _____

Name, Title, Signature

OFFICE OF HOMELAND SECURITY / HAWAII-EMERGENCY MANAGEMENT
DISCRIMINATION COMPLAINTS LOG

DATE OF COMPLAINT	COMPLAINANT	REASON FOR COMPLAINT	ACTION TAKEN (identify actions who discussed with; dates)	RESOLUTION (if denied, identify why)

OFFICE OF HOMELAND SECURITY / HAWAII-EMERGENCY MANAGEMENT
SPECIAL ACCOMMODATIONS REGISTER

REQUESTOR	CONTRACT INFORMATION	REQUEST (identify actions who discussed with; dates)	NOTES/DISCUSSION (if denied, identify why)

Language Interpretation-Translation Services		
NAME	CONTACT	SERVICE
Academia Language School	http://www.academiaschool.com 808-946-5599	Interpretation and American Sign Language interpretation and translation
East-West Concepts, Inc.	http://www.eastwestconcepts.com 808-938-8410	Interpretation and translation
Hawaii Interpreting Services	http://www.interpretinghawaii.com 808-394-7706	Referral service for on-site and remote American Sign Language interpretation and captioning and Computer Assisted Note taking services for persons who are Deaf, hard of hearing and Deaf-Blind
Healing Hands Hawaii Bilingual Access Line	http://helpinghandshawaii.org/bilingualaccessline 808-526-9724	Interpretation and translation
Isle Interpret	http://www.isleinterpret.com 808-445-9125	Referral service for on-site and remote American Sign Language interpretation and captioning and Computer Assisted Note taking services for persons who are Deaf, hard of hearing and Deaf-Blind
Language Line Solutions	http://languageline.com 800-752-6096	On-site/on-demand personal interpretation and translation services
Language Services Hawaii, LLC	http://languageserviceshawaii.com 808-393-7060	Interpretation and translation
LifeLinks	http://www.lifelinks.net 888-465-4325	Telephone and video interpretation services for American Sign Language and other languages
Pacific Gateway Center-Hawaii Language Bank	http://www.pacificgatewaycenter.org/portal/services/tabid/56/default.aspx 808-851-7010	Oral interpretation Written translation
Silver Bridges Translation International	http://www.silverbridges.com 808-531-1073	Interpretation and translation
Hawaii State Judiciary (list of Court Interpreters)	http://www.courts.state.hi.us/wp-content/uploads/2017/01/interpreters.pdf 808-539-4860	Oral interpretation
Hawaii Interpreters and Translators Association	http://www.hawaiiinterpreters.com Phone numbers for respective interpreters/Translators listed in each language found in the site	Oral interpretation Written translation

OFFICE OF HOMELAND SECURITY / HAWAII EMERGENCY MANAGEMENT AGENCY

Title VI Discrimination Complaints, Investigations, Lawsuits

Description/Name	Date of Complaint	Summary of the Complaint	Status	Action(s) Taken Final Finding
Investigations				
Lawsuits				
Complaints				