

## **10 THINGS REQUIRED BY THE NATIONAL ORIGIN DISCRIMINATION SETTLEMENT WITH HAWAII PUBLIC HOUSING AUTHORITY**

Under the terms of the Settlement Agreement, the Hawaii Public Housing Authority (HPHA) must:

1. Implement and comply with their newly adopted [Language Access Plan and Policy](#)
2. Identify LEP individuals in accordance with its Language Access Plan
3. Provide free and competent language services in a timely manner
4. Provide LEP individuals meaningful notice of their right to free language services:
  - a. Display translated language access posters in HPHA offices and reception areas
  - b. Provide a translated [language insert](#) with all HPHA housing applications and all letters to residents affecting their program benefits
  - c. Distribute a translated [brochure](#) with notice of free language services to community organizations
5. Translate the [“Offer and Acceptance or Waiver of Free Interpreter Services” Form](#) (DHS 5000 form) into frequently encountered languages and provide oral interpretation of the form upon request
6. At hearings involving LEP residents who waived interpretation or chose to use a family member or friend to interpret, the HPHA hearing body must review the waiver with LEP residents on record, during the hearing, to confirm that they understand the waiver. If a resident still demonstrates the need for language services, HPHA must reschedule the hearing with an interpreter.
  - a. The HPHA hearing body must ensure that interpreters are qualified to interpret
7. Conduct Language Access and Fair Housing training for HPHA staff:
  - a. Hawai'i Office of Language Access conducted mandatory LEP training for all HPHA Property Managers, Deputy Property Managers, Grievance Hearings Officers, Eviction Board Officers, and other staff who may have contact with residents and applicants
  - b. Conduct training on LEP policies annually and at orientation for new HPHA employees
8. Conduct fair housing testing to determine whether its staff is consistently implementing its LEP Plan and Policy and the Settlement Agreement
  - a. Provide quarterly reports of testing results to HCRC
9. Ensure that all HPHA sub-recipients are informed of their language access obligations and the Settlement Agreement and oversee them to monitor compliance
10. Provide 6 month and 1 year progress reports to HCRC including HPHA's monitoring of staff implementation of its Language Access policies, atypically low numbers of interactions with LEP individuals, and specific corrective measures

**If you or your clients experience any problems related to this Settlement Agreement, are denied an interpreter, not given important documents in your language, or discriminated against because of your national origin, please CALL THE LEGAL AID FAIR HOUSING HOTLINE (O'ahu - 808.527.8024, Neighbor Islands - 866.527.3247).**