



DISABILITY AND COMMUNICATION ACCESS BOARD

Ka 'Oihana Ho'oka'a'ike no ka Po'e Kīnānā

1010 Richards Street, Rm. 118 • Honolulu, Hawai'i 96813
Ph. (808) 586-8121 (V) • Fax (808) 586-8129 • (808) 204-2466 (VP)

Notice of Meeting

Disability and Communication Access Board

General Board Meeting

Date: October 27, 2026

Time: 11:00 a.m. – 12:00 p.m.

Physical Meeting Location:

Kamamalu Building
1010 Richards Street, Room 111A and 111B
Honolulu, HI 96813

Virtual Location:

Use the meeting link below. If the hyperlink does not work, copy and paste the URL into your web browser.

Meeting Link:

<https://us02web.zoom.us/j/82333697454>

Meeting ID: 823 3369 7454

Join by Phone:

Dial 1-646-568-7788 and enter meeting ID: 823 3369 7454

HOW TO TESTIFY:

Written testimony – There is no deadline for submission of testimony, however, to ensure the public as well as Board members are able to review testimony prior to the meeting, we request written testimony be submitted no later than 9:00 a.m. one business day prior to the scheduled meeting date and time.

- **To Submit by Email:** dcab@doh.hawaii.gov. Please include TESTIMONY in the subject line.
- **To Submit by U.S. Postal Mail or Hand-Delivery:**

Attention: General Board – Testimony
Disability and Communication Access Board
1010 Richards Street, Room 118
Honolulu, Hawaii 96813

- **To Submit via facsimile:** (808) 586-8129

Oral testimony will be accepted via the remote testimony link or in-person at 1010 Richards Street, Room 111A and 111B, Honolulu, Hawaii 96813.

Testimony or comments presented by members of the public during the Board meetings shall be limited to three (3) minutes per agenda item. In compliance with the Americans with Disabilities Act (ADA), a reasonable amount of additional time shall be afforded to persons with a communication disability to present testimony or comments, if needed. Any person who needs additional time to present testimony or comments is encouraged to contact the DCAB office in advance of the meeting. This rule shall be placed at the beginning of all Board meeting agendas.

Members of the public may present comment or testimony during Board meetings on each agenda item. Public comment or testimony, if any, shall be presented on each agenda item before the Board deliberates on the item. After all public comment or testimony is presented, the Board shall deliberate on the agenda item without further comment or testimony from the public unless further public comment or testimony is requested by the Board.

HOW TO REQUEST ACCOMMODATION:

If you need an auxiliary aid/service or other accommodation due to disability, contact Joyy Young or Scott Castor at (808) 586-8121 or dcab@doh.hawaii.gov as soon as possible. Requests made as early as possible have a greater likelihood of being fulfilled.

Upon request, this notice is available in alternate/accessable formats.

MEETING MATERIALS AND OTHER INFORMATION:

The agenda and meeting materials for this meeting are available for inspection at DCAB's office located at 1010 Richards Street, Room 118, Honolulu, Hawaii 96813 and on DCAB's website at: <https://health.hawaii.gov/dcab/dcab-agendas-and-minutes/>.

If the remote connection (via Zoom) is lost, the meeting will be recessed for up to thirty (30) minutes to restore communication. If the connection is lost, we will attempt to restart the meeting again with the same link. If the Board is unable to reconvene the meeting because neither audiovisual communication nor audio communication can be reestablished within thirty (30) minutes, the meeting will be automatically terminated.

If you have trouble entering the meeting, please contact Joyy Young or Scott Castor at (808) 586-8121.

AGENDA

I. Call to Order

Review Remote Meeting Procedures

- This meeting is being recorded.
- A quorum of Board members is required to be visible on screen.

- If quorum is not achieved at the beginning of the meeting, the meeting will be cancelled within fifteen (15) minutes after the scheduled start time and updates will be made to any posted notices or calendar accordingly.
- If a Board member leaves the meeting permanently at any time, the Board member shall notify the Chairperson. If this results in a lack of quorum, the meeting will adjourn at that time.
- If a Board member leaves the meeting temporarily, the Board member shall notify the Chairperson. If this results in a lack of quorum, the Chair shall call a recess. If the Board member does not return within ten (10) minutes, the meeting will be adjourned.
- Raise hand to speak unless called upon.
- Identify yourself before speaking however public testifiers may use an alias to maintain anonymity.

II. Roll Call

III. Statement from Public and Written Testimonies Submitted

IV. Discussion and Approval of September 24, 2026 Minutes

V. Discussion and decision-making, including a final vote regarding the Permitted Interaction Group's report and recommendations for the hiring of the Disability and Communication Access Board Executive Director

The Board will accept public testimony prior to discussion.

VI. Adjournment



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Draft Minutes

Disability and Communication Access Board General Board Meeting

Location: Virtual via Zoom and 1010 Richards Street, Room 111A and 111B

Date: September 24, 2026

Time: 11:00 a.m. – 1:00 p.m.

PRESENT: Charlotte Townsend, Chairperson; Jodi Asato, Ed Chevy, Dayne Greene, Gerald Isobe, Gerald Ohta, Judy Paik, Teri Spinola-Campbell, LisAnn Tom, Board Members; Kristine Pagano, Rodney Kanno, Bryan Mick, Susan Rocco, Judithanne "Joyy" Young, Staff

ABSENT: Scott Fleming, Stephanie Nadolny, Michael Nojima

SIGN LANGUAGE INTERPRETERS: Keri Lee and Regina Sapko

REAL TIME CAPTIONERS: Kelly DeCamp and Faith Langenkamp

PUBLIC

PARTICIPANTS: Leelyn Brady, Laura Fussell, Peter Fritz, Linda Lambrecht, Donald Sakamoto

I. Call to Order

Chairperson Charlotte Townsend called the meeting to order at 11:00 a.m. Kristine Pagano reviewed the procedures for oral testimonies or comments presented by members of the public. Charlotte Townsend reviewed the remote meeting procedures.

II. Roll of Board was called.

III. Statement from Public and Written Testimonies Submitted

Chairperson Charlotte Townsend reported that the Board received three written testimonies.

Testimony: Public participant Peter Fritz summarized his testimonies on the following agenda items; VII. B. Report of the Permitted Interaction Group for the Disability and Communication Access Board Executive Director Recruitment, under section 92-2.5, the Board cannot decide anything for at least six (6) days from today and

agenda item VIII relating to FY27 meeting dates and times, meetings have to be noticed to make quorum especially for the recruitment to be decided.

The Board established a permitted interaction group in November for the review of the programs and services manual, but it was never recorded what the permitted interaction group was tasked to do, and if reviewing staff draft of the manual is one of the PIG's tasks. Recommended DCAB to contact the Office of Information Practices.

Regarding staff shortage for the front office, he inquired about a plan for staff assignments.

Peter Fritz shared that the Office of Enterprise Technology Services (ETS) are developing standards for AI however AI does not appear in DCAB's plan of action. He emphasized that DCAB is the State ADA Coordinator and requested AI to be placed on a future agenda.

IV. Discussion and Approval of May 21, 2026 Minutes

The minutes of the May 21, 2026 General meeting were approved as circulated. (M/S/P Greene/Ohta).

V. Report from Executive Director

A. Board membership

Kristine Pagano announced Jodi Asato, Ed Chevy, and Stephanie Nadolny as new board members appointed by the Governor. She also noted that there are five (5) board vacancies that need to be filled to complete the seventeen (17) board seats.

B. Personnel

1. Vacant Planner and ADA Coordinator position number 102158.

Kristine Pagano announced Judithanne "Joyy" Young as the new Planner and ADA Coordinator. Joyy joined the team on June 15, 2026, and introduced herself at the meeting.

2. Vacant Facility Access Office Assistant position number 121818.

The position announcement was posted on the Hawaii Department of Health and Department of Human Resources Development websites. Kristine Pagano provided an update that interviews are now being scheduled.

3. Current staff shortage.

Kristine Pagano reported that the current staff shortage is being managed through staff rotation. She also mentioned that the new DCAB Program Specialist position is under department review. After review is completed, DCAB will proceed with advertising the position. The DCAB Program Specialist will oversee and coordinate statewide compliance efforts relating to digital accessibility.

Board member Gerald Ohta asked whether digital accessibility in the DCAB Program Specialist job description includes AI. Chairperson Charlotte Townsend responded that it does not. Kristine Pagano further clarified that the position would focus on the Americans with Disabilities Act rules on web content and mobile applications.

Board member Ohta then asked if AI could be integrated into the position. Chairperson Townsend explained that while the position currently under review does not include AI, it could be incorporated in the future.

Board member Dayne Greene commented that Gerald Ohta raised an important point regarding the integration of AI, noting that AI has advanced rapidly over the past one to two years, with progress advancing monthly. He suggested including AI as a topic on a future agenda.

Chairperson Charlotte Townsend provided input that AI is a tool that can enhance accessibility for people with disabilities and consider AI as one of the major tenets.

Testimony: Public participant Peter Fritz reaffirmed Charlotte Townsend's comment that AI is a tool for people with disabilities. It was suggested DCAB review the Data Task Force meeting on September 21, 2026 and for the DCAB Legislative Committee consider reviewing AI legislation.

C. Programs and Services Reference Manual for Persons with Disabilities.

Kristine Pagano reported that staff submitted a draft of the Programs and Services Reference Manual for Persons with Disabilities to the Permitted Interaction Group (PIG) for review. There is no PIG report.

D. Report on staff attendance at trainings, conferences, and events.

1. 2026 National ADA Symposium, July 20 – 22, 2026, Phoenix, Arizona – Update.

Kristine Pagano reported that three staff members attended the 2026 National ADA Symposium which was held on July 20 - 22, 2026 in Phoenix, Arizona. Staff earned credits for the ADA Coordinator Certification. Chairperson Charlotte Townsend reported that the new ADA Coordinator, Joyy Young, was hired in time to attend and complete her ADA Coordinator Certification.

2. ADA and Service Animals Guidelines presentation to Department of Law Enforcement, July 21, 2026 – Update.

Staff presented “ADA and Service Animals Guidelines” to the Department of Law Enforcement on July 21, 2026.

3. ADA Compliance: Introduction to Website and App Accessibility, August 4, 2026 – August 7, 2026 – Update.

Kristine Pagano reported that DCAB sponsored the one-week training to the Department of Health on how to make an accessible document in Word and PDF.

4. Service Animals Guidelines presentation to State Foundation on Culture and the Arts, August 7, 2026 – Update.

On August 7, 2026, staff presented to the Hawaii State Foundation on Culture and the Arts information on Service Animals guidelines.

5. Deaf History Museum, University of Hawaii at Manoa – Hamilton Library, September 14, 2026 – Update.

DCAB sponsored two events at the University of Hawaii (UH) at Manoa. The first was a Grand Opening at the Kennedy Theatre announcing the Deaf History Museum exhibit at Hamilton Library. The Deaf History Museum showcase will be on display through December.

6. Americans with Disabilities Act (ADA): Service Animals in Title II Public Entities presentation to Department of Health, September 15, 2026 – Update.

Staff provided training on the “Americans with Disabilities Act (ADA): Service Animals in Title II Public Entities to the Department of Health on September 15, 2026.

Testimony: Public participant Peter Fritz inquired if the presentations covering service animals included the U.S. Department of Housing and Urban Development (HUD). He also asked for clarification on sponsorship, if staff presents on behalf of DCAB or if DCAB sponsored someone for the presentation.

Bryan Mick responded that the service animals' trainings include HUD, and other laws such as Title I – Employment, and Air Carrier Access Act.

Kristine Pagano responded that DCAB sponsored the two UH events with ASL interpreters and captioning services.

Chairperson Charlotte Townsend explained that staff respond to entities' requests for training. Staff provided Title II entities training on service animals and how they are defined in different laws that relate to people with disabilities.

E. Announcements of Americans with Disabilities Act Accessibility Guidelines (ADAAG) and Hawaii Outdoor Developed Areas Accessibility Guidelines (HODAAG) trainings

Facility Access Unit Coordinator, Rodney Kanno, announced the virtual basic ADAAG and HODAAG training for the public and professionals seeking continuing education credits on the following dates from 9:00 a.m. to 11:00 a.m.

- October 7, 2026: ADAAG Chapters 3 & 4 Building Blocks and Accessible Routes
- October 14, 2026: ADAAG Chapters 5 & 6 General Sites and Building Elements and Plumbing Elements and Facilities
- October 21, 2026: ADAAG Chapters 7 & 8 Communication Elements and Features and Special Rooms, Spaces, and Elements
- October 28, 2026: ADAAG Chapters 9 & 10 Built-in Elements and Recreational Elements
- November 4, 2026: Hawaii Outdoor Developed Areas Accessibility Guidelines (HODAAG)

For more information, please contact DCAB by email at dcab@doh.hawaii.gov

VI. Committee Reports

A. Standing Committee on Communication Access

Committee Chairperson, LisaAnn Tom, reported the Committee met on September 10, 2026 and reviewed the following items:

- a. Update on the 2026 Communication Access State Conference, including workshop titles, presenter lineup, and current registration numbers.
She said that approximately one hundred (100) people have registered to attend the upcoming Communication Access conference. The three presenters will be Jojo Savea, Leslie Whitman, and Calvin Young.

Jojo Savea will present two workshops: “Your Digital Voice: Social Media & Communication Access” and “Empowering Deaf Voices Through Leadership and Advocacy.”

Leslie Whitman will be present “Emergency Communication Access: 911 Response with RapidSOS.”

Calvin Young will offer two workshops titled, “AI and the Future of Communication Access” and “Sign Language Avatars & Visual Storytelling.”

- b. Report on the outcome of an applicant for the Hawaii Quality Assurance System (HQAS) test.

One applicant completed the HQAS test on July 22, 2026. The test has been sent to evaluators. The evaluation process typically takes about three months before certification is issued.

- c. Announcement of the new Hawaii Quality Assurance System (HQAS) website for sign language interpreters to submit Continuing Education Units (CEUs).

The HQAS website for sign language interpreters to submit CEUs will be hosted on the DCAB website. The DCAB site will include information about the HQAS testing and certification process, as well as instructions for submitting CEUs.

B. Special Parent Information Network (SPIN)

1. SPIN News Special Edition Focus on Artificial Intelligence.

Kristine Pagano reported that the July 2026 Special Edition featured four (4) infographics for parents of children with disabilities around the use of artificial intelligence tools in the education of children with disabilities and as a tool for parent advocacy.

2. Planning for the 2027 Annual SPIN Conference.

Board member Ed Chevy announced the tentative conference date is scheduled for March 27, 2027. The conference title is "Saddle Up with SPIN Paniolo Style."

3. Outreach to Hawaii Electric Company (HECO) Employees.

Kristine Pagano reported that on July 14, 2026, SPIN provided a hybrid presentation regarding its resources to approximately 160 employees who have a connection to a child with a disability. Staff will participate in the HECO Wellness and Caregiver Fair in Hilo on September 22, 2026.

4. Kauai Transition Fair and Legislative Forum on October 21, 2026.

Kristine Pagano reported the State Council on Developmental Disabilities invited staff, Amanda Kaahanui, to be a featured speaker on how families can prepare for their child(ren)'s transition from high school to higher education, employment and community living.

Board member Gerald Isobe reported technical difficulties with captions and missed Ed Chevy's report. Chairperson Charlotte Townsend summarized the SPIN report.

VII. Old Business

A. ADA Coordination.

1. Review statistics of ADA technical assistance program.

Joy Young reported that the ADA technical assistance statistics are from June 15, 2026 to present, DCAB responded to forty three (43) inquiries related to ADA or other laws that impact persons with disabilities.

Of the forty three (43), twenty (20) were from state departments or agencies, nineteen (19) members of public, and four (4) inquiries from Title III entities.

Twenty two (22) were related to Title II, five (5) related to Title III, three (3) related to Title I, five (5) related to Fair Housing Act, and eight (8) related to other laws that impact persons with disabilities.

2. Providing guidance on making State web content and mobile apps accessible for persons with disabilities

Joy Young reported that DCAB received eight (8) technical assistance concerning digital accessibility. One department inquired about the

existence of an official certification for Web Content Accessibility Guidelines (WCAG) compliance. DCAB responded that there is no official certification for WCAG compliance. Various agencies inquired about meeting ADA Title II requirements for web and mobile accessibility for certain document types. DCAB responded to seven (7) technical assistance requests on effective communication, five (5) relating to service animals, three (3) on assistance animals and five (5) relating to accessible parking.

Due to Hurricane Lala, there were two (2) requests regarding reasonable accommodations under the Fair Housing Act in the event of elevator outages.

DCAB held one (1) State and one (1) County ADA coordinators meetings in August. Twenty two (22) State ADA coordinators and three (3) County ADA coordinators attended, in which the main topic was their development of digital accessibility plans to meet compliance with ADA Title II requirements and the Hawaii Electronic Information Technology Disability Access Standards.

Testimony: Public participant Peter Fritz reported that he filed a complaint on June 11, 2026, with the Department of Land and Natural Resources because their meeting agendas and documents were not accessible. The document images were unreadable and lacked headings, and because the file was a couple of hundred pages long, it was extremely difficult for the screen reader to navigate. It took 99 days for the result with the Department of Land and Natural Resources revising their manual that states WCAG 2.1 Level AA as the standard. The revision identifies the types of documents that must comply, including PDFs, word-processing files, spreadsheets, presentations, forms, reports, notices, and materials for public meetings such as agendas, packets, and minutes. The standard applies whether a document is posted, emailed, distributed electronically, or provided upon request. Grievances can be effective, though one requires patience and that this outcome is a positive result for everyone.

Board member Dayne Greene asked if the one county who did not participate in the County ADA Coordinator meeting, will they receive what they missed. Joyy Young responded yes, they will receive the information.

B. Report of the Permitted Interaction Group for the Disability and Communication Access Board Executive Director Recruitment.

Presentation of findings and recommendations from the Recruitment Permitted Interaction Group (PIG) regarding the investigation of candidates/criteria for Executive Director, pursuant to HRS § 92-2.5(b)(1).

The Permitted Interaction Group member Dayne Greene presented the final report of findings and recommendations that the Board formed the Permitted Interaction Group (PIG) for the purpose of evaluating candidates for the vacant Executive Director position.

The process took approximately three (3) months. Candidates were evaluated and given a score based on several determining factors. The panel analyzed which candidate possessed the experience, ability, and skill set to best fulfill the major duties and responsibilities of DCAB Executive Director position such as policy development and implementation, supervision of staff, office management, and coordination of Board activities.

The Permitted Interaction Group recommends candidate, Kristine Pagano, for the position of Executive Director of the Disability and Communication Access Board.

The Board will vote on the final approval of the Permitted Interaction Group candidate at the next General Board meeting.

Chairperson Charlotte Townsend thanked the PIG and for the report. She stated that there is no discussion, they heard the recommendation and can vote at the next meeting.

VIII. New Business

Discussion and Approval of FY27 meetings dates and times.

Chairperson Charlotte Townsend asked whether the Board could meet on Tuesdays and Wednesdays. Board members then provided staff with their preference.

IX. Open Forum: Public comment on issues not on the agenda for consideration for the Board's agenda at the next meeting.

Board member Judy Paik asked if DCAB staff is following the U.S. Department of Housing and Urban Development (HUD) new guidance on assistance animals? Bryan Mick reported that several months ago HUD updated their guidance to only recognize service animals in housing accommodations, however there is a

state law on assistance animals in which staff refer to the Hawaii Civil Rights Commission (HCRC).

Public participant Peter Fritz shared that one could contact HCRC for assistance with an interpretation regarding state law vs. federal law assistance animals.

X. The meeting was adjourned at 12:07 p.m.

Respectfully Submitted,

RODNEY KANNO

FINDINGS & RECOMMENDATION FOR THE EXECUTIVE DIRECTOR POSITION (DISABILITY AND COMMUNICATION ACCESS BOARD)

PREPARED BY: PERMITTED INTERACTION GROUP

To: Disability and Communication Access Board (DCAB), State of Hawaii Department of Health

From: Permitted Interaction Group (P.I.G), Disability and Communication Access Board

Date: September 8, 2026

Executive Summary

The Disability and Community Access Board formed a Permitted Interaction Group (P.I.G.) for the purpose of evaluating candidates for the vacant Executive Director position. The evaluation process took approximately 3 months (MAY 2026 – September 2026)

The State Department of Health posted the DCAB Executive Director position and received three completed applications. Three applicants were screened, interviewed, and evaluated for the position.

EVALUATION:

Candidates were evaluated & given a score based on (Determining Factors)

1. Pertinent Working Experience
2. Training & Education
3. Applicable Knowledge
4. Skills & Abilities
5. Other determining factors (such as being bilingual)

The Hiring Panel analyzed which candidate possessed the experience, ability, and skillset to best fulfill the ***Major Duties & Responsibilities*** of DCAB's Executive Director position:

- *Policy Development & Implementation*
- *Supervision of Staff*
- *Office Management*
- *Coordination of Board Activities*

RECOMMENDATION:

Based on the results of the candidate evaluation process, The Permitted Interaction Group (P.I.G.) recommends candidate *Kristine Pagano* for the position of Executive Director of the Disability and Communication Access Board (DCAB). Ms. Pagano possesses valuable experience and a skill set that makes her uniquely qualified to lead the Disability and Communication Access Board.

- Proven leadership. Track record of successfully managing large budgets and navigating DCAB through the state procurement processes.
- *Policy Development & Implementation* - Experience coordinating the State of Hawaii's efforts, using a multi-agency approach, to comply with the requirements of the American with Disabilities Act (ADA).
- Experience leading DCAB's provision of technical assistance to various entities including public agencies, private for profit/non-profit business, non-profit organizations, employers, and disabled persons
- Ability to supervise staff effectively, while maintaining alignment with the DCAB's strategic goals.
- Track record of ensuring Board's actions comply with state requirements. Can articulate a clear direction for DCAB that aligns with statutory requirements of the State's/Governor's directives.
- Fluent in American Sign Language (ASL) with a strong cultural competency of Communication Access needs of disabled individuals.
- Expressed commitment to advocating for the disabled community statewide.

CONCLUSION & NEXT STEPS

The Permitted Interaction Group (P.I.G.) is confident that Kristine Pagano possesses the visionary leadership and regulatory expertise to advance the Board's mission.

The Board will vote on the final approval of the P.I.G.'s selected candidate.